



HOUSEHOLD INTERNET USE SURVEY

QUESTIONNAIRE

Reference Year 2003

Collection Year 2004

For information only



Statistics
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**Household Internet Use Survey - Reference Year 2003
Collection Year 2004**

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HIUSNOTE

Note: To improve readability, "condition checks" and "edits" superfluous to understanding the flow of the questionnaire have been deleted.

Section: GENERAL USE OF INTERNET (GU)

GU_Q01 We are conducting a survey about the use of technology. The purpose of the study is to better understand Internet use, how it affects your daily life and its influence on the economy. The questions will cover household Internet use and purchases made over the Internet in the last 12 months.

Even if you or members of your household are not Internet users, it is still important that we obtain your views.

Although this survey is voluntary, your assistance is essential if the results are to be accurate. Your answers will be kept confidential and only used for statistical purposes.

Coverage: *All households*

GU_Q02 Has anyone in your household ever used the Internet (E-mail or world wide web) from home, work, school or any other location?

- 1 Yes
- 2 No (Go to NU_Q01)
- DK, RF (Go to NU_Q01)

Coverage: *All households*

GU_Q03 In a typical month, does anyone in this household use the Internet (from any location)?

- 1 Yes
- 2 No (Go to GU_Q05)
- DK, RF (Go to GU_Q05)

Coverage: *Households who have used Internet in the past*

GU_Q04 In a typical month, do you personally use the Internet?

- 1 Yes
- 2 No
- DK, RF

Default: (Go to UA_Q01)

Coverage: *Respondents who use the Internet in a typical month*

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- GU_Q05** **When was the last time any member of this household used the Internet?**
- 1 0-3 months ago.....(Go to GU_Q05B)
 - 2 4-6 months ago.....(Go to GU_Q05B)
 - 3 7-12 months ago.....(Go to GU_Q05B)
 - 4 More than 1 year but less than 2 years (Go to GU_Q06)
 - 5 2 years ago or more (Go to GU_Q06)
 - DK, RF (Go to GU_Q06)

Coverage: *Households who have used the Internet in the past but not in a typical month*

- GU_Q05B** **During the last 12 months, has any member of your household, used the Internet to "Order" or "Purchase" products or services?**
- 1 Yes
 - 2 No
 - DK, RF

Coverage: *Households who do not use the Internet in a typical month but have used the Internet during the last 12 months.*

- GU_Q06** **In the past, has any member of this household used the Internet in a typical month, from any location?**
- 1 Yes
 - 2 No (Go to NU_Q01)
 - DK, RF (Go to NU_Q01)

Coverage: *Households who have used the Internet in the past*

- GU_Q07** **How often did they use the Internet in a typical month?**
- 1 **At least 7 times per week**
 - 2 **At least 4 times per month**
 - 3 **1 to 3 times per month**
 - 4 **Less than once per month**
 - DK, RF

Coverage: *Households who have used the Internet in a typical month in the past*

- GU_Q08** **From what location(s) was the Internet typically used?**
- INTERVIEWER: Read list. Mark all that apply.
- 1 **Home**
 - 2 **Work**
 - 3 **School**
 - 4 **Public library**
 - 5 **Another location**(Go to GU_Q08S1)
 - DK, RF

Default: (Go to GU_Q09)

Coverage: *Households who have used the Internet in a typical month in the past*

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GU_Q08S1 From what other location(s) was the Internet typically used?

INTERVIEWER: Mark all that apply. Probe for what type of location, do not read list or give examples.

- 1 Relative's home
- 2 Internet Café
- 3 Community Access Program
- 4 Friends/neighbour's home
- 5 Other - Specify.....(Go to GU_Q08S2)
DK, RF

Default: (Go to GU_Q09)

Coverage: *Households who have used the Internet in a typical month in the past*

GU_Q08S2 From what other location(s) was the Internet typically used?

____(80 spaces)

Coverage: *Households who have used the Internet in a typical month in the past*

GU_Q09 What are the reasons members of your household no longer use the Internet from any location(s) in a typical month?

INTERVIEWER: Mark all that apply

- 01 Too costly (service or equipment)
- 02 Used at work, no longer in that position
- 03 Used in school, no longer in school
- 04 Too difficult to use
- 05 No need
- 06 Concerned children in household will give out personal information
- 07 Concerned for exposure to objectionable material
- 08 Other security, confidentiality or privacy concerns
- 09 Equipment broken
- 10 No time, too busy
- 11 No computer access
- 12 Other - Specify.....(Go to GU_Q09S)
DK, RF

Default: (Go to NU_Q01)

Coverage: *Households who have used the Internet in a typical month in the past*

GU_Q09S For what other reason(s) do members of your household no longer use the Internet in a typical month?

____(80 spaces)

Default: (Go to NU_Q01)

Coverage: *Households who have used the Internet in a typical month in the past*

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Section: USER AGE (UA)

UA_Q01 Do any of the household members aged 18 years or over use the Internet in a typical month?

- 1 Yes
 - 2 No
- DK, RF

Coverage: Households who use the Internet in a typical month

UA_C02 Condition Check

Note: If AgeLT18 = Yes (i.e. at least one member of the household is less than 18) go to UA_Q02, else go to LU_Q01

UA_Q02 Do any of the household members under the age of 18 use the Internet in a typical month?

- 1 Yes
 - 2 No
- DK, RF

Coverage: Households having member(s) < 18 years

Section: LOCATION OF USE (LU)

LU_Q01 Now I would like to ask you about the place(s) from which members of your household use the Internet.

Coverage: Households who use the Internet in a typical month

LU_Q02 In a typical month, do any members of your household use the Internet: ...at home?

- 1 Yes
 - 2 No
- DK, RF

Coverage: Households who use the Internet in a typical month

LU_Q03 In a typical month, do any members of your household use the Internet: ...at work?

- 1 Yes
 - 2 No
- DK, RF

Coverage: Households who use the Internet in a typical month

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LU_Q04 In a typical month, do any members of your household use the Internet:
...at school, college or university where they are studying?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet in a typical month

LU_Q05 In a typical month, do any members of your household use the Internet:
...at a public library?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet in a typical month

LU_Q07 In a typical month, do any members of your household use the Internet:
...at another location?

- 1 Yes.....(Go to LU_Q07S1)
- 2 No
DK, RF

Default: (Go to HU_C01)

Coverage: Households who use the Internet in a typical month

LU_Q07S1 **From what other location(s) do members of your household use the Internet?**

INTERVIEWER: Mark all that apply. Probe for what type of location(s), do not read list or give examples.

- 1 Relative's home
- 2 Internet Café
- 3 Community Access Program
- 4 Friend or neighbour's home
- 5 Other - Specify.....(Go to LU_Q07S2)
DK, RF

Coverage: Households who use the Internet in a typical month

LU_Q07S2 From what other location(s) do members of your household use the Internet?

____(80 spaces)

Coverage: Households who use the Internet in a typical month

Section: HOME USAGE (HU)

HU_C01 Condition Check

Note: If LU_Q02 = Yes, go to HU_Q01, else go to CM_Q01

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HU_Q01 **Is your household connection to the Internet at home by:**

INTERVIEWER: Mark all that apply.

1 **Telephone line connected to a computer**
2 **Cable line connected to a computer**
3 **Connected through television**
4 **Wireless (e.g., cellular telephone, personal digital appliance)**
5 **Other connection**..... (Go to HU_Q01S)
 DK, RF

Default: (Go to HU_Q01T)

Coverage: *Households who use the Internet at home in a typical month*

HU_Q01S **What kind of other connection does your household have?**

_____ (80 spaces)

Coverage: *Households who use the Internet at home in a typical month*

HU_Q01T **Is your household Internet connection service paid for...**

1 **By a member of this household**
2 **By a non-household member (e.g., employer)**..... (Go to HU_Q01W)
 DK, RF (Go to HU_Q01W)

Coverage: *Households who use the Internet at home in a typical month*

HU_Q01U **Is your household Internet connection service purchased...**

1 **On a monthly rate**..... (Go to HU_Q01V)
2 **By block of hours**..... (Go to HU_Q01W)
 DK, RF (Go to HU_Q01W)

Coverage: *Households having an Internet connection paid for by a household member*

HU_Q01V **What is the monthly amount paid for this household Internet connection?**

_____ (2 spaces) [Min: 1 Max: 95]
 DK, RF

Coverage: *Households whose Internet connection is paid monthly*

HU_Q01W **Is this household Internet connection a "High Speed" connection?**

1 Yes
2 No
 DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q02 **My remaining questions are about using the Internet at home in a typical month.**

Coverage: *Households who use the Internet at home in a typical month*

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HU_Q03 **How often do members of your household use the Internet at home in a typical month?**

- 1 **At least 7 times per week**
 - 2 **At least 4 times per month**
 - 3 **1 to 3 times per month**
 - 4 **Less than once per month**
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q04 **What is the total amount of time members of your household spend on the Internet at home in a typical month?**

- 01 **Less than 5 hours**
 - 02 **Between 5 and 9 hours**
 - 03 **Between 10 and 19 hours**
 - 04 **Between 20 and 29 hours**
 - 05 **Between 30 and 39 hours**
 - 06 **Between 40 and 49 hours**
 - 07 **50 hours or more**
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q05 **In a typical month, does anyone in your household use the Internet at home for self-employed business use?**

INTERVIEWER: Only applies if someone in the household is self-employed. If no one is self-employed, enter 'No'.

- 1 Yes
 - 2 No
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q07 **In a typical month, does anyone in your household use the Internet at home for employer-related business use?**

INTERVIEWER: Only applies if a respondent or household member uses the Internet at home for employer-related business.

- 1 Yes
 - 2 No
- DK, RF (Go to HU_Q09)

Coverage: *Households who use the Internet at home in a typical month*

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HU_Q07A **Some people work all or some of their regular scheduled hours at home. Excluding overtime, does any member of your household work any of their scheduled hours at home?**

- 1 Yes
- 2 No (Go to HU_Q09)
- DK, RF (Go to HU_Q09)

Coverage: *Households who use the Internet at home in a typical month*

HU_Q07B **Do any of these members use the Internet for this scheduled work at home?**

INTERVIEWER: Only applies if a respondent or household member uses the Internet at home for employer-related business

- 1 Yes
- 2 No
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q09 **In a typical month, does anyone in your household use the Internet at home for personal (non-business) use?**

- 1 Yes
- 2 No
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q11 **In a typical month does any member of your household use the Internet at home: ...for E-mail/Hotmail?**

- 1 Yes
- 2 No
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q12 **In a typical month does any member of your household use the Internet at home: ...for electronic banking?**

- 1 Yes
- 2 No
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

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HU_Q13 In a typical month does any member of your household use the Internet at home:
...to purchase goods and services?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q14 In a typical month does any member of your household use the Internet at home:
...to search for medical or health related information?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q15 In a typical month does any member of your household use the Internet at home:
...for formal education, training or school work?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q16 In a typical month does any member of your household use the Internet at home:
...to search for government related information?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q17 In a typical month does any member of your household use the Internet at home:
...to search for employment?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q18 In a typical month does any member of your household use the Internet at home:
...for general browsing?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

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HU_Q19 In a typical month does any member of your household use the Internet at home:
...to play games on the Internet?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q20 In a typical month does any member of your household use the Internet at home:
...to participate in chat groups?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q21 In a typical month does any member of your household use the Internet at home:
...to obtain and save music?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q22 In a typical month does any member of your household use the Internet at home:
...to listen to the radio?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q23 In a typical month does any member of your household use the Internet at home:
...to find sports related information?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

HU_Q24 In a typical month does any member of your household use the Internet at home:
...for financial information?

- 1 Yes
- 2 No
DK, RF

Coverage: Households who use the Internet at home in a typical month

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HU_Q25 In a typical month does any member of your household use the Internet at home:
...to view the news?

- 1 Yes
- 2 No
DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q26 In a typical month does any member of your household use the Internet at home:
...for travel information/arrangements?

- 1 Yes
- 2 No
DK, RF

Coverage: *Households who use the Internet at home in a typical month*

HU_Q27 In a typical month does any member of your household use the Internet at home:
...to search for other information?

- 1 Yes..... (Go to HU_Q27S)
- 2 No
DK, RF

Default: (Go to HU_C28)

Coverage: *Households who use the Internet at home in a typical month*

HU_Q27S What other information is searched on the Internet?

____ (80 spaces)

Coverage: *Households who use the Internet at home in a typical month*

HU_C28 Condition Check

Note: If HU_Q15 = Yes, go to HU_Q28, else go to HU_Q29

HU_Q28 **For what specific educational purposes do members of your household use the Internet?**

INTERVIEWER: Mark all that apply

- 1 Distance education, self-directed learning or correspondence courses
- 2 To research information for project assignments or for solving academic problems
- 3 To communicate with teachers and peers (includes submission of projects or assignments)
- 4 Communicate with administration, register, or obtain marks
- 5 Other - Specify..... (Go to HU_Q28S)
DK, RF

Default: (Go to HU_Q29)

Coverage: *Households who use the Internet at home in a typical month and for educational purposes*

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HU_Q28S For what other education purpose(s) do members of your household use the Internet?

____(80 spaces)

Coverage: *Households who use the Internet at home in a typical month and for educational purposes*

HU_Q29 Does anyone in your household plan in the next 12 months to use the Internet from home to purchase products or services?

- 1 Yes
- 2 No
- DK, RF

Coverage: *Households who use the Internet at home in a typical month*

Section: COMMERCE (CM)

CM_Q01 The next few questions are about the Internet and its influence on purchases of products and services. The first set of questions will refer to ordering products and services over the Internet from any location but not paying for them on the Internet. These orders are for personal or household consumption only.

Coverage: *Households who use the Internet from any location in a typical month*

CM_Q02 In the last 12 months, has anyone in your household ordered a product or service over the Internet, where payment was made, but not made directly over the Internet using a credit card? (For personal or household use not business use.)

- 1 Yes
- 2 No(Go to CM_Q09)
- DK, RF(Go to CM_Q09)

Coverage: *Households who use the Internet from any location in a typical month*

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CM_Q03 What types of products or services were ordered?

INTERVIEWER: Mark all that apply.

- 01 Computer software
- 02 Computer hardware
- 03 Music (CDs, tapes, MP3)
- 04 Books, magazines, on-line newspapers
- 05 Videos, digital video disc (DVD)
- 06 Other entertainment products (concert, theatre tickets)
- 07 Food, condiments, beverages
- 08 Health, beauty, medical, vitamins
- 09 Clothing, jewellery and accessories
- 10 Housewares (e.g. large appliances, furniture)
- 11 Consumer electronics (e.g. camera, computer, stereo, TV, VCR)
- 12 Automotive (cars, trucks, recreational vehicles or products)
- 13 Travel arrangements (hotel reservation, travel tickets, rental car)
- 14 Flowers - Gifts
- 15 Sports equipment
- 16 Toys and games
- 17 Real Estate
- 18 Other - Specify.....(Go to CM_Q03S)
DK, RF

Default: (Go to CM_Q04)

Coverage: *Households who ordered products and services without paying directly on the Internet*

CM_Q03S What other type(s) of products or services were ordered?

____(80 spaces)

Coverage: *Households who ordered products and services without paying directly on the Internet*

CM_Q04 During the last 12 months, how many separate orders for products or services did your household place but did not pay for directly over the Internet?

INTERVIEWER: Number of transactions, not articles purchased.

____(3 spaces) [Min: 1 Max: 995]

DK, RF

Coverage: *Households who ordered products and services without paying directly on the Internet*

CM_Q05 During the last 12 months, what was the estimated total cost, in Canadian dollars, of the products and services your household ordered, but did not pay for directly over the Internet?

INTERVIEWER: Probe for estimate, round to the nearest dollar value.

____(6 spaces) [Min: 0 Max: 999995]

DK, RF

Coverage: *Households who ordered products and services without paying directly on the Internet*

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CM_E05 The number of Total Orders (CM_Q04) is > 0, yet the dollar value reported for Total Purchases (CM_Q05) is 0. Please confirm.

Note: Trigger SOFT EDIT IF CM_Q05 = 0 and CM_Q04 > 0

CM_C06 Condition Check

Note: If CM_Q04 = Do Not Know or Refused, go to CM_Q07, else go to CM_Q06

CM_Q06 **Of the total number of separate orders placed but not paid for directly over the Internet, how many of these orders were from companies in Canada?**

____(3 spaces) [Min: 0 Max: 995]

DK, RF (Go to CM_Q07)

Coverage: Households who ordered products and services without paying directly on the Internet

CM_C06A Condition Check

Note: IF CM_Q06 = 0, go to CM_Q08, else go to CM_E06

CM_C07 Condition Check

Note: If CM_Q04 and CM_Q06 = Response and CM_Q04 = CM_Q06, go to CM_Q08, else go to CM_Q07

CM_Q07 **Of the total amount spent on products or services ordered but not paid for over the Internet, how much was spent on products and services from companies in Canada?**

INTERVIEWER: Probe for estimate, round to the nearest dollar.

____(6 spaces) [Min: 0 Max: 999995]

DK, RF (Go to CM_Q08)

Coverage: Households who ordered products and services without paying directly on the Internet

CM_E07A The number of Canadian Orders (CM_Q06) is > 0, yet the reported dollar value for Canadian Orders (CM_Q07) is 0. Please confirm.

Note: Trigger SOFT EDIT if CM_Q06 is NOT EQUAL to Do Not Know OR Refuse and CM_Q06 > 0 and CM_Q07 = 0

CM_Q08 **During the last 12 months, how did your household pay for these products or services ordered (but not paid for over the Internet)?**

INTERVIEWER: Mark all that apply.

- 1 Credit card over the telephone
 - 2 Payment on delivery (COD)
 - 3 By cheque
 - 4 Other
- DK, RF

Coverage: Households who ordered products and services without paying directly on the Internet

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CM_Q09 This next set of questions will refer to ordering products and services over the Internet from any location, for personal or household consumption, and paying by credit card over the Internet.

Coverage: Households who use the Internet from any location in a typical month

CM_Q10 During the last 12 months, has anyone in your household ordered a product or service over the Internet where the purchase was directly paid for by credit card over the Internet?

- 1 Yes
- 2 No (Go to CM_C16)
- DK, RF (Go to CM_C16)

Coverage: Households who use the Internet from any location in a typical month

CM_Q11 What types of products or services were purchased (ordered and paid for over the Internet)?

INTERVIEWER: Mark all that apply.

- 01 Computer software
- 02 Computer hardware
- 03 Music (CDs, tapes, MP3)
- 04 Books, magazines, on-line newspapers
- 05 Videos, digital video disc (DVD)
- 06 Other entertainment products (concert, theatre tickets)
- 07 Food, condiments, beverages
- 08 Health, beauty, medical, vitamins
- 09 Clothing, jewellery and accessories
- 10 Housewares (e.g. large appliances, furniture)
- 11 Consumer electronics (e.g. camera, computer, stereo, TV, VCR)
- 12 Automotive (cars, trucks, recreational vehicles or products)
- 13 Travel arrangements (hotel reservation, travel tickets, rental car)
- 14 Flowers - gifts
- 15 Sports equipment
- 16 Toys and games
- 17 Real Estate
- 18 Other - Specify (Go to CM_Q11S)
- DK, RF

Default: (Go to CM_Q12)

Coverage: Households who ordered products and services and paid directly on the Internet

CM_Q11S What other type(s) of products or services were purchased (ordered and paid for over the Internet)?

____ (80 spaces)

Coverage: Households who ordered products and services and paid directly on the Internet

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CM_Q12 **During the last 12 months, how many separate orders for products or services (ordered and paid for over the Internet) did your household make over the Internet?**

INTERVIEWER: Number of transactions, not articles purchased.

_____(3 spaces) [Min: 1 Max: 995]
DK, RF

Coverage: Households who ordered products and services and paid directly on the Internet

CM_Q13 **During the last 12 months, what was the estimated total cost, in Canadian dollars, of the products and services your household ordered and paid for directly over the Internet?**

INTERVIEWER: Probe for estimate, round to the nearest dollar.

_____(6 spaces) [Min: 1 Max: 999995]
DK, RF

Coverage: Households who ordered products and services and paid directly on the Internet

CM_C14 Condition Check

Note: If CM_Q12 = Do Not Know or Refused, go to CM_Q15, else go to CM_Q14

CM_Q14 **Of the total number of separate orders placed and purchased directly over the Internet, how many of these orders were from companies in Canada?**

_____(3 spaces) [Min: 0 Max: 995]

DK, RF (Go to CM_Q15)

Coverage: Households who ordered products and services and paid directly on the Internet

CM_C14A Condition Check

Note: If CM_Q14 = 0, go to CM_C16, else go to CM_E14

CM_C15 Condition Check

Note: If CM_Q12 and CM_Q14 = Response and CM_Q12 = CM_Q14, go to CM_C16, else go to CM_Q15

CM_Q15 **Of the total amount spent on products or services ordered and paid for over the Internet in the last 12 months, how much was spent on products and services from companies in Canada?**

INTERVIEWER: Probe for estimate, round to the nearest dollar value

_____(6 spaces) [Min: 0 Max: 999995]

DK, RF (Go to CM_Q16)

Coverage: Households who ordered products and services and paid directly on the Internet

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CM_E15A The number of Canadian Orders (CM_Q14) is > 0, yet the reported dollar value for Canadian Orders (CM_Q15) is 0. Please confirm.

Note: Trigger SOFT EDIT if CM_Q15 = 0 and CM_Q14 > 0

CM_C16 Condition Check

Note: If (CM_Q02 = Yes or CM_Q10 = Yes) go to CM_Q16, else go to CM_Q21

CM_Q16 **In the next 12 months, do you expect the value of orders made by your household over the Internet, whether paid for over the Internet or not, to increase, decrease or stay the same?**

- 1 Increase
 - 2 Decrease
 - 3 Stay the same
- DK, RF

Coverage: Households who ordered products and services on the Internet

CM_Q17 **The Internet offers a variety of products and services. Some of these products and services are called "Digital Products" which are delivered directly to your computer. Examples of products are music, gameware, computer software or services such as courses taken over the Internet.**

Coverage: Households who ordered products and services on the Internet

CM_Q18 **During the last 12 months, has anyone in your household purchased a digital product, delivered directly to your computer, over the Internet? (For personal or household use not business use).**

- 1 Yes
 - 2 No (Go to CM_Q21)
- DK, RF (Go to CM_Q21)

Coverage: Households who ordered products and services on the Internet

CM_Q19 **During the last 12 months, what was the estimated total cost of products that your household ordered that were received in a digital format directly over the Internet? (Please include all such products regardless of the method of payment.)**

INTERVIEWER: Probe for estimate, round to the nearest dollar.

____(6 spaces) [Min: 1 Max: 999995]

DK, RF (Go to CM_Q20)

Coverage: Households who purchased digital products on the Internet

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CM_Q20 **During the last 12 months, how much of what was spent on these digital products ordered was from companies in Canada?**

INTERVIEWER: Probe for estimate, round to the nearest dollar.

____(6 spaces) [Min: 0 Max: 999995]

DK, RF(Go to CM_Q21)

Coverage: *Households who purchased digital products on the Internet*

CM_Q20A **What types of digital products were purchased?**

INTERVIEWER: Mark all that apply

- 01 Computer software
 - 02 Music (CDs, tapes, MP3)
 - 03 Books, magazines, on-line newspapers
 - 04 Videos, digital video disc (DVD)
 - 05 Other entertainment products (concert, theatre tickets)
 - 06 Other - Specify.....(Go to CM_Q20S)
- DK, RF

Default: (Go to CM_Q21)

Coverage: *Households who purchased digital products on the Internet*

CM_Q20S **What other types of digital products were purchased?**

____(80 spaces)

Coverage: *Households who purchased digital products on the Internet*

CM_Q21 **In the last 12 months, have you, or anyone in your household, ever used the Internet to "Window-shop" for personal or household use? That is, has the Internet ever been used to narrow down the search for products or services without placing an order directly over the Internet?**

- 1 Yes
 - 2 No(Go to CM_C23)
- DK, RF(Go to CM_C23)

Coverage: *Households who use the Internet from any location in a typical month*

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CM_Q22 What types of products or services were these?

INTERVIEWER: Mark all that apply.

- 01 Computer software
- 02 Computer hardware
- 03 Music (CDs, tapes, MP3)
- 04 Books, magazines, on-line newspapers
- 05 Videos, digital video disc (DVD)
- 06 Other entertainment products (concert, theatre tickets)
- 07 Food, condiments, beverages
- 08 Health, beauty, medical, vitamins
- 09 Clothing, jewellery and accessories
- 10 Housewares (e.g. large appliances, furniture)
- 11 Consumer electronics (e.g. camera, computer, stereo, TV, VCR)
- 12 Automotive (cars, trucks, recreational vehicles or products)
- 13 Travel arrangements (hotel reservation, travel tickets, rental car)
- 14 Flowers - gifts
- 15 Sports equipment
- 16 Toys and games
- 17 Real Estate
- 18 Other - Specify.....(Go to CM_Q22S)
DK, RF

Default: (Go to CM_Q22Z)

Coverage: *Households who have window-shopped on the Internet during the last 12 months*

CM_Q22S What other type(s) of products and services?

_____ (80 spaces)

Coverage: *Households who have window-shopped on the Internet during the last 12 months*

CM_Q22Z Did the search for products and services using the Internet, "Window-shopping", later result in a direct purchase from a retailer? That is, a purchase that did not involve the ordering or payment of a product or service over the Internet.

- 1 Yes
- 2 No
- DK, RF

Coverage: *Households who have window-shopped on the Internet during the last 12 months*

CM_C23 Condition Check

Note: If CM_Q10 = Yes, go to CM_Q24, else go to CM_Q23

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CM_Q23 **Are you willing to use a credit card on the Internet to pay for products or services?**

- 1 Yes
- 2 No
- DK, RF

Coverage: *Households who use the Internet at home and did not pay by credit card on the Internet during the last 12 months*

CM_Q24 **In general, how concerned are you about privacy on the Internet? (E.g. people finding out what websites you have visited, others reading your e-mail.)**

- 1 **Not at all concerned**
- 2 **Concerned**
- 3 **Very concerned**
- DK, RF

Coverage: *Households who use the Internet from any location in a typical month*

CM_Q25 **How concerned are you about security in relation to your household financial transactions conducted over the Internet? (By transactions we mean purchasing products over the Internet using a credit card or banking over the Internet.)**

- 1 **Not at all concerned**
- 2 **Concerned**
- 3 **Very concerned**
- DK, RF

Coverage: *Households who use the Internet from any location in a typical month*

CM_C26 Condition Check

Note: If AgeL18 = Yes (i.e. at least one member of the household is less than 18), go to CM_Q26, else go to NU_C01

CM_Q26 **How concerned are you about Internet content that might be viewed by members of your household under the age of 18?**

- 1 **Not at all concerned**
- 2 **Concerned**
- 3 **Very concerned**
- DK, RF

Coverage: *Households who have household members < 18*

CM_C27 Condition Check

Note: If CM_Q26 = Concerned (2) or CM_Q26 = Very Concerned (3), go to CM_Q27 else go to NU_C01

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CM_Q27 **What type of Internet content concerns you the most for members under the age of 18?**

INTERVIEWER: Please probe for overall main concern. (One response only.)

- 01 Pornography - sexually explicit material
- 02 Hate literature - based on sexual preference, ethnic origin or racial background
- 03 Chat groups - developing relationships with strangers
- 04 Violence (including bomb making and fire arms material)
- 05 Gambling
- 06 Game - use or excessive use
- 07 Advertising directed to children (including unsolicited E-mail)
- 08 Other - Specify..... (Go to CM_Q27S)
DK, RF

Default: (Go to NU_C01)

Coverage: Respondents who are concerned by Internet content viewed by household members < 18.

CM_Q27S **What other type of Internet content concerns you?**

INTERVIEWER: Please probe for overall main concern. (One response only.)

_____ (80 spaces)

Coverage: Respondents who are concerned by Internet content viewed by household members < 18.

Section: EVER USERS AND NON USERS (NU)

NU_C01 Condition Check

Note: If LU_Q02 = Yes, go to INC_Q01, else go to NU_Q01

NU_Q01 **During the next 12 months, does any member of your household plan to regularly use the Internet from any location?**

- 1 Yes
- 2 No (Go to NU_Q03)
- DK, RF (Go to NU_Q03)

Coverage: Households who presently don't use the Internet at home

NU_Q02 **Would this regular use be from ...**

INTERVIEWER: Mark all that apply.

- 1 **home?**
- 2 **work?**
- 3 **school, college or university?**
- 4 **a public library?**
- 5 **Other - Specify** (Go to NU_Q02S)
DK, RF

Default: (Go to NU_Q03)

Coverage: Households who plan on using the Internet during the next 12 months

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NU_Q02S From what other location(s) would Internet be used regularly?

____(80 spaces)

Coverage: *Households who plan on using the Internet during the next 12 months*

NU_Q03 **Do you have a computer at home?**

1 Yes

2 No (Go to INC_Q01)

DK, RF (Go to INC_Q01)

Coverage: *Households who presently don't use the Internet at home*

NU_Q04 **What are the reasons why your household does not use your home computer for accessing the Internet?**

INTERVIEWER: Mark all that apply.

- 01 Too costly (service or equipment)
 - 02 Internet or computers too difficult to use
 - 03 Use at work instead
 - 04 Use at another location instead
 - 05 No need / not useful
 - 06 Not enough time
 - 07 Concerned child(ren) in household will give out personal information
 - 08 Concerned for exposure to objectionable material
 - 09 Cannot obtain access due to remote location of the dwelling
 - 10 Other confidentiality, security or privacy concerns
 - 11 Computer too old
 - 12 Waiting for installation
 - 13 No interest
 - 14 Other - Specify..... (Go to NU_Q04S)
- DK, RF

Default: (Go to INC_Q01)

Coverage: *Households who presently don't use the Internet at home but have a computer*

NU_Q04S **What are the other reasons why your household does not use your home computer to access the Internet?**

____(80 spaces)

Coverage: *Households who presently don't use the Internet at home but have a computer*

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Section: HOUSEHOLD INCOME (INC)

INC_Q01 Various measures of income are needed to study the relationship between the household's overall economic situation and their use of technology. From which of the following sources did your household receive any income in the past 12 months?

INTERVIEWER: Mark all that apply.

- 01 **Wages and salaries**
- 02 **Income from self-employment**
- 03 **Dividends and interest on bonds, savings, stocks, etc.**
- 04 **Employment Insurance**
- 05 **Workers' Compensation**
- 06 **Benefits from Canada or Quebec pension plan**
- 07 **Retirement pensions, superannuation and annuities**
- 08 **Old Age Security and Guaranteed Income Supplement**
- 09 **Child Tax Benefit**
- 10 **Provincial or municipal social assistance or welfare**
- 11 **Child Support**
- 12 **Alimony**
- 13 **Other income (e.g. rental, scholarship, other government income, etc.)**
- 14 No income (Go to INC_END)
DK, RF

Coverage: All households

INC_Q02 What is your best estimate of the total income before taxes and deductions of all household members from all sources in the past 12 months?

INTERVIEWER: Enter "0" if none.

____ (6 spaces) [Min: 0 Max: 999995]

DK, RF (Go to INC_Q03)

Default: (Go to INC_END)

Coverage: Households with income

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INC_Q03 **What is your best estimate of the total income before taxes and deductions, of all household members from all sources during the past 12 months? Was the total household income:**

- 01 **Less than \$5,000**
- 02 **Between \$5,000 - \$9,999**
- 03 **Between \$10,000 - \$14,999**
- 04 **Between \$15,000 - \$19,999**
- 05 **Between \$20,000 - \$29,999**
- 06 **Between \$30,000 - \$39,999**
- 07 **Between \$40,000 - \$49,999**
- 08 **Between \$50,000 - \$59,999**
- 09 **Between \$60,000 - \$79,999**
- 10 **Between \$80,000 - \$99,999**
- 11 **\$100,000 or more**
- DK, RF**

Coverage: Households who answered "Don't know" or "Refused" to an estimate of total household income from all sources before taxes and deductions during the past 12 months

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