

# Residential Telephone Service Survey (RTSS), December 2004

## Questionnaire

**RTS\_I01**      **This is a voluntary survey on telephone service.**

INTERVIEWER: Press <ENTER> to continue.

**RTS\_Q01B**      **How many different telephone numbers are there for your residence? Include cellular phone numbers and phone numbers used for business. Exclude pager numbers.**

INTERVIEWER: 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 both cell phones from work that are brought home and Personal Digital Assistants (PDA) equipped with a cellular phone number.

0	0 .....	(Go to RTS_Q02)
1	1	
2	2	
3	3 or more	
8	Refused .....	(Go to RTS_Q08)
9	Don't know .....	(Go to RTS_Q08)

Default:      RTS\_Q01C

Coverage:      *All respondents*

**RTS\_D01C**      Variable that captures the initial answer to RTS\_Q01C

Note:      RTS\_D01C is a static variable which stores the initial response to RTS\_Q01C; and RTS\_Q01C, a changeable variable which stores the final response to RTS\_Q01C. If the first response is the final response, then the two data points will be equal, however, if the final response differs from the initial response, then RTS\_Q01C will reflect that change.

**RTS\_Q01C**      **'Is this number a cellular phone number?' or (If RTS\_Q01B = 2 or 3) then 'Are all of these numbers cellular phone numbers? Exclude cordless phones.'**

INTERVIEWER: If the phone number is for both regular and cellular phone, select <No>. Include cellular phone numbers for Personal Digital Assistants (PDA).

1	Yes
2	No
8	Refused
9	Don't know

Default:      RTS\_Q08

Coverage:      *Respondents who have at least one phone number.*

**RTS\_E01C**      Please confirm that all telephone numbers are for cellular phones.

Note:      Trigger Soft Edit if RTS\_Q01C = YES.

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### RTS\_Q02 Why don't you have a phone?

- 1 Cancelled it
- 2 Can't afford it ..... (Go to RTS\_Q04)
- 3 Moved ..... (Go to RTS\_Q05)
- 4 All other responses ..... (Go to RTS\_Q05)
- 8 Refused ..... (Go to RTS\_Q05)
- 9 Don't know ..... (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.

Coverage: Respondents who do not have phones (RTS\_Q01B=0)

### RTS\_Q03 Why did you cancel it?

- 2 Can't afford it
- 3 Moved ..... (Go to RTS\_Q05)
- 4 All other responses ..... (Go to RTS\_Q05)
- 8 Refused ..... (Go to RTS\_Q05)
- 9 Don't know ..... (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.

Coverage: 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 categories to respondent. 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.)
- 8 Refused
- 9 Don't know

Coverage: Respondents who cannot afford a phone (RTS\_Q02=2 or RTS\_Q03=2)

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**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
- 8            Refused
- 9            Don't know

*Coverage:*            *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
- 8            Refused
- 9            Don't know

*Coverage:*            *Those who answered "0" (0 telephone number) in RTS\_Q01B*

**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
- 8            Refused
- 9            Don't know

*Coverage:*            *Those who answered "0" (0 telephone number) in RTS\_Q01B*

**RTS\_Q08**      **In 2003, was your total annual household income before taxes and deductions less or more than ... (\$ LICO)?**

- 1            Less than
- 2            More than
- 8            Refused
- 9            Don't know

*Coverage:*            *All respondents*

**RTS\_I08**      **Thank you for your cooperation.**