

The Residential Telephone Service Survey - Questionnaire

The Residential Telephone Service Survey questionnaire (Rtss200211_QuestE.pdf) was used in November 2002 to collect the information for the supplementary survey.

RTS_I01

This is a voluntary survey on telephone service.

RTS_Q01B

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

- | | | |
|-----|------------------|---------------|
| <0> | 0..... | go to RTS_Q02 |
| <1> | 1..... | go to RTS_C01 |
| <2> | 2..... | go to RTS_C01 |
| <3> | 3 or more..... | go to RTS_C01 |
| <7> | Don't know | go to RTS_Q08 |
| <8> | Refused | 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_C01

Note: If RTS_Q01B=0, go to RTS_Q02, if RTS_Q01B = 1,2,3, go to RTS_Q01C, else go to RTS_Q08.

RTS_Q01C

**Is this number for a cellular phone?
Are all of these numbers for cellular phones?**

INTERVIEWER: If the phone number is for both regular and cellular phone, select NO. A regular phone can be with a cord or cordless.

- | | | |
|-----|------------------|---------------|
| <1> | Yes | go to RTS_Q08 |
| <2> | No..... | go to RTS_Q08 |
| <7> | Don't know | go to RTS_Q08 |
| <8> | Refused | go to RTS_Q08 |

Universe: Respondents who have at least one phone number

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RTS_Q02

Why don't you have a phone?

INTERVIEWER: Do not read the categories. Mark one only.

- <1> I cancelled itgo to RTS_Q03
- <2> Can't afford itgo to RTS_Q04
- <3> Movedgo to RTS_Q05
- <4> All other responsesgo to RTS_Q05
- <7> Don't knowgo to RTS_Q05
- <8> Refusedgo 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_Q01B=0)

RTS_Q03

Why did you cancel it?

INTERVIEWER: Do not read categories.

- <2> Can't afford it
- <3> Moved go to RTS_Q05
- <4> All other responsesgo to RTS_Q05
- <7> Don't knowgo to RTS_Q05
- <8> Refusedgo 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)

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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> 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.)
- <7> Don't know
- <8> Refused

Universe: Respondents who cannot afford a phone (RTS_Q02=2 or RTS_Q03=2)

RTS_Q05

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

- <1> Yes
- <2> No
- <7> Don't know
- <8> Refused

Universe: Those who answered "0" (0 telephone number) in RTS_Q01B

RTS_Q06

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

- <1> Yes
- <2> No
- <7> Don't know
- <8> Refused

Universe: Those who answered "0" (0 telephone number) in RTS_Q01B

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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> Yes
- <2> No
- <7> Don't know
- <8> Refused

Universe: Those who answered "0" (0 telephone number) in RTS_Q01B

RTS_Q08

In 2001, was your total annual household income before taxes and deductions less or more than ... (\$ LICO)?

- <1> Less than
- <2> More than
- <7> Don't know
- <8> Refused

Universe: All respondents

RTS_I08

Thank you for your cooperation.