

Residential Telephone Service Survey Questionnaire

The Residential Telephone Service Survey questionnaire was used in November 2001 to collect the information for the supplementary survey.

RTS-I01

This is a voluntary survey on telephone service. Press enter to continue.

Universe: All respondents

RTS-Q01

How many different telephone numbers are there for your residence? (Include cellular phone numbers and phone numbers used for business).

- <-1> Don't know go to RTS-Q08
<-2> Refused go to RTS-Q08
<1> 0 go to RTS-Q02
<2> 1 go to RTS-Q08
<3> 2 go to RTS-Q08
<4> 3 or more go to RTS-Q08

Note: F1 HELP: Include: phone numbers used for businesses even if the business is not within the residence or if the employer is paying for the person's phone service within that person's household. This includes cell phones from work that are brought home. Exclude pagers.

Universe: All respondents

RTS-Q02

Why don't you have a phone? INTERVIEWER: Do not read the categories. Mark one only.
Press F1 for Help.

- <-1> Don't know go to RTS-Q05
<-2> Refused go to RTS-Q05
<1> I cancelled it go to RTS-Q03
<2> Can't afford it go to RTS-Q04
<3> Moved go to RTS-Q05
<4> All other responses go to RTS-Q05

Note: F1 NOTES: The following answers should be coded to "Can't afford it": Too expensive, Can't afford the phone, Unpaid phone bills, Service cancelled by the phone company, Moved and can't afford the installation price, Lost job, Unemployed, I'm on... (any form of social assistance), etc. The following answers should be coded to "Moved": Respondent moved, on vacation, going south for the winter, moved and don't want/need the phone anymore etc. The following answers should be coded to "Any other response": Sharing a phone, receiving harassing calls, getting a private number, hard of hearing, dissatisfied with the phone company, don't want other household members to receive calls, etc.

Universe: Respondents who do not have phones (RTS-Q01=1)

RTS-Q03

Why did you cancel it? INTERVIEWER: Do not read categories. Press F1 for help.

- <-1> Don't know go to RTS-Q05
- <-2> Refused go to RTS-Q05
- <1> Can't afford it
- <2> Moved go to RTS-Q05
- <3> All other responses go to RTS-Q05

Note: F1 NOTES: The following answers should be coded to "Can't afford it": Too expensive, Can't afford the phone, Unpaid phone bills, Service cancelled by the phone company, Moved and can't afford the installation price, Lost job, Unemployed, I'm on... (any form of social assistance), etc. The following answers should be coded to "Moved": Respondent moved, on vacation, going south for the winter, moved and don't want/need the phone anymore etc. The following answers should be coded to "Any other response": Sharing a phone, receiving harassing calls, getting a private number, hard of hearing, dissatisfied with the phone company, don't want other household members to receive calls, etc.

Universe: Respondents whose reason for not having a phone is because they cancelled it (RTS-Q02=1)

RTS-Q04

I am going to read a list of most common charges which could be on a telephone bill. Please tell me which of these charges you find difficult to afford. INTERVIEWER: READ ALL CATEGORIES AND MARK ALL THAT APPLY

- <-1> Don't know
- <-2> Refused
- <1> the installation charge
- <2> the security deposit
- <3> monthly charge for your basic phone line which includes local calls
- <4> optional features and/or set charges
- <5> long distance charges
- <6> other usage charges (i.e. 900 service, * features, directory assistance, etc.)

Universe: Respondents who cannot afford a phone (RTS-Q02=2 or RTS-Q03=1)

RTS-Q05

If there were an emergency at home, would members of your household have easy access to a neighbour's phone?

- <-1> Don't know
- <-2> Refused
- <1> YES
- <2> NO

Universe: Those who answered "1" (0 telephone number) in RTS-Q01

RTS-Q06

If there were an emergency at home, would members of your household have easy access to a payphone near your residence?

- <-1> Don't know
- <-2> Refused
- <1> YES
- <2> NO

Universe: Those who answered "1" (0 telephone number) in RTS-Q01

RTS-Q07

If there were an emergency at home, would any member of your household have convenient access to a telephone near your residence, at another location not already mentioned?

- <-1> Don't know
- <-2> Refused
- <1> YES
- <2> NO

Universe: Those who answered "1" (0 telephone number) in RTS-Q01

RTS-Q08

In 2000, was your total annual household income before taxes and deductions less or more than(LICO)?

- <-1> Don't know
- <-2> Refused
- <1> Less
- <2> More

Universe: All respondents

RTS-I08

Thank you for your cooperation.

Universe: All respondents