

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

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<b>Section:</b>	<b>Introduction (ST)</b>
<b>ST_BEG</b>	Beginning of Section
<b>ST_C01</b>	If IntSession = 1 (AskFirst) ..... (Go to ST_R01) Else ..... (Go to ST_R02)
<b>ST_R01</b>	<p><b>We are conducting a study about Internet use, to better understand how Canadians are using the Internet and its influence on the economy. The questions will cover your personal non-business Internet use and the purchases you may have made over the Internet during the past 12 months.</b></p> <p><b>Even if you are not an Internet user, it is important that we obtain your views.</b></p> <p><b>Your answers will be kept confidential and only used for statistical purposes. This survey is voluntary.</b></p> <p><b>Collection Registration Number - STC/SDD-040-75115</b></p>
Default:	(Go to ST_END)
<b>ST_R02</b>	<p><b>We called earlier for you to complete a study on Internet use. The questions will cover your personal non-business Internet use and the purchases you may have made over the Internet during the past 12 months.</b></p> <p><b>Even if you are not an Internet user, it is important that we obtain your views.</b></p> <p><b>Your answers will be kept confidential and only used for statistical purposes. This survey is voluntary.</b></p> <p><b>Collection Registration Number - STC/SDD-040-75115</b></p>
<b>ST_END</b>	End of Section
<b>Section:</b>	<b>Ever users (EV)</b>
<b>EV_BEG</b>	Beginning of Section
<b>EV_Q01</b>	<p><b>Have you ever used the Internet (E-mail or World Wide Web) from home, work, school, or any other location for personal non-business use?</b></p> <p>1 Yes</p> <p>2 No ..... (Go to EV_END) DK, RF ..... (Go to EV_END)</p>
Coverage:	All respondents

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**EV\_Q02      How many years have you used the Internet?**

INTERVIEWER: Read categories to respondent.

- 1      Less than 1 year
- 2      1 to 2 years (1 year or more but less than 2 years)
- 3      2 to 5 years (2 years or more but less than 5 years)
- 4      5 or more years
- DK, RF

*Coverage:*      Respondents who have ever used the Internet from any location for personal non-business use

**EV\_END**      End of Section

**Section:**      **Past use (PU)**

**PU\_BEG**      Beginning of Section

**PU\_C01**      If EV\_Q01 = 1 (Yes) .....(Go to PU\_Q01)  
                  Else.....(Go to PU\_END)

**PU\_Q01**      **Did you use the Internet during the past 12 months for personal non-business use?**

- 1      Yes.....(Go to PU\_END)
- 2      No
- DK, RF

*Coverage:*      Respondents who have ever used the Internet from any location for personal non-business use

**PU\_Q02**      **When was the last time you used the Internet?**

INTERVIEWER: Read categories to respondent.

This question refers to Internet use for personal non-business use.

- 1      1 to 2 years (more than 1 year but less than 2 years)
- 2      2 to 5 years (2 years or more but less than 5 years)
- 3      5 or more years
- DK, RF

*Coverage:*      Respondents who have previously used the Internet for personal non-business use but not during the past 12 months

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**PU\_Q03**      **During the period that you last used the Internet, how often did you use it?**  
**Was it ... ?**

INTERVIEWER: Read categories to respondent.

- 1      At least once a day
- 2      At least once a week (but not every day)
- 3      At least once a month (but not every week)
- 4      Less than once a month
- DK, RF

*Coverage:*      *Respondents who have previously used the Internet for personal non-business use but not during the past 12 months*

**PU\_Q04**      **From what location(s) did you use the Internet in the past?**

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

- 1      Home
- 2      Work (for personal non-business use)
- 3      School
- 4      Public library
- 5      Another location.....(Go to PU\_Q05)
- DK, RF

**Default:**      (Go to PU\_Q06)

*Coverage:*      *Respondents who have previously used the Internet for personal non-business use but not during the past 12 months*

**PU\_Q05**      **From what other location(s) not previously mentioned, did you use the Internet?**

INTERVIEWER: Probe for what type of location; do not read list or give examples. Mark all that apply.

- 01      Relatives' home
- 02      Friends' or neighbours' home
- 03      Government office, department or kiosk (including Community Access Program site)
- 04      Internet or cyber café, or similar
- 05      Voluntary organisation
- 06      During travel (including hotel, airport, other office)
- 07      Through a mobile telephone or another wireless personal digital assistant (PDA)
- 08      Other - Specify.....(Go to PU\_S05)
- DK, RF

**Default:**      (Go to PU\_Q06)

*Coverage:*      *Respondents who have previously used the Internet for personal non-business use but not during the past 12 months*

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**PU\_S05** From what other location(s), not previously mentioned, did you use the Internet?

INTERVIEWER: Specify.

\_\_\_\_ (80 spaces)

Note: DK, RF are not allowed.

Coverage: Respondents who have previously used the Internet for personal non-business use but not during the past 12 months

**PU\_Q06** What are the reason(s) you no longer use the Internet from any location?

INTERVIEWER: Mark all that apply.

- 01 Too costly (service or equipment)  
02 Used at work, no longer in that position  
03 Used in school, no longer in school  
04 Too difficult to use  
05 No need  
06 I do not want to mistakenly give out personal information.  
07 Concerned for exposure to objectionable material  
08 Other security, confidentiality or privacy concerns  
09 Equipment broken  
10 No time, too busy  
11 No computer access  
12 Other - Specify ..... (Go to PU\_S06)  
DK, RF

Default: (Go to PU\_END)

Coverage: Respondents who have previously used the Internet for personal non-business use but not during the past 12 months

**PU\_S06** What are the other reason(s) you no longer use the Internet?

INTERVIEWER: Specify.

\_\_\_\_ (80 spaces)

Note: DK, RF are not allowed.

Coverage: Respondents who have previously used the Internet for personal non-business use but not during the past 12 months

**PU\_END** End of Section

**Section:** Location of use (LU)

**LU\_BEG** Beginning of Section

**LU\_C01** If PU\_Q01 = 1 (Yes) ..... (Go to LU\_Q01)  
Else ..... (Go to LU\_END)

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**LU\_Q01**      **During the past 12 months, did you use the Internet for personal non-business use:**

**... from home?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet during the past 12 months for personal non-business use*

**LU\_Q02**      **During the past 12 months, did you use the Internet for personal non-business use:**

**... from work?**

INTERVIEWER: Do not include use from home for telework or home based business.

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet during the past 12 months for personal non-business use*

**LU\_Q03**      **During the past 12 months, did you use the Internet for personal non-business use:**

**... as a student from school?**

INTERVIEWER: Do not include if respondent is a teacher or professor using in school for work.

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet during the past 12 months for personal non-business use*

**LU\_Q04**      **During the past 12 months, did you use the Internet for personal non-business use:**

**... from a public library?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet during the past 12 months for personal non-business use*

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<b>LU_Q05</b>	<b>During the past 12 months, did you use the Internet for personal non-business use:</b>
	<b>... from another location, not previously mentioned?</b>
1	Yes
2	No ..... (Go to LU_END)
	DK, RF ..... (Go to LU_END)
<i>Coverage:</i>	<i>Respondents who have used the Internet during the past 12 months for personal non-business use</i>
<b>LU_Q06</b>	<b>From what other location(s), not previously mentioned, did you use the Internet during the past 12 months?</b>
	<u>INTERVIEWER:</u> Mark all that apply.
01	Relatives' home
02	Friends' or neighbours' home
03	Government office, department or kiosk (including Community Access Program site)
04	Internet or cyber café, or similar
05	Voluntary organisation
06	During travel (including hotel, airport, other on-line)
07	Through a mobile telephone or another wireless personal digital assistant (PDA)
08	Other - Specify..... (Go to LU_S06)
	DK, RF
<b>Default:</b>	(Go to LU_END)
<i>Coverage:</i>	<i>Respondents who have used the Internet during the past 12 months for personal non-business use</i>
<b>LU_S06</b>	<b>From what other location(s), not previously mentioned, did you use the Internet during the past 12 months?</b>
	<u>INTERVIEWER:</u> Specify.
	____ (80 spaces)
<b>Note:</b>	DK, RF are not allowed.
<i>Coverage:</i>	<i>Respondents who have used the Internet during the past 12 months for personal non-business use</i>
<b>LU_END</b>	End of Section
<b>Section:</b>	<b>Individual use (IU)</b>
<b>IU_BEG</b>	Beginning of Section
<b>IU_C01A</b>	If LU_Q01 = 1 (Yes) ..... (Go to IU_R01) Else ..... (Go to IU_END)
<b>IU_R01</b>	<b>The next questions relate to your Internet use from home, during the past 12 months.</b>

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**IU\_Q01**      **Are you currently connected to the Internet at home by ... ?**

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

- 01      Telephone line connected to a computer
- 02      Cable line connected to a computer
- 03      (Connected through) a television
- 04      Satellite dish
- 05      Wireless (e.g., cellular telephone, personal digital assistant (PDA))
- 06      Other connection
- 07      I am not currently connected to the Internet but was in the past 12 months
- DK, RF

*Coverage:*      Respondents who have used the Internet from home during the past 12 months

**IU\_C01B**      If any of the answers to IU\_Q01 is 06 (Other connection) ..... (Go to IU\_S01)  
                 Else If any of the answers to IU\_Q01 is 07 (I am not...) ..... (Go to IU\_Q06)  
                 Else ..... (Go to IU\_Q02)

**IU\_S01**      What other connection do you use to access the Internet at home?

INTERVIEWER: Specify.

\_\_\_\_ (80 spaces)

*Note:*      DK, RF are not allowed.

**IU\_Q02**      **Through what devices can you access the Internet from home?**

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

- 01      Home personal computer
- 02      Portable computer
- 03      Digital television or set top box
- 04      Video games machine (console) with Internet connection
- 05      A mobile telephone or another wireless personal digital assistant (PDA)
- 06      Other device
- DK, RF

*Coverage:*      Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through some device

**IU\_C02**      If any of the answers to IU\_Q02 is 06 (Other connection) ..... (Go to IU\_S02)  
                 Else ..... (Go to IU\_Q03)

**IU\_S02**      What other devices can your household use to access the Internet from home?

INTERVIEWER: Specify.

\_\_\_\_ (80 spaces)

*Note:*      DK, RF are not allowed.



**Canadian Internet Use Survey, 2007**  
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**IU\_Q03      How often do you use the Internet at home in a typical month?**

INTERVIEWER: Read categories to respondent.

- 1      At least once a day
- 2      At least once a week (but not every day)
- 3      At least once a month (but not every week)
- 4      Less than once a month
- DK, RF

*Coverage:*      Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through some device

**IU\_Q04      In a typical week, on average, how many hours do you spend on the Internet, at home?**

INTERVIEWER: Read categories to respondent.

- 01      Less than 5 hours
- 02      Between 5 and 9 hours
- 03      Between 10 and 19 hours
- 04      Between 20 and 29 hours
- 05      Between 30 and 39 hours
- 06      40 hours or more per week
- DK, RF

*Coverage:*      Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through some device

**IU\_C05      If any of the answers to IU\_Q04 is 01 (Telephone), 03 (Television), 05 (Wireless), or 06 (Other connection) ..... (Go to IU\_Q05)  
Else ..... (Go to IU\_END)**

**IU\_Q05      Do you access the Internet at home using a high speed connection?**

- 1      Yes ..... (Go to IU\_END)
- 2      No  
      DK, RF

*Coverage:*      Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through a telephone line, a television, a wireless connection, or another connection other than cable or satellite dish

**IU\_Q06      Is there a cable or telephone high speed Internet service available in your area?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through a telephone line, a television, a wireless connection, or another connection other than cable or satellite dish, but do not use a high speed internet connection to access the Internet

**IU\_END      End of Section**

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<b>Section:</b>	<b>Specific use (SU)</b>
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<b>SU_BEG</b>	Beginning of Section
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<b>SU_C01</b>	If LU_Q01 = 1 (Yes) .....(Go to SU_Q01) Else.....(Go to SU_END)
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<b>SU_Q01</b>	<b>During the past 12 months, have you used the Internet at home:</b>  <b>... for e-mail?</b>  1        Yes 2        No DK, RF  <i>Coverage:</i> Respondents who have used the Internet from home during the past 12 months
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<b>SU_Q02</b>	<b>During the past 12 months, have you used the Internet at home:</b>  <b>... to use an instant messenger (e.g., MSN, ICQ)?</b>  1        Yes 2        No DK, RF  <i>Coverage:</i> Respondents who have used the Internet from home during the past 12 months
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<b>SU_Q03</b>	<b>During the past 12 months, have you used the Internet at home:</b>  <b>... to search for information about Canadian municipal, provincial or federal government(s)?</b>  1        Yes 2        No DK, RF  <i>Coverage:</i> Respondents who have used the Internet from home during the past 12 months
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<b>SU_Q04</b>	<b>During the past 12 months, have you used the Internet at home:</b>  <b>... to communicate with Canadian municipal, provincial or federal government(s) (e.g., e-mail, online applications, online surveys)?</b>  1        Yes 2        No DK, RF  <i>Coverage:</i> Respondents who have used the Internet from home during the past 12 months
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**SU\_Q05**      **During the past 12 months, have you used the Internet at home:**

**... to search for medical or health related information?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q06**      **During the past 12 months, have you used the Internet at home:**

**... for education, training or school work?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q07**      **During the past 12 months, have you used the Internet at home:**

**... for travel information or making travel arrangements?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q08**      **During the past 12 months, have you used the Internet at home:**

**... to search for employment?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q09**      **During the past 12 months, have you used the Internet at home:**

**... for electronic banking (e.g., to pay bills, view statements, mortgage or interest rates, transfers among accounts)?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

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**SU\_Q10**      **During the past 12 months, have you used the Internet at home:**  
**... to research investments?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q11**      **During the past 12 months, have you used the Internet at home:**  
**... to play games?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q12**      **During the past 12 months, have you used the Internet at home:**  
**... to obtain or save music? (Free or paid downloads)**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q13**      **During the past 12 months, have you used the Internet at home:**  
**... to obtain or save software? (Free or paid downloads)**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q14**      **During the past 12 months, have you used the Internet at home:**  
**... to view the news or sports (e.g., scores, follow a sporting event or team)?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

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**SU\_Q15**      **During the past 12 months, have you used the Internet at home:**  
**... to obtain weather reports or road conditions?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q16**      **During the past 12 months, have you used the Internet at home:**  
**... to listen to the radio over the Internet?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q17**      **During the past 12 months, have you used the Internet at home:**  
**... to download or watch TV over the Internet?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q18**      **During the past 12 months, have you used the Internet at home:**  
**... to download or watch a movie over the Internet?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q19**      **During the past 12 months, have you used the Internet at home:**  
**... to research community events?**

- 1      Yes
- 2      No  
      DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months*

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**SU\_Q20**      **During the past 12 months, have you used the Internet at home:**  
  
                  **... to research other specific matters such as genealogy, religion, history,**  
                  **home renovations, parenting, pet care, maps, etc. ?**

- 1            Yes
- 2            No
- DK, RF

*Coverage:*            *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q21**      **During the past 12 months, have you used the Internet at home:**  
  
                  **... for general browsing for fun or leisure (surfing)?**

- 1            Yes
- 2            No
- DK, RF

*Coverage:*            *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q22**      **During the past 12 months, have you used the Internet at home:**  
  
                  **... to contribute content or to participate in discussion groups (blogging,**  
                  **message boards, posting images)?**

- 1            Yes
- 2            No
- DK, RF

*Coverage:*            *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q23**      **During the past 12 months, have you used the Internet at home:**  
  
                  **... to make telephone calls?**

- 1            Yes
- 2            No
- DK, RF

*Coverage:*            *Respondents who have used the Internet from home during the past 12 months*

**SU\_Q24**      **During the past 12 months, have you used the Internet at home:**  
  
                  **... to sell goods or services (through auction sites)?**

- 1            Yes
- 2            No
- DK, RF

*Coverage:*            *Respondents who have used the Internet from home during the past 12 months*

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**SU\_Q25**      **During the past 12 months, have you used the Internet at home:**

**... for any other reasons?**

1                Yes.....(Go to SU\_S25)

2                No

                  DK, RF

Default:        (Go to SU\_END)

Coverage:      *Respondents who have used the Internet from home during the past 12 months*

**SU\_S25**        For what other reason(s), not previously mentioned, did you use the Internet during the past 12 months?

INTERVIEWER: Specify.

                  \_\_\_\_(80 spaces)

Note:            DK, RF are not allowed.

Coverage:      *Respondents who have used the Internet from home during the past 12 months*

**SU\_END**        End of Section

**Section:**       **Government online (GL)**

**GL\_BEG**        Beginning of Section

**GL\_C01A**       If LU\_Q01 = 1 (Yes) .....(Go to GL\_R01)

                  Else.....(Go to GL\_END)

**GL\_R01**        **The next questions relate to obtaining information on governments in Canada.**

**GL\_C01B**       If SU\_Q03 = 1 (Yes) Else If SU\_Q04 = 1 (Yes) .....(Go to GL\_Q01)

                  Else.....(Go to GL\_Q05)

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**GL\_Q01**      **During the past 12 months, have you used the Internet for personal non-business use for any of the following reasons?**

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

01      Search for government related information  
02      File your income tax  
03      Download a government form (e.g., a passport or Social Insurance Number form)  
04      Submit a completed form  
05      Access information on a government program or service  
06      Communicate with government departments or with an elected official (e.g., member of parliament)  
07      Return your 2006 Census form  
08      Vote in a municipal, provincial or federal election  
09      Provide your opinion during an online government consultation  
10      Other - Specify..... (Go to GL\_S01)  
      DK, RF

Default:      (Go to GL\_C02)

Coverage:      *Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada*

**GL\_S01**      What other reasons have you used the Internet for personal non-business use?  
                    (Related to obtaining information or communicating with government in Canada)

INTERVIEWER: Specify.

\_\_\_\_(80 spaces)

Note:      DK, RF are not allowed.

Coverage:      *Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada*

**GL\_C02**      If SU\_Q03 = 1 (Yes) or GL\_Q01 = 1 ..... (Go to GL\_Q02)  
                    Else..... (Go to GL\_Q03)

**GL\_Q02**      **During the past 12 months, how often did you use the Internet to search for information on government programs or services in Canada?**

INTERVIEWER: Read categories to respondent.

1      At least once a day  
2      At least once a week (but not every day)  
3      At least once a month (but not every week)  
4      Less than once a month  
5      Not at all  
      DK, RF

Coverage:      *Respondents who have used the Internet from home during the past 12 months and have indicated they used the Internet to search for information about governments in Canada*

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**GL\_Q03**      **During the past 12 months, did you use the Internet to express your opinion related to government policies, laws, causes or issues in Canada that you feel are important?**

- 1            Yes
- 2            No
- DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada*

**GL\_Q04**      **During the past 12 months, what level(s) of government in Canada did you obtain information from or communicate with using the Internet?**

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

- 1            Municipal
- 2            Provincial
- 3            Federal
- DK, RF

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada*

**GL\_C05**      If SU\_Q03 = 1 (Yes) and SU\_Q04 = 1 (Yes) ..... (Go to GL\_END)  
Else ..... (Go to GL\_Q05)

**GL\_Q05**      **What is the main reason you do not use the Internet to search for information and/or to communicate with Canadian municipal, provincial or federal government(s)?**

- 01            Too difficult to find correct website
- 02            It is easier to contact the government in person
- 03            Easier to use telephone (to do business with government)
- 04            Concern for privacy when providing information
- 05            Concern for security of financial transactions
- 06            I do not have convenient access to the Internet
- 07            Get the information from newspapers, radio or TV
- 08            Never thought of searching or communicating that way
- 09            No need
- 10            Not interested
- 11            No time, too busy
- 12            Other - Specify ..... (Go to GL\_S05)
- DK, RF

**Default:**      (Go to GL\_END)

*Coverage:*      *Respondents who have used the Internet from home during the past 12 months and have indicated: they do not use the Internet to search for information about, or communicate with governments in Canada (SU\_Q03=2 and SU\_Q04=2); OR they use the internet to either search for information about, or communicate with (but not both) governments in Canada (SU\_Q03=1 or (SU\_Q04=1)*

# **Canadian Internet Use Survey, 2007** **Questionnaire**

**GL\_S05** What are the other reason(s) you do not use the Internet to search for information and/or to communicate with Canadian municipal, provincial or federal government(s)?

INTERVIEWER: Specify.

\_\_\_\_(80 spaces)

Note: DK, RF are not allowed.

Coverage: Respondents who have used the Internet from home during the past 12 months and have indicated: they do not use the Internet to search for information about, or communicate with, governments in Canada (SU\_Q03=2 and SU\_Q04=2); OR they use the internet to either search for information about, or communicate with (but not both) governments in Canada (SU\_Q03=1 oR (SU\_Q04=1)

**GL\_END** End of Section

**Section: Medical health use (MH)**

**MH\_BEG** Beginning of Section

**MH\_C01A** If LU\_Q01 = 1 (Yes) .....(Go to MH\_C01B)  
Else..... (Go to MH\_END)

**MH\_C01B** If SU\_Q05 = 1 (Yes) .....(Go to MH\_R01)  
Else..... (Go to MH\_END)

**MH\_R01** **The next questions relate to your use of the Internet for medical or health-related information.**

**MH\_Q01** **During the past 12 months, what kind of medical or health-related information did you search for using the Internet?**

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

- 01 Lifestyle (e.g., diet, nutrition, exercise, health promotion, illness prevention)
- 02 Alternative therapy (e.g., naturopathy, aromatherapy, acupuncture)
- 03 Health care system or delivery (e.g., structure, physicians)
- 04 Drugs or medications (e.g., aspirin, corticosteroids, viagra)
- 05 Surgeries (e.g., hernia, appendectomy)
- 06 Specific diseases (e.g., diagnosis, new research, treatment)
- 07 Analysis for specific symptoms (e.g., rash, fatigue, mole)
- 08 Other
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and who have indicated that they use the Internet to search for medical or health-related information

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

**MH\_Q02**      **During the past 12 months, have you visited or communicated in any way with a family doctor or health care professional about your health or that of another family member?**

- 1            Yes  
2            No ..... (Go to MH\_END)  
              DK, RF ..... (Go to MH\_END)

*Coverage:*            Respondents who have used the Internet from home during the past 12 months and who have indicated that they use the Internet to search for medical or health-related information

**MH\_Q03**      **During the past 12 months, have you discussed with a family doctor or health care professional the medical or health information you obtained from the Internet?**

- 1            Yes  
2            No  
              DK, RF

*Coverage:*            Respondents who have used the Internet from home during the past 12 months to search for medical or health-related information and have communicated with a health care professional about their health or that of a family member

**MH\_Q04**      **During the past 12 months, have you used the Internet to obtain the following from your family doctor or health care professional ... ?**

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

- 1            Appointments  
2            Prescription renewals  
3            Advice  
4            Other  
5            No / I have not used the Internet to obtain anything from my family doctor or health care professional  
              DK, RF

*Coverage:*            Respondents who have used the Internet from home during the past 12 months to search for medical or health-related information and have communicated with a health care professional about their health or that of a family member

**MH\_END**      End of Section

**Section:**        **Electronic commerce (EC)**

**EC\_BEC**        Beginning of Section

**EC\_C01**        If PU\_Q01 = 1 (Yes) ..... (Go to EC\_R01)  
                      Else ..... (Go to EC\_END)

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

**EC\_R01**      **The next few questions are about the Internet and its influence on purchases of goods and services.**

**These relate to orders you made during the past 12 months for personal or household consumption only. You may or may not have paid for these goods or services over the Internet.**

**These questions do not include purchases for a business.**

**EC\_Q01**      **During the past 12 months, have you ordered a good or service over the Internet? (For your personal or household use, not business use.)**

1              Yes

2              No .....(Go to EC\_Q08)

DK, RF .....(Go to EC\_Q08)

*Coverage:*              *Respondents who have used the Internet during the past 12 months for personal non-business use*

**EC\_Q02**      **During the past 12 months, what types of goods or services were ordered?**

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

01              Computer software

02              Computer hardware

03              Music (e.g., CDs, tapes, MP3)

04              Books, magazines, online newspapers

05              Videos, digital video disc (DVD discs)

06              Other entertainment products (concert, theatre tickets)

07              Food, condiments, beverages

08              Prescription drugs

09              Other health, beauty, vitamins

10              Clothing, jewellery and accessories

11              Housewares (e.g., large appliances, furniture)

12              Consumer electronics (e.g., camera, computer, stereo, TV, DVD player, VCR)

13              Automotive (e.g., cars, trucks, recreational vehicles or products)

14              Travel arrangements (e.g., hotel reservations, travel tickets, rental cars)

15              Flowers - gift

16              Sports equipment

17              Toys and games

18              Real Estate

19              Other - Specify ..... (Go to EC\_S02)

DK, RF

**Default:**              (Go to EC\_Q03)

*Coverage:*              *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

**EC\_S02**      What other type of goods or services were ordered?

INTERVIEWER: Specify.

\_\_\_\_(80 spaces)

Note:              DK, RF are not allowed.

Coverage:        *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

**EC\_Q03**      **During the past 12 months, how many separate orders for goods or services did you place over the Internet?**

INTERVIEWER: Number of transactions, not articles purchased.

\_\_\_\_(3 spaces)      [Min: 1 Max: 995]  
DK, RF

Coverage:        *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

**EC\_Q04**      **During the past 12 months, what was the estimated total cost, in Canadian dollars, of the goods and services you ordered over the Internet?**

INTERVIEWER: Probe for estimate. Round to the nearest dollar value.

\_\_\_\_(6 spaces)      [Min: 0 Max: \$99995]  
DK, RF

Coverage:        *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

**EC\_C05**      If EC\_Q03 = RESPONSE.....(Go to EC\_Q05)  
Else.....(Go to EC\_C06)

**EC\_Q05**      **Of the total number of separate orders placed over the Internet, how many of these orders were from companies in Canada?**

INTERVIEWER: Number of transactions, not articles purchased.

\_\_\_\_(3 spaces)      [Min: 0 Max: 995]  
DK, RF

Coverage:        *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

**EC\_C06**      If (EC\_Q05 > 0) and (EC\_Q05 < EC\_Q03).....(Go to EC\_Q06)  
Else.....(Go to EC\_Q07)

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

**EC\_Q06**      **Of the total amount spent on goods or services ordered over the Internet, how much was spent on goods and services from companies in Canada?**

INTERVIEWER: Probe for estimate. Round to the nearest dollar value.

\_\_\_\_(6 spaces)      [Min:    0 Max: 999995]  
DK, RF

*Coverage:*      *Respondents who have used the Internet, during the past 12 months, to order a good or service from a company in Canada for personal non-business use*

**EC\_Q07**      **During the past 12 months, how did you pay for these goods or services ordered over the Internet?**

INTERVIEWER: Mark all that apply.

- 1      Paid directly over the Internet (with a credit or debit card)
  - 2      Credit card over the telephone
  - 3      Payment on delivery (COD)
  - 4      By cheque
  - 5      Other
- DK, RF

*Coverage:*      *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

**EC\_Q08**      **Have you used the Internet to 'Window Shop' for personal or household products or services? That is, have you used the Internet during the past 12 months to narrow down the search for goods or services without placing an order directly over the Internet?**

- 1      Yes
  - 2      No .....(Go to EC\_END)
- DK, RF .....(Go to EC\_END)

*Coverage:*      *Respondents who have used the Internet during the past 12 months for personal non-business use*

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

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**EC\_Q09      What types of goods or services were these?**

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

- 01      Computer software
- 02      Computer hardware
- 03      Music (e.g., CDs, tapes, MP3)
- 04      Books, magazines, online newspapers
- 05      Videos, digital video disc (DVD discs)
- 06      Other entertainment products (concert, theatre tickets)
- 07      Food, condiments, beverages
- 08      Prescription drugs
- 09      Other health, beauty, vitamins
- 10      Clothing, jewellery and accessories
- 11      Housewares (e.g., large appliances, furniture)
- 12      Consumer electronics (e.g., camera, computer, stereo, TV, DVD player, VCR)
- 13      Automotive (e.g., cars, trucks, recreational vehicles or products)
- 14      Travel arrangements (e.g., hotel reservations, travel tickets, rental cars)
- 15      Flowers - gifts
- 16      Sports equipment
- 17      Toys and games
- 18      Real Estate
- 19      Other - Specify..... (Go to EC\_S09)
- DK, RF

Default:      (Go to EC\_Q10)

Coverage:      *Respondents who have used the Internet, during the past 12 months, to 'Window Shop' for personal or household products or services*

**EC\_S09      What other type of goods or services were these?**

INTERVIEWER: Specify:

\_\_\_\_ (80 spaces)

Note:      DK, RF are not allowed.

Coverage:      *Respondents who have used the Internet, during the past 12 months, to 'Window Shop' for personal or household products or services*

**EC\_Q10      Did the search for goods and services using the Internet, 'Window Shopping', later result in a direct purchase from a retailer? That is, a purchase that did not involve the ordering or payment of a good or service over the Internet.**

- 1      Yes
- 2      No
- DK, RF

Coverage:      *Respondents who have used the Internet, during the past 12 months, to 'Window Shop' for personal or household products or services*

**EC\_END      End of Section**

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

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**Section:**            **Non use (NU)**

**NU\_BEG**            Beginning of Section

**NU\_C01**            If EV\_Q01 = 1 and PU\_Q01 = 1 (Yes) .....(Go to NU\_END)  
Else..... (Go to NU\_Q01)

**NU\_Q01**            **During the next 12 months, do you plan to use the Internet from any location?**

1                    Yes  
2                    No  
                      DK, RF

Coverage:            *Respondents who have not used the Internet during the past 12 months for personal non-business use and respondents who have never used the Internet for personal non-business use*

**NU\_C02**            If EV\_Q01 = 2 ..... (Go to NU\_Q02)  
Else.....(Go to NU\_END)

**NU\_Q02**            **What are the reason(s) you do not use the Internet?**

INTERVIEWER: Mark all that apply.

01                    Cost (service or equipment)  
02                    Limited access to a computer  
03                    Internet or computer too difficult to use  
04                    No need / not useful  
05                    Not enough time  
06                    Lack of skills or training  
07                    Too much objectionable material on Internet  
08                    Confidentiality, security or privacy concerns  
09                    No interest  
10                    Fear of technology  
11                    Age reasons / Seniors  
12                    Disability  
13                    Other - Specify.....(Go to NU\_S02)  
                      DK, RF

Default:            (Go to NU\_END)

Coverage:            *Respondents who have never used the Internet for personal non-business use*

**NU\_S02**            **What are the other reason(s) you do not use the Internet?**

INTERVIEWER: Specify.

                      \_\_\_\_ (80 spaces)

Note:                    DK, RF are not allowed.

Coverage:            *Respondents who have never used the Internet for personal non-business use*

**NU\_END**            End of Section

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**Canadian Internet Use Survey, 2007**  
**Questionnaire**

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**Section:** Privacy and security (PS)

**PS\_BEG** Beginning of Section

**PS\_R01** The next set of questions relate to privacy and security concerns on the Internet.

**PS\_Q01** In general, how concerned (are you/would you be) about privacy on the Internet? For example, people finding out what websites you have visited, others reading your e-mail?

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
- 2 Concerned
- 3 Very concerned
- DK, RF

*Coverage:* All respondents

**PS\_Q02** How concerned (are you/would you be) about conducting banking transactions over the Internet?

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
- 2 Concerned
- 3 Very concerned
- DK, RF

*Coverage:* All respondents

**PS\_Q03** How concerned (are you/would you be) about using your credit card over the Internet?

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
- 2 Concerned
- 3 Very concerned
- 4 I do not have a credit card
- DK, RF

*Coverage:* All respondents

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

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**PS\_Q04**      **How concerned (are you/would you be) about providing personal financial information to government departments over the Internet? (e.g., applying for employment insurance or a student loan?)**

INTERVIEWER: Read categories to respondent.

- 1      Not at all concerned
- 2      Concerned
- 3      Very concerned
- DK, RF

*Coverage:*      *All respondents*

**PS\_Q05**      **How concerned (are you/would you be) about giving personal, non financial information to a government official in Canada over the Internet?**

INTERVIEWER: Read categories to respondent.

- 1      Not at all concerned
- 2      Concerned
- 3      Very concerned
- DK, RF

*Coverage:*      *All respondents*

**PS\_END**      End of Section

**Section:**      **Income (INC)**

**INC\_STR**      Beginning of Section

**INC\_R01**      **Various measures of income are needed to study the relationship between overall economic situation and use of the Internet.**

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

**INC\_Q01**      **From which of the following sources did your household receive any income during the past 12 months?**

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

- 01      Wages and salaries
- 02      Income from self-employment
- 03      Dividends and interest on bonds, savings, stocks
- 04      Employment Insurance
- 05      Workers Compensation
- 06      Benefits from Canada or Quebec pension plan
- 07      Retirement pensions, superannuation and annuities
- 08      Old Age Security and Guaranteed Income Supplement
- 09      Child Tax Benefit
- 10      Provincial or municipal social assistance or welfare
- 11      Child Support
- 12      Alimony
- 13      Other income (e.g., rental, scholarships, other government income)
- 14      No income
- DK, RF

Coverage:      *All respondents*

**INC\_C02**      If INC\_Q01 = 14 (No income).....(Go to INC\_END)  
      Else..... (Go to INC\_Q02)

**INC\_Q02**      **What is your best estimate of the total income before taxes and deductions of all household members, from all sources, during the past 12 months?**

\_\_\_\_\_ (7 spaces)      [Min:    0 Max: 9999995]  
      DK, RF

Coverage:      *Respondents who reported having a household income during the past 12 months*

**INC\_C03**      If INC\_Q02 = DK or RF .....(Go to INC\_B03)  
      Else.....(Go to INC\_C04)

**INC\_B03**      Call INR block. Value for IncomeType parameter is 1 (Household).

**INC\_C04**      If Info.Hhldmems = 1 then set PrsnIncome = HHLDIncome .....(Go to INC\_END)  
      Else..... (Go to INC\_Q04)

**Section:**      **Personal income (INP)**

**INC\_Q04**      **What is your best estimate of your personal total income before taxes and deductions from all sources, during the past 12 months?**

\_\_\_\_\_ (7 spaces)      [Min:    0 Max: 9999995]  
      DK, RF

Coverage:      *Respondents who reported having a household income during the past 12 months and whose household consisted of more than one person*

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

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**INC\_C05** If INC\_Q04 = DK or RF .....(Go to INC\_B05)  
Else.....(Go to INC\_END)

**INC\_B05** Call INR block. Value for IncomeType parameter is 2 (Personal).

**INC\_END** End of Section

**Section: Income ranges (INR)**

**INR\_STR** Beginning of Section

**INR\_Q01** **Can you estimate in which of the following groups your  
(personal/household) income falls?**

**Was (your total/the total household) income less than \$60,000?**

- 1 Yes
- 2 No
- DK, RF

*Coverage: Respondents who reported having a household income during the past 12 months and who could not estimate the total household income or their total personal income before taxes and deductions*

**INR\_C02** If INR\_Q01 = 1 (Yes) ..... (Go to INR\_Q02)  
Else.....(Go to INR\_C03)

**INR\_Q02** **Was (your total/the total household) income less than \$30,000?**

- 1 Yes
- 2 No
- DK, RF

*Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be less than \$60,000*

**INR\_C03** If INR\_Q02 = 1 (Yes) ..... (Go to INR\_Q03)  
Else.....(Go to INR\_C04)

**INR\_Q03** **Was (your total/the total household) income less than \$20,000?**

- 1 Yes
- 2 No
- DK, RF

*Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be less than \$30,000*

**INR\_C04** If INR\_Q03 = 1 (Yes) ..... (Go to INR\_Q04)  
Else.....(Go to INR\_C05)

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**Questionnaire**

**INR\_Q04      Was (your total/the total household) income less than \$10,000?**

- 1            Yes  
2            No  
              DK, RF

*Coverage:*            Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be less than \$20,000

**INR\_C05**      If INR\_Q02 = 2 (No)..... (Go to INR\_Q05)  
                  Else.....(Go to INR\_C06)

**INR\_Q05      Was (your total/the total household) income less than \$40,000?**

- 1            Yes  
2            No  
              DK, RF

*Coverage:*            Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$30,000 to \$60,000

**INR\_C06**      If INR\_Q05 = 2 (No)..... (Go to INR\_Q06)  
                  Else.....(Go to INR\_C07)

**INR\_Q06      Was (your total/the total household) income less than \$50,000?**

- 1            Yes  
2            No  
              DK, RF

*Coverage:*            Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$40,000 to \$60,000

**INR\_C07**      If INR\_Q06 = 2 (No)..... (Go to INR\_Q07)  
                  Else.....(Go to INR\_C08)

**INR\_Q07      Was (your total/the total household) income less than \$100,000?**

- 1            Yes  
2            No  
              DK, RF

*Coverage:*            Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be equal to or greater than \$60,000

**INR\_C08**      If INR\_Q07 = 1 (Yes)..... (Go to INR\_Q08)  
                  Else.....(Go to INR\_C09)

**Canadian Internet Use Survey, 2007**  
**Questionnaire**

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<b>INR_Q08</b>	<b>Was (your total/the total household) income less than \$80,000?</b>
1	Yes
2	No DK, RF
Coverage:	<i>Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$60,000 to \$100,000</i>
<b>INR_C09</b>	If INR_Q08 = 1 (Yes)..... (Go to INR_Q09) Else.....(Go to INR_C10)
<b>INR_Q09</b>	<b>Was (your total/the total household) income less than \$70,000?</b>
1	Yes
2	No DK, RF
Coverage:	<i>Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$60,000 to \$80,000</i>
<b>INR_C10</b>	If INR_Q08 = 2 (No)..... (Go to INR_Q10) Else.....(Go to INR_C11)
<b>INR_Q10</b>	<b>Was (your total/the total household) income less than \$90,000?</b>
1	Yes
2	No DK, RF
Coverage:	<i>Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$80,000 to \$100,000</i>
<b>INR_C11</b>	If INR_Q07=2 (NO)..... (Go to INR_Q11) Else.....(Go to INR_END)
<b>INR_Q11</b>	<b>Was (your total/the total household) income less than \$150,000?</b>
1	Yes
2	No DK, RF
Coverage:	<i>Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be equal to or greater than \$100,000</i>
<b>INR_END</b>	End of Section

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MH_END.....	18	SU_Q03.....	9
MH_Q01 .....	17	SU_Q04.....	9
MH_Q02 .....	18	SU_Q05.....	10
MH_Q03 .....	18	SU_Q06.....	10
MH_Q04 .....	18	SU_Q07.....	10
MH_R01 .....	17	SU_Q08.....	10
<b>N</b>		SU_Q09.....	10
NU_BEG.....	23	SU_Q10.....	11
NU_C01 .....	23	SU_Q11.....	11
NU_C02 .....	23	SU_Q12.....	11
NU_END.....	23	SU_Q13.....	11
NU_Q01 .....	23	SU_Q14.....	11
NU_Q02 .....	23	SU_Q15.....	12
NU_S02.....	23	SU_Q16.....	12
<b>P</b>		SU_Q17.....	12
PS_BEG.....	24	SU_Q18.....	12
PS_END.....	25	SU_Q19.....	12
PS_Q01 .....	24	SU_Q20.....	13
PS_Q02 .....	24	SU_Q21.....	13
PS_Q03 .....	24	SU_Q22.....	13
PS_Q04 .....	25	SU_Q23.....	13
PS_Q05 .....	25	SU_Q24.....	13
PS_R01 .....	24	SU_Q25.....	14
PU_BEG .....	2	SU_S25 .....	14
PU_C01.....	2		