

# Interview Schedule

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I would like to ask you a few questions regarding your telephone service.

1. Right now, the rates for local phone service charged by the large local telephone companies (Bell, Telus, Aliant, Sasktel, etc.) have to be approved by an independent commission appointed by the Canadian Radio-television and Telecommunications Commission (the "CRTC").

Please indicate whether you strongly agree, agree, have no opinion, disagree or strongly disagree with the following statement: "My local telephone company should be able to charge what it wants for monthly local telephone rates without having them approved as reasonable by the CRTC."

Strongly Agree .....	( 4%)
Agree .....	(16%)
Have No Opinion .....	( 7%)
Disagree .....	(36%)
Strongly Disagree .....	(36%)
Don't Know/Refused .....	( 2%)

2. As well, right now the CRTC must approve the rates for services such as call answer, call display and call waiting which are available with local service through your local telephone company.

Again using the same scale, Please indicate whether you strongly agree, agree, have no opinion, disagree or strongly disagree with the following statement: "My local telephone company should be able to charge customers what it wants for monthly rates for local options such as call answer, call display and call waiting without having to have them approved as reasonable by the CRTC."

Strongly Agree .....	( 5%)
Agree .....	(19%)
Have No Opinion .....	( 6%)
Disagree .....	(36%)
Strongly Disagree .....	(33%)
Don't Know/Refused .....	( 1%)

Still using the same scale, please indicate your level of agreement with the following statements...  
(ROTATE ORDER OF Q3A AND Q3B)

- 3A. "My local monthly telephone rates should be primarily determined by how much competition there is in the local telephone service market where I live."

Strongly Agree .....	(13%)
Agree .....	(46%)
Have No Opinion .....	(10%)
Disagree .....	(23%)
Strongly Disagree .....	( 6%)
Don't Know/Refused .....	( 2%)

- 3B. "My local monthly telephone rates should be primarily determined by what it costs to provide me with the service."

Strongly Agree .....	(17%)
Agree .....	(64%)
Have No Opinion .....	( 7%)
Disagree .....	( 8%)
Strongly Disagree .....	( 2%)
Don't Know/Refused .....	( 2%)

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4. "The local telephone company and the cable company will provide sufficient competition for my local phone service to protect me without the need for the CRTC to ensure reasonable rates or quality of service." Do you strongly agree, agree, have no opinion, disagree or strongly disagree with this statement?

Strongly Agree ..... ( 7%)  
Agree ..... (28%)  
Have No Opinion ..... (10%)  
Disagree ..... (36%)  
Strongly Disagree ..... (16%)  
Don't Know/Refused ..... ( 3%)

Right now, customers of long distance calling plans and wireless telephones pay monthly charges called "system access" or "network access" fees by their long distance service providers in addition to their charges for use and taxes. They are not required to collect such charges by the CRTC.

5A. Should all long distance customers be required to pay these fees before being able to make a LD call from their home telephone?

Yes ..... (16%)  
No ..... (74%)  
Don't Know ..... (10%)

5B. Should such charges be eliminated and instead all charges for long distance use be included in a total all-in price?

Yes ..... (68%)  
No ..... (24%)  
Don't Know ..... ( 8%)

When you move or first connect local phone service, the large local telephone companies are required by the CRTC to charge you, as a separate fee, the full cost of installation. (ROTATE ORDER Q6A AND Q6B)

6A. Should installation charges for home telephone service be billed as a separate charge to the person requiring this service?

Yes ..... (69%)  
No ..... (26%)  
Don't Know ..... ( 5%)

6B. Should the cost of all installations be spread across all subscribers and recovered from monthly rates charged to all customers?

Yes ..... (36%)  
No ..... (58%)  
Don't Know ..... ( 7%)

7. Would you be willing to cancel your local home telephone service and use only a wireless cell phone?

Yes ..... (20%)  
No ..... (76%)  
Don't Know ..... ( 4%)

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8. Have you actually cancelled your local home telephone service and now only use a wireless cell phone?
- Yes ..... ( 3%)
  - No ..... (97%)
  - Don't Know ..... (<1%)
9. Would you be willing to cancel your local home telephone service and use only a voice over Internet phone service (VoIP)?
- Yes ..... (11%)
  - No ..... (85%)
  - Don't Know ..... ( 4%)
10. Have you actually cancelled your local home telephone service and use only a voice over Internet service (VoIP)?
- Yes ..... ( 1%)
  - No ..... (98%)
  - Don't Know ..... ( 1%)
11. Which of the following categories does your age fall into? (READ LIST)
- 18 To 24 ..... ( 7%)
  - 25 To 34 ..... (15%)
  - 35 To 44 ..... (20%)
  - 45 To 54 ..... (23%)
  - 55 To 64 ..... (17%)
  - 65 And Over ..... (18%)
12. Including yourself, how many people live in your household?
- 1 ..... (20%)
  - 2 ..... (35%)
  - 3 ..... (17%)
  - 4 ..... (17%)
  - 5 ..... ( 7%)
  - 6+ ..... ( 3%)
  - Refused ..... ( 1%)
13. How many, if any, are under 10 years of age?
- None ..... (76%)
  - One ..... (12%)
  - Two ..... ( 8%)
  - Three ..... ( 3%)
  - Four or more ..... ( 1%)
  - Refused ..... ( 1%)
14. How many, if any, are between 10 to 17 years of age?
- None ..... (75%)
  - One ..... (15%)
  - Two ..... ( 7%)
  - Three ..... ( 1%)
  - Four or more ..... (<1%)
  - Refused ..... ( 1%)

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15. What is the highest level of schooling that you have completed? [READ LIST]
- Elementary School ..... ( 8%)
  - High School ..... (32%)
  - Community College ..... (26%)
  - University ..... (24%)
  - Post-Graduate/Professional ..... (10%)
  - Don't Know/Refused ..... ( 1%)
16. Which of the following income groups would best represent your annual household income? (READ LIST)
- Less than \$25,000 ..... (12%)
  - \$25,000 to less than \$50,000 ..... (25%)
  - \$50,000 to less than \$75,000 ..... (19%)
  - \$75,000 And Over ..... (27%)
  - Don't Know/Refused ..... (17%)
17. Gender
- Male ..... (48%)
  - Female ..... (52%)
18. Generation
- Male - 18 To 34 ..... (10%)
  - Male - 35 To 54 ..... (21%)
  - Male - 55+ ..... (17%)
  - Female - 18 To 34 ..... (12%)
  - Female - 35 To 54 ..... (22%)
  - Female - 55+ ..... (18%)
19. Region
- Halifax RM ..... ( 1%)
  - Urban Atlantic ..... ( 3%)
  - Rural Atlantic ..... ( 3%)
  - Greater Montreal ..... ( 8%)
  - Quebec City ..... ( 1%)
  - Urban Quebec ..... (11%)
  - Rural Quebec ..... ( 5%)
  - Greater Toronto ..... (18%)
  - Greater Ottawa ..... ( 2%)
  - Urban Ontario ..... (11%)
  - Rural Ontario ..... ( 6%)
  - City of Winnipeg ..... ( 2%)
  - Urban Manitoba ..... ( 1%)
  - Rural Manitoba ..... ( 1%)
  - Urban Saskatchewan ..... ( 2%)
  - Rural Saskatchewan ..... ( 1%)
  - City of Edmonton ..... ( 2%)
  - Calgary ..... ( 3%)
  - Urban Alberta ..... ( 3%)
  - Rural Alberta ..... ( 2%)
  - Greater Vancouver ..... ( 4%)
  - Urban BC ..... ( 7%)
  - Rural BC ..... ( 2%)
  - Urban Territories ..... (<1%)
  - Rural Territories ..... (<1%)

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20. Region	
Atlantic .....	( 8%)
Quebec .....	(24%)
Ontario .....	(38%)
Prairies .....	( 7%)
Alberta .....	(10%)
British Columbia .....	(13%)
Territories .....	(<1%)
21. Language	
English .....	(78%)
French .....	(22%)
22. Community Size	
Over 1 Million .....	(29%)
100,001 To 1 Million .....	(23%)
50,001 To 100,000 .....	( 7%)
10,000 To 50,000 .....	(16%)
Under 10,000 .....	( 6%)
Rural .....	(20%)
22A. Postal Code	
Urban .....	(80%)
Rural .....	(20%)