



**Project Explore EMG 17727
Screener Questionnaire**

Study ID				
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Interviewer Code
Coder Code
Puncher Code

C107-109

Name of respondent _____

Address _____

Mobile No. C116-125

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Landline No. _____

E-Mail _____

Date of Interview

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 (/ /)

Official Use (Post Coded for Quotas)
()

Regions	C131		SEC	C133		Age Group		C135
Muharrah/Hidd	1	/	SEC AB	1	/	15-24 years	24-15	1
Capital/Manama	2	/	SEC C1	2	1	25-34 years	34-25	2
Northern/Jidhafs	3	/	SEC C2	3	2	35-44 years	44-35	3
Eastern/Sitra	4	/	SEC D/E	4	/	45-55 years	55-45	4
Central/Issa Town	5	/				More than 55 years	55	5
Western/Hamad Town	6	/						
Southern/Riffa	7	/	Nationality	C134				
Gender	C132		Nationals	1				
Male	1		Expats	2				
Female	2							

Good morning/afternoon/evening. I'm from **Nielsen**, a market research company
 We are currently conducting a study on the telecom sector in Bahrain and your input would be greatly appreciated. Could you spare us 40-45 minutes of your time? Thank you.

45-40

Q1	Do you or any members of your family or close friends work in any of these organizations	C136	Route
	Marketing Research Company	1	CLOSE
	Advertising or public relation Company	2	CLOSE
	Telecom Industry - With a service provider or a handset manufacturer / retailer	3	CLOSE
	None of the above	4	Q2

Q2	Have you been interviewed for market research in the past 6 months?	C137	Route
	Yes	1	CLOSE
	No	2	Q3

Q3	Please tell me which age band do you belong to?	C138	Route
	Less than 15 years	15	01
	15-20 years	20-15	02
	21-25 years	25-21	03
	26-30 years	30-26	04
	31-35 years	35-31	05
	36-40 years	40-36	06
	41-45 years	45-41	07
	46-50 years	50-46	08
	51-55 years	55-51	09
	56-60 years	60-56	10
	More than 60 years	60	11

Q4	Record gender of the respondent	C140
	Male	1
	Female	2

Q5	<p>NOTE: IN CASE THE RESPONDENT IS A CHILD, ANSWERS TO THESE QUESTIONS SHOULD BE OBTAINED FROM THE HOUSEWIFE OR ANY OTHER ADULT MEMBER OF THE HOUSEHOLD.</p> <p>SHOW CARD AND READ OUT ONE AFTER ANOTHER.</p> <p>Which of these items do you have in a usable state at this house? MULTIPLE/ NONE CODING POSSIBLE.</p>	C141	Route
	Cordless phone / Phone with answering machine	01	
	Vacuum cleaner	02	
	Mixer / Grinder / Blender / Food processor system	03	
	Refrigerator	04	
	Dishwasher	05	
	Water filter - electric	06	
	Toaster	07	
	Cooking range - gas / electric	08	
	Mobile phone	09	
	Coffee maker	10	
	Geysers (water heater) - gas / electric	11	
	Printer / Scanner	12	
	Camera / Digital camera	13	
	CD / VCD / DVD player	14	
	Desktop computer / Laptop computer	15	
	Car / 4x4 SUV	16	
	Washing machine	17	
	Steam iron	18	
	VCR / VCP	19	
	Microwave oven	20	

Q6a	SHOW CARD Please tell me what is your level of education?			
Q6b	What is the level of education of housewife (main lady) of this household? (ASK IF THE RESPONDENT IS NOT HOUSEWIFE)	Respondent	Housewife	Head of the Household
Q6c	What is your level of education for head of your household?			
		C143	C144	C145
	Do not read and write	1	1	1
	No formal education, but can read and write	2	2	2
	Some / Completed - Elementary	3	3	3
	Some / Completed - Intermediate	4	4	4
	Some / Completed - Secondary	5	5	5
	Some / Completed - College / Technical	6	6	6
	Some / Completed - University in the Middle East	7	7	7
	Some / Completed - University in Europe / USA / Australia / other foreign university	8	8	8

Q7	TO BE CODED BY FIELD SUPERVISOR/ MANAGER			
(R1)	LSM CLASS			C146-47
(R2)	LSM GROUP			C148-49

Q8	Please record the nationality of the respondent		C150-51
	Bahrain		01
	Kuwait		02
	Oman		03
	Qatar		04
	Saudi		05
	UAE		06
	Algeria		07
	Egypt		08
	Iraq		09
	Jordan		10
	Lebanon		11
	Libya		12
	Morocco		13
	Palestine		14
	Sudan		15
	Syria		16
	Tunisia		17
	Yemen		18
	Others Arab Countries (specify)	()	19
	Afghanistan		20
	Bangladesh		21
	India		22
	Pakistan		23
	Philippines		24
	Sri Lankan		25
	Iran		26
	Other Asians (specify)	()	27
	America		28
	Australia		29
	Belgium		30
	Britain		31
	Canada		32
	Ireland		33
	New Zealand		34
	Northern Ireland		35
	Russia		36
	Spain		37
	Sweden		38
	Other Countries (specify)	()	39

Q9a	Can you please tell me, what is your employment status?		. 9
Q9b	What is the employment status of head of your household?		. 9
		Q9a 9	Q9b 9
		Respondent	Head of Household
		C152	C153
Full-time		1	1
Part-time		2	2
Student		3	3
Housewife		4	4
Retired / Do not work	/	5	5
Unemployed		6	6

Q10	ASK IF THE HEAD OF THE HOUSEHOLD IS WORKING '1' OR '2' CODED in Q9b Now please tell me designation / title of the head of household at his/her workplace? 9 "2" "1" / /	.10
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Q11a	ASK IF CODED '1' OR '2' IN PREVIOUS QUESTION Can you please tell me, which sector do you currently work in? "2" "1"	
Q11b	ASK IF CODED '1' OR '2' IN PREVIOUS QUESTION Can you please tell me, which sector does the Head of the Household currently work in? "2" "1"	
		Q11a 11 Respondent
		Q11b 11 Head of Household
		C154 C155
Private Sector		1 1
Government Sector		2 2
Own Business		3 3

Q12	SHOW CARD - SINGLE CODING For our classification purposes, could you please give us a range of your monthly household income? Please include all the incomes of the household that you might be getting either through salaries, interest, investments and any other sources of income? Also include the income of all working family members currently residing with you in this household. _____	C156-57
	Less than BD 300	300 01
	BD 301 - BD 500	500-301 02
	BD 501 - BD 700	700-501 03
	BD 701 - BD 900	900-701 04
	BD 901 - BD 1100	1100-901 05
	BD 1101 - BD 1300	1300-1101 06
	BD 1301 - BD 1500	1500-1301 07
	BD 1501 - BD 1800	1800-1501 08
	BD 1801 - BD 2200	2200-1801 09
	BD 2201 - BD 2500	2500-2201 10
	Above BD2500	2500 11
	DK / CS / Refused (DO NOT SHOW) () / /	12

	DO NOT ASK - INTERVIEWER TO RECORD -	C158
	Socio-Economic Class -	
	A	1
	B	2
	C1	1 3
	C2	2 4
	D	5
	E	6

Main Questionnaire

USAGE SECTION

Q13	SHOW CARD Please tell me which of these do you currently have access to?	.13	C159	
	Own Mobile Phone			1
	Fixed Line (Landline) at your residence	/		2
	Internet at your residence			3

Q14	ASK IF FIXED LINE '2' NOT CODED IN Q13 ELSE MOVE TO Q15. SHOW CARD Please see this card and tell us which of the following most closely describe your reasons for not having a fixed telephone? _____ .15 13 "2" _____ _____ .14	C160	
	Have a mobile phone, so I don't need a fixed line		1
	Building that I stay in, is not served by fixed telephony		2
	The cost of getting a fixed telephone is too high		4
	Others (Please specify) ()		5

Q15	ASK IF MOBILE '1' IS NOT CODED IN Q13 ELSE MOVE TO Q16. SHOW CARD Please see this card and tell us which of the following most closely describe your reasons for not having a mobile line? _____ .16 13 "1" _____ _____ 15	C170	
	Have a fixed line phone, so I don't need a mobile		1
	The cost of getting a mobile line is too high		2
	Others (Please specify) ()		3

Q16	Do you use public / pay phones to make national calls (within Bahrain) regularly? ()	.16	C211	Route
	Yes		1	Q17
	No		2	Q18

Q17	Approximately how many national calls do you make from public / pay phones in a week?	.17		
(R1)	Number of national calls (within Bahrain) using a payphone in a week ()			C212-14

FIXED LINE DETAIL SECTION

(TO BE ASKED TO ALL THOSE WHO HAVE CODED 'FIXED LINE' '2' IN Q13)

(13 "2" " " " ")

Q18	How many fixed line connections do you have at home? Please do not include extension phones /	.18
(R1)	Number of Fixed Lines (different numbers) at home ()	C215-17

Q19	Who is responsible for paying the bill for fixed line expenses in your household? .19	C218
	Self	1
	Spouse	2
	Other family member	3
	Paid by the organization you work for	4
	Other (Please specify.....) (.....)	5

Q20	SHOW CARD, SINGLE CODING, FOR EACH ROW							
	Please tell me approximately in a week, what number of calls do you20							
			None	Less than 5	5 – 10	11 - 15	16 - 20	More than 20
(R1)	receive on your household fixed line	C221	1	2	3	4	5	6
(R2)	make to other fixed lines in Bahrain from your household fixed line	C222	1	2	3	4	5	6
(R3)	make to mobiles in Bahrain from your household fixed line	C223	1	2	3	4	5	6

Q21	SHOW CARD, SINGLE CODING							
	What proportion of calls that are made from your households fixed line do you estimate are RECORD PERCENTAGE ... 21							
							POINTS	
(R1)	During business hours (7am to 7pm)	(7- 7)						C224-26
(R2)	In the evening							C227-29
(R3)	On weekends and public holidays							C230-32
	Total		1	0	0			

Q22	SHOW CARD, SINGLE CODING							
	What proportion of the national (local) calls will fall under these durations from fixed line?22							
	Less than 1 minute							C236-38
	1 to 2 minutes	2						C239-41
	2 to 3 minutes	3	2					C242-44
	More than 3 minutes up to 10 minutes	10	3					C245-47
	More than 10 minutes		10					C248-50
	Total		1	0	0			

Q23	SHOW CARD, SINGLE CODING What is your household's average monthly bill on fixed line services? _____ .23	C254
	Less than BD5 _____ 5	1
	BD 5.1 - BD 10 _____ 10 - 5.1	2
	BD 10.1 - BD 15 _____ 15 - 10.1	3
	BD 15.1 - BD 20 _____ 20 - 15.1	4
	BD 20.1 - BD 25 _____ 25 - 20.1	5
	BD 25.1 - BD 30 _____ 30 - 25.1	6
	More than BD 30 (Please specify) _____ () _____ 30	7

Q24	Please tell us approximately what % of your fixed line bill are National calls and International Calls? _____ % _____ .24	POINTS			
(R1)	National Calls				C261-63
(R2)	International Calls				C264-66
	Total	1	0	0	

Q25	DO NOT PROMPT Do you know how much the monthly line rental charge is that you currently pay for each telephone line every month (excluding internet charges)? _____ () _____ .25	C270
	No Charges	1
	Up to BD 1 per line/number _____ / _____ 1	2
	From BD 1 up to BD 2 per line/number _____ / _____ 2 1	3
	From BD 2 up to BD 4 per line/number _____ / _____ 4 2	4
	From BD 4 up to BD 6 per line/number _____ / _____ 6 4	5
	More than BD 6 per line/number (please specify) _____ () _____ / _____ 6	6

Q26a	SHOW CARD How do you think your current telephone provider charges you for a fixed-to-fixed National Call? _____ .26	
Q26b	How do you think your current telephone provider charges you for fixed-to-mobile National Call? _____ .26	
		Q26a 26
		Q26b 26
		Fixed line to another Fixed Line
		for Fixed line to Mobile
		C311
		C321
	Per Second	1
	Per Minute	2
	Per 90 Seconds (Per 1 and 1/2 minutes) _____ (½ 1) _____ 90	3
	Per 3 Minutes _____ 3	4
	Others (specify) _____ () _____	5
	Do not Know (DO NOT SHOW ON THE CARD) _____ () _____	6

Q27	SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION						
	How satisfied are you with the following elements of your fixed phone service?						.27
			Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1)	Overall fixed telephone service	C331	1	2	3	4	5
(R2)	Reliability of the fixed line telephone service	C332	1	2	3	4	5
(R3)	Response of your service provider while dealing with problems	C333	1	2	3	4	5
(R4)	Overall value for money of the fixed telephone service	C334	1	2	3	4	5

Q28	DO NOT PROMPT, MULTIPLE CODING POSSIBLE						C335
	Could you please tell me if there are any suggestions you would like to make to help serve you better in the future for fixed line?						.28
	Improve the quality of fixed line services						1
	Improve the range of services available from fixed phone						2
	Improve the quality of customer service when there is problem with the service						3
	Reduce charges						4
	Others (please specify)				()		5

Q29	SINGLE CODING, SHOW CARD						C336
	If you had the opportunity to use another fixed line supplier, would you be likely to switch from your current telephone provider?						.29
	Not at all likely						1
	Not likely						2
	Neither likely nor unlikely						3
	Likely						4
	Very Likely						5

Q30	SINGLE CODING SHOW CARD						C337
	How important would it be for you to keep your present number in deciding whether to switch your fixed line provider?						.30
	Not at all important						1
	Not important						2
	Neither important nor unimportant						3
	Important						4
	Very Important						5

Note : it was discussed that we delete this question during our meeting, Please confirm the same.

Q31	SHOW CARD						C338
	Putting the issue of being able to keep your telephone number to one side, would you consider using another operator to provide you with National and International Calls?						.31
	Yes if cheaper						1
	Yes if cheaper, but only if the operator could provide all our telecommunications needs						2
	No						3

MOBILE DETAIL SECTION

(TO BE ASKED TO ALL THOSE WHO HAVE CODED MOBILE PHONE '1' IN Q13)
(13 "1")

Q32a	How many mobiles i.e., how many handsets and SIM cards do you use for your own needs?	. 32
	How many handsets?	
Q32b	How many SIM cards?	/ . 32
		Q32a 32 Q32b 32
		Handsets SIM cards
		C339 C340
1	1	1 1
2	2	2 2
3	3	3 3
More than 3	3	4 4

Q33	ASK IF 'MORE' THAN ONE CODED IN SIM CARDS IN THE ABOVE QUESTION, DO NOT PROMPT You mentioned that you use more than 1 mobile line for your needs; could you please tell us the reasons why do you use more than one SIM Cards? _____ " " _____ .33	C341
	To have an additional line for business or personal use	1
	To use when traveling abroad	2
	To use various promotions	3
	To call different people on different networks	4
	Others (Please specify) ()	5

Q34a	SHOW CARD _____ Which mobile phone supplier do you personally use? MULTIPLE CODING POSSIBLE	34	Q34a Use	Q34b Used most often
Q34b	ASK IF MORE THAN ONE OPTION CODED IN Q34a. You mentioned that you use more than 1 connection, please tell me which of these do you use the most often	34		
		34		
			C342	C343
	Batelco - Pre-paid Connection	-	1	1
	Batelco - Post-paid Connection /	-	2	2
	MTC - Pre-paid Connection -()		3	3
	MTC - Post-paid Connection / -()		4	4

Q35	SHOW CARD, SINGLE CODING _____ Approximately how much would you estimate that you spend on mobile calls every month? .35	C344	
	Less than BD5	5	1
	BD 5.1 - BD 10	10 - 5.1	2
	BD 10.1 - BD 15	15 - 10.1	3
	BD 15.1 - BD 20	20 - 15.1	4
	BD 20.1 - BD 25	25 - 20.1	5
	BD 25.1 - BD 30	30 - 25.1	6
	More than BD 30 (Please specify) ()	30	7

Q36	Please tell us approximately what % of your mobile expense are National calls and International Calls?					.36
		POINTS				
(R1)	National Calls					C345-47
(R2)	International Calls					C348-50
	Total	1	0	0		

Q37	Approximately how many National (within Bahrain) calls do you make from your mobile weekly? ()					.37
(R1)	No of National Calls in a week					C354-56

Q38	SHOW CARD, SINGLE CODING				RECORD %		
	What proportion of the national (local) calls will fall under these durations from mobile? .38						
	Less than 1 minute					C357-59	
	1 to 2 minutes	2				C360-62	
	2 to 3 minutes	3	2			C363-65	
	More than 3 minutes up to 10 minutes	10	3			C366-68	
	More than 10 minutes		10			C369-71	
	Total	1	0	0			

Q39a	Could you please tell me in a typical week how many SMS do you send?					.39
	SMS sent per week					C411-12

Q39b	Please describe the frequency in which you use the following mobile services.						.39
		Never	At least once a day	At least once a week	At least once a month	Less Often	
MMS	/	1	2	3	4	5	C413
Video calling		1	2	3	4	5	C414
Browsing the internet on mobile		1	2	3	4	5	C415
Checking email on mobile		1	2	3	4	5	C416
Mobile information services (e.g., sports, news services) ()		1	2	3	4	5	C417
Downloading games		1	2	3	4	5	C418
Downloading ring tones		1	2	3	4	5	C419
Downloading wallpapers		1	2	3	4	5	C420

Q40	ASK Q40 TO ALL THOSE WHO HAVE AT LEAST USED A SINGLE MOBILE VAS IN Q39b				C421	
	Approximately how much do you spend each month on these additional mobile services? 39					40
						.40
	Less than BD5				5	1
	BD 5.1 - BD 10				10 - 5.1	2
	BD 10.1 - BD 15				15 - 10.1	3
	BD 15.1 - BD 20				20 - 15.1	4
	BD 20.1 - BD 25				25 - 20.1	5
	BD 25.1 - BD 30				30 - 25.1	6
	More than BD 30 (Please specify) ()				30	7

Q41	Mobile operators currently offer a number of short-term promotions to their customers. How often do you modify your usage to take advantage of these promotions?	C431
		.41
	Not at all	1
	Rarely	2
	Occasionally	3
	Frequently	4
	All the time	5

Q42	SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION						
	How satisfied are you with the following elements of your mobile service?						
						.42	
			Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1)	Overall Mobile service	C432	1	2	3	4	5
(R2)	Price of national voice calls	C433	1	2	3	4	5
(R3)	Price of text messages	C434	1	2	3	4	5
(R4)	Quality of customer service	C435	1	2	3	4	5
(R5)	Ability to make calls without being cut off	C436	1	2	3	4	5
(R6)	Voice quality	C437	1	2	3	4	5
(R8)	Choice of service made available to you ()	C438	1	2	3	4	5
(R9)	Price of additional mobile services ()	C439	1	2	3	4	5

Q43	DO NOT PROMPT, MULTIPLE CODING POSSIBLE	C440
	Could you please tell me if there are any suggestions you would like to make to help serve you better in the future for mobile lines?	
		.43
	Improve the quality of mobile services	1
	Improve the range of services available from mobile phone	2
	Improve the quality of customer service when there is problem with the service	3
	Reduce charges	4
	Others (please specify) ()	5

Q44	Have you ever switched between mobile providers?	C441	Route
		.44	
	Yes	1	Q46
	No	2	Q47

NO QUESTION 45

45

Q46	TO BE ASKED IF 'YES' / '1' CODED IN Q4444 "1" / " "
	RECORD VERBATIM
	Please tell me what was the most important reason for which you have switched your mobile service provider?
	.46

C442-44

C445-47

Q47	SHOW CARD You mentioned you have not switched mobile service providers. which of the following reasons best explains why you have not done so?	C448
	.47	
	I believe my current provider offers the best charges for me	1
	Not able to keep my current number if I switch	2
	Not aware of alternative providers	3

Q48	ASK ALL If while switching the operators, you will be able to maintain the mobile number, would you be more likely to switch provider?	C449
	.48	
	Yes	1
	No	2

FIXED AND MOBILE SUBSTITUTION SECTION –

TO BE ASKED ONLY TO THOSE WHO HAVE BOTH A MOBILE PHONE AND FIXED LINE i.e. BOTH '1' & '2' CODED IN Q13
 13 "2 1"

Q49	SHOW CARD Thinking about the relative usage of your fixed and mobile phones, which of the following statements apply to you <div style="text-align: right;">.49</div>	C450
	Use mobile instead of fixed to use up free mobile minutes/vouchers before they expire; /	1
	Use mobile instead of fixed for calling certain numbers because it is cheaper;	2
	Use mobile phone to text because it is cheaper than using a fixed phone;	3
	Use mobile because it is more convenient to use from anywhere	4
	Use mobile because it is more convenient as there are a lot of numbers stored in it	5
	Use mobile when home phone is being used by someone else;	6
	Use mobile when home line is connected to the Internet;	7
	Use mobile when I have no access to a usable fixed line;	8
	Others (Please specify) ()	9

Q50	ASK Q50 ONLY TO THOSE CODED 'FROM BD 1 UP TO BD 2 PER LINE/NUMBER' / '3' IN Q25 25 "3" / " / 2 1 " 50 Considering all the services that can be provided with a fixed telephone connection including internet, under what circumstances would you consider canceling your fixed telephone and just use a mobile? <div style="text-align: right;">.50</div> Interviewer to read : Please note that in answering this question, if you were to give up your fixed line, you would not be able to get internet/broadband from Batelco. () /	C461
	If the price of monthly line rental for the fixed phone increased	1
	If the price of calls on the fixed lines is more than mobile calls	2
	If the range of services available from a mobile phone increased (e.g., offering internet access from mobile) ()	3
	If the price of using the internet from a mobile was the same as fixed internet access	4
	Would not give up the fixed line for any of the above reasons (SINGLE CODING) ()	5

Note : Here it is not possible to record the amount of increase, it is a complicated question to ask to the respondent and respondents will not be comprehend the hypothetical situation that and come up with responses for expected amount of increase

INTERNATIONAL CALLS

Q51a	SHOW CARD Putting aside for the moment <i>how</i> you pay for international calls, which of these possible options do you regularly use to make international calls? MULTIPLE CODING POSSIBLE	. 51
Q51b	And which of these do you use most often to make international calls?	. 51
		Q51a 51 Q51b 51
		Regularly Use Use most often
		C462 C463
Fixed Line		1 1
Mobile Phone		2 2
Public / Pay Phones		3 3
Internet Shops / Cyber Cafes		4 4

Q52-Q56 ASK FOR ALL THE OPTIONS CODED IN 'REGULARLY USED' IN Q51a

51

56 - 52

Q52	Now please tell me how many international calls do you make approximately every week from _____ (READ THE OPTIONS ONE BY ONE) (_____) _____	.52
(R1)	Fixed Line	C464-65
(R2)	Mobile	C466-67
(R3)	Public / Pay Phone	C468-69
(R4)	Internet Shops / Cyber Cafes	C470-71

Q53a	ASK FOR ALL THE OPTIONS CODED IN 'REGULARLY USED' Which countries do you regularly call from fixed line? MULTIPLE CODING POSSIBLE	. 53
Q53b	Which countries do you regularly call from mobile? MULTIPLE CODING POSSIBLE	. 53
Q53c	Which countries do you regularly call from Public / Pay Phones? MULTIPLE CODING POSSIBLE	. 53
Q53d	Which countries do you regularly call from Internet Shops / Cyber Cafes? MULTIPLE CODING POSSIBLE	. 53

	Q53a	Q53b	Q53c	Q53d
	Fixed Line	Mobile	Public / Pay Phone	Internet Shops / Cyber Cafes
	C511	C521	C531	C541
Oman	1	1	1	1
Qatar	2	2	2	2
UAE (United Arab Emirates) ()	3	3	3	3
Saudi Arabia	4	4	4	4
Kuwait	5	5	5	5
India	6	6	6	6
Pakistan	7	7	7	7
Sri Lanka	8	8	8	8
Bangladesh	9	9	9	9
Philippines	0	0	0	0
	C512	C522	C532	C542
United Kingdom	1	1	1	1
USA	2	2	2	2
Canada	3	3	3	3
Australia	4	4	4	4
New Zealand	5	5	5	5
Germany	6	6	6	6
France	7	7	7	7
Italy	8	8	8	8
Greece	9	9	9	9
Iran	0	0	0	0
Yemen	X	X	X	X
Thailand	Y	Y	Y	Y
Others (Please specify) ()				

Q54a	SHOW CARD. SINGLE CODING What proportion of the international calls from fixed line will fall under these durations?	RECORD %			
	Less than 1 minute				C551-53
	1 to 2 minutes	2			C554-56
	2 to 3 minutes	3	2		C557-59
	More than 3 minutes up to 10 minutes	10	3		C560-62
	More than 10 minutes		10		C563-65
	Total		1	0	0

Q54b	SHOW CARD, SINGLE CODING			RECORD %				
	What proportion of the international calls from mobile will fall under these durations? . 54							
	Less than 1 minute							C568-70
	1 to 2 minutes	2						C571-73
	2 to 3 minutes	3	2					C574-76
	More than 3 minutes up to 10 minutes	10	3					C577-79
	More than 10 minutes		10					C580-82
Total			1	0	0			

Q54c	SHOW CARD, SINGLE CODING			RECORD %				
	What proportion of the international calls from Public / Pay Phones will fall under these durations? . 54							
	Less than 1 minute							C611-13
	1 to 2 minutes	2						C614-16
	2 to 3 minutes	3	2					C617-19
	More than 3 minutes up to 10 minutes	10	3					C620-22
	More than 10 minutes		10					C623-25
Total			1	0	0			

Q54d	SHOW CARD, SINGLE CODING			RECORD %				
	What proportion of the international calls from internet shops / cyber cafes will fall under these durations? . 54							
	Less than 1 minute							C629-31
	1 to 2 minutes	2						C632-34
	2 to 3 minutes	3	2					C635-37
	More than 3 minutes up to 10 minutes	10	3					C638-40
	More than 10 minutes		10					C641-43
Total			1	0	0			

SHOW CARD, SINGLE CODING FOR EACH COLUMN	
Please estimate your average monthly spend on international calls from _____ (READ THE OPTIONS ONE BY ONE) () _____	
Q55a	Fixed Line
Q55b	Mobile
Q55c	Public / Pay Phones
Q55d	Internet Shops / Cyber Cafes

		Q55a 55	Q55b 55	Q55c 55	Q55d 55
		Fixed Line	Mobile	Public / Pay Phones	Internet Shops / Cyber Cafes
		C647	C648	C649	C650
Less than BD5	5	1	1	1	1
BD 5.1 - BD 10	10 – 5.1	2	2	2	2
BD 10.1 - BD 15	15 – 10.1	3	3	3	3
BD 15.1 - BD 20	20 – 15.1	4	4	4	4
BD 20.1 - BD 25	25 – 20.1	5	5	5	5
BD 25.1 - BD 30	30 – 25.1	6	6	6	6
More than BD 30 (Please specify) ()	30	7	7	7	7

Q56	Do you ask people from other countries to call you instead of you calling them because of the cheaper rates in those countries?	.56	C651
	Yes		1
	No		2

Q57	SHOW CARD Turning now to how you pay for international calls, please see this card and tell us which of these mechanisms do you use regularly to make international calls from a fixed line ?	.57
-----	--	-----

		Use Regularly
		C652
(R1)	Pay my fixed line provider for international calls as part of normal telephone bill;	1
(R2)	Batelco pre-pay calling cards (including Batelco's 123 card) (123) -	2
(R3)	Through another operator without a calling card (a permanently pre-selected operator) Note under this option the customer receives two invoices/bills. ()	3
(R4)	Another provider's pre-pay calling card	4
(R6)	Use my home computer to make calls (e.g., through Skype) ()	5

Q58	SHOW CARD Please see this card and tell us which of these mechanisms do you use regularly to make international calls from a mobile phone ?	.58
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		Use Regularly
		C653
(R1)	Pay my mobile provider for international calls in the same way as I pay for all mobile calls;	1
(R2)	A Batelco pre-pay calling card (including its 123 card); (123) -	2
(R3)	An MTC calling card (U-Me) (-)	3
(R4)	Another provider's pre-pay calling card from a registered number	4

Q59	SHOW CARD Please state how important each of the following factors is when deciding which payment method to use for international calls by ranking them as Rank1 ,2 and 3	.59
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		Rank 1	Rank 2	Rank 3
		1	2	3
		C654	C655	C656
(R1)	Relative price	1	1	1
(R2)	Convenience	2	2	2
(R3)	Quality of Service	3	3	3

Note : importance question was repeated twice in the questionnaire (Q60 and Q61) form the last version. Now it has been deleted.

Q60a	SHOW CARD Now we would want to talk to you about international call services brands. Please tell me which of these are you aware of				. 60
Q60b	Which of these have you ever used?				. 60
Q60c	Which of these of these do use currently?				. 60
Q60d	Which of these do use most often?				. 60
		Q60a 60	Q60b 60	Q60c 60	Q60d 60
		Aware	Ever Used	Use Currently	Use most often
		C661	C671	C711	C721
2Call		1	1	1	1
Allo		2	2	2	2
123	123	3	3	3	3
Bahrain Calling Card		4	4	4	4
More		5	5	5	5
In touch		6	6	6	6
K Talk		7	7	7	7
Mena Talk		8	8	8	8
U Me		9	9	9	9
		C662	C672	C712	C722
Star Talk		1	1	1	1
Orbit Phone		2	2	2	2
Ultra Power		3	3	3	3
Salam		4	4	4	4
BOLO		5	5	5	5
Call Home		6	6	6	6
Ma'ak		7	7	7	7

Q61 to 63 TO BE ASKED TO ONLY THOSE RESPONDENTS WHO REGULARLY USE 'ANOTHER OPERATOR WITHOUT A CALLING CARD' '3' CODED IN 57

57 "3" " " 63 61

Q61	You mentioned that you switched operators to make calls from fixed line, thinking about the last time you switched providers (without using a calling card), how easy was it to complete the switch?)	C731
	.61 (
	Very easy	1
	Fairly easy	2
	Not very easy	3
	Not easy at all	4

Q62	DO NOT PROMPT, MULTIPLE CODING What were the key factors that influenced your decision to switch provider?	C732
	.62	
	Relative prices	1
	Advertising by a provider	2
	Special promotional offer	3
	Quality of voice service	4
	Quality of customer service	5
	Recommendation from family/friends /	6
	Others (Please Specify) ()	7

Q63	When looking to switch international call provider, how easy was it to access information about different providers of international calls?	C733
	.63	
	Very easy	1
	Fairly easy	2
	Not very easy	3
	Not easy at all	4

ASK ALL

Q64	SHOW CARD Now please look at this card and tell me on a 5 point scale how would you rate your satisfaction level with international call charges from Bahrain? _____ 5 _____	C734
	.64	
	Extremely dissatisfied	1
	Dissatisfied	2
	Neither satisfied nor dissatisfied ()	3
	Satisfied	4
	Extremely satisfied	5

INTERNET SECTION

(TO BE ASKED TO ALL THOSE WHO HAVE CODED INTERNET '3' IN Q13)

(13 "3")

Q65	Who is your main fixed (i.e. not using a mobile phone) Internet provider at home? ()	.65	C735	Route
	Batelco		1	Q66
	Other (Please specify) ()		2	Q75

Q66	ASK ALL SHOW CARD How does your household access the internet? .	.6	C736	Route
	Through a dial-up subscription service, using the fixed phone line; /		1	Q68
	Through a broadband connection / ADSL /		2	Q70

Q67	SHOW CARD, SINGLE CODING How much on average, does your household spend each month on dial-up internet services? .	.67	C737	
	From BD 5 up to BD 7.5 7.5		5	1
	From BD 7.5 up to BD 10 10		7	2
	More than BD 10 (Please Specify) ()	10		3

Q68	TO BE ASKED TO ONLY TO THOSE WHO HAVE A DIAL UP INTERNET, SHOW CARD, Which of the following factors would cause you to switch from a dial-up service to a broadband service? MULTIPLE CODING / /	.68	C738	Route
	A reduction in the price for broadband services		1	Q74
	Improved quality of service		2	Q74
	More information on broadband services		3	Q74
	Nothing - do not want to switch -		4	Q74

Q69	What Broadband package do you currently subscribe to in your household? .	.69	C739	Route
	Broadband 256 - BD10 price per month 10 - 256		2	Q70
	Broadband 512 - BD25 price per month 25 - 512		3	Q70
	Broadband 1Mb - BD40 price per month 40 - 1		4	Q70
	Broadband 2 Mb - BD60 price per month 60 - 2		5	Q70
	I do not know what package I currently subscribe to		6	Q74
	My subscription is provided as part of my house/apartment rent /		6	Q74

Q70	For what duration have you subscribed to your household broadband connection? <div style="text-align: right;">.70</div>	C740
	A 12 month contract 12	1
	Monthly subscription/payment (no contract) () /	2
	I do not know on what conditions I subscribe	3

Q71	For the internet package you are on do you ever exceed your monthly down load limit? <div style="text-align: right;">.71</div>	C741	Route
	Yes	1	72
	No	2	74
	I do not know what my monthly limit is	3	74

Q72	SHOW CARD You mentioned that at times you exceed the monthly download limit. Please tell me when you reach the maximum download allowed by your package per month, do you <div style="text-align: right;">.72</div>	C742	Route
	Accept a slower service at no additional charge	1	74
	Pay a fee for additional usage	2	73

Q73	SHOW CARD, SINGLE CODING How much on average, does your household spend each month on usage fees above your package's limit <div style="text-align: right;">.73</div>	C743
	I do not know	1
	Under BD 1 1	2
	From BD 1 up to BD 3 3	3
	From BD 3 up to BD 6 6	4
	From BD 6 up to BD 10 10	5
	More than BD 10 (Please Specify) () 10	6

ASK Q74 TO Q76 TO ALL THOSE WHO HAVE INTERNET AT HOME (3 CODED in Q13)

Q74	SHOW CARD, MULTIPLE CODING What are the main uses the Internet at home? _____ .74	C751
	Checking / Writing Emails /	1
	Chatting with friends / relatives (ie Skype) () /	2
	General browsing	3
	On-line shopping	4
	To download music or movies	5
	For watch or listen to streaming services (e.g. radio, films, TV, sports broadcasts) ()	6
	To help with school or university work	7
	To work from home	8
	Other (please specify) ()	9

Q75	SHOW CARD, ASK FOR EACH OPTION, SINGLE CODING FOR EACH OPTION						
	How satisfied are you with the following elements of your internet service? _____ .75						
			Not at all satisfied	Not very satisfied	Neither satisfied nor dissatisfied	Fairly Satisfied	Very Satisfied
(R1)	Overall Internet service	C761	1	2	3	4	5
(R2)	The speed of surfing /	C762	1	2	3	4	5
(R3)	The price of internet services	C763	1	2	3	4	5
(R4)	The quality of customer service provided incase of any problems	C764	1	2	3	4	5
(R5)	The range of internet services available	C765	1	2	3	4	5

Q76	DO NOT PROMPT, MULTIPLE CODING POSSIBLE _Could you please tell me if there are any suggestions you would like to make to help serve you better in the future for internet? _____ .76	C766
	Improve the quality of internet services	1
	Improve the quality of customer service when there is problem with the service	2
	Reduce charges	3
	Others (please specify) ()	4

MOBILE INTERNET SECTION
(TO BE ASKED TO ALL THOSE WHO HAVE CODED MOBILE '2' IN Q13)
(13 "2"

Q77	have you ever accessed internet via	.77	C768	Route
	via a mobile phone		1	Q78
	via a PC data card (on your laptop) ()		2	Q78
	None of the above		3	Q82

Q78	SHOW CARD You mentioned that you use mobile internet services, which provider do you currently use to access mobile internet?	.78	C769
	Batelco		1
	MTC		2
	Other (please specify) ()		3

Q79	SHOW CARD, MULTIPLE CODING You mentioned that you use mobile internet services, in which locations do you do so?	.79	C770
	Home		1
	While commuting		2
	Other places (Please specify) ()		3

Q80	SHOW CARD, MULTIPLE CODING What are the main reasons why you use mobile internet?	.80	C811
	Checking / Writing Emails /		1
	Chatting with friends / relatives () /		2
	General browsing		3
	On-line shopping		4
	To download music or movies		5
	For watch or listen to streaming services (e.g. radio, films, TV, sports broadcasts) ()		6
	To help with school or university work		7
	To work from home		8
	Other (please specify) ()		9

ASK Q81 TO THOSE WHO HAVE INTERNET IN THE HOUSEHOLD (3 coded in Q13) AND USE MOBILE INTERNET (1 or 2 Coded IN Q77)

(77 2 1) _ (13 3) 81

Q81	If you have fixed internet at home what percentage of the time would you access your mobile internet compared to your fixed internet?				.81
		POINTS			
(R1)	Mobile Internet				C812-14
(R2)	Fixed Internet				C815-17
	Total	1	0	0	

ASK Q82 TO THOSE WHO HAVE INTERNET IN THE HOUSEHOLD (3 coded in Q13)

(13 3) 82

Q82	SHOW CARD. Which of the following factors might lead you to use your mobile internet access more? MULTIPLE CODING				C821
					.82
	Reduced prices for mobile internet				1
	Improved download speed for mobile internet				2
	Improved access devices (e.g., mobile phones with larger screens)				3
	Improved content				4

TRA AWARENESS SECTION

(_____) _____

QT1	SHOW AD STILL A Please see this card and tell me whether you recall seeing this ad? _____ .1	C822	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	C823	
	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? _____ .1 .3	C831	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	C841	
	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	C851	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	C852
	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
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_____ C861-63
 _____ C864-66
 _____ C867-69

QT8	Have you8	C911
	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	C912	Route
	Yes		1	QT10
	No		2	QT12

QT10	Have you ever responded to any request for submission / consultation?	.10	C913	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	C914
	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	C915
	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? <u>12</u> _____ .13	C916
	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? <u>15</u> _____ <u>12</u> "3" " _____ " _____ .14	
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_____ C921-23

_____ C924-26

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? <u>12</u> _____ .15	C931
	Service provider's	
	Website	1
	Leaflets	2
	Application Forms	3
	Customer Service Centres	4
	Others (please specify) ()	5

ASK ALL

QT16	SHOW THE 'KEEP ASKING BOOKLET' Now tell us have you seen this booklet before? _____ .16	C941
	Yes	1
	No	2

THANK THE RESPONDENT AND CLOSE THE INTERVIEW