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# Canadian Internet Use Survey, 2012



Statistics  
Canada

Statistique  
Canada

Canada

## Table of Contents

Person providing information (PPI) .....	1
Introduction (STI) .....	2
Current User (CU) .....	3
Specific Use (SU).....	7
E-Commerce (EC) .....	11
Privacy and security (PS) .....	17
End of Survey (SEI) .....	20
Topical Index.....	i
Element Index.....	i

**Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content**

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**Person providing information (PPI)**

PPI\_BEG

Content block

Import the following variable:  
PPH\_N01 from the PPH block (01, 02, ...)

External variable required:

^RESPNAME = Respondent's name

Programmer:

*Screen display:  
Display on header bar SELRESPNAME*

PPI\_N01

INTERVIEWER: Select the person who is providing the information. (Only the respondent selected on the component screen may answer this portion of the CIUS. Proxy is not permitted.)

(DK, RF not allowed)

Programmer:

*Display all current household members (i.e., those with membership codes of 01, 02, 03, 05 or 06). Surveys may choose whether to include a "Non-household member" category in the list (and therefore whether the second sentence in the interviewer instructions should be included). Note that "Non-household member" will be returned as code 88.*

PPI\_END

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2012 / CIUS Individual / Main content

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**Introduction (STI)**

Core content

STI\_BEG

Content block

Import

PPI\_I.PPI\_N01  
PPI\_H.PPI\_N01

STI\_C01

If PPI\_I = PPI\_H, go to STI\_R01.  
Otherwise, go to STI\_R02.

STI\_R01

**We are going to ask some questions about your personal use of the Internet during the past 12 months, from any location. Please exclude business-related use.**

INTERVIEWER: Press <1> to continue.

Go to STI\_END

STI\_R02

**Statistics Canada is conducting a survey on Internet use. The survey will help us better understand how the Internet is changing our lives and the economy.**

**We are going to ask some questions about your personal use of the Internet during the past 12 months, from any location. Please exclude business-related use.**

**Even if you do not use the Internet, it is important that we obtain your views. Your answers to this voluntary survey will be kept confidential and only used for statistical purposes**

INTERVIEWER: Press <1> to continue.

STI\_END

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

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**Current User (CU)**

Core content

CU\_BEG

Content block

CU\_Q01  
CU\_Q01

**Did you use the Internet during the past 12 months for personal use?**

- 1 Yes (Go to CU\_Q02)
- 2 No
- DK, RF

Go to CU\_C12

CU\_Q02  
CU\_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 to less than 2 years)
- 3 **2 to 5 years** (2 to less than 5 years)
- 4 **5 to 10 years** (5 to less than 10 years)
- 5 **10 or more years**
- DK, RF

CU\_Q03  
CU\_Q03

**How often do you use the Internet for personal use 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

CU\_Q04  
CU\_Q04

**In a typical week, on average, how many hours do you spend on the Internet for personal use?**

INTERVIEWER: Read categories to respondent.

- 1 **Less than 5 hours**
- 2 **5 to 9 hours** (5 to less than 10 hours)
- 3 **10 to 19 hours** (10 to less than 20 hours)
- 4 **20 to 29 hours** (20 to less than 30 hours)
- 5 **30 to 39 hours** (30 to less than 40 hours)
- 6 **40 or more hours**
- DK, RF

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

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CU\_Q05  
CU\_Q05

**During the past 12 months, did you use the Internet for personal use:**

**... from home?**

INTERVIEWER: Do not include use from home for tele-work or home based business.

1 Yes  
2 No  
DK, RF

CU\_Q06  
CU\_Q06

**(During the past 12 months, did you use the Internet for personal use:)**

**... from work?**

1 Yes  
2 No  
DK, RF

CU\_Q07  
CU\_Q07

**(During the past 12 months, did you use the Internet for personal use:)**

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

INTERVIEWER: Do not include if the respondent is an instructor using the Internet in school for work.

1 Yes  
2 No  
DK, RF

CU\_Q08  
CU\_Q08

**(During the past 12 months, did you use the Internet for personal use:)**

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

1 Yes  
2 No  
DK, RF

CU\_Q09  
CU\_Q09

**(During the past 12 months, did you use the Internet for personal use:)**

**...with a smart phone, tablet or other wireless handheld device? For example, a Blackberry or iPhone.**

1 Yes  
2 No  
DK, RF

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

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CU\_Q10  
CU\_Q10

During the past 12 months, did you use the Internet for personal use:

... from any other locations (such as a friend's or relative's home or hotel)?

- 1 Yes (Go to CU\_Q11)  
2 No  
DK, RF

Go to CU\_C12

CU\_Q11

**From what other locations did you use the Internet during the past 12 months?**

INTERVIEWER: Mark all that apply.

CU\_Q11A  
CU\_Q11B

- 1 Relative's home  
2 Friend's or neighbour's home

CU\_Q11C

- 3 Government office, department or kiosk (including Community Access Program site)

CU\_Q11D

- 4 Wifi hotspot (including Internet or cyber café, or similar)

CU\_Q11E  
CU\_Q11F

- 5 Voluntary organization  
6 During travel (including hotel, airport, other office)

CU\_Q11G

- 7 Other - Specify (Go to CU\_S11)  
DK, RF

Go to CU\_C12

CU\_S11

**(From what other locations did you use the Internet during the past 12 months?)**

INTERVIEWER: Specify.

---

(80 spaces)

(DK, RF not allowed)

Programmer:

*Response must contain at least one non-blank character, and must be capitalized.*

CU\_C12

If CU\_Q01 = 2 (No), go to CU\_Q12.  
Otherwise, go to CU\_END.

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

CU\_Q12

**What are the reasons you do not use the Internet?**

INTERVIEWER: Mark all that apply.

CU\_Q12A

01 Cost (service or equipment)

CU\_Q12B

02 Limited access to a  
computer

CU\_Q12C

03 No need / no interest / not  
useful / not enough time

CU\_Q12D

04 Lack of skills or training /  
Internet or computer too  
difficult to use

CU\_Q12E

05 Too much objectionable  
material on Internet

CU\_Q12F

06 Confidentiality, security or  
privacy concerns

CU\_Q12G

07 Fear of technology

CU\_Q12H

08 Age reasons/Seniors

CU\_Q12I

09 Disability

CU\_Q12J

10 Used at work, no longer at  
work

CU\_Q12K

11 Used at school, no longer at  
school

CU\_Q12L

12 Other - Specify (Go to CU\_S12)

DK, RF

Go to CU\_END

CU\_S12

**(What are the reasons you do not use the Internet?)**

INTERVIEWER: Specify.

---

(80 spaces)

(DK, RF not allowed)

Programmer:

*Response must contain at least one non-blank character, and must be capitalized.*

CU\_END



Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

**Specific Use (SU)**

Core content

SU\_BEG

Content block

Import the following variable:  
CU\_Q01 from the Module CU (1,2, DK, RF)

SU\_C01

If CU\_Q01 = 1 (Yes), go to SU\_R01.  
Otherwise, go to SU\_END.

SU\_R01

**The next questions relate to personal Internet use from any location and device.**

INTERVIEWER: Press <1> to continue.

SU\_Q01  
SU\_Q01

**During the past 12 months, have you used the Internet:**

**... for e-mail?**

1 Yes  
2 No  
DK, RF

SU\_Q02  
SU\_Q02

**(During the past 12 months, have you used the Internet:)**

**... to use an instant messenger? For example, Windows Live Messenger, Yahoo Messenger.**

INTERVIEWER: Exclude text messaging over cellular networks.

1 Yes  
2 No  
DK, RF

SU\_Q03  
SU\_Q03

**(During the past 12 months, have you used the Internet:)**

**... to visit or interact with government websites?**

1 Yes  
2 No  
DK, RF

SU\_Q04  
SU\_Q04

**(During the past 12 months, have you used the Internet:)**

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

1 Yes  
2 No  
DK, RF

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

SU\_Q05  
SU\_Q05

**(During the past 12 months, have you used the Internet:)**

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

- 1 Yes
- 2 No
- DK, RF

SU\_Q06  
SU\_Q06

**During the past 12 months, have you used the Internet:**

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

- 1 Yes
- 2 No
- DK, RF

SU\_Q07  
SU\_Q07

**(During the past 12 months, have you used the Internet:)**

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

- 1 Yes
- 2 No
- DK, RF

SU\_Q08  
SU\_Q08

**(During the past 12 months, have you used the Internet:)**

**... for electronic banking? For example, paying bills, viewing statements, transferring funds between accounts.**

- 1 Yes
- 2 No
- DK, RF

SU\_Q09  
SU\_Q09

**(During the past 12 months, have you used the Internet:)**

**... to research investments?**

INTERVIEWER: "Research investments" includes gathering information about existing investments, or to learn about stock prices, interest rates, etc. for future personal investment.

- 1 Yes
- 2 No
- DK, RF

SU\_Q10  
SU\_Q10

**(During the past 12 months, have you used the Internet:)**

**... to read or watch the news?**

- 1 Yes
- 2 No
- DK, RF

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

SU\_Q11  
SU\_Q11

**During the past 12 months, have you used the Internet:**

**... to research community events?**

- 1 Yes
- 2 No
- DK, RF

SU\_Q12  
SU\_Q12

**(During the past 12 months, have you used the Internet:)**

**... to window shop or browse for information on goods or services?**

- 1 Yes
- 2 No
- DK, RF

SU\_Q13  
SU\_Q13

**(During the past 12 months, have you used the Internet:)**

**... to sell goods or services? For example, through auction sites.**

- 1 Yes
- 2 No
- DK, RF

SU\_Q14  
SU\_Q14

**(During the past 12 months, have you used the Internet:)**

**... to use social networking sites? For example, Facebook, Twitter.**

- 1 Yes
- 2 No
- DK, RF

SU\_Q15  
SU\_Q15

**(During the past 12 months, have you used the Internet:)**

**... to contribute content or participate in discussion groups? For example, blogging, message boards, posting images or videos.**

- 1 Yes
- 2 No
- DK, RF

SU\_Q16  
SU\_Q16

**During the past 12 months, have you used the Internet:**

**... to play online games?**

INTERVIEWER: Include any games played over the Internet, including those using a video game console or social networking sites.

- 1 Yes
- 2 No
- DK, RF

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

SU\_Q17  
SU\_Q17

**(During the past 12 months, have you used the Internet:)**

**... to obtain or save music (free or paid downloads)?**

- 1 Yes
- 2 No
- DK, RF

SU\_Q18  
SU\_Q18

**(During the past 12 months, have you used the Internet:)**

**... to obtain or save software (free or paid downloads)?**

- 1 Yes
- 2 No
- DK, RF

SU\_Q19  
SU\_Q19

**(During the past 12 months, have you used the Internet:)**

**... to listen to the radio online?**

- 1 Yes
- 2 No
- DK, RF

SU\_Q20  
SU\_Q20

**(During the past 12 months, have you used the Internet:)**

**... to download or watch TV online?**

- 1 Yes
- 2 No
- DK, RF

SU\_Q21  
SU\_Q21

**During the past 12 months, have you used the Internet:**

**... to download or watch movies or video clips online?**

- 1 Yes
- 2 No
- DK, RF

SU\_Q22  
SU\_Q22

**(During the past 12 months, have you used the Internet:)**

**... to make telephone or video calls online? For example, Skype, FaceTime.**

- 1 Yes
- 2 No
- DK, RF

SU\_END

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

**E-Commerce (EC)**

Core content

EC\_BEG

Content block

Import the following variable:  
CU\_Q01 from the Module CU (1,2,DK, RF)

EC\_C01

If CU\_Q01 = 1 (Yes), go to EC\_R01.  
Otherwise, go to EC\_END.

EC\_R01

**The next few questions are about using the Internet to order goods and services for personal or household use. You may or may not have paid for these goods or services over the Internet. Please exclude any orders for a business.**

INTERVIEWER: Press <1> to continue.

EC\_Q01  
EC\_Q01

**During the past 12 months, did you order any goods or services over the Internet?**

INTERVIEWER: Include free orders and those based on points or redemption programs.

1 Yes (Go to EC\_Q02)  
2 No  
DK, RF

Go to EC\_C11

EC\_Q02

**During the past 12 months, which of the following types of goods or services did you order?**

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

EC\_Q02A

01 **Software (for example, video games, PC applications)**

EC\_Q02B

02 **Music (for example, CDs, MP3)**

EC\_Q02C

03 **Books, magazines, online newspapers**

EC\_Q02D

04 **Videos or DVDs**

EC\_Q02E

05 **Memberships or registration fees (for example, health clubs, tuition, online television subscriptions)**

EC\_Q02F

06 **Gift certificates or gift cards**

EC\_Q02G

07 **Tickets for entertainment events (for example, concerts, movies, sports)**

EC\_Q02H

08 None of the above  
DK, RF

**Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content**

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EC\_E02

**You cannot select 'None of the above' and another category. Please return and correct.**

Rule :

*Trigger hard edit if item 8 selected with any other item in EC\_Q02.*

EC\_C03

If at least 1 item in EC\_Q02 is selected, go to EC\_Q03.  
Otherwise, go to EC\_Q04.

EC\_Q03  
EC\_Q03

**Were any of these products delivered directly to your computer over the Internet rather than physically delivered to your home?**

INTERVIEWER: If respondent does not have a computer, include products delivered directly to wireless handheld devices and game consoles (such as a BlackBerry or iPhone).

- 1 Yes
- 2 No
- DK, RF

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

EC\_Q04

During the past 12 months, did you order:

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

EC\_Q04A  
EC\_Q04B

01 ... computer hardware?  
02 ... food or beverages? For example, specialty foods or wine, pizza delivery.

EC\_Q04C

03 ... prescription drugs or products? For example, glasses.

EC\_Q04D

04 ... other health or beauty products? For example, vitamins, cosmetics.

EC\_Q04E

05 ... clothing, jewellery or accessories?

EC\_Q04F

06 ... house wares? For example, large appliances, furniture.

EC\_Q04G

07 ... consumer electronics? For example, cameras, stereos, TVs, DVD players.

EC\_Q04H

08 ... travel arrangements? For example, hotel reservations, travel tickets, rental cars.

EC\_Q04I  
EC\_Q04J  
EC\_Q04K

09 ... sports equipment?

10 ... toys and games?

11 ... home improvement or gardening supplies (including tools)?

EC\_Q04L  
EC\_Q04M  
EC\_Q04N  
EC\_Q04O

12 ... photographic services?

13 ... automotive products?

14 ... flowers?

15 ... other goods or services? - Specify

(Go to EC\_S04)

EC\_Q04P

16 No other goods or services  
DK, RF

EC\_E04

**You cannot select 'No other goods or services' and another category. Please return and correct.**

Rule :

Trigger hard edit if item 16 selected with any other item in EC\_Q04.

EC\_S04

**(During the past 12 months, did you order:)**

INTERVIEWER: Specify.

---

(80 spaces)

(DK, RF not allowed)

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

EC\_Q05

**Did you order goods and services from:**

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

EC\_Q05A  
EC\_Q05B

- 1 ... vendors in Canada?
- 2 ... vendors in the United States?
- 3 ... vendors in other countries?

EC\_Q05C

DK, RF

EC\_Q06  
EC\_Q06

**During the past 12 months, how many separate orders did you place over the Internet?**

INTERVIEWER: Number of transactions, not articles purchased.

|\_|\_|\_|  
(MIN: 1)  
(MAX: 995)

DK, RF

EC\_C07

If EC\_Q06 = DK, go to EC\_Q07.  
Otherwise, go to EC\_Q08.

EC\_Q07  
EC\_Q07

**Would you estimate the number of orders you placed on the Internet was:**

INTERVIEWER: Read categories to respondent.

- 1 ... 1 or 2 orders?
- 2 ... 3 to 10 orders?
- 3 ... 11 to 20 orders?
- 4 ... more than 20 orders?

DK, RF

EC\_Q08  
EC\_Q08

**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 nearest dollar.

|\_|\_|\_|\_|\_|\_|\_|  
(MIN: 0)  
(MAX: 999,995)

DK, RF

(Go to EC\_Q09)

Go to EC\_Q10

EC\_E08

An unusual value has been entered. Please confirm.

Rule :

Trigger soft edit if EC\_Q08 > 50000



Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

EC\_Q09  
EC\_Q09

Would you estimate the total cost of goods and services you ordered over the Internet was:

INTERVIEWER: Read categories to respondent.

- 1 ... less than \$200?
- 2 ... \$200 to \$499?
- 3 ... \$500 to \$999?
- 4 ... \$1000 to \$4999?
- 5 ... \$5000 or more?

DK, RF

EC\_Q10

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

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

EC\_Q10A  
EC\_Q10B

- 1 **A credit card online**
- 2 **Debit card or electronic bank transfer online**

EC\_Q10C

- 3 **Online payment service such as Paypal or Google Checkout**

EC\_Q10D

- 4 **Prepaid gift card or online voucher**

EC\_Q10E

- 5 **Points from rewards or redemption programs (for example, Air Miles)**

EC\_Q10F

- 6 **Payment not made on the Internet (for example, telephone, mail, COD)**

DK, RF

EC\_C11

If EC\_Q01 = 2 (No), go to EC\_Q11.  
Otherwise, go to EC\_END.

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

EC\_Q11  
EC\_Q11

What was the main reason for not ordering any goods or services  
online during the last 12 months?

- 01 No interest
  - 02 Prefer to shop in person
  - 03 Security concerns (about giving credit card details)
  - 04 Privacy concerns (about providing personal information)
  - 05 Delivery concerns (shipping costs or concerns about returning goods)
  - 06 Availability (products not always available to a Canadian address)
  - 07 Do not have a credit card for online transactions
  - 08 Speed of Internet connection is too slow
  - 09 Other
- DK, RF

EC\_END

**Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content**

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**Privacy and security (PS)**

Core content

PS_BEG	Content block  Import the following variables: CU_Q01 from the Module CU (1,2,DK, RF) SU_Q08 from the Module SU (1,2,DK, RF) EC_Q10 from the Module EC (1, 2, 3, 4, 5, 6, DK, RF)
PS_C01	If CU_Q01 = 1 (Yes), go to PS_R01. Otherwise, go to PS_END.
PS_R01	<b>The next set of questions relates to privacy and security concerns on the Internet.</b>  <u>INTERVIEWER</u> : Press <1> to continue.
PS_D01	If SU_Q08 = 1, DT_AREYOU01 = "are you". Otherwise, DT_AREYOU01 = "would you be".
PS_Q01 PS_Q01	<b>How concerned ^AREYOU01 about conducting banking transactions over the Internet?</b>  <u>INTERVIEWER</u> : Read categories to respondent.  1 <b>Not at all concerned</b> 2 <b>Concerned</b> 3 <b>Very concerned</b> DK, RF  Go to PS_Q02
PS_D02	If EC_Q10 = 1, DT_AREYOU02 = "are you". Otherwise, DT_AREYOU02 = "would you be".
PS_Q02 PS_Q02	<b>How concerned ^AREYOU02 about using your credit card over the Internet?</b>  <u>INTERVIEWER</u> : Read categories to respondent.  1 <b>Not at all concerned</b> 2 <b>Concerned</b> 3 <b>Very concerned</b> 4    I do not have a credit card DK, RF  Go to PS_Q03

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

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PS\_Q03  
PS\_Q03

**Do you currently use any security software to protect your computer or other devices you use to access the Internet?**

INTERVIEWER: Other devices may include a BlackBerry, iPhone, tablet or any other wireless handheld device (e.g., iPod Touch, other smartphone) with Internet access.

- 1 Yes (Go to PS\_Q04)
  - 2 No
- DK, RF

Go to PS\_Q05

PS\_Q04  
PS\_Q04

**Do you currently use any free versions of Internet security software?**

INTERVIEWER: Exclude software that came with an operating system or is provided by an Internet Service Provider.

- 1 Yes
  - 2 No
- DK, RF

PS\_Q05  
PS\_Q05

**How often do you back up files electronically (for example, documents, spreadsheets or pictures)?**

INTERVIEWER: Read categories to respondent.  
Include electronic copies of files only (e.g., files placed on a CD, DVD, memory stick or external hard drive, or stored on websites). Do not include printed copies of documents.

- 1 **Always or almost always**
  - 2 **Occasionally**
  - 3 **Never**
- DK, RF

PS\_Q06  
PS\_Q06

**How frequently do you delete your browser history?**

INTERVIEWER: Read categories to respondent.

- 1 **After each use**
  - 2 **Occasionally**
  - 3 **Never**
- DK, RF

PS\_Q07  
PS\_Q07

**Have you ever:**

**... received emails requesting personal financial information (such as bank account numbers or passwords) from a fraudulent source?**

- 1 Yes
  - 2 No
- DK, RF

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

---

PS\_Q08  
PS\_Q08

**Have you ever:**

**... experienced misuse of personal information on the Internet (for example, misuse of pictures, videos or personal data uploaded on public websites)?**

- 1 Yes
- 2 No
- DK, RF

PS\_Q09  
PS\_Q09

**Have you ever:**

**... had a computer virus?**

- 1 Yes (Go to PS\_Q10)
- 2 No
- DK, RF

Go to PS\_END

PS\_Q10  
PS\_Q10

**Did the virus (or viruses) result in the loss of information or damage to software?**

- 1 Yes
- 2 No
- DK, RF

PS\_END

Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content

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**End of Survey (SEI)**

Core content

SEI\_BEG

Content block

SEI\_R01

**Thank you for your participation.**

INTERVIEWER: Press <1> to continue.

SEI\_END

## Topical Index

Current User (CU) .....	3
E-Commerce (EC).....	11
End of Survey (SEI).....	20
Introduction (STI) .....	2
Person providing information (PPI) .....	1
Privacy and security (PS) .....	17
Specific Use (SU).....	7

**Canadian Internet Use Survey (CIUS)  
2012 / CIUS Individual / Main content**

---

**Element Index**

**C**

CU_BEG .....	3
CU_C12 .....	5
CU_END .....	6
CU_Q01 .....	3
CU_Q02 .....	3
CU_Q03 .....	3
CU_Q04 .....	3
CU_Q05 .....	4
CU_Q06 .....	4
CU_Q07 .....	4
CU_Q08 .....	4
CU_Q09 .....	4
CU_Q10 .....	5
CU_Q11 .....	5
CU_Q12 .....	6
CU_S11 .....	5
CU_S12 .....	6

**E**

EC_BEG .....	11
EC_C01 .....	11
EC_C03 .....	12
EC_C07 .....	14
EC_C11 .....	15
EC_E02 .....	12
EC_E04 .....	13
EC_E08 .....	14
EC_END .....	16
EC_Q01 .....	11
EC_Q02 .....	11
EC_Q03 .....	12
EC_Q04 .....	13
EC_Q05 .....	14
EC_Q06 .....	14
EC_Q07 .....	14
EC_Q08 .....	14
EC_Q09 .....	15
EC_Q10 .....	15
EC_Q11 .....	16
EC_R01 .....	11
EC_S04 .....	13

**P**

PPI_BEG .....	1
PPI_END .....	1
PPI_N01 .....	1
PS_BEG .....	17
PS_C01 .....	17

PS_D01 .....	17
PS_D02 .....	17
PS_END .....	19
PS_Q01 .....	17
PS_Q02 .....	17
PS_Q03 .....	18
PS_Q04 .....	18
PS_Q05 .....	18
PS_Q06 .....	18
PS_Q07 .....	18
PS_Q08 .....	19
PS_Q09 .....	19
PS_Q10 .....	19
PS_R01 .....	17

**S**

SEI_BEG .....	20
SEI_END .....	20
SEI_R01 .....	20
STI_BEG .....	2
STI_C01 .....	2
STI_END .....	2
STI_R01 .....	2
STI_R02 .....	2
SU_BEG .....	7
SU_C01 .....	7
SU_END .....	10
SU_Q01 .....	7
SU_Q02 .....	7
SU_Q03 .....	7
SU_Q04 .....	7
SU_Q05 .....	8
SU_Q06 .....	8
SU_Q07 .....	8
SU_Q08 .....	8
SU_Q09 .....	8
SU_Q10 .....	8
SU_Q11 .....	9
SU_Q12 .....	9
SU_Q13 .....	9
SU_Q14 .....	9
SU_Q15 .....	9
SU_Q16 .....	9
SU_Q17 .....	10
SU_Q18 .....	10
SU_Q19 .....	10
SU_Q20 .....	10
SU_Q21 .....	10
SU_Q22 .....	10
SU_R01 .....	7