

**Residential Telephone Service Survey (RTSS), 2008
Questionnaire**

TABLE OF CONTENTS

Residential Telephone 1

FOR INFORMATION ONLY

**Residential Telephone Service Survey (RTSS), 2008
Questionnaire**

Section: Residential Telephone (RT)

RTS_BEG Beginning of Section

RTS_R01 **This is a voluntary survey on telephone service. The first two questions are about land-lines. This is the traditional telephone service which has been available for decades from local phone companies, not cable or Internet. In these questions, please include land-line phone service used for business. Such phones can be cordless.**

INTERVIEWER: Press <1> to continue.

RTS_Q01 **Does your household currently have a private or business land-line telephone service?**

INTERVIEWER: Include land-line telephone service used for business purposes, even if the business is not within the household or if the employer is paying for the service within that person's household.

- 1 Yes
2 No (Go to RTS_Q03)
DK, RF (Go to RTS_Q03)

Coverage: All respondents

RTS_Q02 **How many different telephone numbers does your household currently have for land-line telephone service, including those used for business?**

INTERVIEWER: Include land-line telephone service used for business purposes, even if the business is not within the household or if the employer is paying for the phone service within that person's household.

____ (2 spaces) [Min: 0 Max: 0]
DK, RF

Note: Note: [Min: 1 Max: 95]

RTS_Q03 **Do any members of your household currently have cell or mobile phone service? Include cell phone service used for business, but exclude cordless phones.**

INTERVIEWER: Include cell phone service used for business purposes, even if the business is not within the household or if the employer is paying for the phone service within that person's household.

Include cell phones from work that are brought home and Personal Digital Assistants (PDAs) equipped with cell service.

- 1 Yes
2 No (Go to RTS_Q06)
DK, RF (Go to RTS_Q06)

Coverage: All respondents

**Residential Telephone Service Survey (RTSS), 2008
Questionnaire**

RTS_Q04 Including those used for business, how many different telephone numbers does your household currently have for cell phone service?

INTERVIEWER: Include cell phone service used for business purposes, even if the business is not within the household or if the employer is paying for the phone service within that person's household.

Include cell phones from work that are brought home and Personal Digital Assistants (PDAs) equipped with cell service.

____(2 spaces) [Min: 1 Max: 95]

DK, RF (Go to RTS_Q06)

Coverage: Respondents whose households currently have cell phone service (RTS_Q03=1)

RTS_Q05 How many of these cell phone numbers are primarily used for business?
[Min: 0 Max: 95]

____(2 spaces) [Min: 0 Max: 95]

DK, RF

Coverage: Respondents whose households currently have at least one telephone number for cell phone service (RTS_Q04=1 to 95)

RTS_Q06 There is a new technology called 'Voice over IP', or 'VoIP', which allows the customer to make and receive calls using the Internet, either through a device connected to a telephone or through a computer (for example, using a microphone on the computer).

Cable television companies also offer cable telephone service that makes and receives telephone calls over the cable network.

Does your household currently have a cable telephone or VoIP service?
Include cable telephone or VoIP service used for business.

- 1 Yes
 - 2 No
- DK, RF

Coverage: All respondents

RTS_Q07 If RTS_Q01=2..... (Go to RTS_Q07)
Else..... (Go to RTS_Q10)

Coverage: All respondents

**Residential Telephone Service Survey (RTSS), 2008
Questionnaire**

- RTS_Q07 Why doesn't your household have land-line telephone service?**
- 1 Cancelled it
 - 2 Can't afford it (Go to RTS_Q09)
 - 3 Moved (Go to RTS_Q10)
 - 4 Not needed: have cell phone, cable or VOIP service..... (Go to RTS_Q10)
 - 5 All other responses (Go to RTS_Q10)
DK, RF (Go to RTS_Q10)

Coverage: Respondents who do not have land-line phones (RTS_Q01=2)

- RTS_Q08 Why did you cancel it?**
- 2 Can't afford it
 - 3 Moved (Go to RTS_Q10)
 - 4 Not needed: have cell phone, cable or VOIP service..... (Go to RTS_Q10)
 - 5 All other responses (Go to RTS_Q10)
DK, RF (Go to RTS_Q10)

Coverage: Respondents whose reason for not having a land-line phone is because they cancelled it (RTS_Q07=1)

RTS_Q09 I am going to read a list of common charges found on a land-line telephone bill. Please tell me which of these charges you find difficult to pay.

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Installation fees
- 02 Security deposit
- 03 Monthly charge for your basic phone line which includes local calls
- 04 Optional features and/or set up charges
- 05 Long distance charges
- 06 Other usage charges (i.e. 900 service, * features, directory assistance, etc.)
- 07 None of the above
DK, RF

Coverage: Respondents who cannot afford a land-line phone (RTS_Q07=2 or RTS_Q08=2)

RTS_Q10 In 2007, was your total annual household income before taxes and deductions less or more than \$^LICO?

- 1 Less than
- 2 More than
- DK, RF

Coverage: All respondents

RTS_R11 Thank you for your cooperation.

INTERVIEWER: Press <1> to continue.

RTS_END End of Section

**Residential Telephone Service Survey (RTSS), 2008
Questionnaire**

INDEX

R		RTS_Q05	2
RTS_BEG	1	RTS_Q06	2
RTS_C07	2	RTS_Q07	3
RTS_END	3	RTS_Q08	3
RTS_Q01	1	RTS_Q09	3
RTS_Q02	1	RTS_Q10	3
RTS_Q03	1	RTS_R01	1
RTS_Q04	2	RTS_R11	3

FOR INFORMATION ONLY