



## APPENDIX 1 – BROADBAND INTERVIEW TEMPLATE

### Your Internet connection

1. Do you have regular access to the Internet?

Yes  No – why not? \_\_\_\_\_

*If the response is No, then after answering why not you can end the survey.*

2. Please tell me more about your Internet access.

a) How do you access the Internet? If several ways, which is the primary way?

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*Hint: include public access points such as libraries, telecentres and Internet cafés or kiosks, whether paid or free. Also include mobile phones that can access the Internet.*

b) If you know, does your primary Internet access use a broadband connection?

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*Hint: broadband includes an ADSL or cable modem, or a 3G, HSDPA, Wi-Fi or WiMAX mobile device. Non-broadband options include a dial-up modem or GPRS mobile phone.*

c) How much do you pay per month? \_\_\_\_\_

d) What does this include besides Internet access? \_\_\_\_\_

*Hint: for example, a telephone line, telephone calls, or the rental or installment purchase of your access device or handset.*

e) How many people that you know share your connection? \_\_\_\_\_

f) What is the name of your Internet provider? \_\_\_\_\_

g) Would it be easy for you to switch Internet providers? If not, why not?

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*Hint: possible reasons making it difficult to switch include an insufficient number of providers in the area, minimum term contracts, equipment locked to one provider, that your contract is bundled with other services, or the cost of installation and equipment.*

**Consumer protection issues**

3. Before commencing to use your Internet service:

a) What information do you remember being given or shown about the service?

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*Hint: any information about price, speed (including the likelihood of variation), any usage caps or excess charges, any minimum contract terms and penalties for early termination, any content or services that would be blocked or filtered, any future changes to contract terms (eg. after a promotion ends), and how your personal information would be used.*

b) In retrospect, was this information accurate? If not, please explain.

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4. If you were told that certain content or services could be blocked, filtered, prioritised or slowed down, what were these?

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5. Have you had any technical problems with your Internet service? If so:

a) What kind of problems and how often have you experienced them?

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*Hint: examples would include problems connecting, slow connection speed, problems access some content or services, or other problems using Internet software.*

b) Have you asked for technical support, and if so how satisfactory was the result?

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5. Have you ever made a complaint to your Internet service provider? If so:

a) What was your complaint about?

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*Hint: examples would include billing disputes, technical problems that could not be resolved, content or services that had been blocked, filtered or slowed down, contractual disputes such as changes to terms and conditions, and connection speed.*

b) How satisfactory was the complaint handling process?

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- c) If it was unsatisfactory, did you complain further to an external body?

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*Hint: for example to a government regulator, independent ombudsman, other alternative dispute resolution body, or a court.*

6. How would you rate your Internet provider on its:

- a) Value for money? \_\_\_\_\_
- b) Speed of connection? \_\_\_\_\_
- c) Reliability of connection? \_\_\_\_\_
- d) Customer service? \_\_\_\_\_
- e) Access to content or services of your choice? \_\_\_\_\_

**Content issues**

7. What do you use the Internet for?

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*Hint: include email, instant messaging or chat, voice or video calls, downloading or streaming music, videos or software, online banking or shopping, distance education or teleworking, social networking and entertainment, publishing own content (eg. blogging) and general Internet browsing.*

8. Do you encounter any forms of unwanted content online, including those you may receive by email or find on the Web? If so:

a) What kinds of content are these, and how much of a problem are they for you?

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*Hint: examples may include advertising, frauds and scams, offensive content, and malware (eg. computer viruses, trojans or spyware).*

b) Do you know of any methods of blocking or filtering such unwanted content? Do you use any of these, either directly or by relying on your Internet provider?

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9. Have you experienced any apparent interference with your Internet connection that you have not consented to, such as blocking, filtering or slowing down certain content or services? If so, please explain.

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10. Does your Internet provider promote certain websites or services that you can access at a cheaper cost or faster speed than others? If so, please identify them.

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*Hint: for example, your provider may allow free or unmetered access to its own branded music download service, or to one third-party social networking website but not others.*

11. Do you have any reason to believe that your communications over the Internet are monitored by your service provider, the government, or any third party? If so, please give details.

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12. Have you ever received a warning or take-down notice about any content that you had either accessed or made available on the Internet? If you wish, please give details.

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*Hint: for example, for accessing or making available copyright-infringing content, or accessing or making available content that is prohibited by the service provider or by law.*

13. Please describe any other problems that you may have encountered in using your Internet connection.

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*Hint: for example, lack of Internet content in the local language, lack of training, or a disability that makes it difficult to use the Internet (please identify it if you are willing).*

14. Do you have any final comments or concerns as a consumer of Internet services?

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**Optional demographic questions**

Age: \_\_\_\_\_ Gender: \_\_\_\_\_

City/town: \_\_\_\_\_

*Thank you for your contribution to our research!*