

# Residential Telephone Service Survey 2007

## Questionnaire

**RTS\_R01** This is a voluntary survey on telephone service. In the following questions, land-line telephone service refers to the traditional telephone service which has been available for decades from local telephone companies.

**RTS\_Q01** Does your household currently have land-line telephone service? Include land-line telephone service 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 person's phone 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? Include land-line telephone service 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 person's phone service within that person's household.

- 1 1  
2 2  
3 3 or more  
DK, RF

Coverage: Respondents in a household that currently has land-line service (RTS\_Q01=1)

**RTS\_Q03** Do any members of your household currently have cellular telephone service? Exclude cordless phones.

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

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

- 1 Yes  
2 No ..... (Go to RTS\_Q06)  
DK, RF ..... (Go to RTS\_Q06)

Coverage: All respondents

# Residential Telephone Service Survey 2007

## Questionnaire

**RTS\_Q04**      **How many different telephone numbers does your household currently have for cellular phone service? Include cell phone service used for business.**

**INTERVIEWER:** Include cellular phone service used for business purposes even if the business is not within the household or if the employer is paying for the person's phone service within that person's household. Include cell phones from work that are brought home and Personal Digital Assistants (PDAs) equipped with cellular service.

- 1                    1
- 2                    2
- 3                    3 or more
- DK, RF ..... (Go to RTS\_Q06)

*Coverage:*                    Respondents whose households currently have cellular phone service (RTS\_Q03=1)

**RTS\_Q05**      **How many of these cellular phone numbers are primarily used for business?**

- 0                    0
- 1                    1
- 2                    2
- 3                    3 or more
- DK, RF

*Coverage:*                    Respondents whose households currently have at least one telephone number for cellular phone service (RTS\_Q04>0 and <=3)

FOR INFORMATION ONLY

# Residential Telephone Service Survey 2007

## Questionnaire

**RTS\_Q06** Does your household currently have a cable telephone or VoIP service?

**Cable television companies now offer cable telephone service that delivers and receives telephone calls over the cable network.**

**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).**

- 1 Yes
- 2 No
- DK, RF

**RTS\_C07** If RTS\_Q01=2 go to RTS\_Q07  
Else go to RTS\_Q10

Coverage: All respondents

**RTS\_Q07** Why don't you 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 or VOIP service ..... (Go to RTS\_Q10)
- 5 All other responses ..... (Go to RTS\_Q10)
- DK, RF ..... (Go to RTS\_Q10)

Note: The following answers should be coded to "Can't afford it": Too expensive, Can't afford the phone, Unpaid phone bills, Service cancelled by the phone company, Moved and can't afford the installation price, Lost job, Unemployed, I'm on... (any form of social assistance), etc. The following answers should be coded to "Moved": Respondent moved, on vacation, going south for the winter, moved and don't want/need the phone anymore etc. The following answers should be coded to "Any other response": Sharing a phone, receiving harassing calls, getting a private number, hard of hearing, dissatisfied with the phone company, don't want other household members to receive calls, etc.

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 or VOIP service ..... (Go to RTS\_Q10)
- 5 All other responses ..... (Go to RTS\_Q10)
- DK, RF ..... (Go to RTS\_Q10)

Note: The following answers should be coded to "Can't afford it": Too expensive, Can't afford the phone, Unpaid phone bills, Service cancelled by the phone company, Moved and can't afford the installation price, Lost job, Unemployed, I'm on... (any form of social assistance), etc. The following answers should be coded to "Moved": Respondent moved, on vacation, going south for the winter, moved and don't want/need the phone anymore etc. The following answers should be coded to "Any other response": Sharing a phone, receiving harassing calls, getting a private number, hard of hearing, dissatisfied with the phone company, don't want other household members to receive calls, etc.

Coverage: Respondents whose reason for not having a land-line phone is because they cancelled it (RTS\_Q07=1)

# Residential Telephone Service Survey 2007

## Questionnaire

---

**RTS\_Q09** I am going to read a list of most common charges which could be on a land-line telephone bill. Please tell me which of these charges you find difficult to afford.

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

- 01 The installation charge
- 02 The security deposit
- 03 Monthly charge for your basic phone line which includes local calls
- 04 Optional features and/or set charges
- 05 Long distance charges
- 06 Other usage charges (i.e. 900 service, \* features, directory assistance, etc.)  
DK, RF

*Coverage:* Respondents who cannot afford a land-line phone (RTS\_Q07=2 or RTS\_Q08=2)

**RTS\_Q10** In 2006, 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.

FOR INFORMATION ONLY