Section 2: Individual use of fixed broadband service (Age 16 and older)

25. Age (years)
- [ ] 1 15 – 24
- [ ] 2 25 – 34
- [ ] 3 35 – 44
- [ ] 4 45 - 54
- [ ] 5 55 - 64
- [ ] 6 65 years and over

26. Sex
- [ ] 1 Male
- [ ] 2 Female

27. Highest educational level. Please (X) one.
- [ ] 1 Primary education or lower
- [ ] 2 Secondary education
- [ ] 3 A-level/college
- [ ] 4 University

28. Labour force status. Please (X) one.
- [ ] 1 Employee (Private Sector)
- [ ] 2 Employee (Public Sector)
- [ ] 3 Self-employed (with employee)
- [ ] 4 Self-employed (without employee)
- [ ] 5 Unemployed
- [ ] 6 Retired
- [ ] 7 Student
- [ ] 8 Other

29. Have you used fixed internet service from any location in the last three months?  
- [ ] 1 Yes
- [ ] 2 No (Go to Q 36)

30. Where did you use fixed internet service in the last 12 months? (X) all that apply.
- [ ] 1 At home
- [ ] 2 At work
- [ ] 3 At a government facility
- [ ] 4 At a public park
- [ ] 5 At another person’s home
- [ ] 6 At a community internet access point
- [ ] 7 At an internet café
- [ ] 8 At school or library
- [ ] 9 At the airport or hotel
- [ ] 10 From open Wi-Fi in my neighborhood
- [ ] 11 Other locations
- [ ] 12 I have not used the internet in the past 12 months (Go to Q 36)

31. How often did you typically use fixed internet service during the last three months (from any location)? Please (X) one.
- [ ] 1 Several times a day
- [ ] 2 A few times a day
- [ ] 3 At least once a week
- [ ] 4 At least once a month

32. Which of the follow devices do you use most often for accessing fixed internet service at home? Please (X) one.
- [ ] 1 iPad
- [ ] 2 Samsung Galaxy Tab
- [ ] 3 Kindle Fire
- [ ] 4 Other tablet
- [ ] 5 Laptop
- [ ] 6 Desktop computer
- [ ] 7 Play station console
- [ ] 8 Xbox 360
- [ ] 9 Nintendo Wii
- [ ] 10 Other

33. Which of the following VoIP phone services do you use? 
- [ ] 1 LIME’s NetSpeak service
- [ ] 2 Vonage
- [ ] 3 Magic Jack
- [ ] 4 Skype
- [ ] 5 Other (specify)
- [ ] 6 None

34. For which of the following activities did you use the fixed line internet in the last 12 months (from any location)? Please (X) all that apply.

**Getting information**
- [ ] 1 About local/regional goods or services
- [ ] 2 About international goods or services
- [ ] 3 Related to health or health services
- [ ] 4 About job opportunities
- [ ] 5 From government organizations
- [ ] 6 Doing general research

**Activities**
- [ ] 7 Doing a formal online course
- [ ] 8 Learning a language or skill
- [ ] 9 Using Google Maps to explore other countries
- [ ] 10 Participate in online meetings
- [ ] 11 Listen to informative podcasts
- [ ] 12 Watch educational videos
- [ ] 13 Purchasing goods or services
- [ ] 14 Selling goods or services
- [ ] 15 Booking flights or hotel reservations
- [ ] 16 Online banking or paying bills
- [ ] 17 Applying for a job
- [ ] 18 Using cloud computing such as Google Drive or Dropbox
- [ ] 19 Making an appointment with a local service provider

**Communicating**
- [ ] 20 Instant messaging
- [ ] 21 Emailing
- [ ] 22 Participating in social media/ blogging

**Leisure Activities**
- [ ] 23 Listening to the local radio
- [ ] 24 Listening to the international radio
- [ ] 25 Watching television
- [ ] 26 Streaming or downloading movies, videos
- [ ] 27 Downloading or listening to music
- [ ] 28 Playing or downloading video games
- [ ] 29 Reading or downloading online newspapers, magazines or e-books

**Other Activities**
- [ ] 30 Taking part in online consultations or voting
- [ ] 31 Other activities
35. Which of the following local services would you use if it were available online?

- [ ] 1 Purchasing or ordering goods for home delivery
- [ ] 2 Buying or subscribing to local newspaper
- [ ] 3 Making appointments to see a healthcare or other professional
- [ ] 4 Participating in a public consultation or voting on social issues
- [ ] 5 Using government services (downloading or requesting information/online payments)
- [ ] 6 Participating in online training programs
- [ ] 7 Submitting job applications
- [ ] 8 Watching local TV stations
- [ ] 9 Watching local sporting events
- [ ] 10 Other (please specify) ___________________________

Section 3: Individual Use of Mobile

36. Which of the following mobile phone service have you used in the last three months? (X) all that apply.

- [ ] 1 Digicel prepaid service
- [ ] 2 Digicel postpaid service
- [ ] 3 LIME prepaid service
- [ ] 4 LIME postpaid service
- [ ] 5 Other (Specify) ___________________________
- [ ] 6 None (Go to Q 52a)

37. Which of the following best describes the primary/main mobile phone you use?

- [ ] 1 I bought it from my service provider
- [ ] 2 I bought it from a local electronic store
- [ ] 3 I bought it overseas
- [ ] 4 I bought it from a previous owner
- [ ] 5 I got it as a gift
- [ ] 6 A mobile phone provided by my employer
- [ ] 7 A mobile phone I share with my family
- [ ] 8 My friend’s mobile phone which I am allowed to use
- [ ] 9 Other ___________________________

38. What type of phone is your main mobile phone?

- [ ] 1 iPhone
- [ ] 2 Android phone
- [ ] 3 Blackberry
- [ ] 4 Windows Phone
- [ ] 5 Other Smartphone
- [ ] 6 Feature phone
- [ ] 7 Basic mobile phone
- [ ] 8 Not sure

39. If not a smart phone, why is your main mobile phone not a smart phone? Please (X) one.

- [ ] 1 Smart phone too expensive
- [ ] 2 No need for smartphone I do not use mobile internet service
- [ ] 3 No need for smart phone use tablet for internet access
- [ ] 4 No need for smart phone use laptop/PC for internet access
- [ ] 5 Data service for smartphone is too expensive
- [ ] 6 My next phone will be a smartphone
- [ ] 7 Other ___________________________

40. Do you use your mobile phone to access the internet?  

- [ ] 1 Yes
- [ ] 2 No (Go to Q 50)

41. Is your mobile phone the primary means by which you access the Internet?  

- [ ] 1 Yes (Go to Q 43)
- [ ] 2 No

42. If no, what is the main reason for not using mobile phone as primary means of accessing the Internet? Please (X) one.

- [ ] 1 Mobile internet service is too expensive
- [ ] 2 Mobile internet service is too slow
- [ ] 3 Screen of mobile phone is too small
- [ ] 4 Mobile phone is not practical for doing work
- [ ] 5 I prefer to use a tablet for accessing internet
- [ ] 6 I prefer to use a laptop/PC for accessing internet
- [ ] 7 Other ___________________________

43. Which best describes how you access the internet on your mobile phone? Please (X) one.

- [ ] 1 Via pre-paid mobile data plans
- [ ] 2 Via a post-paid mobile data plan
- [ ] 3 Only using Wi-Fi
- [ ] 4 I don’t have a data plan but use data if I have enough credit on my phone
- [ ] 5 I use my mobile data plan only if Wi-Fi is not available
- [ ] 6 Other (specify) ___________________________
- [ ] 7 I do not use data service on my phone (Go to Q 50)

44. If you have a data plan, do you know the data consumption limit of the mobile data plan you use most often?

- [ ] 1 Yes, ___________________ (MB or GB) per …………(day, week, month)
- [ ] 2 Yes, it is unlimited
- [ ] 3 I know there are data consumption limits, but I do not really know what it is
- [ ] 4 I am not aware of any data consumption limits under my plan
- [ ] 5 I don’t know the data consumption limit of my plan
45. For which of the following leisure activities did you use mobile internet service in the last month? (X) all that apply

- 1 To listen to music
- 2 To watch live TV
- 3 To play games
- 4 To post photos or videos online
- 5 Tethering to create mobile hotspot
- 6 To download or stream video
- 7 To view sporting event
- 8 To read e-books
- 9 To listen to local radio
- 10 To listen to international radio
- 11 Other
- 12 None

46. Which of the following do you use to communicate with friends and family using your mobile phone? (X) all that apply

- 1 Voice calls
- 2 Text messages
- 3 Facebook
- 4 WhatsApp
- 5 Blackberry Messenger
- 6 Viber
- 7 Instagram
- 8 Email
- 9 Yahoo messenger
- 10 Magic Jack
- 11 Face Time
- 12 Snap Chat
- 13 Video messaging
- 14 Skype
- 15 Google Talk/Google
- 16 Twitter
- 17 Other

47. Do you use your mobile phone to access any of the following? (X) all that apply

- 1 Information
- 2 Learning a language or skill
- 3 Google Maps to explore other countries
- 4 Online meetings
- 5 Informative podcasts
- 6 Educational videos
- 7 E-top-up
- 8 Local/regional news website
- 9 Weather information
- 10 Purchasing goods or services
- 11 Selling goods or services
- 12 Booking flights or hotel reservations
- 13 Mobile banking or paying bills
- 14 Job hunting
- 15 Government websites
- 16 Remote home surveillance
- 17 Other

48. When using the Internet on your mobile phone, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

- 1 Yes, often, give eg
- 2 Yes, sometimes give eg
- 3 No, never
- 4 Don’t know

49. If you have a data plan on your mobile phone, what is your level of satisfaction with the following concerning your mobile phone data service?

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>a. The price is reasonable and affordable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>b. The speed is sufficient given your needs</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>c. The internet connection is reliable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d. You can easily contact your provider in case of Internet connection problems</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>e. The response you receive from helpline staff or support site is helpful</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>f. Time taken to answer to your phone call is reasonable</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>g. Time taken to resolve your problem is satisfactory</td>
<td>☐</td>
<td>☐</td>
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<td>☐</td>
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Mobile Roaming

50. Have you traveled to another Caribbean island in the last 5 years? □ 1 Yes □ 2 No (Go to Q 52b)

51. When visiting another Caribbean island do you generally…?

- 1 Use your mobile phone as if you were still home
- 2 Switch off your mobile phone and never use it
- 3 Switch off the data roaming capabilities of your mobile phone but use phone for calls and texts
- 4 Limit voice and texts but use data for instant messaging
- 5 Activate a special data roaming plan offered by your mobile operator
- 6 Purchase or use a SIM card or phone in the island you are visiting
- 7 Only use phone to connect to the internet using Wi-Fi
- 8 Speak to service provider on ways to reduce roaming charges
- 9 Other

52a. Why have you not used a mobile phone service in the last three months? Please explain below.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
Section 4: General

52b. Do you use a public pay phone?
- □ Yes, when mobile phone is out of range or battery is dead
- □ Yes, if mobile phone is out of credit
- □ Yes, to make international calls
- □ Yes, because I have no fixed line or mobile phone
- □ No, I don’t know where to find a public payphone
- □ No, I never use a public payphone

53. Which of the following directory enquiry services have you used in the past 6 months? Please (X) all that apply.
- □ 1 Phone book
- □ 2 Online directory
- □ 3 411 or 412 service numbers
- □ 4 None

54. From which of the following sources do you get most of your local news and weather information?
- □ 1 Radio
- □ 2 Television
- □ 3 Social media
- □ 4 Online news website
- □ 5 Other

Perception of cost and affordability of ICT services

55. Please tell me whether you agree or disagree with each of the following

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</thead>
<tbody>
<tr>
<td>a</td>
<td>From your fixed line telephone, you limit the number of calls to other fixed networks because you are concerned about the cost of these calls</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>b</td>
<td>From your fixed line telephone limit number of calls to mobile phones because you are concerned about the cost of these calls</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>c</td>
<td>From your fixed line telephone you limit the number of international calls because you are concerned about the cost of these calls</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>d</td>
<td>From your mobile phone, you limit the number of calls to other mobile networks because you are concerned about the higher charges than when</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>e</td>
<td>From your mobile phone you limit the number of international calls because you are concerned about the cost of these calls</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Knowledge of emergency numbers

56. What telephone number would you call if you needed the following service in an emergency?
- □ 1 Police
- □ 2 Fire
- □ 3 Ambulance
- □ 1 Don’t Know
- □ 2 Don’t Know
- □ 3 Don’t Know