



Study ID 17728-01 Resp. No. _____
 Interviewer No. _____ Interview Length _____
 No. Of Queries _____ Reference No. _____

Business Survey Questionnaire

Name of the respondent _____
 Title _____
 Name of the organisation _____
 Address _____
 Mobile Number _____
 Land line _____
 Email _____@_____

Good morning/afternoon/evening. I'm from Nielsen, a market research company
 We are currently conducting a study on the Telecoms sector in Bahrain and your input would be greatly appreciated.
 Please be assured that the information collected from your organization will be kept in strict confidence.
 Could you please spare us 40-45 minutes of your time? Thank you.

45-40

Screening Section

Q1 **SHOW CARD**
 Take a look at this card and tell me which industrial classification best describes your company?[SA] 1.
 Retail Trade &Wholesale
 Construction and related industries
 Manufacture
 (IT &Telecom /Communication &Transport /
 Business services (ad agencies, consultants) / (/) +
 Professionals + Real EstateManufacturing
 Health and social services
 Financial services (including Banking) ()
 Restaurants + Hotel +

Code	Route
01	
02	
03	
04	
05	
06	
07	
08	

Q2 Could you please tell me currently how many employees are working in your organization in Bahrain ? Please include yourself as well.

2.

RECORD ACTUAL NO

Number of Employees - Currently in Bahrain (2007) -

--	--	--	--	--

CHECK FOR THE QUOTAS - INDUSTRY TYPE AND EMPLOYEE SIZE (2007).
(2007) _____

Q3 I am now going to read out certain statements regarding your involvement in the decision making process of Telecom/IT use for your organization. Please tell me which statement applies to you? [SA]

3.

-) / (
- I take the decisions without involving any of the employees in my organization
- I take the decisions, but I may seek recommendations from other employees in my organization
- I have the authority to screen out various suppliers on commercial / technical decisions; however I cannot make the final decision.

Code	Route
1	
2	
3	

Q4 **DEFINITION OF RESPONDENT**

4.

If 1 or 2 coded, Classify as Decision Maker
If 3 coded, Classify as Influencer
[SA]

2 1
3

- Decision Maker
- Influencer

()

Code	Route
1	
2	

IF '1' OR '2' NOT CODED IN Q4 CLOSE THE INTERVIEW

4. "2" "1"

Q5 **SHOW CARD**
Is this establishment a? **READ OUT**[SA]

5.

- ()
- This office/site is a branch office in Bahrain with the head office being outside Bahrain /
- This office/site is the head office with branches in other locations in Bahrain /
- This office/site is the only office in Bahrain /
- This office/site is the head office with branches in other locations outside Bahrain /
- This office is a branch office with the head office being in some other place in Bahrain

Code	Route
1	Q6
2	Q6
3	Q6
4	Q6
5	CLOSE

Q6 Now could you please tell me the total no of offices / sites in Bahrain including this office?

6.

(R1) No of offices / sites in Bahrain /

--	--

Fixed Line & Mobile Services Section

Q19 **SHOW CARD**
 Please see this card and tell me on an overall level how important is telecommunication to the running of your business? [SA]
 () 19.
 Indispensable (Can not conduct business without telecom service)
 ()
 Very important
 Quite important
 Important
 Not very important

Code	Route
1	
2	
3	
4	
5	

Q20 **SHOW CARD**
READ OUT: Now we will like to talk to you about your **Telecom usage in Bahrain.**
 : 20.
 Please see this card and tell me and how many lines do you have for each of the following?
INTERVIEWER TO RECORD WITH PRECEDING ZEROS. IN THE CASE THAT THE SERVICE IS NOT UTILIZED, KEEP THE CORRESPONDING BOXES BLANK

(R1) No of Fixed Voice (analog) lines (/)
 (R2) No of ISDN-BRA lines (ISDN)
 (ISDN)BRA
 (R3) No of ISDN-PRA (20) lines (20)
 (ISDN) PRA
 (R4) No of ISDN-PRA (30) lines (30)
 (R5) No of DDI (Direct Dialing In) DID
 (R6) No of Fax lines
 (R7) No. of extensions via PBX / EPABX/ Key system / PABX/PBX

Q21a **SHOW CARD**
 Please tell me which of the following **fixed line service providers** are you aware of? [MA]
 () 21.
 Q21b And from which of these do you currently subscribe fixed lines from?[MA]
 () 21.

Batelco
 Mena Telecom Telecom
 Lightspeed
 Kalaam Telecom
 2Connect
 Nuetel Communications Communications
 Don't know (**DO NOT SHOW ON THE CARD**) ()

Q21a 21.	Q21b 21.
Aware	Currently Using
1	1
2	2
3	3
4	4
5	5
6	6
7	7

Q22

SHOW CARD

Please see this card and tell me which Fixed Line Value Added services are being used currently in your company?
Please note that we are talking about services that you have taken from the telecom service provider and not about PABX/KEY SYSTEM [MA]

22.
/
() PABX
Video Calls
Video Conference Calls /
Conference Calls /
Calling Line Identification
Voicemail
Paid 800 800
Bahrain Direct
Home Direct
Star Dial
Audio Tex
Free Link /

Code	Route
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	
11	

Q23

Does your company/office/site use a LAN to make national calls between offices/sites within Bahrain?
[SA]

/ LAN / / (23.)
Yes
No

Code	Route
1	
2	

Q24

READ OUT: Now I would like to talk about the **mobile connections** in your organization.

: 24.

SHOW CARD

A1b. Please look at this card and tell us how many number of mobile connections do you have in each of this category?

INTERVIEWER TO RECORD WITH LEADING ZEROS, IN THE CASE THAT THE SERVICE IS NOT UTILIZED, KEEP THE CORRESPONDING BOXES BLANK

(R1) No. of pre-paid connections in company's name and business monthly expenses are paid
(R2) No. of post-paid connections in company's name and business monthly expenses are paid ()

Q25

SHOW CARD

What are the main reasons that your company uses mobile phones?[MA]
()

25.
Mobile workforce
Cheaper than fixed line
More service availability
Quality of service
Can control spending
Other (please explain) ()

Code	Route
1	
2	
3	
4	
5	
6	

POINTS		
1	0	0

(R1) National calls

(R2) International calls

Total

Q30a SHOW CARD

Now I would like to know the number of national calls made through fixed line and mobile.

As I read out each type please see this card tell me how many national calls are made approximately on a daily basis?[[SA]

()

	From Fixed Line		From Mobile for which the expenses are paid by the company		
	Fixed-to-Fixed	Fixed-to-Mobile	Mobile-to-Mobile On Net (to mobiles by the same service provider)	Mobile-to-Mobile Off Net (to mobiles by the other service provider)	Mobile-to-Fixed Line
Nil	1	1	1	1	1
1-50 calls	2	2	2	2	2
51-100 calls	3	3	3	3	3
101-150 calls	4	4	4	4	4
151-200 calls	5	5	5	5	5
201-250 calls	6	6	6	6	6
251-300 calls	7	7	7	7	7
301-350 calls	8	8	8	8	8
351-400 calls	9	9	9	9	9
451-500 calls	0	0	0	0	0
500 + calls Please specify	X	X	X	X	X

Q30a SHOW CARD

Now I would like to know the number of inter national calls made through fixed line and mobile.

As I read out each type please see this card tell me how many international calls are made approximately on a daily basis? [SA]

()

	From Fixed Line		From Mobile for which the expenses are paid by the company		
	Fixed-to-Fixed	Fixed-to-Mobile	Mobile-to-Mobile On Net (to mobiles by the same service provider)	Mobile-to-Mobile Off Net (to mobiles by the other service provider)	Mobile-to-Fixed Line

Nil	1	1
1-50 calls	2	2
51-100 calls	3	3
101-150 calls	4	4
151-200 calls	5	5
201-250 calls	6	6
251-300 calls	7	7
301-350 calls	8	8
351-400 calls	9	9
451-500 calls	0	0
500 + calls Please specify	X	X

)	
))	
((
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9
0	0	0
X	X	X

() +500
50-1
100-51
150-101
200-151
250-201
300-251
350-301
400-351
500-451

Q31a SHOW CARD

Could you please tell me what proportion of the national (local) calls will fall under these durations from fixed line?

31.

Q31b From Mobile?

31.

Q31a 31. Fixed Line

Q31b 31. Mobile

Less than 1 minute	1			
1 to 2 minutes	2	1		
2 to 3 minutes	3	2		
More than 3 minutes up to 10 minutes	10	3		
More than 10 minutes	10			
Total			1	0

1	0	0

Q32 SHOW CARD . ENSURE THAT THE TOTAL ADDS UP TO 100%100

Now please think about the various channels your company uses to make international calls. Please tell me what proportions of international calls are made through each of the following by your company.

32.

- Fixed line - Direct IDD Calls (using your main service) IDD (-
- (R1) provider
- Fixed line - Pre selected carrier (using another service) -
- (R2) provider using auto dialing facility (
- (R3) Fixed line - using prepaid calling cards -
- (R4) Mobile - Direct IDD Calls IDD -
- (R5) Mobile - using prepaid calling cards -
- (R6) VoIP (through a telephone) () VoIP
- (R7) VoIP (M2M - computer to computer) (-) VoIP
- / IPLC
- (R8) IPLC/LAN LAN

POINTS		

Total

1	0	0
---	---	---

Q33 SHOW CARD

Please see this card. This card has some factors which are important while making international calls. Please rank them as per their importance to your company when it comes to **making international calls**. [SA]

33.

() .

- (R1) Charges
- (R2) Convenience
- (R3) Quality of service

Rank 1 1	Rank 2 2	Rank 3 3
1	1	1
2	2	2
3	3	3

Q34 ASK IF CALLING 'INTERNATIONAL DIRECT DIAL (R2) ' SERVICES CODED IN Q32

Now tell me which of the following operators provide originating (outbound) international direct dial call services to your office / site? [MA]

32. " (2) "

() /

34.

- Batelco
- Mena Telecom Telecom
- Lightspeed
- Kalaam Telecom
- 2Connect
- Nuetel Communications Communications

Code	Route
1	
2	
3	
4	
5	
6	

Q35 ASK IF CALLING 'CALLING CARDS (R3 OR R5) CODED IN Q32

32. (5 3) "

SHOW CARD

And tell me do you know which of the following international calling cards your company / site uses? [MA]

() /

35.

- K Talk
- Mena Telecom Talk
- Orbit Phone
- Salam
- More
- Bahrain Calling Card
- BOLO Call Home Ma'ak
- Star Talk
- Allo
- In touch
- 123
- U Me
- 2Call
- Ultra Power
- Don't know

123

Code	Route
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	
11	
12	
13	
14	
15	

Q36 SHOW CARD

Could you please tell me what proportion of the **international calls** will fall under these durations

36.

Q36 36.

Less than 1 minute	1			
1 to 3 minutes	3-1			
More than 3 minutes up to 5 minutes	5	3		
More than 5 minutes up to 10 minutes	10	5		
More than 10 minutes	10			
Total			1	0

Q37 Could you please tell me which countries do you call regularly? [MA]

()

37.

Oman

Qatar

UAE (United Arab Emirates)

Saudi Arabia

Kuwait

India

Pakistan

Sri Lanka

Bangladesh

Philippines

United Kingdom

USA

Canada

Australia

New Zealand

Germany

France

Italy

Greece

Iran

Yemen

Thailand

Q37

01

02

03

04

05

06

07

08

09

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

Others (Please specify)

()

25

Q38 SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION

How satisfied are you with the following elements of your **fixed line service?**[SA]

()

38.

	Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1) Overall service level	1	2	3	4	5
(R2) Range of services provided	1	2	3	4	5
(R3) Quality of service (Connection time, Sound quality, etc) ()	1	2	3	4	5
(R4) Response of your operator when dealing with problems	1	2	3	4	5
(R5) Customer care by the service provider	1	2	3	4	5
(R6) Charges for Local Calls	1	2	3	4	5
(R7) Charges for International Calls	1	2	3	4	5

Q39 SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION

How satisfied are you with the following elements of your **mobile service?**[SA]

()

39.

	Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1) Overall service level	1	2	3	4	5
(R2) Range of services	1	2	3	4	5
(R3) Charges for Local Calls	1	2	3	4	5
(R4) Charges for SMS	1	2	3	4	5
(R5) Charges for international calls	1	2	3	4	5
(R6) Quality of service (Connection time, Sound quality, etc) ()	1	2	3	4	5
(R7) Service availability	1	2	3	4	5
(R8) Number of dropped calls	1	2	3	4	5
(R9) Response of your operator when dealing with problems	1	2	3	4	5
(R10) Customer care by the service provider	1	2	3	4	5

NO QUESTION 4040

Q41a SHOW CARD

Now tell me on a 5 point scale where 5 means 'definitely switch' and 1 mean 'definitely not switch', how likely is your company to switch to another telecom service provider for **Fixed Line**? [MA]

" 1 " " 5 (5) 41.

Q41b How likely is company to switch the **mobile service** provider?[MA]

() 41.

Q41a 41.	Q41b 41.
Fixed line	Mobile
1	1
2	2
3	3
4	4
5	5

Definitely not switch

Won't switch

Might or might not

Will switch

Definitely switch

Q42 RECORD VERBATIM, PROBE FULLY

You mentioned that _____ (READ THE OPTION CODED FOR FIXED LINE IN Q41a) for fixed line. Please tell me why do you say so?

(41.) _____ 42.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q43 RECORD VERBATIM, PROBE FULLY FULLY

You mentioned that _____ (READ THE OPTION CODED FOR MOBILE IN Q41b) for mobile. Please tell me why do you say so?

(41.) _____ 43.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q44 SHOW CARD

Please tell me if you are thinking about changing your telecom provider both for mobile and fixed line, how important would it be to **retain your existing telephone number(s)**? [SA]

44.

()

Very Important (It is essential for business / It is very costly to change)

(/)

Important

Not Important

Code

1

2

3

No Question 45

45.

ASK ALL

Q46a **SHOW CARD** _____

How do you think your current telephone provider charges you for a fixed-to-fixed National Call?[MA]

()

46.

Q46b How do you think your current telephone provider charges you for fixed-to-mobile National Call?[MA]

()

46.

Q46a 46.	Q46b 46.
Fixed line to another Fixed Line	or Fixed line to Mobile
1	1
2	2
3	3
4	4
5	5
6	6

Per Second

Per Minute

Per 90 Seconds (Per 1 and 1/2 minutes)

(½ 1) 90

Per 3 Minutes

3

Others (specify)

()

Don't Know (**DO NOT SHOW ON THE CARD**)

()

Q47 **SHOW CARD** _____

Companies look at different parameters while selecting a new service provider for fixed line and mobile. We have put some of these on this card. Please rank them as per their importance for your company

47.

	Rank 1 1	Rank 2 2	Rank 3 3	Rank 4 4	Rank 5 5
(R1) Brand/reputation /	1	2	3	4	5
(R2) Range of business services available	1	2	3	4	5
(R3) Quality of services	1	2	3	4	5
(R4) Customer/account care /	1	2	3	4	5
(R5) Tariffs/charges /	1	2	3	4	5

Q48 **ASK ALL** _____

Now I wanted to know specifically for mobiles, have your company / site ever switched mobile operators?[SA]

() /

48.

Yes

No

Code	Route
1	Q49
2	Q51

Q49 **ASK ONLY TO THOSE WHO CODED 1 ABOVE 1** _____

Please take a look at this card and tell me how easy was it for your company to switch to another mobile operator? [SA]

() 49.

Very easy

Fairly easy

Not very easy

Very difficult

Code	Route
1	
2	
3	
4	

Q50 **SHOW CARD** _____

You mentioned that you have switched mobile service providers. Please rank these reasons for your doing so. [SA]

() .

50.

- (R1) Lower overall cost
- (R2) Better quality of service
- (R3) Better customer care
- (R4) Better range of services

Rank 1 1	Rank 2 2	Rank 3 3	Rank 4 4
1	2	3	4
1	2	3	4
1	2	3	4
1	2	3	4

Other Services

Q51 Now we would like to ask you few questions regarding the other services used in your company / site.

SHOW CARD

Please take a look at this card and tell me which all services are used in your organization.[MA]

() /

51.

Internet Broadband services

Business Data services like Leased Line, LAN
LAN

E-Applications - activities such as **web hosting** and **facilities management**

ICT Solutions - generic service description that covers activities such as managed infrastructure, workforce management, managed IT solutions, etc

- ICT

Code	Route
1	
2	
3	
4	
5	

**ASK RELEVANT SECTIONS ONLY IF THE SERVICE IS CODED ABOVE..
IF NO SERVICE IS CODED SKIP TO Q73a**

73.

BROADBAND SERVICES

THIS SECTION TO BE ASKED ONLY IF 'BROADBAND SERVICES' / '1' CODED IN Q51, ELSE SKIP TO THE NEXT SECTION

51. "1" / "

Q52 **SHOW CARD**

You mentioned that your company has subscribed to broadband internet. Please tell me which of these packages service are you subscribed to? [MA]

)

52.

(

Batelco

Dial-Up

INET Dial-Up Business

INET Dial-Up Direct

Dial Direct /

(DSL) Broadband

(DSL)

INET Dedicated Access

Mena Telecom

(DSL) Broadband

(DSL)

Digital Video Broadcast

Video Conferencing

Code
01
02
03
04
05
06
07
08
09
10
11

Multimedia Applications		12
		13
Lightspeed		14
High Speed Direct Connect Access		15
Broadband Access		16
		17
Kalaam		18
Kalaam Connect		19
VoIP	VoIP	20
		21
2Connect		22
Broadband Access		23
Dedicated Broadband Access		24
		25
Neutel		26
	(..)	27
Others (specify....)		

Q53

SHOW CARD, ASK ONLY FOR THE BRANDS CODED IN THE QUESTION ABOVE

Please tell me the number of circuits for each broadband package that your company has subscribed to?

USE LEADING ZEROS, IF A PARTICULAR OPTION NOT SUBSCRIBED,,LEAVE THE RELEVANT BOX BLANK

53.

Batelco Connections				
INET Business Dial-Up				
INET Dial-Up Direct	Dial Direct /			
INET Roaming				
Business 256 Kbit/s (2.5GB)	(2.2)	256		
Business 256 Kbit/s (5GB)	(5)	256		
Business 512 Kbit/s (10GB)	(10)	512		
Business 1028 Kbit/s (15GB)	(15)	1028		
Business 2048 Kbit/s (20GB)	(20)	2048		
Business 256 Kbit/s (Unlimited)	()	256		
Business 512 Kbit/s (Unlimited)	()	512		
Business 1028 Kbit/s (Unlimited)	()	1028		
Business 2048 Kbit/s (Unlimited)	()	2048		
INET Dedicated LAN Access 64 Kbit/s	64	LAN		
INET Dedicated LAN Access 128 Kbit/s	128	LAN		
INET Dedicated LAN Access 256 Kbit/s	256	LAN		
INET Dedicated LAN Access 512 Kbit/s	512	LAN		
INET Dedicated LAN Access 1024 Kbit/s	1024	LAN		
INET Dedicated LAN Access 2048 Kbit/s	2048	LAN		
INET Dedicated LAN Access 4096 Kbit/s	4096	LAN		
INET Dedicated LAN Access 8192 Kbit/s	8192	LAN		
INET Dedicated LAN Access 10240 Kbit/s	10240	LAN		
INET Dedicated LAN Access 20480 Kbit/s	20480	LAN		
INET Dedicated LAN Access 51200 Kbit/s	51200	LAN		
INET Dedicated LAN Access 102400 Kbit/s	102400	LAN		

Don't know connection bandwidth/speed /

2 Connect

Business 256 Kbit/s (Unlimited)	()	256		
Business 512 Kbit/s (Unlimited)	()	512		
Business 1028 Kbit/s (Unlimited)	()	1028		
Business 2048 Kbit/s (Unlimited)	()	2048		
Don't know connection bandwidth/speed	/			

MENA TELECOM (Please specify the bandwidth) (/)

Lightspeed (Please specify the bandwidth) (/)

Kalaam (Please specify the bandwidth) (/)

Q54 **ASK Q54 IF 2048 Kbit/s FOR BATELCO IS CODED IN Q53 ELSE SKIP TO Q55**
 Putting aside the question of cost, what speed broadband connection would you require in order to meet your business needs?
 55. _____ 53. _____ 2048 _____ 54. _____ 54.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q55 **SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION**
 How satisfied are you with your current business broadband operator for the following?[SA] _____ 55.
 ()

	Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1) Overall service level	1	2	3	4	5
(R2) Range of services	1	2	3	4	5
(R3) Quality of service	1	2	3	4	5
(R4) Effective speed of connection	1	2	3	4	5
(R5) Response of your operator when dealing with problems	1	2	3	4	5
(R6) Customer/account care /	1	2	3	4	5
(R7) Charges	1	2	3	4	5

Q56 **RECORD VERBATIM, PROBE FULLY**

Is there anything that you would like to see changed or improved for the broadband service?

56.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

BUSINESS DATA SERVICES

THIS SECTION TO BE ASKED ONLY IF 'BUSINESS DATA SERVICES' / '2' CODED IN Q51, ELSE SKIP TO THE NEXT SECTION

51. "2/" "

Q57 **SHOW CARD**

Ok, now please tell me which of the following operators provides business data services to your company / site?[MA]
 () / 57.

	Code
Batelco	1
Mena Telecom	2
Lightspeed	3
Kalaam Telecom	4
2Connect	5
Nuetel Communications	6
Others (Please specify) ()	7

Q58 **SHOW CARD**

And which of the following data services does your company subscribed to?[MA]
 () 58.

	Code
ISDN ISDN	1
National Leased Line	2
LAN Connectivity LAN	3
MPLS VPN MPLS VPN	4
International Private Leased Circuits (IPLCs)	5
International Global Managed Private Line Service (GMPLS)	6
International LAN Frame Relay LAN	7
International LAN/WAN ATM	8
International IP VPN	9

Q59 **ASK ONLY TO THOSE CODED '2' IN Q58 58.** "2" _____

Please take a look at this card and tell me how many circuits you have for the following leased line bandwidths.
USE LEADING ZEROS.

59.

- 9.6 Kbit/s
- 14.4 Kbit/s
- 19.2 Kbit/s
- 64.0 Kbit/s
- 128.0 Kbit/s
- 256.0 Kbit/s
- 385.0 Kbit/s
- 512.0 Kbit/s
- 768.0 Kbit/s
- 1024.0 Kbit/s
- 1536.0 Kbit/s
- 2048.0 Kbit/s
- Don't know connection bandwidth/speed /

9.6				
14.4				
19.2				
64.0				
128.0				
256.0				
385.0				
512.0				
768.0				
1024.0				
1536.0				
2048.0				

Q60 **ASK ONLY TO THOSE CODED '3' IN Q5858.** "3" _____

How many circuits do you have for the following LAN bandwidths.
USE LEADING ZEROS.

LAN

60.

- 64.0 Kbit/s
- 128.0 Kbit/s
- 192.0 Kbit/s
- 256.0 Kbit/s
- 385.0 Kbit/s
- 512.0 Kbit/s
- 768.0 Kbit/s
- 1024.0 Kbit/s
- 1536.0 Kbit/s
- 2048.0 Kbit/s
- 10 Mbit/s
- 100 Mbit/s
- 1 Gbit/s
- Don't know connection bandwidth/speed /

64.0				
128.0				
192.0				
256.0				
385.0				
512.0				
768.0				
1024.0				
1536.0				
2048.0				
10				
100				
1				

Q61 **ASK ONLY TO THOSE CODED '4' IN Q5858.** "4"
 How many circuits do you have for the following MPLS VPN bandwidths?
USE LEADING ZEROS.

MPLS VPN

61.

Two Sites (PtP)

- 4 Mbit/s
- 8 Mbit/s
- 10 Mbit/s
- 20 Mbit/s
- 25 Mbit/s
- 50 Mbit/s
- 100 Mbit/s
- 200 Mbit/s
- 500 Mbit/s
- 1 Gbit/s
- Don't know connection bandwidth/speed

/

4			
8			
10			
20			
25			
50			
100			
200			
500			
1			

More than two sites

- 4 Mbit/s
- 8 Mbit/s
- 10 Mbit/s
- 20 Mbit/s
- 25 Mbit/s
- 50 Mbit/s
- 100 Mbit/s
- 200 Mbit/s
- 500 Mbit/s
- 1 Gbit/s
- Don't know connection bandwidth/speed

/

4			
8			
10			
20			
25			
50			
100			
200			
500			
1			

Q62 **ASK ONLY TO THOSE CODED '5' IN Q58 58.** "5" _____

How many circuits do you have for the following **IPLCs** (International Private Leased Circuits) bandwidths for various zones
USE LEADING ZEROS.

IPLCs

62.

Zone 1		1			
9.6 Kbit/s	9.6				
19.2 Kbit/s	19.2				
64.0 Kbit/s	64.0				
128.0 Kbit/s	128.0				
256.0 Kbit/s	256.0				
512.0 Kbit/s	512.0				
768.0 Kbit/s	768.0				
1024.0 Kbit/s	1024.0				
1536.0 Kbit/s	1536.0				
2048.0 Kbit/s	2048.0				
I do no know					

Zone 2		2			
9.6 Kbit/s	9.6				
19.2 Kbit/s	19.2				
64.0 Kbit/s	64.0				
128.0 Kbit/s	128.0				
256.0 Kbit/s	256.0				
512.0 Kbit/s	512.0				
768.0 Kbit/s	768.0				
1024.0 Kbit/s	1024.0				
1536.0 Kbit/s	1536.0				
2048.0 Kbit/s	2048				
I do not know					

Zone 3		3			
9.6 Kbit/s	9.6				
19.2 Kbit/s	19.2				
64.0 Kbit/s	64.0				
128.0 Kbit/s	128.0				
256.0 Kbit/s	256.0				
512.0 Kbit/s	512.0				
768.0 Kbit/s	768.0				
1024.0 Kbit/s	1024.0				
1536.0 Kbit/s	1536.0				
2048.0 Kbit/s	2048.0				
I do not know					

Q63 **SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION**
ASK TO ALL WHO HAVE BUSINESS DATA SERVICE, SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION

How satisfied are you with your current data services operator for the following parameters [SA] _____
 () 63.

	Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1) Overall service level	1	2	3	4	5
(R2) Range of services	1	2	3	4	5
(R3) Quality of service	1	2	3	4	5
Response of your operator (R4) when dealing with problems	1	2	3	4	5
(R5) Customer/account care /	1	2	3	4	5
(R6) Tariffs/value for money /	1	2	3	4	5

Q64 **RECORD VERBATIM, PROBE FULLY**
 Is there anything that you would like to see changed or improved for the business data services?

 64.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

E-Applications

THIS SECTION TO BE ASKED ONLY IF 'E- APPLICATIONS' / '3' CODED IN Q51, ELSE SKIP TO THE NEXT SECTION

51. "3/" "

Q65 Now please tell me which of the following operators provides E-Applications services to your company / site?[MA]
 () / 65.

	Code
Batelco	1
Lightspeed	2
2Connect	3
Others (Please Specify) ()	4

Q66 Please take a look at this card and tell me which of the following services are subscribed by your company?[MA]
 () / / 66.

	Code
Web/Portal/Email Hosting	1
Facilities Management	2
Web Content Delivery	3
Patch Processing	4
Other (please specify) ()	5

Q67 **SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION**
 How satisfied are you with your current E-Applications provider for the following?[SA]

() _____ 67.

	Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1) Overall service level	1	2	3	4	5
(R2) Range of services	1	2	3	4	5
(R3) Quality of service	1	2	3	4	5
Response of your operator (R4) when dealing with problems	1	2	3	4	5
(R5) Customer/account care /	1	2	3	4	5
(R6) Service continuity	1	2	3	4	5
(R7) Tariffs/value for money /	1	2	3	4	5

Q68 **RECORD VERBATIM, PROBE FULLY**
 Is there anything that you would like to see changed or improved for the E-Applications?

68.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

ICT Solutions

THIS SECTION TO BE ASKED ONLY IF 'ICT-SOLUTIONS' / '4' CODED IN Q51, ELSE SKIP TO THE NEXT SECTION

51. ICT _____

"4"/ ICT _____ "

Q69 Now please tell me which of the following operators provides ICT services to your company / site? [MA]
) / ICT 69.

Code
1
2
3

- Batelco
- Lightspeed
- Others (Please specify) ()

No Question 70

70

Q71 **SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION**
 How satisfied are you with your current ICT solutions provider for the following?[SA]

() _____ ICT 71.

	Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1) Overall service level	1	2	3	4	5
(R2) Range of services	1	2	3	4	5

(R3) Quality of service Response of your operator		1	2	3	4	5
(R4) when dealing with problems		1	2	3	4	5
(R5) Customer/account care	/	1	2	3	4	5
(R6) Tariffs/value for money	/	1	2	3	4	5

Q72 RECORD VERBATIM, PROBE FULLY

Is there anything that you would like to see changed or improved for the ICT-Solutions?
ICT

72.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Expenditure (ASK ALL)
()

Q73a SHOW CARD

Now I would like to talk to you about the expenses on telecom services.
Could you please tell me what is your average monthly spend on

73.

Fixed Line (including fax) [MA] () ()

Q73b Mobile Services (for mobile connections owned by the company)[MA]
() ()

73.

Q73c Data Services[MA] ()

73.

		Q73a 73.	Q73b 73.	Q73c 73.
		Fixed line	Mobile Services	Data Services
Less than BD 10	10	01	01	01
BD 11- 20	20-11	02	02	02
BD 21 - 30	30-21	03	03	03
BD 31 - 50	50-31	04	04	04
BD 51-100	100-51	05	05	05
BD 101-150	150-101	06	06	06
BD 151-200	200-151	07	07	07
BD 201-250	250-201	08	08	08
BD 251-300	300-251	09	09	09
BD 301-350	350-301	10	10	10
BD 351-400	400-351	11	11	11
BD 401-450	450-401	12	12	12
BD 451-500	500-451	13	13	13
BD 501-550	550-501	14	14	14
BD 551-600	600-551	15	15	15
BD 601-650	650-601	16	16	16
BD 651-700	700-651	17	17	17
BD 701-750	750-701	18	18	18
BD 751-800	800-751	19	19	19
BD 801-850	850-801	20	20	20
BD 851-900	900-851	21	21	21
BD 901-950	950-901	22	22	22

BD 951-1000	1000-951	23	23	23
BD 1001-1500	1500-1001	24	24	24
BD 1501 - 2000	2000-1501	25	25	25
BD 2001 -2500	2500-2001	26	26	26
More than BD 2500	2500	27	27	27

TRA AWARENESS SECTION

()

QT1	SHOW AD STILL A Please see this card and tell me whether you recall seeing this ad?	1		Route
	Yes		1	QT2
	No		2	QT3

QT2	You've said that you have seen this ad; could you please tell me which organization has made this ad?	2		
	Don't Know		1	QT2
	Specify the Organization mentioned _____ - ____		2	QT3

QT3	SHOW AD STILL B Please see this card and tell me whether you recall seeing this ad?	3		Route
	Yes		1	QT4
	No		2	QT5

QT4	You've said that you have seen this ad; could you please tell me which organization has made this ad?	4		
	Don't Know		1	QT5
	Specify the Organization mentioned _____		2	QT5

QT5	SHOW LOGO CARD Now tell me have you heard of this organization before?	5		Route
	Yes		1	QT6
	No		2	QT16

QT6	Could you please tell me through which source have you heard of Telecommunications Regulatory Authority (TRA)?	6		
	TV		1	
	Radio		2	
	Newspaper		3	
	Billboard		4	
	Internet		5	
	Friends & Relatives		6	
	Other (Specify...)	(...)	7	

QT7	RECORD VERBATIM, PROBE FULLY And what do you think is the role of Telecommunications Regulatory Authority (TRA)?	7		
-----	--	---	--	--

QT8	Have you	8		
	Heard of Telecommunications Regulatory Authority's website		1	
	IF CODED HEARD OF, ASK have you ever visited Telecommunications Regulatory Authority's website		2	

QT9	Do you know it that TRA asks for comments from public on issues related to regulations?	9		Route
	Yes		1	QT10
	No		2	QT12

QT10	Have you ever responded to any request for submission / consultation?	/	10	Route
	Yes		1	QT12
	No		2	QT11

QT11	You mentioned that you have never responded to a request for submission / consultation. Please tell me the reason for the same	/	11	
	It is too technical			1
	It is too difficult			2
	I am not interested in the topics			3
	My comments will not effect outcome			4

QT12	SHOW CARD Now tell us whether you are aware of... MULTIPLE RESPONSE POSSIBLE	12	
	The Rights as a Telecom Service Consumer			1
	That you can register complaints with Telecommunications Regulatory Authority			2
	Telecommunications Regulatory Authority's Consumer Advisory Groups			3
	Telecom service provider's Codes of Practice & Terms & Conditions			4

QT13	ASK ONLY IF CONSUMERS RIGHTS ARE CODED IN QT12 You mentioned you know your rights as a telecom consumer? Could you please tell me from which media have you come to know about them?		12	
			13	
	TV			1
	Radio			2
	Newspaper			3
	Billboard			4
	Internet			5
	Friends & Relatives			6
	Other (Specify...)	(..)		7

QT14	ASK IF 'CONSUMER ADVISORY GROUPS' '3' CODED IN QT12 ELSE MOVE TO QT15 You mentioned that you have heard about the Telecommunications Regulatory Authority's Consumer Advisory Groups, Could you please tell me what is their role?		15	12	"3"	"	14
------	--	--	----	----	-----	---	----

QT15	ASK ONLY IF 'Provider's Codes of Practice & T&Cs' ARE CODED IN QT12 You mentioned that you are aware about service provider's terms and conditions; please tell us where did you come to know of these from?		12	15	
	Service provider's				
	Website				1

	Leaflets		2
	Application Forms		3
	Customer Service Centres		4
	Others (please specify)	()	5

ASK ALL

	SHOW THE 'KEEP ASKING BOOKLET'		
QT16	Now tell us have you seen this booklet before?	16	
	Yes		1
	No		2

Profiling Questions

QP1	Do you have any offices located abroad?[SA]	()	1	Code	Route
	Yes			1	Q75
	No			2	Q76

QP2	<u>ASK IF YES CODED IN Q7474.</u>				
	Could you please tell me the no of offices located abroad (outside Bahrain)?	()	2		
	No of offices located outside Bahrain				

QP3	<u>SHOW CARD</u>			Code	Route
	Finally please look at this card and tell me what is your annual turnover of your company for Bahrain operations in 2006. Please be assured that this information will be kept confidential. This information is collected only for classification purposes.[SA]		3.		
	.2006	()			
	< BD 120,000		120000	1	
	BD 120,000 - BD 240,000		240000-120000	2	
	BD 240,000 - BD 600,000		600000-240000	3	
	BD 600,000 - BD 1,200,000		1200000-600000	4	
	BD 1,200,000 - BD 3,000,000		3000000-1200000	5	
	> BD 3,000,000		3000000	6	
	Don't know. (DO NOT SHOW ON CARD)	()		7	

THANK RESPONDENT AND CLOSE THE INTERVIEW