

2002

HOUSEHOLD INTERNET USE SURVEY

QUESTIONNAIRE

(Reference Year - 2001)



Statistique
Canada

Statistics
Canada

Canada

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 3

HI_NOTE

Respondent Eligibility.

Only 1 person in the household will be asked to complete the Household Internet Use Survey. Eligibility is as follows:

If at least one person in the household is > 18 then

Display names of all persons in the household that are 18 or over

Else (No one in household is 18 or over)

Display names of all persons in the household that are 15 and over

HI_START

TIME(REAL);START OF HIUS SECTION

HI_Import (Release Name : HIIMP)

Import Age from INFO (Age of household members)

CProv from Info (CProv is originally from Header)

Note: At this time CProv is not specified in the questionnaire, however it may be used for sharing questions in Québec. We are waiting for a decision.

HI_E1

Derive AgeLT18 (tYesNo) If Info.Age of any member of the household is LT 18 then AgeLT18 = Yes

Else AgeLT18 = No

GU_Q01

We are conducting a survey about the use of the Internet by members of your household. Its growing use may affect the economy, the way we learn and communicate with each other. You or members of your household may not use the Internet today, however it is important to obtain your views.

While your participation is voluntary, your assistance is essential if the results of the survey are to be accurate. Your answers will be kept confidential and only used for statistical purposes.

Universe: All households

GU_Q02 (Release Name : GUQ02)

Has anyone in your household @Uever@U used the Internet (E-mail or world wide web) from home, work, school or any other location?

- <1> Yes
- <2> No go to NU_Q01
- <8> Refused go to NU_Q01
- <9> Don't know go to NU_Q01

Universe: All households

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 4

GU_Q03 (Release Name : GUQ03)

In a @Utypical month@U, does anyone in this household use the Internet (from any location)?

- <1> Yes
- <2> No go to GU_Q05
- <8> Refused go to GU_Q05
- <9> Don't know go to GU_Q05

Universe: Households who have used Internet in the past

GU_Q04 (Release Name : GUQ04)

In a typical month, do you personally use the Internet?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't Know

Default Next Question: **UA_Q01**

Universe: Respondents who use the Internet in a typical month

GU_Q05 (Release Name : GUQ05)

When was the last time any member of this household used the Internet?

- <1> 0-3 months ago go to GU_Q05B
- <2> 4-6 months ago go to GU_Q05B
- <3> 7-12 months ago go to GU_Q05B
- <4> More than 1 year but less than 2 years go to GU_Q06
- <5> 2 years ago or more go to GU_Q06
- <8> Refused go to GU_Q06
- <9> Don't know go to GU_Q06

Universe: Households who have used the Internet in the past but not in a typical month

GU_Q05B (Release Name : GUQ05B)

During the last 12 months, has any member of your household, used the Internet to "Order" or "Purchase" products or services?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't Know

Universe: Households who do not use the Internet in a typical month but have used the Internet during the last 12 months.

GU_Q06 (Release Name : GUQ06)

In the past, has any member of this household used the Internet in a typical month, from any location?

- <1> Yes
- <2> No go to NU_Q01
- <8> Refused go to NU_Q01
- <9> Don't know go to NU_Q01

Universe: Households who have used the Internet in the past

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 5

GU_Q07 (Release Name : GUQ07)

How often did they use the Internet in a typical month?

- <1> **At least 7 times per week**
- <2> **At least 4 times per month**
- <3> **1 to 3 times per month**
- <4> **Less than once per month**
- <8> **Refused**
- <9> **Don't know**

Universe: Households who have used the Internet in a typical month in the past

GU_Q08 (Release Name : GUQ08)

From what location(s) was the Internet typically used?

INTERVIEWER: Read list. Mark all that apply.

- <1> **Home**
- <2> **Work**
- <3> **School**
- <4> **Public library**
- <5> **Another location** go to GU_Q08S1
- <8> **Refused**
- <9> **Don't know**

Default Next Question: **GU_Q09**

Universe: Households who have used the Internet in a typical month in the past

GU_Q08S1 (Release Name : GUQ08S1)

From what other location(s) was the Internet typically used?

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

- <1> **Relative's home**
- <2> **Internet Café**
- <3> **Community Access Program**
- <4> **Friends/neighbour's home**
- <5> **Other - Specify** go to GU_Q08S2
- <8> **Refused**
- <9> **Don't know**

Default Next Question: **GU_Q09**

Universe: Households who have used the Internet in a typical month in the past

GU_Q08S2 (Release Name : GUQ08S2)

From what other location(s) was the Internet typically used?

Universe: Households who have used the Internet in a typical month in the past

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 6

GU_Q09

(Release Name : GUQ09)

What are the reasons members of your household no longer use the Internet from any location(s) in a typical month?

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> Concerned children in household will 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 GU_Q09S
- <98> Refused
- <99> Don't know

Default Next Question: NU_Q01

Universe: Households who have used the Internet in a typical month in the past

GU_Q09S

(Release Name : GUQ09S)

For what other reason(s) do members of your household no longer use the Internet in a typical month?

Default Next Question: NU_Q01

Universe: Households who have used the Internet in a typical month in the past

UA_Q01

(Release Name : UAQ01)

Do any of the household members aged 18 years or over use the Internet in a typical month?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet in a typical month

UA_C02

If (AgeLT18 = Yes) goto UA_Q02,
else goto LU_Q01

UA_Q02

(Release Name : UAQ02)

Do any of the household members under the age of 18 use the Internet in a typical month?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households (having member(s) < 18 years) who use the Internet in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 7

LU_Q01

Now I would like to ask you about the place(s) from which members of your household use the Internet.

Universe: Households who use the Internet in a typical month

LU_Q02 (Release Name : LUQ02)

**In a typical month, do any members of your household use the Internet:
...at home?**

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet in a typical month

LU_Q03 (Release Name : LUQ03)

**In a typical month, do any members of your household use the Internet:
...at work?**

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet in a typical month

LU_Q04 (Release Name : LUQ04)

**In a typical month, do any members of your household use the Internet:
...at school, college or university where they are studying?**

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet in a typical month

LU_Q05 (Release Name : LUQ05)

**In a typical month, do any members of your household use the Internet:
...at a public library?**

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 8

LU_Q07 (Release Name : LUQ07)

In a typical month, do any members of your household use the Internet:
...at another location?

- <1> Yes go to LU_Q07S1
- <2> No
- <8> Refused
- <9> Don't know

Default Next Question: **HU_C01**

Universe: Households who use the Internet in a typical month

LU_E07

If GU_Q03 = Yes, then at least one of LU_Q02, LU_Q03, LU_Q04, LU_Q05, LU_Q07 must equal Yes.
Please return and correct.

Note: Trigger hard edit if LU_Q02 and LU_Q03 and LU_Q04 and LU_Q05 and LU_Q07 are NOT EQUAL to Yes

LU_Q07S1 (Release Name : LUQ07S1)

From what other location(s) do members of your household use the Internet?

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

- <1> Relative's home
- <2> Internet Café
- <3> Community Access Program
- <4> Friend or neighbour's home
- <5> Other- Specify go to LU_Q07S2
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet in a typical month

LU_Q07S2 (Release Name : LUQ07S2)

From what other location(s) do members of your household use the Internet?

Universe: Households who use the Internet in a typical month

HU_C01

If LU_Q02=Yes goto HU_Q01
Else goto CM_Q01

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 9

HU_Q01 (Release Name : HUQ01)

Is your household connection to the Internet at home by:

INTERVIEWER: Mark all that apply.

- <1> Telephone line connected to a computer
- <2> Cable line connected to a computer
- <3> Connected through television
- <4> Wireless (e.g. cellular telephone, personal digital appliance)
- <5> Other connection go to HU_Q01S
- <8> Refused
- <9> Don't know

Default Next Question: **HU_Q01T**

Universe: Households who use the Internet at home in a typical month

HU_Q01S (Release Name : HUQ01S)

What kind of other connection does your household have?

Universe: Households who use the Internet at home in a typical month

HU_Q01T (Release Name : HUQ01T)

Is your household Internet connection service paid for...

- <1> by a member of this household
- <2> by a non-household member (e.g., employer...) go to HU_Q01W
- <8> Refused go to HU_Q01W
- <9> Don't know go to HU_Q01W

Universe: Households who use the Internet at home in a typical month

HU_Q01U (Release Name : HUQ01U)

Is your household Internet connection service purchased...

- <1> on a monthly rate go to HU_Q01V
- <2> by block of hours go to HU_Q01W
- <8> Refused go to HU_Q01W
- <9> Don't know go to HU_Q01W

Universe: Households whose Internet connection is paid by a household member

HU_Q01V (Release Name : HUQ01V)

What is the monthly amount paid for this household Internet connection? [Min: 1 Max: 95]

- <98> Refused
- <99> Don't know

Universe: Households whose Internet connection is paid monthly

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 10

HU_Q01W (Release Name : HUQ01W)

Is this household Internet connection a "High Speed" connection?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Respondents who use the Internet at home in a typical month

HU_Q02

My remaining questions are about using the Internet at @Uhome@U in a typical month.

Universe: Households who use the Internet at home in a typical month

HU_Q03 (Release Name : HUQ03)

How often do members of your household use the Internet at home in a typical month?

- <1> At least 7 times per week
- <2> At least 4 times per month
- <3> 1 to 3 times per month
- <4> Less than once per month
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q04 (Release Name : HUQ04)

What is the total amount of time members of your household spend on the Internet at home in a typical month?

- <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> Between 40 and 49 hours
- <07> 50 hours or more
- <98> Refused
- <99> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q05 (Release Name : HUQ05)

In a typical month, does anyone in your household use the Internet at home for self-employed business use?

INTERVIEWER: Only applies if someone in the household is self-employed.

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 11

HU_Q07 (Release Name : HUQ07)

In a typical month, does anyone in your household use the Internet at home for employer related business use?

INTERVIEWER: Only applies if a respondent or household member uses the Internet at home for employer-related business.

- <1> Yes
- <2> No
- <8> Refused go to HU_Q09
- <9> Don't know go to HU_Q09

Universe: Households who use the Internet at home in a typical month

HU_Q07A (Release Name : HUQ07A)

Some people work all or some of their regular scheduled hours at home. Excluding overtime, does any member of your household work any of their scheduled hours at home?

- <1> Yes
- <2> No go to HU_Q09
- <8> Refused go to HU_Q09
- <9> Don't know go to HU_Q09

Universe: Households who use the Internet at home in a typical month for employer related business

HU_Q07B (Release Name : HUQ07B)

Do any of these members use the Internet for this scheduled work at home?

INTERVIEWER: Only applies if a respondent or household member uses the Internet at home for employer-related business

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month and also work scheduled hours at home

HU_Q09 (Release Name : HUQ09)

In a typical month, does anyone in your household use the Internet at home for personal (non-business) use?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q11 (Release Name : HUQ11)

**In a typical month does any member of your household use the Internet at home:
...for E-mail/Hotmail?**

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 12

HU_Q12 (Release Name : HUQ12)

In a typical month does any member of your household use the Internet at home:
...for electronic banking?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q13 (Release Name : HUQ13)

In a typical month does any member of your household use the Internet at home:
...to purchase goods and services?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q14 (Release Name : HUQ14)

In a typical month does any member of your household use the Internet at home:
...to search for medical or health related information?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q15 (Release Name : HUQ15)

In a typical month does any member of your household use the Internet at home:
...for formal education, training or school work?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q16 (Release Name : HUQ16)

In a typical month does any member of your household use the Internet at home:
...to search for government related information?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 13

HU_Q17 (Release Name : HUQ17)

In a typical month does any member of your household use the Internet at home:
...to search for employment?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q18 (Release Name : HUQ18)

In a typical month does any member of your household use the Internet at home:
...for general browsing?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q19 (Release Name : HUQ19)

In a typical month does any member of your household use the Internet at home:
...to play games on the Internet?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q20 (Release Name : HUQ20)

In a typical month does any member of your household use the Internet at home:
...to participate in chat groups?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q21 (Release Name : HUQ21)

In a typical month does any member of your household use the Internet at home:
...to obtain and save music?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 14

HU_Q22 (Release Name : HUQ22)

In a typical month does any member of your household use the Internet at home:
...to listen to the radio?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q23 (Release Name : HUQ23)

In a typical month does any member of your household use the Internet at home:
...to find sports related information?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q24 (Release Name : HUQ24)

In a typical month does any member of your household use the Internet at home:
...for financial information?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q25 (Release Name : HUQ25)

In a typical month does any member of your household use the Internet at home:
...to view the news?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HU_Q26 (Release Name : HUQ26)

In a typical month does any member of your household use the Internet at home:
...for travel information/arrangements?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 15

HU_Q27 (Release Name : HUQ27)

In a typical month does any member of your household use the Internet at home:
...to search for other information?

- <1> Yes go to HU_Q27S
- <2> No
- <8> Refused
- <9> Don't know

Default Next Question: **HU_C28**

Universe: Households who use the Internet at home in a typical month

HU_Q27S (Release Name : HUQ27S)

What other information is searched on the Internet?

Universe: Households who use the Internet at home in a typical month

HU_C28

If HU_Q15= Yes goto HU_Q28 else goto HU_Q29

HU_Q28 (Release Name : HUQ28)

For what specific educational purposes do members of your household use the Internet?

INTERVIEWER: Mark all that apply

- <1> Distance education, self-directed learning or correspondence courses
- <2> To research information for project assignments or for solving academic problems
- <3> To communicate with teachers and peers (includes submission of projects or assignments)
- <4> Communicate with Administration, Register, or obtain marks
- <5> Other - Specify go to HU_Q28S
- <8> Refused
- <9> Don't know

Default Next Question: **HU_Q29**

Universe: Households who use the Internet at home in a typical month and for educational purposes

HU_Q28S (Release Name : HUQ28S)

For what of other education purpose do members of your household use the Internet?

Universe: Households who use the Internet at home in a typical month and for educational purposes

HU_Q29 (Release Name : HUQ29)

Does anyone in your household @Uplan@U in the next 12 months to use the Internet from home to purchase products or services?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 16

CM_Q01

The next few questions are about the Internet and its influence on purchases of products and services.

The first set of questions will refer to ordering products and services over the Internet from any location but not paying for them on the Internet. These orders are for personal or household consumption only.

Universe: Households who use the Internet from any location in a typical month

CM_Q02 (Release Name : CMQ02)

In the last 12 months, has anyone in your household @Uordered@U a product or service over the Internet, where payment @Uwas made, but not@U made directly over the Internet using a credit card? (For personal or household use @Unot@U business use.)

- <1> Yes
- <2> No go to CM_Q09
- <8> Refused go to CM_Q09
- <9> Don't know go to CM_Q09

Universe: Households who use the Internet from any location in a typical month

CM_Q03 (Release Name : CMQ03)

What types of products or services were @Uordered@U?

INTERVIEWER: Mark all that apply.

- <01> Computer software
- <02> Computer hardware
- <03> Music (CDs, tapes, MP3)
- <04> Books, magazines, on-line newspapers
- <05> Videos, digital video disc (DVD)
- <06> Other entertainment products (concert, theatre tickets)
- <07> Food, condiments, beverages
- <08> Health, beauty, vitamins
- <09> Clothing, jewelry and accessories
- <10> Housewares (e.g. large appliances, furniture)
- <11> Consumer electronics (e.g. camera, computer, stereo, TV, VCR)
- <12> Automotive (cars, trucks, recreational vehicles or products)
- <13> Travel arrangements (hotel reservations, travel tickets, rental car)
- <14> Flowers - Gift
- <15> Sports equipment
- <16> Toys and games
- <17> Real Estate
- <18> Other - Specify go to CM_Q03S
- <98> Refused
- <99> Don't know

Default Next Question: **CM_Q04**

Universe: Households who ordered products and services without paying directly on the Internet

CM_Q03S (Release Name : CMQ03S)

What other type of products or services were ordered?

Universe: Households who ordered products and services without paying directly on the Internet

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 17

CM_Q04 (Release Name : CMQ04)

During the last 12 months, how many @U separate orders@U for products or services did your household place @U but did not pay for directly@U over the Internet? [Min: 1 Max: 995]
INTERVIEWER: Number of transactions, not articles purchased.

<998> Refused
<999> Don't know

Universe: Households who ordered products and services without paying directly on the Internet

CM_Q05 (Release Name : CMQ05)

During the last 12 months, what was the estimated total cost, in Canadian dollars, of the products and services your household ordered, @U but did not pay for directly@U over the Internet? [Min: 0 Max: 999995]
INTERVIEWER: Probe for estimate, round to the nearest dollar value.

<999998> Refused
<999999> Don't know

Universe: Households who ordered products and services without paying directly on the Internet

CM_E05

If CM_Q05 = 0 and CM_Q04 > 0, trigger SOFT EDIT pop-up with the following text: "The number of Total Orders (CM_Q04) is > 0, yet the dollar value reported for Total Purchases (CM_Q05) is 0. Please confirm."

Note: Trigger SOFT EDIT IF CM_Q05 = 0 and CM_Q04 > 0

CM_C06

If CM_Q04 = DK or RF goto CM_Q07 else goto CM_Q06

CM_Q06 (Release Name : CMQ06)

Of the total number of @U separate orders@U placed but not paid for directly over the Internet, how many of these orders were from companies in Canada? [Min: 0 Max: 995]

<998> Refused go to CM_Q07
<999> Don't know go to CM_Q07

Universe: Households who ordered products and services without paying directly on the Internet

CM_C06A

If CM_Q06 = 0 goto CM_Q08 else goto CM_E06

CM_E06

If CM_Q06 > CM_Q04, trigger HARD EDIT pop-up with the following text: "Canadian Orders (CM_Q06) must be < or = to the value reported for Total Orders (CM_Q04). Please correct."

Note: Trigger HARD EDIT IF CM_Q06 > CM_Q04

CM_C07

If CM_Q04 and CM_Q06 = Response and CM_Q04 = CM_Q06 goto CM_Q08 else goto CM_Q07

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 18

CM_Q07 (Release Name : CMQ07)

Of the total amount spent on products or services ordered but not paid for over the Internet, how much was spent on products and services from companies in Canada? [Min: 0 Max: 999995]

INTERVIEWER: Probe for estimate, round to the nearest dollar.

- <999998> Refused go to CM_Q08
<999999> Don't know go to CM_Q08

Universe: Households who ordered products and services without paying directly on the Internet

CM_E07

IF CM_Q05 is NOT EQUAL to RF or DK and CM_Q07 > CM_Q05, trigger HARD EDIT pop-up with the following text: "Canadian Orders (CM_Q07) must be < or = to the value reported for Total Orders (CM_Q05). Please correct."

Note: Trigger hard edit if CM_Q05 is NOT EQUAL to RF or DK and CM_Q07 > CM_Q05

CM_E07A

If CM_Q06 is NOT EQUAL to DK OR RF and CM_Q06 > 0 and CM_Q07 = 0 trigger SOFT EDIT pop-up with the following text: "The number of Canadian Orders (CM_Q06) is > 0, yet the reported dollar value for Canadian Orders (CM_Q07) is 0. Please confirm."

Note: Trigger soft edit if CM_Q06 is NOT EQUAL to DK OR RF and CM_Q06 > 0 and CM_Q07 = 0

CM_Q08 (Release Name : CMQ08)

During the last 12 months, how did your household pay for these products or services ordered (but not paid for over the Internet)?

INTERVIEWER: Mark all that apply.

- <1> Credit card over the telephone
<2> Payment on delivery (COD)
<3> By Cheque
<4> Other
<8> Refused
<9> Don't know

Universe: Households who ordered products and services without paying directly on the Internet

CM_Q09

This next set of questions will refer to ordering products and services over the Internet from any location, for personal or household consumption, and paying by credit card over the Internet.

Universe: Households who use the Internet from any location in a typical month

CM_Q10 (Release Name : CMQ10)

During the last 12 months, has anyone in your household ordered a product or service over the Internet where the purchase @U was directly paid for @U by credit card over the Internet?

- <1> Yes
<2> No go to CM_C16
<8> Refused go to CM_C16
<9> Don't know go to CM_C16

Universe: Households who use the Internet from any location in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 19

CM_Q11 (Release Name : CMQ11)

What types of products or services were purchased (ordered and paid for over the Internet)?

INTERVIEWER: Mark all that apply.

- <01> Computer software
- <02> Computer hardware
- <03> Music (CDs, tapes, MP3)
- <04> Books, magazines, on-line newspapers
- <05> Videos, digital video disc (DVD)
- <06> Other entertainment products (concert, theatre tickets)
- <07> Food, condiments, beverages
- <08> Health, beauty, vitamins
- <09> Clothing, jewelry and accessories
- <10> Housewares (e.g. large appliances, furniture)
- <11> Consumer electronics (e.g. camera, computer, stereo, TV, VCR)
- <12> Automotive (cars, trucks, recreational vehicles or products)
- <13> Travel arrangements (hotel reservations, travel tickets, rental car)
- <14> Flowers - Gifts
- <15> Sports equipment
- <16> Toys and games
- <17> Real Estate
- <18> Other - Specify go to CM_Q11S
- <98> Refused
- <99> Don't know

Default Next Question: **CM_Q12**

Universe: Households who ordered products and services and paid directly on the Internet

CM_Q11S (Release Name : CMQ11S)

What other type of products or services were purchased?

Universe: Households who ordered products and services and paid directly on the Internet

CM_Q12 (Release Name : CMQ12)

During the last 12 months, how many @U separate orders@U for products or services (ordered and paid for over the Internet) did your household make over the Internet? [Min: 1 Max: 995]

INTERVIEWER: Number of transactions, not articles purchased.

- <998> Refused
- <999> Don't know

Universe: Households who ordered products and services and paid directly on the Internet

CM_Q13 (Release Name : CMQ13)

During the last 12 months, what was the estimated total cost, in Canadian dollars, of the products and services your household ordered and paid for directly over the Internet? [Min: 1 Max: 999995]

INTERVIEWER: Probe for estimate, round to the nearest dollar.

- <999998> Refused
- <999999> Don't know

Universe: Households who ordered products and services and paid directly on the Internet

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 20

CM_C14

If CM_Q12= DK or RF goto CM_Q15 else goto CM_Q14

CM_Q14 (Release Name : CMQ14)

Of the total number of separate orders placed and purchased directly over the Internet, how many of these orders were from companies in Canada? [Min: 0 Max: 995]

<998> Refused go to CM_Q15

<999> Don't know go to CM_Q15

Universe: Households who ordered products and services and paid directly on the Internet

CM_C14A

If CM_Q14 = 0 goto CM_C16 else goto CM_E14

CM_E14

If CM_Q14 > CM_Q12 trigger HARD EDIT pop-up with the following text: "Canadian Orders (CM_Q14) must be < or = the value reported in Total Orders (CM_Q12). Please correct"

Note: Trigger hard edit if CM_Q14 > CM_Q12

CM_C15

If CM_Q12 and CM_Q14=Response and CM_Q12=CM_Q14 goto CM_C16 else goto CM_Q15

CM_Q15 (Release Name : CMQ15)

Of the total amount spent on products or services ordered @Uand paid for@U over the Internet in the last 12 months, how much was spent on products and services from companies in Canada?

[Min: 0 Max: 999995]

INTERVIEWER: Probe for estimate, round to the nearest dollar value

<999998> Refused go to CM_Q16

<999999> Don't Know go to CM_Q16

Universe: Households who ordered products and services and paid directly on the Internet

CM_E15

If CM_Q13 is NOT EQUAL to DK OR RF and CM_Q15 > CM_Q13 trigger HARD EDIT pop-up with the following text: "Canadian Orders (CM_Q15) must be < or = the value reported for Total Orders (CM_Q13). Please correct."

Note: Trigger HARD EDIT if CM_Q13 is NOT EQUAL to DK OR RF and CM_Q15 > CM_Q13

CM_E15A

If CM_Q15 = 0 and CM_Q14 > 0 trigger SOFT EDIT pop-up with the following text: "The number of Canadian Orders (CM_Q14) is > 0, yet the reported dollar value for Canadian Orders (CM_Q15) is 0. Please confirm."

Note: Trigger HARD EDIT if CM_Q15 = 0 and CM_Q14 > 0

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 21

CM_C16

If (CM_Q02 = Yes or CM_Q10 = Yes) goto CM_Q16 else goto CM_Q21

CM_Q16 (Release Name : CMQ16)

In the next 12 months, do you expect the value of orders made by your household over the Internet, whether paid for over the Internet or not, to increase, decrease or stay the same?

- <1> Increase
- <2> Decrease
- <3> Stay the same
- <8> Refused
- <9> Don't know

Universe: Households who ordered products and services on the Internet

CM_Q17

The Internet offers a variety of products and services. Some of these products and services are called "Digital Products" which are delivered directly to your computer. Examples of products are music, gameware, computer software or services such as courses taken over the Internet.

Universe: Households who ordered products and services on the Internet

CM_Q18 (Release Name : CMQ18)

During the last 12 months, has anyone in your household @Upurchased@U a digital product, delivered directly to your computer, over the Internet? (For personal or household use @Unot@U business use).

- <1> Yes
- <2> No go to CM_Q21
- <8> Refused go to CM_Q21
- <9> Don't know go to CM_Q21

Universe: Households who ordered products and services on the Internet

CM_Q19 (Release Name : CMQ19)

During the last 12 months, what was the estimated total cost of products that your household ordered that were received in a digital format directly over the Internet? (Please include all such products regardless of the method of payment.) [Min: 1 Max: 999995]
INTERVIEWER: Probe for estimate, round to the nearest dollar.

- <999998> Refused go to CM_Q20
- <999999> Don't Know go to CM_Q20

Universe: Households who purchased digital products on the Internet

CM_E19

If CM_Q05 or CM_Q13 is NOT EQUAL to RF or DK and CM_Q19 > (CM_Q05 + CM_Q13) trigger HARD EDIT pop-up with the following text: "The dollar value reported for Digital Products (CM_Q19) is > the combined dollar value of Estimated Total Purchases (CM_Q05 + CM_Q13). Please correct."

Note: Trigger HARD EDIT if CM_Q05 or CM_Q13 is NOT EQUAL to RF or DK and CM_Q19 > (CM_Q05 + CM_Q13)

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 22

CM_Q20 (Release Name : CMQ20)

During the last 12 months, how much of what was spent on these digital products ordered was from companies in Canada? [Min: 0 Max: 999995]

INTERVIEWER: Probe for estimate, round to the nearest dollar.

<999998> Refused go to CM_Q21
<999999> Don't Know go to CM_Q21

Universe: Households who purchased digital products on the Internet

CM_E20

If CM_Q19 is NOT EQUAL to DK OR RF and CM_Q20 > CM_Q19 trigger HARD EDIT pop-up with the following text: "The dollar value reported for Canadian Orders (CM_Q20) must be < or = the dollar value reported for Total Orders (CM_Q19). Please correct."

Note: Trigger HARD EDIT if CM_Q19 is NOT EQUAL to DK OR RF and CM_Q20 > CM_Q19

CM_Q20A (Release Name : CMQ20A)

What types of digital products were purchased?

INTERVIEWER: Mark all that apply

<01> Computer software
<02> Music(CDs,tapes, MP3)
<03> Books, magazines, on-line newspapers
<04> Videos, digital video disc (DVD)
<05> Other entertainment products (concert, theatre tickets)
<06> Other - Specify go to CM_Q20S
<98> Refused
<99> Don't know

Default Next Question: **CM_Q21**

Universe: Households who purchased digital products on the Internet

CM_Q20S (Release Name : CMQ20S)

What other types of digital products were purchased?

Universe: Households who purchased digital products on the Internet

CM_Q21 (Release Name : CMQ21)

In the last 12 months, have you, or anyone in your household, ever used the Internet to "Window Shop" for personal or household use? That is, has the Internet ever been used to narrow down the search for products or services without placing an order directly over the Internet?

<1> Yes
<2> No go to CM_C23
<8> Refused go to CM_C23
<9> Don't know go to CM_C23

Universe: Households who use the Internet from any location in a typical month

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 23

CM_Q22 (Release Name : CMQ22)

What types of products or services were these?

INTERVIEWER: Mark all that apply.

- <01> Computer software
- <02> Computer hardware
- <03> Music (CDs, tapes, MP3)
- <04> Books, magazines, on-line newspapers
- <05> Videos, digital video disc (DVD)
- <06> Other entertainment products (concert, theatre tickets)
- <07> Food, condiments, beverages
- <08> Health, beauty, vitamins
- <09> Clothing, jewelry and accessories
- <10> Housewares (e.g. large appliances, furniture)
- <11> Consumer electronics (e.g. camera, computer, stereo, TV, VCR)
- <12> Automotive (cars, trucks, recreational vehicles or products)
- <13> Travel arrangements (hotel reservations, travel tickets, rental car)
- <14> Flowers - Gifts
- <15> Sports equipment
- <16> Toys and games
- <17> Real Estate
- <18> Other - Specify go to CM_Q22S
- <98> Refused
- <99> Don't know

Default Next Question: **CM_Q22Z**

Universe: Households who have window shopped on the Internet during the last 12 months

CM_Q22S (Release Name : CMQ22S)

What other type of products and services?

Universe: Households who have window shopped on the Internet during the last 12 months

CM_Q22Z (Release Name : CMQ22Z)

Did the search for products 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 product or service over the Internet.

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who have window shopped on the Internet during the last 12 months

CM_C23

If CM_Q10 = Yes goto CM_Q24 else goto CM_Q23

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 24

CM_Q23 (Release Name : CMQ23)

Are you willing to use a credit card on the Internet to pay for products or services?

- <1> Yes
- <2> No
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet at home and never paid by credit card on the Internet

CM_Q24 (Release Name : CMQ24)

In general, how concerned are you about privacy on the Internet? (E.g. people finding out what websites you have visited, others reading your e-mail.)

- <1> **Not at all concerned**
- <2> **Concerned**
- <3> **Very concerned**
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet from any location in a typical month

CM_Q25 (Release Name : CMQ25)

How concerned are you about security in relation to your household financial transactions conducted over the Internet? (By transactions we mean purchasing products over the Internet using a credit card or banking over the Internet)

- <1> **Not at all concerned**
- <2> **Concerned**
- <3> **Very concerned**
- <8> Refused
- <9> Don't know

Universe: Households who use the Internet from any location in a typical month

CM_C26

If AgeLt18 = Yes, goto CM_Q26 else goto NU_C01

CM_Q26 (Release Name : CMQ26)

How concerned are you about Internet content that might be viewed by members of your household under the age of 18?

- <1> **Not at all concerned**
- <2> **Concerned**
- <3> **Very concerned**
- <8> Refused
- <9> Don't know

Universe: Households who have household members < 18

CM_C27

If CM_Q26 = Concerned (2) or CM_Q26 = VeryConcern (3) goto CM_Q27 else goto NU_C01

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 25

CM_Q27 (Release Name : CMQ27)

What type of Internet content concerns you the most for members under the age of 18?

INTERVIEWER: Please probe for overall main concern. (One response only.)

- <01> Pornography - sexually explicit material
- <02> Hate literature - based on sexual preference, ethnic origin or racial background
- <03> Chat groups - developing relationships with strangers
- <04> Violence (including bomb making and fire arms material)
- <05> Gambling
- <06> Game - use or excessive use
- <07> Advertising directed to children (including unsolicited E-mail)
- <08> Other - Specify go to CM_Q27S
- <98> Refused
- <99> Don't Know

Default Next Question: **NU_C01**

Universe: Respondents who are concerned by Internet content viewed by household members < 18.

CM_Q27S (Release Name : CMQ27S)

What other type of Internet content concerns you?

INTERVIEWER: Please probe for overall main concern. (One response only.)

Universe: Respondents who are concerned by Internet content viewed by <18

NU_C01

If LU_Q02 = Yes goto INC_Q01 else goto NU_Q01

NU_Q01 (Release Name : NUQ01)

During the next 12 months, does any member of your household @Uplan@U to regularly use the Internet from any location?

- <1> Yes
- <2> No go to NU_Q03
- <8> Refused go to NU_Q03
- <9> Don't know go to NU_Q03

Universe: Households who don't use the Internet at home in a typical month

NU_Q02 (Release Name : NUQ02)

Would this regular use be from ...

INTERVIEWER: Mark all that apply.

- <1> **home?**
- <2> **work?**
- <3> **school, college or university?**
- <4> **a public library?**
- <5> **other - specify** go to NU_Q02S
- <8> Refused
- <9> Don't know

Default Next Question: **NU_Q03**

Universe: Households who plan on using the Internet during the next 12 months

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 26

NU_Q02S (Release Name : NUQ02S)

From what other location(s) would Internet be used regularly?

Universe: Households who plan on using the Internet in the next 12 months

NU_Q03 (Release Name : NUQ03)

Do you have a computer at home?

- <1> Yes
- <2> No go to INC_Q01
- <8> Refused go to INC_Q01
- <9> Don't know go to INC_Q01

Universe: Households who presently don't use the Internet at home

NU_Q04 (Release Name : NUQ04)

What are the reasons why your household does not use your home computer for accessing the Internet?

INTERVIEWER: Mark all that apply. @/ @/

- <01> Too costly (service or equipment)
- <02> Internet or computers too difficult to use
- <03> Use at work instead
- <04> Use at another location instead
- <05> No need / not useful
- <06> Not enough time
- <07> Concerned child(ren) in household will give out personal information
- <08> Concerned for exposure to objectionable material
- <09> Cannot obtain access due to remote location of the dwelling
- <10> Other confidentiality, security or privacy concerns
- <11> Computer too old
- <12> Waiting for installation
- <13> No interest
- <14> Other - Specify go to NU_Q04S
- <98> Refused
- <99> Don't know

Default Next Question: **INC_Q01**

Universe: Respondents who presently don't use the Internet at home but have a computer

NU_Q04S (Release Name : NUQ04S)

For what other reason(s) your household does not use your home computer to access the Internet?

Universe: Households who persently don't use the Internet at home but have a computer

HOUSEHOLD INTERNET USE SURVEY

June 5, 2002

January 2002

Page 27

INC_Q01 (Release Name : INCQ01)

Various measures of income are needed to study the relationship between the household's overall economic situation and their use of technology.

From which of the following sources did your household receive any income in the past 12 months?

INTERVIEWER: Mark all that apply.

- <01> Wages and salaries
- <02> Income from self-employment
- <03> Dividends and interest on bonds, savings, stocks, etc.
- <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, etc.)
- <14> No income go to INC_END
- <98> Refused
- <99> Don't Know

Universe: All households

INC_Q02 (Release Name : INCQ02)

What is your best estimate of the total income before taxes and deductions of all household members from all sources in the past 12 months? [Min: 0 Max: 999995]

INTERVIEWER: Enter "0" if none.

- <999998> Refused go to INC_Q03
- <999999> Don't know go to INC_Q03

Default Next Question: INC_END

Universe: Households with Income

INC_Q03 (Release Name : INCQ03)

What is your best estimate of the total income before deductions, of all household members from all sources during the past 12 months? Was the total household income:

- <01> Less than \$5,000
- <02> Between \$5,000 - \$9,999
- <03> Between \$10,000 - \$14,999
- <04> Between \$15,000 - \$19,999
- <05> Between \$20,000 - \$29,999
- <06> Between \$30,000 - \$39,999
- <07> Between \$40,000 - \$49,999
- <08> Between \$50,000 - \$59,999
- <09> Between \$60,000 - \$79,999
- <10> Between \$80,000 - \$99,999
- <11> \$100,000 or more
- <98> Refused
- <99> Don't know

Universe: Households who answered Don't know or Refused to an estimate of total Household income from all sources before deductions during the past 12 months

INC_END

If INC_End, set End Time

INTERVIEWER:Press 1 to continue

<1> Continue

HI_STOP

TIME(REAL);END OF HIUS SECTION