

APPENDIX I
QUESTIONNAIRE
TATT DOMESTIC RETAIL MOBILE MARKET CUSTOMER SURVEY

HOUSEHOLD IDENTIFIERS

Municipality Code	TEXT	Region_code
Name of Municipality	TEXT	Region_name
Sub Sample Number	TEXT	SubsampleNo
ED Number	NUMERIC: INTEGER	ED
Community Code	NUMERIC: INTEGER	Community
Name of Community	TEXT	Comm_name
Household Selection	NUMERIC: INTEGER	hhno

VISITATION RECORD

CLICK BUTTON BELOW TO RECORD CURRENT TIME	DATE: CURRENT TIME	Intv_Start
.....		

STATIC TEXT

If there are multiple Dwelling Units/Households in the selected building, the following procedure MUST be used to identify the household to be interviewed.

If the dwelling units are numbered or use an alphabetical listing, follow the pattern used to establish the order of the dwelling units.

If however, there is no numbering, starting from the right end of the ground floor, number each dwelling unit continuing up each floor while maintaining the count from right to left.

Proceed to interview the household that corresponds to the number displayed in the "SELECTED HOUSEHOLD" box.

NUMBER OF DWELLING UNITS:	NUMERIC: INTEGER	Ndwe11
(ENTER 1 IF SINGLE DWELLING UNIT.)	-----	
W1 self.InRange(1,100)		
M1 THE NUMBER OF DWELLING UNITS SHOULD BE BETWEEN 1 AND 100.		

VARIABLE	LONG	selectedhh
(int)Math.Round((Ndwe11.Value-1)*Quest.IRnd() + 1)		

STATIC TEXT

INTERVIEW DWELLING UNIT NUMBER: %selectedhh%

STATIC TEXT

Good Day

My name is _____ and I am a field interviewer employed by Kairi Consultants Limited. Kairi has been contracted by the Telecommunications Authority of Trinidad and Tobago to conduct a Mobile Market Survey on behalf of the Telecommunications Authority of Trinidad and Tobago.

This survey has been developed to gain insight into your household's demand for, use of and willingness to pay for mobile telecommunications services.

Your household is one of approximately 1,000 randomly selected to participate in this survey, using the sample frame developed by the Central Statistical Office (CSO).

You do not have to answer any question that you are uncomfortable with and all information provided will be treated as confidential.

All household members 18 years and older are eligible to take part in this survey.

If you need further information about this survey, you can contact Dr. Dickson Osuala at the Authority at 675-8288 Ext. XXX or Kairi Consultants Limited at 663-2677.

Do you agree to participate in the survey?	SINGLE-SELECT	V2
	01 <input type="radio"/> Yes	
	02 <input type="radio"/> No	
	03 <input type="radio"/> No contact	
	04 <input type="radio"/> ED Completed	

INTERVIEWER! How many visits have you made to this household?

FOR EACH VISIT MADE, ENTER/SELECT A HIGHER VALUE THAN THE PREVIOUS VISIT.

DO NOT CHANGE THE NUMBER OF A PREVIOUS VISIT TO A SMALLER NUMBER. YOU WILL NOT BE ABLE TO RE-ENTER THE 'CURRENT TIME' THAT WAS CAPTURED FOR THAT VISIT.

NUMERIC: INTEGER

nvisits

SPECIAL VALUES

- 00 No visits were attempted
- 01 One Visit
- 02 Two visits
- 03 Three visits
- 04 Four visits

V1 RVISITS.Count(v=>v.@rowcode<(self-1) && v.visitResult.InList(1,5,6))==0

M1 Error! You should not be revisiting households if options 1, 5 or 6 is selected in the results field!

VISITATION RECORD

Roster: %VISITTITLE% - VISIT

generated by numeric question nvisits

RVISITS

STATIC TEXT

E RVISITS.Count(v=>v.@rowcode<@rowcode && v.visitResult.InList(1,5,6))!=0

V1 /* macro is not used here to facilitate copying */ RVISITS.Count(v=>v.@rowcode<@rowcode && v.visitResult.InList(1,5,6))==0

M1 Error! There should be no visits after a terminal visit.

Visitation logic check:

INTERVIEWER: Please record the date and time of the interview by clicking the "RECORD CURRENT TIME" button below.

DATE: CURRENT TIME

visitTimestamp

V1 (@rowcode==RVISITS.Min(x=>x.@rowcode)) || (self>RVISITS[@rowcode-1].visitTimestamp)

M1 Error! The visit's timestamp must be later than the timestamp of the previous visit!

CLICK TO RECORD THE HOUSEHOLD'S GPS COORDINATES

GPS

visitLocation

N

W

A

VARIABLE

IsAnswered(visitTimestamp) ? visitTimestamp.ToString() : ""

STRING

visitTitle

INTERVIEWER! What was the result of the visit?

F (@optioncode.InList(1,2,3,7) && V2==1) || (@optioncode.InList(5,7) & & V2==2) || (@optioncode.InList(4,6,7) && V2==3) || (@optioncode.InList(8) && V2==4)

SINGLE-SELECT

visitResult

- 01 Household located, contacted, and interviewed
- 02 Household located, contacted, and partially interviewed
- 03 Household located, contacted, asked to return later
- 04 Household located, nobody present
- 05 Household located, contacted, refused to participate
- 06 Household can't be located using the identifying information supplied
- 07 Other (please specify)
- 08 Excess/Extra Interview

Other result of interview:

E visitResult ==7

TEXT

othervresult

.....

SECTION 1: GENERAL PROFILE

* Please list the first name of all members of your household 18 YEARS AND OVER	LIST	Households_list
---	------	-----------------

SECTION 1: GENERAL PROFILE

Roster: MEMBERS - %ROSTERTITLE%

generated by list question Households_list

MEMBERS

1.1 Does (named household member) make his/her own decision with respect to purchasing mobile telecommunications services?	SINGLE-SELECT	S1Q2
	01 <input type="radio"/> Yes	
	02 <input type="radio"/> No	
1.3 What does (named household member) use his/her mobile phone and/or MiFi mobile data services for MOST?	SINGLE-SELECT	USE
	01 <input type="radio"/> For private reasons	
	02 <input type="radio"/> For private and work use	
	03 <input type="radio"/> For work	
	04 <input type="radio"/> I have a company mobile device	

STATIC TEXT

Mobile data services as part of a smartphone plan: Access to the Internet and/or emails on your mobile smartphone offered as part of your mobile call, messaging and data plan.

MiFi mobile data only services: A MiFi is a wireless device, particularly a wireless router, which operates as a Wi-Fi hotspot. A MiFi connects, via the use of a SIM card, to a mobile phone network (using 3G, 4G or LTE) and uses this connection to provide a wireless or Wi-Fi hotspot. A MiFi can provide a Wi-Fi hotspot to various devices capable of establishing internet connections including laptops, tablets, smartphones and video game devices, all of which must be within a specific range of the MiFi.

1.3. * Which of the following telecommunications services do you currently use? CHOOSE ALL THAT APPLY V1 !S1Q1.Contains(9) S1Q1.ContainsOnly(9) M1 IF YOU SELECT NONE OF THE ABOVE, IT MUST BE THE ONLY ITEM SELECTED	MULTI-SELECT	S1Q1
	01 <input type="checkbox"/> Mobile call and messaging services	
	02 <input type="checkbox"/> Mobile data services as part of a smartphone plan	
	03 <input type="checkbox"/> MiFi mobile data only services	
	04 <input type="checkbox"/> Fixed Internet (Access to the internet only within your household use)	
	08 <input type="checkbox"/> Fixed landline call services	
	09 <input type="checkbox"/> None of the above	
VARIABLE MEMBERS.Count(\$criteria)	LONG	numEligible
VARIABLE (long)Math.Floor(Quest.IRnd()*numEligible.value)	LONG	rnd

VARIABLE MEMBERS.Where(\$criteria).Select(z=>z.@rowcode).ToArray() [rnd.Value]	LONG	randomRowcode
VARIABLE Households_list.Where(x=>x.Item1==randomRowcode).First() .Item2	STRING	selectedName
VARIABLE MEMBERS[(int)randomRowcode].S1Q2	LONG	OwnDecision
VARIABLE MEMBERS[(int)randomRowcode].USE	LONG	UseMade

STATIC TEXT

THE HOUSEHOLD MEMBER TO BE INTERVIEWED IS: *%selectedName%*

SECTION 2: DEMOGRAPHICS

<p>2.1. Are you male or female?</p> <p>DO NOT LEAVE EMPTY.</p>	<p>SINGLE-SELECT gender</p> <p>01 <input type="radio"/> Male</p> <p>02 <input type="radio"/> Female</p>
<p>2.2. What is your relationship to the household head?</p>	<p>SINGLE-SELECT relat</p> <p>01 <input type="radio"/> Head</p> <p>02 <input type="radio"/> Spouse/partner of head</p> <p>03 <input type="radio"/> Child/Adopted Child</p> <p>04 <input type="radio"/> Grandchild</p> <p>05 <input type="radio"/> Nephew/Niece</p> <p>06 <input type="radio"/> Father/Mother</p> <p>07 <input type="radio"/> Sister/Brother</p> <p>08 <input type="radio"/> Son/Daughter-in-Law</p> <p>09 <input type="radio"/> Brother/Sister-in-Law</p> <p>10 <input type="radio"/> Grandfather/Mother</p> <p>11 <input type="radio"/> Father/Mother-in-Law</p> <p>12 <input type="radio"/> Other Relative</p> <p>13 <input type="radio"/> Domestic/Domestic's Relative</p> <p>14 <input type="radio"/> Lodger/Lodger's Relative</p> <p>15 <input type="radio"/> Other Non-Relative</p> <p>16 <input type="radio"/> Other (please specify)</p>
<p>2.2B. What is your relationship to the household head?</p> <p>E relat==16</p>	<p>TEXT relatB</p> <p>.....</p>
<p>2.3. In what year were you born? (4-DIGITS)</p> <p>V1 /*This validation checks if the year of birth is between 1900 and 2007. */ self.InRange(1900,2007)</p> <p>M1 PLEASE ENTER A VALID YEAR OF BIRTH THAT IS BETWEEN 1900 and 2007 </p>	<p>NUMERIC: INTEGER dob_year</p> <p>-----</p>

2.4. In what month were you born?

SINGLE-SELECT dob_month

- 01 January
- 02 February
- 03 March
- 04 April
- 05 May
- 06 June
- 07 July
- 08 August
- 09 September
- 10 October
- 11 November
- 12 December
- 99 Don't Know

VARIABLE

/* This calculate the age from the given date of birth. Since both month can be 99, then we have to write multiple cases to account for 99 values. FullYearsBetween finds the number of years between two

[And 368 other symbols \[1\]](#)

LONG age_cur

2.5 How old are you today?

IF THE RESPONDENT IS UNABLE TO PROVIDE THE YEAR OF BIRTH, ESTIMATE AGE WITH THE ASSISTANCE OF THE RESPONDENT.

NUMERIC: INTEGER age

V1 /* Check this recorded age is the same as the calculated age from DOB */ self == age_cur

M1 The age recorded (%age% years old) does not match the age calculated from the date of birth (%age_cur% years old). Please verify that you have recorded the date of birth and age correctly.

2.6. What is your highest level of education completed?

SINGLE-SELECT s2p1

- 00 None
- 01 Completed some primary
- 02 Completed primary
- 03 Completed lower secondary
- 04 Completed upper secondary
- 05 Completed post secondary non-tertiary education
- 06 Completed short cycle tertiary education
- 07 Completed Bachelor's degree or equivalent
- 08 Completed Master's degree or equivalent
- 09 Completed Doctoral degree or equivalent
- 10 Not stated

2.7. Do you currently work or did you have a job in the last week?

SINGLE-SELECT

S2P2

- 01 Yes
- 02 No
- 03 Not stated

2.8. What kind of work do you do?

SINGLE-SELECT: COMBO BOX

S2P3

IF OCCUPATION NOT FOUND IN LIST, CHOOSE "OTHER" AND TYPE OCCUPATION IN "OTHER KIND OF OCCUPATION"

E S2P2==1

- 0001 ABATTOIR KEEPER
- 0002 ABBOT
- 0003 Able-Bodied Seaman
- 0004 Able-bodied Seaman Coast Guard
- 0005 ACADEMIC ADMINISTRATOR
- 0006 Accessories Maker
- 0007 ACCOUNT EXECUTIVE ,ADVERTISING
- 0008 ACCOUNTANT
- 0009 Accountants
- 0010 Accounting and Bookkeeping Clerks
- 0011 ACCOUNTING ASSISTANT
- 0012 Accounting Associate Professionals
- 0013 ACCOUNTS CLERK
- 0014 ACCOUNTS SUPERVISOR
- 0015 ACCOUNTS TECHNICIAN
- 0016 ACETYLENE PLANT OPERATOR

[And 3771 other symbols \[2\]](#)

2.9. What is your gross MONTHLY income?

IF THE RESPONDENT GIVES AN INCOME, ENTER VALUE IN THE BOX PROVIDED. IF THE RESPONDENT REFUSED TO ANSWER, ASK HIM/HER TO PROVIDE A RANGE USING THE OPTIONS PROVIDED.

SELECT "RATHER NOT SAY" ONLY IF THE RESPONDENT REFUSES TO PROVIDE A RESPONSE.

E S2P2==1

NUMERIC: INTEGER

S2P4

SPECIAL VALUES

01	Less than 1,000
02	1,000 - 3,999
03	4,000 - 6,999
04	7,000 - 9,999
05	10,000 - 12,999
06	13,000 - 15,999
07	16,000 - 18,999
08	19,000 - 21,999
09	22,000 - 24,999
10	25,000 - 27,999
11	28,000 - 30,999
12	31,000 and Above
13	Rather not say

SECTION 3: MOBILE MARKET

SECTION 3: MOBILE MARKET

SECTION 3A: DEMAND FOR AND USAGE OF MOBILE CALL, MESSAGING, AND DATA SERVICES

E S1Q1.Contains(1) || S1Q1.Contains(2) || S1Q1.Contains(3)

<p>3A.1. How many mobile SIM cards have you USED in the LAST 30 DAYS?</p> <p>SIM CARDS THAT HAVE NOT BEEN USED IN THE LAST 30 DAYS ARE NOT ACTIVE. IF A SIM CARD IS INSTALLED IN A MOBILE PHONE BUT HAS NOT BEEN USED IN THE LAST 30 DAYS IT IS NOT ACTIVE.</p>	<p>NUMERIC: INTEGER S3AQ1</p> <p>-----</p>
---	---

SECTION 3: MOBILE MARKET / SECTION 3A: DEMAND FOR AND USAGE OF MOBILE CALL, MESSAGING, AND DATA SERVICES

Roster: ACTIVE SIM - %ROSTERTITLE%

generated by numeric question S3AQ1

SIMCARDS

E S3AQ1 >1

<p>3A.2. * Who is your mobile SIM card provider(s)?</p>	<p>SINGLE-SELECT S3AQ2</p> <p>01 <input type="radio"/> Bmobile</p> <p>02 <input type="radio"/> Digicel</p>
<p>3A.3. Is your SIM card installed in a smartphone or tablet that allows you to access the Internet?</p>	<p>SINGLE-SELECT S3AQ3</p> <p>01 <input type="radio"/> Yes - Installed on smartphone or tablet</p> <p>02 <input type="radio"/> No - installed in Dumb Phone (Me too)</p>
<p>3A.4 * Who is your MAIN mobile service provider for mobile call and messaging only services?</p> <p>AN ANSWER MUST BE PROVIDED TO THIS QUESTION. PROBE IF NECESSARY.</p>	<p>SINGLE-SELECT S3AQ4</p> <p>01 <input type="radio"/> Bmobile</p> <p>02 <input type="radio"/> Digicel</p> <p>03 <input type="radio"/> Not stated</p>

3A.5. * Which mobile plans do you currently subscribe to?

CHOOSE ALL THAT APPLY.

MULTI-SELECT

S3AQ5

- 01 Prepaid PAYG plans – i.e., you need to buy credit for your mobile phone calls or SMS via scratch cards, SMS, or online
- 02 Prepaid daily/weekly/monthly plans – i.e., you purchase a mobile plan that includes calls, SMS/MMS, and data for a specific time period
- 03 Postpaid plans – i.e., you have a contract and pay a monthly subscription charge

3A.6. Please RANK your TOP THREE purchased top up values, based on frequency of purchase, in a typical month.

MULTI-SELECT: ORDERED

S3AQ6

- 01 TT\$20
- 02 TT\$30
- 03 TT\$50
- 04 TT\$100
- 05 TT\$200
- 06 TT\$300
- 07 TT\$400
- 08 Other (please specify)
- 09 Don't know

E \$Prepaid
 V1 !S3AQ6.Contains(9) || S3AQ6.ContainsOnly(9)
 M1 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED

3A.6B. Other purchased top up values, based on frequency of purchase, in a typical month.

TEXT

S3AQ6B

E S3AQ6.Contains(8)

3A.7. * On average, how much do you spend on mobile communication services MONTHLY (That is, voice, messaging and data)?

SINGLE-SELECT

S3AQ7

- 01 Under \$200
- 02 \$200 – \$399
- 03 \$400 – \$599
- 04 Above \$600
- 05 Don't know
- 06 Not stated

3A.8. * On average, how much do you spend on MIFI (mobile data only) services MONTHLY?

E S1Q1.Contains(6)

SINGLE-SELECT

S3AQ8

- 01 Under \$50
- 02 \$50 - \$99
- 03 \$100 - \$199
- 04 \$200 - \$299
- 05 \$300 - \$399
- 06 \$400 - \$459
- 07 Over \$600
- 08 Don't know
- 09 Not stated

STATIC TEXT

Over The Top (OTT) refers to call or messaging services which are accessible via applications on your smartphones and allow you to call/message other users by using your mobile data. Popular OTT applications include WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Microsoft Teams.

3A.9. For what purpose do you use your mobile services?

CHOOSE ALL THAT APPLY.

DO NOT READ TEXT IN BRACKETS.

REFER TO DEFINITION OF OTT ABOVE FOR OPTION 8, IF NECESSARY.

V1 !S3AQ9.Contains(11) || S3AQ9.ContainsOnly(11)

M1 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT

S3AQ9

- 01 Receive calls and text messages (SMS/MMS)
- 02 Make calls /send text messages (SMS/MMS) to other mobile numbers also subscribed to your provider (i.e., bmobile or Digicel)
- 03 Make calls/send text messages (SMS/MMS) to other mobile numbers subscribed to the other provider (i.e., bmobile or Digicel)
- 04 Make calls to mobile numbers in Trinidad and Tobago
- 05 Make international calls/sent text messages (SMS/MMS) abroad
- 06 Access the Internet on your mobile phone
- 07 Send and receive emails on your mobile phone
- 08 Make and receive OTT call and/or messaging services
- 09 Connect other devices such as PCs, laptops, etc. to the Internet with your smartphone
- 10 Other (Please specify)
- 11 Not stated

<p>3A.9B. For what other purpose do you use for your mobile services?</p> <p>E S3AQ9.Contains(10)</p>	<p>TEXT S3AQ9B</p> <p>.....</p>
---	--

<p>3A.10. For which of the following do you use your MiFi (mobile data only) services?</p> <p>PLEASE RANK TOP FIVE RESPONSES.</p> <p>E S1Q1.Contains(3)</p> <p>V1 !S3AQ10.Contains(10) S3AQ10.ContainsOnly(10)</p> <p>M1 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED</p>	<p>MULTI-SELECT: ORDERED S3AQ10</p> <p>01 <input type="checkbox"/> Making and/or receiving local calls using OTTs</p> <p>02 <input type="checkbox"/> Making and/or receiving international calls using OTTs</p> <p>03 <input type="checkbox"/> Making and/or receiving OTT messaging</p> <p>04 <input type="checkbox"/> Sending or receiving emails</p> <p>05 <input type="checkbox"/> Viewing or streaming video</p> <p>06 <input type="checkbox"/> Social media applications</p> <p>07 <input type="checkbox"/> Video conference</p> <p>08 <input type="checkbox"/> Internet access</p> <p>09 <input type="checkbox"/> Other (Please specify)</p> <p>10 <input type="checkbox"/> Not stated</p>
--	--

<p>3A.10B. For what other purpose do you use your MiFi services?</p> <p>E S3AQ10.Contains(9)</p>	<p>TEXT S3AQ10B</p> <p>.....</p>
--	---

<p>3A.11. * On average, how many minutes do you usually spend talking on your mobile phone EACH WEEK?</p>	<p>SINGLE-SELECT S3AQ11</p> <p>01 <input type="radio"/> Less than 20 minutes</p> <p>02 <input type="radio"/> 20 mins - less than 1 hour</p> <p>03 <input type="radio"/> 1 hr - 2hrs</p> <p>04 <input type="radio"/> More than 2hrs</p> <p>05 <input type="radio"/> Don't know</p>
---	--

<p>3A.12. * On average, how many text messages (SMS/MMS) do you send EACH WEEK?</p>	<p>SINGLE-SELECT S3AQ12</p> <p>01 <input type="radio"/> Fewer than 7 SMS/MMS per week</p> <p>02 <input type="radio"/> Between 7 and 49 SMS/MMS per week</p> <p>03 <input type="radio"/> Between 50 and 100 SMS/MMS per week</p> <p>04 <input type="radio"/> More than 100 SMS/MMS per week</p> <p>05 <input type="radio"/> Don't know</p> <p>06 <input type="radio"/> Not stated</p>
---	---

<p>3A.13. * On average, how frequently do you use your MiFi (mobile data only) service?</p> <p>E S1Q1.Contains(3)</p>	<p>SINGLE-SELECT S3AQ13</p> <p>01 <input type="radio"/> Less than once a week</p> <p>02 <input type="radio"/> At least once a week</p> <p>03 <input type="radio"/> At least once a day</p> <p>05 <input type="radio"/> Don't know</p>
---	--

SECTION 3B: PAY AS YOU GO (PAYG) SERVICE USERS

E S3AQ5.Contains(1)

3B1: MOBILE CALLS

3B1.1A. * Assuming that your mobile service provider would start charging you TT\$5 to TT\$10 more for MOBILE CALLS, what action would you take?

E S3AQ11==1

SINGLE-SELECT

S3B1Q1A

- 01 Make fewer calls
- 02 Make fewer calls, but use OTT calls (such as Viber, Skype, Google Voice, WhatsApp, or FaceTime) instead
- 03 Make fewer calls, but use OTT messaging (such as WhatsApp, iMessaging or WeChat) instead
- 04 Switch to a PAYG offering from another mobile service provider
- 05 Stop using PAYG mobile calls
- 06 Switch to a mobile prepaid or postpaid plan
- 07 Do nothing (or pay the specific increase and continue as normal)
- 08 Don't know
- 09 Not stated

3B1.1A. * Assuming that your mobile service provider would start charging you TT\$10 to TT\$20 more for MOBILE CALLS, what action would you take?

E S3AQ11==2

SINGLE-SELECT

S3B1Q1B

- 01 Make fewer calls
- 02 Make fewer calls, but use OTT calls (such as Viber, Skype, Google Voice, WhatsApp, or FaceTime) instead
- 03 Make fewer calls, but use OTT messaging (such as WhatsApp, iMessaging or WeChat) instead
- 04 Switch to a PAYG offering from another mobile service provider
- 05 Stop using PAYG mobile calls
- 06 Switch to a mobile prepaid or postpaid plan
- 07 Do nothing (or pay the specific increase and continue as normal)
- 08 Don't know
- 09 Not stated

3B1.1A. * Assuming that your mobile service provider would start charging you TT\$20 to TT\$40 more for MOBILE CALLS, what action would you take?

E S3AQ11==3

SINGLE-SELECT

S3B1Q1C

- 01 Make fewer calls
- 02 Make fewer calls, but use OTT calls (such as Viber, Skype, Google Voice, WhatsApp, or FaceTime) instead
- 03 Make fewer calls, but use OTT messaging (such as WhatsApp, iMessaging or WeChat) instead
- 04 Switch to a PAYG offering from another mobile service provider
- 05 Stop using PAYG mobile calls
- 06 Switch to a mobile prepaid or postpaid plan
- 07 Do nothing (or pay the specific increase and continue as normal)
- 08 Don't know
- 09 Not stated

3B1.1A. * Assuming that your mobile service provider would start charging you TT\$40 to TT\$50 more for MOBILE CALLS, what action would you take?

E S3AQ11==4

SINGLE-SELECT

S3B1Q1D

- 01 Make fewer calls
- 02 Make fewer calls, but use OTT calls (such as Viber, Skype, Google Voice, WhatsApp, or FaceTime) instead
- 03 Make fewer calls, but use OTT messaging (such as WhatsApp, iMessaging or WeChat) instead
- 04 Switch to a PAYG offering from another mobile service provider
- 05 Stop using PAYG mobile calls
- 06 Switch to a mobile prepaid or postpaid plan
- 07 Do nothing (or pay the specific increase and continue as normal)
- 08 Don't know
- 09 Not stated

3B1.2 You said you would do nothing if your mobile service provider started charging you more for mobile calls. Why would you do nothing?

E S3B1Q1A==7 || S3B1Q1B==7 || S3B1Q1C==7 || S3B1Q1D==7

MULTI-SELECT

S3B1Q2

- 01 I am ok paying more for mobile calls
- 02 I am not aware of any alternative mobile call plans or providers
- 03 I am not aware of any OTT services being available to me
- 04 I do not consider the service offerings from the OTT providers or other mobile service providers better than my current mobile call plan
- 05 There are high barriers to switch my mobile service plan/provider
- 06 Other (please specify)
- 07 Don't know

3B.1.2B. What other reason can you give for doing nothing if your mobile service provider started charging you more for mobile calls?

TEXT

S3CQ11B

E S3B1Q2.Contains(6)

3B1.3. What are THREE KEY ADVANTAGES of your mobile service when compared to a FIXED LANDLINE SERVICE?

MULTI-SELECT: ORDERED

S3B1Q3

(For example from TSTT's Fixed Line or Flow's Home Phone services)

PLEASE RANK RESPONSES.

- 01 Mobility (Being able to make and receive calls on the move)
- 02 Price (For the numbers I call, mobile calls are less expensive than fixed calls)
- 03 Quality of service (Call quality, fewer dropped calls, etc.)
- 04 Service availability (I cannot access fixed line services at home)
- 05 Customer service offered (The customer services offered from my mobile provider is better than those offered by fixed line providers)
- 06 Being able to make calls during power outages
- 07 No advantage
- 08 Other (Please specify)
- 09 Don't know
- 10 Not stated

V1 !S3B1Q3.Contains(7) || S3B1Q3.ContainsOnly(7)

M1 IF YOU SELECT NO ADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED

V2 !S3B1Q3.Contains(9) || S3B1Q3.ContainsOnly(9)

M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED

V3 !S3B1Q3.Contains(10) || S3B1Q3.ContainsOnly(10)

M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

3B1.3B. What other advantage does your current mobile service provide compared to FIXED LANDLINE SERVICE?

TEXT

S3B1Q3B

E S3B1Q3.Contains(8)

3B1.4. What are THREE KEY DISADVANTAGES of your mobile call service when compared to a FIXED LANDLINE SERVICE? (For example from TST T's Fixed Line or Flow's Home Phone services) PLEASE RANK RESPONSES.

V1 !S3B1Q4.Contains(5) || S3B1Q4.ContainsOnly(5)
M1 IF YOU SELECT NO DISADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
V2 !S3B1Q4.Contains(7) || S3B1Q4.ContainsOnly(7)
M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
V3 !S3B1Q4.Contains(8) || S3B1Q4.ContainsOnly(8)
M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

- MULTI-SELECT: ORDERED S3B1Q4
- 01 Price (i.e., for the numbers I call, mobile calls are more expensive than fixed calls)
 - 02 Quality of service (i.e., call quality, drop calls, etc.)
 - 03 Service availability (i.e., I can not reliably access mobile call services where I need them)
 - 04 Customer services offered (i.e., the customer services offered from my mobile provider are important to me, but much worse than those offered from fixed line providers)
 - 05 No disadvantage
 - 06 Other (Please specify)
 - 07 Don't know
 - 08 Not stated

3B1.4B. What other disadvantage does your current mobile service provide compared to a FIXED LANDLINE SERVICE?

E S3B1Q4.Contains(6)

TEXT S3B1Q4B

.....

3B1.5. What are THREE KEY ADVANTAGES of your mobile service when compared to OTT CALL SERVICES? (For example, WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)

PLEASE RANK RESPONSES.

V1 !S3B1Q5.Contains(6) || S3B1Q5.ContainsOnly(6)

M1 IF YOU SELECT NO OTHER ADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED

V2 !S3B1Q5.Contains(8) || S3B1Q5.ContainsOnly(8)

M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED

V3 !S3B1Q5.Contains(9) || S3B1Q5.ContainsOnly(9)

M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT: ORDERED

S3B1Q5

- 01 Price (i.e., for the numbers I call, mobile calls are cheaper than OTT services)
- 02 Accessibility (I can reach all people I want via mobile calls but not via OTT services)
- 03 Quality of service (Mobile calls offer better quality/are more reliable than OTT)
- 04 Convenience/user friendliness (Mobile call services are easier to use than OTT services)
- 05 Customer service offered (The customer services offered from my mobile provider is much better than those offered by OTT providers)
- 06 No advantage
- 07 Other (Please specify)
- 08 Don't know
- 09 Not stated

3B1.5B. What other advantage does your mobile service provide compared to OTT CALL SERVICES?

E S3B1Q5.Contains(7)

TEXT

S3B1Q5B

.....

3B1.6. What are THREE KEY DISADVANTAGES of your mobile call service when compared to OTT CALL SERVICES? (For example, WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)

PLEASE RANK RESPONSES.

V1 !S3B1Q6.Contains(5) || S3B1Q6.ContainsOnly(5)
M1 IF YOU SELECT NO OTHER DISADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
V2 !S3B1Q6.Contains(7) || S3B1Q6.ContainsOnly(7)
M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
V3 !S3B1Q6.Contains(8) || S3B1Q6.ContainsOnly(8)
M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

- MULTI-SELECT: ORDERED S3B1Q6
- 01 Price (i.e., OTT services are cheaper than mobile call services)
 - 02 Quality of service (i.e., mobile calls offer lower quality/are less reliable than OTT)
 - 03 Convenience/user friendliness (i.e., mobile call services are more difficult to use than OTT services)
 - 04 Customer services offered from mobile services is worse than for OTT services
 - 05 No disadvantage
 - 06 Other (Please specify)
 - 07 Don't know
 - 08 Not stated

3B1.6B. What other disadvantage does your mobile call service provide compared to OTT CALL SERVICES?

E S3B1Q6.Contains(6)

TEXT S3B1Q6B

.....

3B1.7. * Within the LAST 6 MONTHS, did you consider switching from your mobile call service plan to another plan?

- SINGLE-SELECT S3B1Q7
- 01 Considered and switched
 - 02 Considered but did not switch
 - 03 Never considered switching

3B1.8 * Which of the following options BEST describes your switching pattern from your current mobile call plan to another plan?

E S3B1Q7==1

- SINGLE-SELECT S3B1Q8
- 01 I switched to a lower priced plan with my current provider
 - 02 I switched to a lower priced plan with a new provider
 - 03 I switched to a higher priced plan with my current provider
 - 04 I switched to a higher priced plan with a new provider
 - 05 Not stated

3B1.9. You said that you considered switching your mobile plan to another plan but did not switch.

Why did you not switch from your current mobile call plan to a new plan? **CHOOSE ALL THAT APPLY.**

DO NOT READ OPTIONS.

E S3B1Q7==2
V1 !S3B1Q9.Contains(17) || S3B1Q9.ContainsOnly(17)
M1 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT

S3B1Q9

- 01 Don't want to get locked into contract with new provider
- 02 Reluctant to leave provider I trust for one I don't know
- 03 Strong sense of loyalty towards current provider
- 04 Shopping for new provider too much of a hassle/chore
- 05 Only short term gain as providers follow each other
- 06 Difficult to make comparisons between providers
- 07 Don't have time to research options
- 08 Don't want to lose current deal/package
- 09 Big risk that something will go wrong in transition
- 10 Don't know enough to make right choice
- 11 Uncomfortable discussing technical details with sales staff
- 12 No difference in cost of supplier
- 13 No difference in quality of supplier
- 14 Don't know where to find trusted information about options
- 15 Penalties for terminating contract (fees charged for a premature exit of service/plan)
- 16 Other (please specify)

[And 1 other symbols \[4\]](#)

3B1.9B. What other reason can you give for not switching from your current mobile call plan/package to a new plan.

TEXT

S3B1Q9B

.....

E S3B1Q9.Contains(16)

SECTION 3: MOBILE MARKET / SECTION 3B: PAY AS YOU GO (PAYG) SERVICE USERS
3B2: TEXT MESSAGING (SMS/MMS)

<p>3B2.1A. * Assuming that your mobile service provider would start charging you TT\$1 more MONTHLY for text messages (SMS/MMS), what action would you take?</p> <p>E S3AQ12==1</p>	<p>SINGLE-SELECT S3B2Q1A</p> <p>01 <input type="radio"/> Send fewer text messages (SMS messages)</p> <p>02 <input type="radio"/> Send fewer text messages (SMS messages) and use more OTT messaging (such as WhatsApp, iMessaging or WeChat) instead</p> <p>03 <input type="radio"/> Stop sending text messages (SMS messages) altogether</p> <p>04 <input type="radio"/> Use OTT messaging only</p> <p>05 <input type="radio"/> Do nothing</p> <p>06 <input type="radio"/> Don't know</p> <p>07 <input type="radio"/> Not stated</p>
<p>3B2.1A. * Assuming that your mobile service provider would start charging you TT\$2 to TT\$3 more MONTHLY for text messages (SMS/MMS), what action would you take?</p> <p>E S3AQ12==2</p>	<p>SINGLE-SELECT S3B2Q1B</p> <p>01 <input type="radio"/> Send fewer text messages (SMS messages)</p> <p>02 <input type="radio"/> Send fewer text messages (SMS messages) and use more OTT messaging (such as WhatsApp, iMessaging or WeChat) instead</p> <p>03 <input type="radio"/> Stop sending text messages (SMS messages) altogether</p> <p>04 <input type="radio"/> Use OTT messaging only</p> <p>05 <input type="radio"/> Do nothing</p> <p>06 <input type="radio"/> Don't know</p> <p>07 <input type="radio"/> Not stated</p>
<p>3B2.1A. * Assuming that your mobile service provider would start charging you TT\$3 to TT\$5 more MONTHLY for text messages (SMS/MMS), what action would you take?</p> <p>E S3AQ12==3</p>	<p>SINGLE-SELECT S3B2Q1C</p> <p>01 <input type="radio"/> Send fewer text messages (SMS messages)</p> <p>02 <input type="radio"/> Send fewer text messages (SMS messages) and use more OTT messaging (such as WhatsApp, iMessaging or WeChat) instead</p> <p>03 <input type="radio"/> Stop sending text messages (SMS messages) altogether</p> <p>04 <input type="radio"/> Use OTT messaging only</p> <p>05 <input type="radio"/> Do nothing</p> <p>06 <input type="radio"/> Don't know</p> <p>07 <input type="radio"/> Not stated</p>

3B2.1A. * Assuming that your mobile service provider would start charging you TT\$5 to TT\$10 more MONTHLY for text messages (SMS/MMS), what action would you take?

E S3AQ12==4

SINGLE-SELECT

S3B2Q1D

- 01 Send fewer text messages (SMS messages)
- 02 Send fewer text messages (SMS messages) and use more OTT messaging (such as WhatsApp, iMessaging or WeChat) instead
- 03 Stop sending text messages (SMS messages) altogether
- 04 Use OTT messaging only
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3B.2.2 You said you would do nothing if your mobile service provider started charging you more for text messages (SMS/MMS). Why would you do nothing?

E S3B2Q1A==5 || S3B2Q1B==5 || S3B2Q1C==5 || S3B2Q1D==5

SINGLE-SELECT

S3B2Q2

- 01 I am ok to pay more for text messaging (SMS/MMS)
- 02 I am not aware of OTT messaging services
- 03 I do not consider the service offerings from the other OTT providers or mobile providers better than my text messaging (SMS/MMS) services
- 04 I consider there to be high barriers to switch my mobile service bundle plan/provider.
- 05 Other (please specify)
- 06 Not stated

3B.2B. What other reason can you give for doing nothing if your mobile service provider started charging you more for text messages (SMS/MMS)?

E S3B2Q2==5

TEXT

S3B2Q2B

.....

3B2.3. What are THREE KEY ADVANTAGES of your TEXT MESSAGING (SMS/MMS) services when compared to OTT MESSAGING services? (Whats App, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)

PLEASE RANK RESPONSES.

V1 !S3B2Q3.Contains(5) || S3B2Q3.ContainsOnly(5)
 M1 IF YOU SELECT NO ADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
 V2 !S3B2Q3.Contains(7) || S3B2Q3.ContainsOnly(7)
 M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
 V3 !S3B2Q3.Contains(8) || S3B2Q3.ContainsOnly(8)
 M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

- MULTI-SELECT: ORDERED S3B2Q3
- 01 Price (i.e., text messaging (SMS/MMS) services are cheaper than OTT messaging services)
 - 02 Quality of service (i.e., text messaging (SMS/MMS) offer better quality/are more reliable than OTT messages)
 - 03 Convenience/user friendliness (i.e., text messaging (SMS/MMS) are easier to use than OTT messaging)
 - 04 Customer service offered from mobile services is better than for OTT services
 - 05 No advantage
 - 06 Other (Please specify)
 - 07 Don't know
 - 08 Not stated

3B2.3B. What other advantage does text messaging service (SMS/MMS) provide compared to OTT messaging services?

E S3B2Q3.Contains(6)

TEXT S3B2Q3B

.....

3B2.4. What are THREE KEY DISADVANTAGES of your TEXT MESSAGING (SMS/MMS) services when compared to OTT MESSAGING services? (WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)

PLEASE RANK RESPONSES.

V1 !S3B2Q4.Contains(5) || S3B2Q4.ContainsOnly(5)
 M1 IF YOU SELECT NO DISADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
 V2 !S3B2Q4.Contains(7) || S3B2Q4.ContainsOnly(7)
 M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
 V3 !S3B2Q4.Contains(8) || S3B2Q4.ContainsOnly(8)
 M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

- MULTI-SELECT: ORDERED S3B2Q4
- 01 Price (i.e., Text messaging (SMS/MMS) is more expensive than OTT messaging)
 - 02 Quality of service (i.e., text messaging (SMS/MMS) offers lower quality/is less reliable than OTT messaging)
 - 03 Convenience/user friendliness (i.e., text messaging (SMS/MMS) is more difficult to use than OTT messages)
 - 04 Customer service offered from mobile services is worse than for OTT services
 - 05 No disadvantage
 - 06 Other (Please specify)
 - 07 Don't know
 - 08 Not stated

3B2.5B. What other disadvantage does text messaging service (SMS/MMS) provide compared to OTT messaging services?

TEXT

S3B2Q4B

E S3B2Q4.Contains(6)

SECTION 3: MOBILE MARKET / SECTION 3B: PAY AS YOU GO (PAYG) SERVICE USERS

3B3: MOBILE DATA

E S1Q1.Contains(2)

3B3.1A. * Assuming that your mobile service provider would start charging you TT\$5 more MONTHLY for mobile data usage, what action would you take?

E S3AQ13==1

SINGLE-SELECT

S3B3Q1A

- 01 Stop using mobile data services all together
- 02 Use less mobile data, but stay on my current plan
- 03 Use less mobile data by offloading to WiFi where possible
- 04 Switch to a mobile offering from another service provider
- 05 Use mobile call or SMS/MMS services on my current mobile plan instead
- 06 Other (please specify)
- 07 Do nothing
- 08 Don't know
- 09 Not stated

3B3.1A. * Assuming that your mobile service provider would start charging you TT\$5 to TT\$10 more MONTHLY for mobile data usage, what action would you take?

E S3AQ13==1

SINGLE-SELECT

S3B3Q1B

- 01 Stop using mobile data services all together
- 02 Use less mobile data, but stay on my current plan
- 03 Use less mobile data by offloading to WiFi where possible
- 04 Switch to a mobile offering from another service provider
- 05 Use mobile call or SMS/MMS services on my current mobile plan instead
- 06 Other (please specify)
- 07 Do nothing
- 08 Don't know
- 09 Not stated

3B3.1A. * Assuming that your mobile service provider would start charging you TT\$10 to TT\$20 more MONTHLY for mobile data usage, what action would you take?

E S3AQ13==1

SINGLE-SELECT

S3B3Q1C

- 01 Stop using mobile data services all together
- 02 Use less mobile data, but stay on my current plan
- 03 Use less mobile data by offloading to WiFi where possible
- 04 Switch to a mobile offering from another service provider
- 05 Use mobile call or SMS/MMSS services on my current mobile plan instead
- 06 Other (please specify)
- 07 Do nothing
- 08 Don't know
- 09 Not stated

3B3.2. You said you would do nothing if your mobile service provider started charging you more for mobile data usage.

Why would you do nothing if your mobile service provider increased the cost of your MiFi (mobile data only) service?

E S3B3Q1A==6 || S3B3Q1B==6 || S3B3Q1C==6

SINGLE-SELECT

S3B3Q2

- 01 I am ok paying more for mobile data services
- 02 I am not aware of ways to reduce my current mobile data usage
- 03 I do not consider any alternative service offerings to be better than my mobile data services
- 04 I consider there to be high barriers to switch my mobile data plan/provider.
- 05 Other (please specify)
- 06 Not stated

3B3.2B. What other reason can you give for doing nothing if your mobile service provider started charging you more for mobile data usage?

E S3B3Q2==5

TEXT

S3B3Q2B

.....

3B3.3. * Within the LAST 6 MONTHS, did you consider switching from your mobile data plan to another plan?

SINGLE-SELECT

S3B3Q3

- 01 Considered and switched
- 02 Considered but did not switch
- 03 Never considered switching

3B3.4 Which of the following options BEST describes your switching pattern from your current mobile data plan to another plan?

E S3B3Q3==1

SINGLE-SELECT

S3B3Q4

- 01 I switched to a lower priced plan with my current provider
- 02 I switched to a lower priced plan with a new provider
- 03 I switched to a higher priced plan with my current provider
- 04 I switched to a higher priced plan with a new provider
- 05 Not stated

3B3.5. Why did you NOT SWITCH from your current mobile data plan to a new plan?

PLEASE SELECT ALL THAT APPLY.

E S3B3Q3==2

MULTI-SELECT

S3B3Q5

- 01 Don't want to get locked into contract with new provider
- 02 Reluctant to leave provider I trust for one I don't know
- 03 Strong sense of loyalty towards current provider
- 04 Shopping for new provider too much of a hassle/chore
- 05 Only short term gain as providers follow each other
- 06 Difficult to make comparisons between providers
- 07 Don't have time to research options
- 08 Don't want to lose current deal/package
- 09 Big risk that something will go wrong in transition
- 10 Don't know enough to make right choice
- 11 Uncomfortable discussing technical details with sales staff
- 12 No difference in cost of supplier
- 13 No difference in quality of supplier
- 14 Don't know where to find trusted information about options
- 15 Other (please specify)
- 16 Not stated

3B3.5B. What other reason can you give for not switching from your current mobile data plan to a new plan?

E S3B3Q5.Contains(15)

TEXT

S3B3Q5B

.....

SECTION 3: MOBILE MARKET

SECTION 3C: PRE PAID AND POST PAID SERVICE USERS

E S3AQ5.Contains(2) || S3AQ5.Contains(3)

3C1: MOBILE CALLS

3C1.1A. * Assuming that your mobile service provider would start charging you TT\$5 to TT\$10 more per month for your mobile call plan, what action would you take?

E S3AQ11==1

SINGLE-SELECT

S3C1Q1A

- 01 Make fewer mobile calls or stop making calls altogether
- 02 Send fewer SMS/MMS calls or stop sending SMS/MMS calls altogether
- 03 Use OTT call or messaging services instead
- 04 Use less mobile data or stop using mobile data altogether
- 05 Change to a mobile plan/package from another provider
- 06 Do nothing
- 07 Don't know
- 08 Not stated

3C1.1A. * Assuming that your mobile service provider would start charging you TT\$10 to TT\$20 more per month for your mobile call plan, what action would you take?

E S3AQ11==2

SINGLE-SELECT

S3C1Q1B

- 01 Make fewer mobile calls or stop making calls altogether
- 02 Send fewer SMS/MMS calls or stop sending SMS/MMS calls altogether
- 03 Use OTT call or messaging services instead
- 04 Use less mobile data or stop using mobile data altogether
- 05 Change to a mobile plan/package from another provider
- 06 Do nothing
- 07 Don't know
- 08 Not stated

3C1.1A. * Assuming that your mobile service provider would start charging you TT\$20 to TT\$40 more per month for your mobile call plan, what action would you take?

E S3AQ11==3

SINGLE-SELECT

S3C1Q1C

- 01 Make fewer mobile calls or stop making calls altogether
- 02 Send fewer SMS/MMS calls or stop sending SMS/MMS calls altogether
- 03 Use OTT call or messaging services instead
- 04 Use less mobile data or stop using mobile data altogether
- 05 Change to a mobile plan/package from another provider
- 06 Do nothing
- 07 Don't know
- 08 Not stated

3C1.1A. * Assuming that your mobile service provider would start charging you TT\$40 to TT\$50 more per month for your mobile call plan, what action would you take?

E S3AQ11==4

SINGLE-SELECT

S3C1Q1D

- 01 Make fewer mobile calls or stop making calls altogether
- 02 Send fewer SMS/MMS calls or stop sending SMS/MMS calls altogether
- 03 Use OTT call or messaging services instead
- 04 Use less mobile data or stop using mobile data altogether
- 05 Change to a mobile plan/package from another provider
- 06 Do nothing
- 07 Don't know
- 08 Not stated

<p>3C1.2. You said you would do nothing if your mobile service provider started charging you more for mobile calls. Why would you do nothing?</p> <p>E S3C1Q1A==6 S3C1Q1B==6 S3C1Q1B==6 S3C1Q1D==6</p>	<p>SINGLE-SELECT S3C1Q2</p> <p>01 <input type="radio"/> I am ok paying more for my mobile plan/package</p> <p>02 <input type="radio"/> I am not aware of any alternative mobile plans/packages or providers</p> <p>03 <input type="radio"/> I am not aware of any OTT calling/messaging services being available to me</p> <p>04 <input type="radio"/> I do not consider the service offerings from the OTT providers or other mobile providers better than my current mobile plan</p> <p>05 <input type="radio"/> I consider there to be high barriers to switch my mobile service plan/provider</p> <p>06 <input type="radio"/> Other (please specify)</p> <p>07 <input type="radio"/> Not stated</p>
<p>3C1.2B. What other reason can you give for doing nothing if your mobile service provider started charging you more for mobile calls?</p> <p>E S3C1Q2==6</p>	<p>TEXT S3C1Q2B</p> <p>.....</p>
<p>3C1.3. You said that you would make fewer mobile calls or stop making calls altogether if your mobile service provider were to increase the cost of your monthly mobile call plan. What action would you take to reduce the number of calls you make?</p> <p>E S3C1Q1A==1 S3C1Q1B==1 S3C1Q1C==1 S3C1Q1D==1</p>	<p>SINGLE-SELECT S3C1Q3</p> <p>01 <input type="radio"/> Make fewer mobile calls</p> <p>02 <input type="radio"/> Make fewer mobile calls, but use OTT calls (such as Viber, Skype, Google Voice, WhatsApp, or FaceTime)</p> <p>03 <input type="radio"/> Make fewer mobile calls, but use OTT messaging (such as WhatsApp, iMessaging or WeChat) instead - please specify which OTT service</p> <p>04 <input type="radio"/> Stop making domestic mobile calls altogether</p> <p>05 <input type="radio"/> Other (please specify)</p> <p>06 <input type="radio"/> Not stated</p>
<p>3C1.3B What other action would you take to reduce the number of calls you make if the monthly price of your mobile call plan increased?</p> <p>E S3C1Q3==5</p>	<p>TEXT S3C1Q3B</p> <p>.....</p>

3C1.4. What are THREE KEY ADVANTAGES of your current mobile call plan when compared to a FIXED LANDLINE SERVICE (for example from TSTT's Fixed Line or Flow's Home Phone services)?

PLEASE RANK RESPONSES.

V1 !S3C1Q4.Contains(7) || S3C1Q4.ContainsOnly(7)

M1 IF YOU SELECT NO OTHER ADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED

V2 !S3C1Q4.Contains(9) || S3C1Q4.ContainsOnly(9)

M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED

V3 !S3C1Q4.Contains(10) || S3C1Q4.ContainsOnly(10)

M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT: ORDERED

S3C1Q4

- 01 Mobility (i.e., being able to make and receive calls on the move)
- 02 Price
- 03 Quality of service (i.e., call quality, fewer dropped calls, etc.)
- 04 Service availability (i.e., I cannot access fixed line services at home)
- 05 Customer service offered (i.e., the customer services offered from my mobile provider is important to me and much better than those offered from fixed line providers)
- 06 Being able to make calls during power outages
- 07 No advantage
- 08 Other (Please specify)
- 09 Don't know
- 10 Not stated

3C1.4B. What other advantage does your mobile call plan compared to a FIXED LANDLINE SERVICE?

E S3C1Q4.Contains(8)

TEXT

SCB1Q4B

.....

3C1.5. What are THREE KEY DISADVANTAGES of your mobile call plan when compared to a FIXED LANDLINE SERVICE?

PLEASE RANK RESPONSES.

V1 !S3C1Q5.Contains(5) || S3C1Q5.ContainsOnly(5)
M1 IF YOU SELECT NO DISADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
V2 !S3C1Q5.Contains(7) || S3C1Q5.ContainsOnly(7)
M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
V3 !S3C1Q5.Contains(8) || S3C1Q5.ContainsOnly(8)
M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT: ORDERED S3C1Q5

- 01 [] Price (i.e., for the numbers I call, mobile calls are more expensive than fixed calls)
02 [] Quality of service (i.e., call quality, drop calls, etc.)
03 [] Service availability (i.e., I can not reliably access mobile call services where I need them)
04 [] Customer services offered (i.e., the customer services offered from my mobile provider is important to me, but much worse than those offered from fixed line provider)
05 [] No disadvantage
06 [] Other (Please specify)
07 [] Don't know
08 [] Not stated

3C1.5B. What other disadvantage does your current mobile call plan provide compared to a FIXED LANDLINE SERVICE?

E S3C1Q5.Contains(6)

TEXT S3C1Q5B

.....

3C1.6. What are THREE KEY ADVANTAGES of your mobile call plan when compared to OTT CALL SERVICES (WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)?

PLEASE RANK RESPONSES.

V1 !S3C1Q6.Contains(6) || S3C1Q6.ContainsOnly(6)

M1 IF YOU SELECT NO ADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED

V2 !S3C1Q6.Contains(8) || S3C1Q6.ContainsOnly(8)

M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED

V3 !S3C1Q6.Contains(9) || S3C1Q6.ContainsOnly(9)

M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT: ORDERED

S3C1Q6

- 01 Price (i.e., for the numbers I call, mobile calls are cheaper than OTT services)
- 02 Accessibility (I can't reach all people I want via OTT services)
- 03 Quality of service (i.e., mobile calls offer better quality / are more reliable than OTT)
- 04 Convenience / user friendliness (i.e., mobile call services are easier to use than OTT services)
- 05 Customer service offered (i.e., the customer services offered from my mobile provider is important to me and much better than those offered from fixed line providers)
- 06 No advantage
- 07 Other (Please specify)
- 08 Don't know
- 09 Not stated

3C1.6B. What other advantage does your mobile call plan provide when compared to OTT CALL SERVICES?

TEXT

S3C1Q6B

E S3C1Q6.Contains(7)

.....

3C1.7. What are THREE DISADVANTAGES of your mobile call plan when compared to OTT CALL SERVICES (WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)?

PLEASE RANK RESPONSES.

V1 !S3C1Q7.Contains(5) || S3C1Q7.ContainsOnly(5)
M1 IF YOU SELECT NO DISADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
V2 !S3C1Q7.Contains(7) || S3C1Q7.ContainsOnly(7)
M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
V3 !S3C1Q7.Contains(8) || S3C1Q7.ContainsOnly(8)
M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

- MULTI-SELECT: ORDERED S3C1Q7
- 01 Price (i.e., OTT services are cheaper than mobile call services)
 - 02 Quality of service (i.e., mobile calls offer lower quality / are less reliable than OTT)
 - 03 Convenience / user friendliness (i.e., mobile call services are more difficult to use than OTT services)
 - 04 Customer services offered from mobile services is worse than for OTT services
 - 05 No disadvantage
 - 06 Other (Please specify)
 - 07 Don't know
 - 08 Not stated

3C1.7B. What other disadvantage does your current mobile plan/package provide compared to OTT CALL SERVICES?

E S3C1Q7.Contains(6)

TEXT S3C1Q7B

.....

3C1.8. * Within the LAST 6 MONTHS, did you consider switching from your mobile call service plan to another plan?

- SINGLE-SELECT S3C1Q8
- 01 Considered and switched
 - 02 Considered but did not switch
 - 03 Never considered switching

3C1.9. Which of the following options BEST describes your switching pattern from your current mobile call service plan/package to another plan?

E S3C1Q8==1

- SINGLE-SELECT S3C1Q9
- 01 I switched to a lower priced plan with my current provider
 - 02 I switched to a lower priced plan with a new provider
 - 03 I switched to a higher priced plan with my current provider
 - 04 I switched to a higher priced plan with a new provider
 - 05 Not stated

3C1.10. You said that you considered switching your mobile plan to another plan but did not switch.

Why did you NOT SWITCH from your current mobile call plan to a new plan?

DO NOT READ OPTIONS.

```
E S3C1Q8==2
V1 !S3C1Q10.Contains(17) || S3C1Q10.ContainsOnly(17)
M1 <font color="blue"> IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED</font>
```

MULTI-SELECT S3C1Q10

- 01 Don't want to get locked into contract with new provider
- 02 Reluctant to leave provider I trust for one I don't know
- 03 Strong sense of loyalty towards current provider
- 04 Shopping for new provider too much of a hassle/chore
- 05 Only short term gain as providers follow each other
- 06 Difficult to make comparisons between providers
- 07 Don't have time to research options
- 08 Don't want to lose current deal/package
- 09 Big risk that something will go wrong in transition
- 10 Don't know enough to make right choice
- 11 Uncomfortable discussing technical details with sales staff
- 12 No difference in cost of supplier
- 13 No difference in quality of supplier
- 14 Don't know where to find trusted information about options
- 15 Penalties for terminating contract (fees charged for a premature exit of service/plan)
- 16 Other (please specify)

[And 1 other symbols \[3\]](#)

3C1.10B. What other reason for did you have for not switching from your current mobile call services plan/package to a new plan.

TEXT S3C1Q10B

.....

```
E S3C1Q10.Contains(16)
```

3C2: TEXT MESSAGING (SMS/MMS)

<p>3C2.1. You said that you would send fewer text messages (SMS/MMS) or stop sending text messages (SMS/MMS) altogether if your mobile service provider were to increase the monthly price of your mobile calling service.</p> <p>How will you decrease your use of text messaging (SMS/MMS) services if mobile service provider were to increase the MONTHLY cost of your text messaging (SMS/MMS)?</p> <p>E S3C1Q1A==2 S3C1Q1B==2 S3C1Q1C==2 S3C1Q1D==2</p>	<p>SINGLE-SELECT S3C2Q1</p> <p>01 <input type="radio"/> I will send fewer text messages (SMS/MMS)</p> <p>02 <input type="radio"/> I will send fewer fewer text messages (SMS/MMS) and use more OTT messaging (such as WhatsApp, iMessaging or WeChat) instead</p> <p>03 <input type="radio"/> Stop sending text messages (SMS/MMS) altogether</p> <p>04 <input type="radio"/> I will use OTT messaging only</p> <p>05 <input type="radio"/> Other (please specify)</p> <p>06 <input type="radio"/> Not stated</p>
<p>3C2.1B. What other action will you take to decrease your use of text messaging (SMS/MMS) services if mobile service provider were to increase the MONTHLY cost of your text messaging (SMS/MMS)?</p> <p>E S3C2Q1==5</p>	<p>TEXT S3C2Q1B</p> <p>.....</p>
<p>3C2.3. What are THREE KEY ADVANTAGES of your TEXT MESSAGING (SMS/MMS) services when compared to OTT MESSAGING services? (WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)</p> <p>PLEASE RANK RESPONSES.</p> <p>V1 !S3C2Q3.Contains(5) S3C2Q3.ContainsOnly(5)</p> <p>M1 IF YOU SELECT NO ADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED</p> <p>V2 !S3C2Q3.Contains(7) S3C2Q3.ContainsOnly(7)</p> <p>M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED</p> <p>V3 !S3C2Q3.Contains(8) S3C2Q3.ContainsOnly(8)</p> <p>M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED</p>	<p>MULTI-SELECT: ORDERED S3C2Q3</p> <p>01 <input type="checkbox"/> Price (i.e., text messaging (SMS/MMS) services are cheaper than OTT messaging services)</p> <p>02 <input type="checkbox"/> Quality of service (i.e., text messaging (SMS/MMS) offer better quality / are more reliable than OTT messages)</p> <p>03 <input type="checkbox"/> Convenience/user friendliness (i.e., text messaging (SMS/MMS) are easier to use than OTT messaging)</p> <p>04 <input type="checkbox"/> Customer service offered from mobile services is better than for OTT services</p> <p>05 <input type="checkbox"/> No advantage</p> <p>06 <input type="checkbox"/> Other (Please specify)</p> <p>07 <input type="checkbox"/> Don't know</p> <p>08 <input type="checkbox"/> Not stated</p>
<p>3C2.3B. What other advantage does text messaging service (SMS/MMS) provide compared to OTT messaging services?</p> <p>E S3C2Q3.Contains(6)</p>	<p>TEXT S3C2Q3B</p> <p>.....</p>

3C2.4. What are THREE KEY DISADVANTAGES of your TEXT MESSAGING (SMS/MMS) services when compared to OTT MESSAGING services? (WhatsApp, Skype, Viber, Google Chat, WeChat, FaceTime and Teams etc.)

PLEASE RANK RESPONSES.

V1 !S3C2Q4.Contains(5) || S3C2Q4.ContainsOnly(5)
M1 IF YOU SELECT NO DISADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
V2 !S3C2Q4.Contains(7) || S3C2Q4.ContainsOnly(7)
M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
V3 !S3C2Q4.Contains(8) || S3C2Q4.ContainsOnly(8)
M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT: ORDERED S3C2Q4

- 01 Price (i.e., Text messaging (SMS/MMS) is more expensive than OTT messaging)
- 02 Quality of service (i.e., text messaging (SMS/MMS) offers lower quality / is less reliable than OTT messaging)
- 03 Convenience/user friendliness (i.e., text messaging (SMS/MMS) is more difficult to use than OTT messages)
- 04 Customer service offered from mobile services is worse than for OTT services
- 05 No disadvantage
- 06 Other (Please specify)
- 07 Don't know
- 08 Not stated

3C2.4B. What other disadvantage does text messaging service (SMS/MMS) provide compared to OTT messaging services?

TEXT S3C2Q4B

E S3C2Q4.Contains(6)

3C2.5. You said that you would use less mobile data or stop using mobile data altogether if your mobile service provider increased the cost of your monthly mobile plan.

What action would you take to reduce your use of mobile data if your mobile service provider were to increase the cost of your mobile data only plan/package?

E S3C1Q1A==4 || S3C1Q1B==4 || S3C1Q1C==4 || S3C1Q1D==4

SINGLE-SELECT S3C2Q5

- 01 Stop using mobile data services all together
- 02 Use less mobile data, but stay on my current plan
- 03 Use less mobile data by offloading to WiFi where possible
- 04 Other (please specify)
- 05 Not stated

3C2.5B. What other action will you take to decrease your use of mobile data if your mobile service provider were to increase the MONTHLY cost of your mobile data only service?

TEXT S3C2Q5B

E S3C2Q5==4

SECTION 3: MOBILE MARKET

SECTION 3D: DEMAND FOR AND USAGE OF MIFI (MOBILE DATA ONLY) SERVICES

E S1Q1.Contains(3)

STATIC TEXT

A MiFi is a wireless device/wireless router, which operates as a Wi-Fi hotspot. A MiFi connects, via the use of a SIM card,

to a mobile phone network (using 3G, 4G or LTE) and uses this connection to provide a wireless or Wi-Fi hotspot.

<p>3D.1. Which of the following MiFi (mobile data only) services are you currently subscribed to?</p> <p>V1 !S3DQ1.Contains(3) S3DQ1.ContainsOnly(3)</p> <p>M1 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED</p>	<p>MULTI-SELECT S3DQ1</p> <p>01 <input type="checkbox"/> Prepaid plan – i.e., you need to buy credit for your mobile data services via scratch cards, SMS, or online</p> <p>02 <input type="checkbox"/> Postpaid plan – i.e., you have a contract and pay a monthly subscription charge</p> <p>03 <input type="checkbox"/> Don't know</p>
<p>3D.2. Do you use your MiFi (mobile data only) service as your ONLY way to access the Internet?</p>	<p>SINGLE-SELECT S3DQ2</p> <p>01 <input type="radio"/> Yes</p> <p>02 <input type="radio"/> No - I also have a fixed Internet connection at home</p> <p>03 <input type="radio"/> No - I also use mobile data services on my mobile smartphone</p> <p>04 <input type="radio"/> Not stated</p>
<p>3D.3A. * Assuming that your mobile service provider would start charging you TT\$3 more per month for your MiFi (mobile data only) plan, what action would you take?</p> <p>E S3AQ8==1</p>	<p>SINGLE-SELECT S3DQ3A</p> <p>01 <input type="radio"/> Stop using MiFi mobile data service all together</p> <p>02 <input type="radio"/> Switch to a mobile MiFi plan from another mobile service provider</p> <p>03 <input type="radio"/> Switch to or accessing the Internet and emails via mobile data services on a smartphone instead</p> <p>04 <input type="radio"/> Switch to or use a fixed Internet service</p> <p>05 <input type="radio"/> Do nothing</p> <p>06 <input type="radio"/> Don't know</p> <p>07 <input type="radio"/> Not stated</p>

3D.3A. * Assuming that your mobile service provider would start charging you TT\$3 to TT\$5 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==2

SINGLE-SELECT

S3DQ3B

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3A. * Assuming that your mobile service provider would start charging you TT\$5 to TT\$10 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==3

SINGLE-SELECT

S3DQ3C

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3A. * Assuming that your mobile service provider would start charging you TT\$10 to TT\$15 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==4

SINGLE-SELECT

S3DQ3D

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3A. * Assuming that your mobile service provider would start charging you TT\$15 to TT\$20 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==5

SINGLE-SELECT

S3DQ3E

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3A. * Assuming that your mobile service provider would start charging you TT\$20 to TT\$30 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==6

SINGLE-SELECT

S3DQ3F

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3A. * Assuming that your mobile service provider would start charging you TT\$30 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==7

SINGLE-SELECT

S3DQ3G

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3B. * Assuming that your mobile service provider would start charging you TT\$2 to TT\$5 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==1

SINGLE-SELECT

S3DQ3A10

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3B. * Assuming that your mobile service provider would start charging you TT\$5 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==2

SINGLE-SELECT

S3DQ3B10

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3B. * Assuming that your mobile service provider would start charging you TT\$10 to TT\$20 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==3

SINGLE-SELECT

S3DQ3C10

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3B. * Assuming that your mobile service provider would start charging you TT\$20 to TT\$30 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==4

SINGLE-SELECT

S3DQ3D10

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3B. * Assuming that your mobile service provider would start charging you TT\$30 to TT\$40 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==5

SINGLE-SELECT

S3DQ3E10

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

3D.3B. * Assuming that your mobile service provider would start charging you TT\$40 to TT\$60 more per month for your MiFi (mobile data only) plan, what action would you take?

E S3AQ8==6

SINGLE-SELECT

S3DQ3F10

- 01 Stop using MiFi mobile data service all together
- 02 Switch to a mobile MiFi plan from another mobile service provider
- 03 Switch to or accessing the Internet and emails via mobile data services on a smartphone instead
- 04 Switch to or use a fixed Internet service
- 05 Do nothing
- 06 Don't know
- 07 Not stated

<p>3D.3B. * Assuming that your mobile service provider would start charging you TT\$60 more per month for your MiFi (mobile data only) plan, what action would you take?</p> <p>E S3AQ8==7</p>	<p>SINGLE-SELECT S3DQ3G10</p> <p>01 <input type="radio"/> Stop using MiFi mobile data service all together</p> <p>02 <input type="radio"/> Switch to a mobile MiFi plan from another mobile service provider</p> <p>03 <input type="radio"/> Switch to or accessing the Internet and emails via mobile data services on a smartphone instead</p> <p>04 <input type="radio"/> Switch to or use a fixed Internet service</p> <p>05 <input type="radio"/> Do nothing</p> <p>06 <input type="radio"/> Don't know</p> <p>07 <input type="radio"/> Not stated</p>
<p>3D.4. You said you would do nothing if your mobile service provider started charging you more for MiFi (mobile data only) services.</p> <p>Why would you do nothing if your mobile service provider increased the cost of your MiFi (mobile data only) service?</p> <p>E S3DQ3A==5 S3DQ3B==5 S3DQ3C==5 S3DQ3D==5 S3DQ3E==5</p>	<p>SINGLE-SELECT S3DQ4</p> <p>01 <input type="radio"/> I am ok paying more for my MiFi mobile data plan</p> <p>02 <input type="radio"/> I do not consider the alternative service offerings better than my MiFi mobile data plan</p> <p>03 <input type="radio"/> I consider there to be high barriers to switch my mobile service plan/provider</p> <p>04 <input type="radio"/> Other (please specify)</p> <p>05 <input type="radio"/> Not stated</p>
<p>3D.4B. What other reason can you give for doing nothing if your mobile service provider started charging you more for MiFi (mobile data only) service?</p> <p>E S3DQ4==4</p>	<p>TEXT S3DQ4B</p> <p>.....</p>

3D.5. What are THREE KEY ADVANTAGES of your MiFi (mobile data only) plan when compared to your FIXED BROADBAND INTERNET PLAN?

PLEASE RANK RESPONSES.

V1 !S3DQ5.Contains(7) || S3DQ5.ContainsOnly(7)
M1 IF YOU SELECT NO ADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
V2 !S3DQ5.Contains(9) || S3DQ5.ContainsOnly(9)
M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
V3 !S3DQ5.Contains(10) || S3DQ5.ContainsOnly(10)
M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT: ORDERED

S3DQ5

- 01 Mobility (i.e., I need to access the Internet "on the go" which fixed broadband services do not allow me to)
- 02 Price (i.e., MiFi mobile data only services are cheaper than fixed Internet services)
- 03 Download/upload speed (i.e., MiFi mobile data services offer higher speeds)
- 04 Reliability (i.e., the download speeds on MiFi mobile data services are more reliable than on fixed Internet services)
- 05 Service availability (i.e., I cannot access fixed Internet services at home)
- 06 Customer service offered by mobile service providers is better than for fixed Internet services
- 07 No advantage
- 08 Other (please specify)
- 09 Don't know
- 10 Not stated

3D.5B. What other advantage does your MiFi (mobile data only) plan provide compared to any FIXED BROADBAND INTERNET SERVICE?

E S3DQ5.Contains(8)

TEXT

S3DQ5B

.....

3D.6. What are THREE KEY DISADVANTAGES of your MiFi (mobile data only) plan when compared to a FIXED BROADBAND INTERNET PLAN?

PLEASE RANK RESPONSES.

V1 !S3DQ6.Contains(5) || S3DQ6.ContainsOnly(5)
 M1 IF YOU SELECT NO DISADVANTAGE, IT MUST BE THE ONLY ITEM SELECTED
 V2 !S3DQ6.Contains(7) || S3DQ6.ContainsOnly(7)
 M2 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED
 V3 !S3DQ6.Contains(8) || S3DQ6.ContainsOnly(8)
 M3 IF YOU SELECT NOT STATED, IT MUST BE THE ONLY ITEM SELECTED

- MULTI-SELECT: ORDERED S3DQ6
- 01 Price (i.e., MiFi mobile data services are more expensive than fixed Internet services)
 - 02 Download/upload speed (i.e., MiFi mobile data services offer lower speeds)
 - 03 Reliability (i.e., the download speeds on MiFi mobile data services are less reliable than on fixed Internet services)
 - 04 Customer service offered by mobile service providers is worse than for fixed Internet services
 - 05 No disadvantage
 - 06 Other (please specify)
 - 07 Don't know
 - 08 Not stated

3D.6B. What other disadvantage does your MiFi (mobile data only) plan provide compared to any FIXED BROADBAND INTERNET SERVICE?

E S3DQ6.Contains(6)

TEXT S3DQ6B

.....

SECTION 3: MOBILE MARKET

SECTION 3E: DEMAND FOR AND USAGE OF OTT CALLING AND MESSAGING SERVICES

E S1Q1.Contains(1) || S1Q1.Contains(2) || S1Q1.Contains(3)

3E.1. * Which of the following mobile device(s) do you use for OTT calling and messaging services?

- SINGLE-SELECT S3EQ1
- 01 Smartphone
 - 02 Tablet with Sim card
 - 03 Both Smartphone and Tablet with Sim Card
 - 04 I don't use OTT call and messaging services

SECTION 3: MOBILE MARKET / SECTION 3E: DEMAND FOR AND USAGE OF OTT CALLING AND MESSAGING SERVICES
 OTT USERS

E S3EQ1 <=3

3E.2. Which third-party Over-The-Top (OTT) application do you use on your mobile devices (smartphone and tablet)?

CHOOSE ALL THAT APPLY.

V1 !S3EQ2.Contains(12) || S3EQ2.ContainsOnly(12)

M1 IF YOU SELECT NONE, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT

S3EQ2

- 01 WhatsApp
- 02 Facetime
- 03 Skype
- 04 WeChat
- 05 iMessaging
- 06 Facebook messenger
- 07 Google meet
- 08 Signal (sngl)
- 09 Telegram
- 10 Microsoft Teams
- 11 Zoom
- 12 None
- 13 Other (please specify)

3E.2B. What other third-party over-the-top (OTT) application do you use on your mobile devices (smartphone and tablet)?

E S3EQ2.Contains(13)

TEXT

S3EQ2B

.....

3E.3. For what purpose do you use the third-party OTT application(s) on your mobile device? (smartphone and tablet)

V1 !S3EQ3.Contains(9) || S3EQ3.ContainsOnly(9)

M1 IF YOU SELECT DON'T KNOW, IT MUST BE THE ONLY ITEM SELECTED

MULTI-SELECT

S3EQ3

- 01 Voice or video calls to other users of this application
- 02 Voice calls to other mobile numbers in Trinidad and Tobago
- 03 Calls to landlines in Trinidad and Tobago
- 04 Tele/video conferencing
- 05 International calls
- 06 Text/audio/video messaging services to other users of this application
- 07 Messaging services to mobile numbers abroad
- 08 Other (please specify)
- 09 Don't know

3E.3B. For what other purpose do you use the third-party OTT application(s) on your mobile device?

E S3EQ3.Contains(8)

TEXT

S3EQ3B

.....

<p>3E.4. How many MINUTES do you usually spend talking on third-party OTT application(s) (WhatsApp, Facebook, Skype) WEEKLY on domestic calls?</p>	<p>SINGLE-SELECT S3EQ4</p> <p>01 <input type="radio"/> Less than 20 minutes</p> <p>02 <input type="radio"/> 20 mins - less than 1 hour</p> <p>03 <input type="radio"/> 1 hr - 2hrs</p> <p>04 <input type="radio"/> More than 2hrs</p> <p>05 <input type="radio"/> Don't know</p>
<p>3E.5. On average, how frequently do you use OTT third-party application(s)?</p>	<p>SINGLE-SELECT S3EQ5</p> <p>01 <input type="radio"/> Several times a day</p> <p>02 <input type="radio"/> Once a day</p> <p>03 <input type="radio"/> At least once a week</p> <p>04 <input type="radio"/> Less than once a week</p> <p>05 <input type="radio"/> Don't know</p>
<p>3E.6. On average, how many OTT messages do you SEND daily?</p>	<p>SINGLE-SELECT S3EQ6</p> <p>01 <input type="radio"/> Between 1 and 10 messages</p> <p>02 <input type="radio"/> 11- 50 messages</p> <p>03 <input type="radio"/> 51 to 100 message</p> <p>04 <input type="radio"/> Over 100 messages</p> <p>05 <input type="radio"/> Don't know</p>
<p>3E.7. On average, how many OTT messaging services do you RECEIVE daily?</p>	<p>SINGLE-SELECT S3EQ7</p> <p>01 <input type="radio"/> Between 1 and 10 messages</p> <p>02 <input type="radio"/> 11- 50 messages</p> <p>03 <input type="radio"/> 51 to 100 message</p> <p>04 <input type="radio"/> Over 100 messages</p> <p>05 <input type="radio"/> Don't know</p>
<p>3E.8. Has your adoption of OTT call and/or messaging services affected your usage of mobile services?</p>	<p>SINGLE-SELECT S3EQ8</p> <p>01 <input type="radio"/> Yes</p> <p>02 <input type="radio"/> No</p>
<p>3E.9. How has your adoption of OTT call and/or messaging services affected your usage of mobile services?</p>	<p>MULTI-SELECT S3EQ9</p> <p>01 <input type="checkbox"/> I have purchased a mobile SIM card to be able to access OTT services</p> <p>02 <input type="checkbox"/> I make less domestic calls from my mobile phone</p> <p>03 <input type="checkbox"/> I make less international calls from my mobile phone</p> <p>04 <input type="checkbox"/> I use less SMS/MMS</p> <p>05 <input type="checkbox"/> I use more mobile data due to OTT services</p>

E S3EQ8==1

<p>3F.1. * Have you switched mobile service providers in the LAST 2 YEARS?</p>	<p>SINGLE-SELECT S3FQ1</p> <p>01 <input type="radio"/> Yes</p> <p>02 <input type="radio"/> No</p>
--	--

SECTION 3: MOBILE MARKET / SECTION 3F: COMPETITIVE DYNAMICS OF MOBILE MARKET
PERSONS WHO SWITCHED

E S3FQ1==1

<p>3F.2. Who was your previous mobile service provider?</p>	<p>SINGLE-SELECT S3FQ2</p> <p>01 <input type="radio"/> Bmobile</p> <p>02 <input type="radio"/> Digicel</p> <p>03 <input type="radio"/> Not stated</p>
---	--

<p>3F.3. Which mobile plans did you subscribe to with your previous mobile provider?</p> <p>CHOOSE ALL THAT APPLY.</p>	<p>MULTI-SELECT S3FQ3</p> <p>01 <input type="checkbox"/> Prepaid PAYG plans – i.e., you need to buy credit for your mobile phone calls or SMS via scratch cards, SMS, or online</p> <p>02 <input type="checkbox"/> Prepaid daily/weekly/monthly plans – i.e., you purchase a mobile plan that includes calls, SMS/MMS, and data for a specific time period</p> <p>03 <input type="checkbox"/> Postpaid plans – i.e., you have a contract and pay a monthly subscription charge</p>
---	---

<p>3F.4. What was the MAIN reason for switching from your mobile service provider?</p>	<p>SINGLE-SELECT S3FQ4</p> <p>01 <input type="radio"/> Price offered by previous provider was higher</p> <p>02 <input type="radio"/> Non-price terms offered by previous provider (i.e., monthly allowances, contract length, devices offered, close user groups, access to online content, etc.)</p> <p>03 <input type="radio"/> Quality of service offered by previous provider</p> <p>04 <input type="radio"/> Other (Please specify)</p> <p>05 <input type="radio"/> Not stated</p>
--	--

<p>3F.4B. What other reason did you have for switching from your mobile service provider?</p>	<p>TEXT S3FQ4B</p> <p>.....</p>
---	--

E S3FQ4==4

3F.5. How likely are you to switch from your mobile service provider in the next one to two years?

SINGLE-SELECT S3FQ5

01 Certain

02 Very likely

03 Not sure/undecided

04 Unlikely

05 I will not change

3F.6. Which are the THREE MOST IMPORTANT factors for you when choosing a mobile service provider?

PLEASE RANK RESPONSES.

MULTI-SELECT: ORDERED S3FQ6

01 Price

02 Non-price terms offered (i.e. , monthly allowances, contract length, devices offered, close user groups, access to online content, etc.)

03 Quality of service

04 Customer service offered

05 Possibility of bundling mobile services with other services such as fixed voice, fixed Internet or pay TV

06 Other (please specify)

3F.6B. What other factor was important for you when choosing a mobile service provider?

E S3FQ6.Contains(6)

TEXT S3FQ6B

.....

3F.7. * Why are you unlikely to switch from your mobile service provider in the next one to two years?

E S3FQ5==4 || S3FQ5==5

MULTI-SELECT S3FQ7

01 I am happy with my current provider

02 I am not aware of any alternative packages from my current provider

03 I am not aware of any alternative providers for mobile services available to me

04 I do not consider the offers from alternative mobile providers better than my current package

05 I consider there to be high barriers to change my mobile service provider

06 Other (please specify)