

Part 1: Admin

A. QID	_____
B. Interviewer code	_____
C. Interviewer Gender	<input type="checkbox"/> 1. Female <input type="checkbox"/> 2. Male
D. Date	___ ___ / ___ ___ / ___ ___
E. Starting hour	___ ___ / ___ ___
F. Province name	_____
G. Province code	_____
H. PSU name	_____
I. PSU code	_____

Read:

“Greetings,

My name is _____. I work for _____, a company that does research here in [country]. We are doing some research on people’s ideas about and usage of mobile phones. This research will be used to help providers better understand how to improve the mobile phone services offered in [country]____. Your household has been selected to participate in this study. Would you be willing to answer some questions? The interview will take around 30 minutes. . All information given by you will be kept strictly confidential and not revealed beyond the research team with your name/contact details without your prior permission.

During our discussion, I will ask you questions about your everyday life and mobile phones. If you have trouble with one of the questions, don’t hesitate to point it out to me. Do you want to ask me anything about this survey before you decide to participate?

1. Are you willing to participate now?

<input type="checkbox"/> 1. Yes	<input type="checkbox"/> 2. No
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Part 2: Filter Question & basic socio-demographics

2. How old are you?

Do not prompt – One answer

→ If less than 15 y.o., drop the interview

3. (Interviewer to record) Gender

<input type="checkbox"/> 1. Female	<input type="checkbox"/> 2. Male
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4. How many people live in your household? (including yourself) A household is composed of people who share the same roof and the same food

Do not prompt – One answer per line (Open question)

	Number of people
a. In total	
b. Number of males above 18 y.o.	
c. Number of females above 18 y.o.	
d. Number of males below 18 y.o.	
e. Number of females below 18 y.o.	

5. What is your marital status?

Do not prompt – One answer

<input type="checkbox"/> 1. Single
<input type="checkbox"/> 2. Married
<input type="checkbox"/> 3. Non-marital union
<input type="checkbox"/> 4. Widowed
<input type="checkbox"/> 5. Divorced

Part 3: Access

6. Have you ever used a mobile phone?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No

→ Go to Q48

7. Have you used a mobile phone in the past 3 months?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No

→ Go to Q48

8. Do you personally own at least one active SIM (a SIM that you carry with you most of the day)?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No

9. Do you personally own at least one working handset (a handset that you carry with you most of the day)?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No

→ If "1. Yes" to Q8 AND to Q9, go to Q 18

10. The last time you used a mobile phone, who did you borrow the handset and/or SIM from?

Prompt – One answer

<input type="checkbox"/> 1. I used the handset and/or SIM that is available and jointly used in my household
<input type="checkbox"/> 2. I borrowed a handset and/or SIM from a friend or someone in my family
<input type="checkbox"/> 3. I used a handset and/or SIM that is available in my community
<input type="checkbox"/> 4. I used a handset and/or SIM from work
<input type="checkbox"/> 5. I used a handset and/or SIM from a dealer
<input type="checkbox"/> 97. Other (please specify): _____

11. If answered “2. I borrowed a handset and/or SIM from a friend or someone in my family” to previous question

From whom did you borrow this handset and/or SIM?

Do not prompt – One answer

<input type="checkbox"/> 1. From my spouse (husband or wife)
<input type="checkbox"/> 2. From my son
<input type="checkbox"/> 3. From my daughter
<input type="checkbox"/> 4. From my father/father-in-law
<input type="checkbox"/> 5. From my mother/mother-in-law
<input type="checkbox"/> 6. From another male relative (brother, cousin, uncle, etc.)
<input type="checkbox"/> 7. From another female relative (sister, cousin, aunt, etc.)
<input type="checkbox"/> 8. From a male friend (including neighbors)
<input type="checkbox"/> 9. From a female friend (including neighbors)
<input type="checkbox"/> 97. Other (please specify): _____

12. How soon were you able to get hold of this handset and/or SIM?

Prompt – One answer

<input type="checkbox"/> 1. I accessed it immediately
<input type="checkbox"/> 2. I had to wait but could use it within the day
<input type="checkbox"/> 3. I had to wait longer than a day
<input type="checkbox"/> 97. Other (please specify): _____

13. Did you have to ask someone to use this handset and/or SIM, and if yes then why?

Prompt – Multiple answers

<input type="checkbox"/> 1. Yes, I had to ask the owner because this was not my handset and/or SIM
<input type="checkbox"/> 2. Yes, I had to ask someone because I needed permission to use the handset and/or SIM
<input type="checkbox"/> 3. Yes, I had to ask someone because I needed their help to use the handset and/or SIM
<input type="checkbox"/> 4. No, I did not have to ask anyone
<input type="checkbox"/> 97. Other (please specify): _____

14. Did you have to pay to use this handset and/or SIM?

Prompt – One answer

<input type="checkbox"/> 1. Yes, I paid a fee
<input type="checkbox"/> 2. No, I bartered it against products and/or services
<input type="checkbox"/> 3. No

15. If “1. Yes, I paid a fee” to previous question

Where did the money come from?

Do not prompt – One answer

<input type="checkbox"/> 1. My own money
<input type="checkbox"/> 2. The general household budget
<input type="checkbox"/> 3. My spouse (husband or wife)
<input type="checkbox"/> 4. My father/father-in-law
<input type="checkbox"/> 5. My mother/mother-in-law
<input type="checkbox"/> 6. Another male relative (brother, cousin, uncle, etc.)
<input type="checkbox"/> 7. Another female relative (sister, cousin, aunt, etc.)
<input type="checkbox"/> 8. A male friend (including neighbors)
<input type="checkbox"/> 9. A female friend (including neighbors)
<input type="checkbox"/> 97. Other (please specify): _____

16. How often do you borrow a handset and/or a SIM for a fee?

Prompt – One answer

<input type="checkbox"/> 1. Every day
<input type="checkbox"/> 2. Several times a week
<input type="checkbox"/> 3. Every week
<input type="checkbox"/> 4. Every two weeks
<input type="checkbox"/> 5. Every three weeks
<input type="checkbox"/> 6. Every month
<input type="checkbox"/> 7. Every two to three months
<input type="checkbox"/> 8. Less than every three months
<input type="checkbox"/> 9. Never

→ If “9. Never” go to Q18

17. How much do you usually spend each time you borrow for a fee (local currency)?

Do not prompt - One answer (Open question)

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Part 4: Handset ownership

→ If “2.No” to Q9, go to Q31

18. How many working handsets do you own (handset that you carry with you most of the day)?

Do not prompt - One answer (Open question)

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If more than 1 to previous question: “Now we are going to discuss the handset you use most often”

19. Does your handset have the following?

Prompt – One answer per row

	1. Yes	2. No	98. Do not know
<input type="checkbox"/> a. QWERTY/AZERTY keyboard	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 98
<input type="checkbox"/> b. Touchscreen	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 98
<input type="checkbox"/> c. Ability to access to the internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 98
<input type="checkbox"/> d. Ability to download apps	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 98

20. Is this handset a second-hand phone?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No
<input type="checkbox"/> 98. Do not know

21. How did you get this handset?

Prompt – One answer

<input type="checkbox"/> 1. I went to a shop and bought it
<input type="checkbox"/> 2. A friend or relative went to a shop and bought it on my behalf
<input type="checkbox"/> 3. It was a gift from my friend or relative
<input type="checkbox"/> 4. A friend or relative gave it to me as it was a handset that they no longer needed
<input type="checkbox"/> 5. It was given to me by my employer
<input type="checkbox"/> 6. It was given to me by a local leader or community organization / group
<input type="checkbox"/> 7. I received it as part of a subscription or service contract
<input type="checkbox"/> 97. Other (please specify): _____

22. Only if answered “2. A friend or relative went to a shop and bought it on my behalf” or “3. It was a gift from my friend or relative” or “4. A friend or relative gave it to me as it was a handset that they no longer needed” to previous question

Who gave you this handset or went to the shop on your behalf?

Do not prompt – One answer

<input type="checkbox"/> 1. My spouse (husband or wife)
<input type="checkbox"/> 2. My son
<input type="checkbox"/> 3. My daughter
<input type="checkbox"/> 4. My father/father-in-law
<input type="checkbox"/> 5. My mother/mother-in-law
<input type="checkbox"/> 6. Another male family member (brother, cousin, uncle, ...)
<input type="checkbox"/> 7. Another female family member (sister, cousin, aunt, ...)
<input type="checkbox"/> 8. A male friend (including neighbors)
<input type="checkbox"/> 9. A female friend (including neighbors)
<input type="checkbox"/> 97. Other (please specify): _____

23. Did you have to pay for this handset?

Prompt – One answer

<input type="checkbox"/> 1. Yes, I paid a fee or it was part of my overall subscription fee as a postpaid connection
<input type="checkbox"/> 2. No, I bartered it against products and/or services
<input type="checkbox"/> 3. No

24. If “1. Yes, I paid a fee or it was part of my overall subscription fee as a postpaid” to previous question

Who paid for this handset?

Do not prompt – One answer

<input type="checkbox"/> 1. My own money
<input type="checkbox"/> 2. The general household budget
<input type="checkbox"/> 3. My spouse (husband or wife)
<input type="checkbox"/> 4. My son
<input type="checkbox"/> 5. My daughter
<input type="checkbox"/> 6. My father/father-in-law
<input type="checkbox"/> 7. My mother/mother-in-law
<input type="checkbox"/> 8. Another male family member (brother, cousin, uncle, ...)
<input type="checkbox"/> 9. Another female family member (, sister, cousin, aunt, ...)
<input type="checkbox"/> 10. A male friend (including neighbors)
<input type="checkbox"/> 11. A female friend (including neighbors)
<input type="checkbox"/> 97. Other (please specify): _____

25. Only if answered “1. My own money” or “2. The general household budget” to previous question

Did you have to ask the permission to spend this money?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No

26. What role, if any, did you play in selecting your handset?

Prompt – One answer

<input type="checkbox"/> 1. The decision was made by another person(s) (without any input from me)
<input type="checkbox"/> 2. I contributed my input, but another person(s) made the final decision
<input type="checkbox"/> 3. I made the decision

27. Which person was most influential in making or helping you make the decision on your handset?

Prompt – One answer

<input type="checkbox"/> 1. The dealer / shopkeeper
<input type="checkbox"/> 2. Local leader or community organization/group
<input type="checkbox"/> 3. My spouse (husband or wife)
<input type="checkbox"/> 4. My son
<input type="checkbox"/> 5. My daughter
<input type="checkbox"/> 6. My father/father-in-law
<input type="checkbox"/> 7. My mother/mother-in-law
<input type="checkbox"/> 8. Another male family member (brother, cousin, uncle, ...)
<input type="checkbox"/> 9. Another female family member (sister, cousin, aunt, ...)
<input type="checkbox"/> 10. A male friend (including neighbors)
<input type="checkbox"/> 11. A female friend (including neighbors)
<input type="checkbox"/> 12. Nobody influenced my choice of handset
<input type="checkbox"/> 97. Other (please specify): _____

28. If answered “2. I contributed my input, but another person(s) made the final decision” or “3. I made the decision” to Q26

Which, if any, of the following types of advertisement most influenced your choice of handset?

Prompt – One answer

<input type="checkbox"/> 1. Sales speech by the dealer
<input type="checkbox"/> 2. Advertisement on TV
<input type="checkbox"/> 3. Advertisement on the radio
<input type="checkbox"/> 4. Advertisement on a billboard
<input type="checkbox"/> 5. Advertisement on the Internet
<input type="checkbox"/> 6. Advertisement on a brochure or leaflet
<input type="checkbox"/> 7. Advertisements did not influence my choice of handset
<input type="checkbox"/> 97. Other (please specify): _____

29. What were the most important criteria used to select your handset?

Do not prompt – Multiple answers

<input type="checkbox"/> 1. I don't know, I did not chose this handset
<input type="checkbox"/> 2. Price
<input type="checkbox"/> 3. Design
<input type="checkbox"/> 4. Brand
<input type="checkbox"/> 5. Battery durability
<input type="checkbox"/> 6. Robustness
<input type="checkbox"/> 7. Size of handset
<input type="checkbox"/> 8. Size of screen
<input type="checkbox"/> 9. It has access to Internet
<input type="checkbox"/> 10. It has other special features (camera, flashlight)
<input type="checkbox"/> 97. Other (please specify): _____
<input type="checkbox"/> 98. Do not know

30. Who first taught you to use this handset?

Prompt – One answer

<input type="checkbox"/> 1. I worked it out for myself
<input type="checkbox"/> 2. My spouse (husband or wife)
<input type="checkbox"/> 3. My son
<input type="checkbox"/> 4. My daughter
<input type="checkbox"/> 5. My father/father-in-law
<input type="checkbox"/> 6. My mother/mother-in-law
<input type="checkbox"/> 7. Another male family member (brother, cousin, uncle, ...)
<input type="checkbox"/> 8. Another female family member (sister, cousin, aunt, ...)
<input type="checkbox"/> 9. A male friend (including neighbors)
<input type="checkbox"/> 10. A female friend (including neighbors)
<input type="checkbox"/> 11. The dealer/the shopkeeper
<input type="checkbox"/> 12. The call-centre of my mobile operator
<input type="checkbox"/> 13. Local leader or community organization/group
<input type="checkbox"/> 97. Other (please specify): _____

Part 5: SIM ownership and credit refill

→ If “2.No” to Q8 go to Q53

**31. Please think about the first SIM card that you ever owned (carried with you most of the day).
When did you purchase/were given this SIM card?**

Do not prompt - One answer

<input type="checkbox"/> 1. Less than 3 months ago
<input type="checkbox"/> 2. 3 to 6 months ago
<input type="checkbox"/> 3. 7 months to a year ago
<input type="checkbox"/> 4. A year to 2 years ago
<input type="checkbox"/> 5. More than 2 years ago
<input type="checkbox"/> 98. Do not know

32. For each of the following operators, how many SIM do you currently own (carry with you most of the day) that you have used at least once in the past 3 months?

Do not prompt – One answer per row

	0	1	2	3	4	5	6 and more
Operator 1	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Operator 2	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Operator 3	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Operator 4	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Operator 5	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

For each operator where “7. 6 and more” has been selected”

33. How many SIMs from [operator] do you own?

Do not prompt - One answer (Open question)

If more than 1 to Q0: “Now we are going to discuss the SIM you use the most. Let’s call this your ‘main SIM card’”

34. From which operator is your main SIM card?

Do not prompt – One answer

<input type="checkbox"/> 1. Operator 1	<input type="checkbox"/> 2. Operator 2	<input type="checkbox"/> 3. Operator 3	<input type="checkbox"/> 4. Operator 4	<input type="checkbox"/> 5. Operator 5	<input type="checkbox"/> 98. Do not know
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35. When did you purchase/were given your main SIM card?

Do no prompt – One answer

<input type="checkbox"/> 1. Less than 3 months ago
<input type="checkbox"/> 2. 3 to 6 months ago
<input type="checkbox"/> 3. 7 months to a year ago
<input type="checkbox"/> 4. A year to 2 years ago
<input type="checkbox"/> 5. More than 2 years ago
<input type="checkbox"/> 98. Do not know

36. Is your main SIM card registered under your name?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No
<input type="checkbox"/> 98. Do not know

37. What role, if any, did you play in selecting your main SIM card?

Prompt – One answer

<input type="checkbox"/> 1. The decision was made by another person(s) (without any input from me)
<input type="checkbox"/> 2. I contributed my input, but another person(s) made the final decision
<input type="checkbox"/> 3. I made the decision

38. Which person was most influential in making or helping you make the decision on your main SIM card?

Prompt – One answer

<input type="checkbox"/> 1. The dealer / shopkeeper
<input type="checkbox"/> 2. Local leader or community organization/group
<input type="checkbox"/> 3. My spouse (husband or wife)
<input type="checkbox"/> 4. My son
<input type="checkbox"/> 5. My daughter
<input type="checkbox"/> 6. My father/father-in-law
<input type="checkbox"/> 7. My mother/mother-in-law
<input type="checkbox"/> 8. Another male family member (brother, cousin, uncle, ...)
<input type="checkbox"/> 9. Another female family member (sister, cousin, aunt, ...)
<input type="checkbox"/> 10. A male friend (including neighbors)
<input type="checkbox"/> 11. A female friend (including neighbors)
<input type="checkbox"/> 12. Nobody influenced my choice of my main SIM
<input type="checkbox"/> 97. Other (please specify): _____

39. If answered “2. I contributed my input, but another person(s) made the final decision” or “3. I made the decision” to Q37

Which, if any, of the following types of advertisement most influenced your choice of main SIM card?

Prompt – One answer

<input type="checkbox"/> 1. Sales speech by the dealer
<input type="checkbox"/> 2. Advertisement on TV
<input type="checkbox"/> 3. Advertisement on the radio
<input type="checkbox"/> 4. Advertisement on a billboard
<input type="checkbox"/> 5. Advertisement on the Internet
<input type="checkbox"/> 6. Advertisement on a brochure or leaflet
<input type="checkbox"/> 7. Advertisements did not influence my choice of SIM card
<input type="checkbox"/> 97. Other (please specify): _____

40. In the past four weeks, how has your credit been refilled on all the SIMs that you own?

Prompt – Multiple answers

<input type="checkbox"/> 1. I didn't refill credit in the past four weeks
<input type="checkbox"/> 2. Scratch card
<input type="checkbox"/> 3. E-top-up
<input type="checkbox"/> 4. Purchase of credit through mobile money
<input type="checkbox"/> 5. Monthly bills for postpaid SIM
<input type="checkbox"/> 6. Credit sent electronically to my SIM by a friend or relative
<input type="checkbox"/> 97. Other (please specify): _____
<input type="checkbox"/> 98. Do not know

41. If answered “2. Scratch card” or “3. E-top-up” or “4. Purchase of credit through mobile money” to previous question

In the past four weeks, who refilled your credit balance on all the SIMs that you own?

Prompt – Multiple answers

<input type="checkbox"/> 1. I have refilled my credit at a dealer(s) on my own (without any help from anyone)
<input type="checkbox"/> 2. A friend or relative came with me to a dealer(s) and helped me to refill my credit
<input type="checkbox"/> 3. I have refilled my credit at a dealer(s) with some assistance from the dealer(s)
<input type="checkbox"/> 4. A friend or relative went to a dealer(s) to refill credit on my behalf
<input type="checkbox"/> 5. I have refilled my credit through mobile money on my own (without any help from anyone)
<input type="checkbox"/> 6. I have refilled my credit through mobile money with some assistance from a friend or relative
<input type="checkbox"/> 7. I have refilled my credit through mobile money with some assistance from the dealer(s)
<input type="checkbox"/> 97. Other (please specify): _____

42. If answered “2. A friend or relative came with me to a dealer(s) and helped me to refill my credit” or “3. I have refilled my credit at a dealer(s) with some assistance from the dealer(s)” or “4. A friend or relative went to a dealer(s) to refill credit on my behalf” or “6. I have refilled my credit through mobile money with some assistance from a friend or relative” or “7. I have refilled my credit through mobile money with some assistance from the dealer(s)” to previous question

Why do you need help from a friend or a relative or the dealer to refill your credit balance?

Prompt – Multiple answers

<input type="checkbox"/> 1. Dealers selling credit are far away from where I live
<input type="checkbox"/> 2. I feel unsafe or uncomfortable travelling out to the dealers' shop
<input type="checkbox"/> 3. I feel uncomfortable interacting with dealers
<input type="checkbox"/> 4. It is not appropriate for me to go to the shop on my own
<input type="checkbox"/> 5. It is not convenient for me to go to the shop (inconvenient opening hours, no time, etc.)
<input type="checkbox"/> 6. The person who pays for my credit goes to the shop himself/herself
<input type="checkbox"/> 7. I am uncomfortable giving my phone number to the dealer(s) myself
<input type="checkbox"/> 8. My family does not want me to buy credit myself
<input type="checkbox"/> 9. I was never explained how to buy credit and I don't know how to do it
<input type="checkbox"/> 10. I am worried that if I refill credit myself that I will make a mistake or accidentally lose money
<input type="checkbox"/> 97. Other (please specify): _____

43. If only answered "2. Scratch card to Q40

Why haven't you used E-top-up in the last four weeks?

Prompt – Multiple answers

<input type="checkbox"/> 1. E-top-up is not available at the dealer(s) accessible to me
<input type="checkbox"/> 2. I am uncomfortable giving my phone number to the dealer(s)
<input type="checkbox"/> 3. I don't know what e-top-up is
<input type="checkbox"/> 4. I don't know how to use e-top-up
<input type="checkbox"/> 5. I don't trust e-top-up
<input type="checkbox"/> 97. Other (please specify): _____

44. Where does the money to refill your credit balance or pay your monthly bill usually come from?

Do not prompt – One answer

<input type="checkbox"/> 1. My own money
<input type="checkbox"/> 2. The general household budget
<input type="checkbox"/> 3. My spouse (husband or wife)
<input type="checkbox"/> 4. My son
<input type="checkbox"/> 5. My daughter
<input type="checkbox"/> 6. My father/father-in-law
<input type="checkbox"/> 7. My mother/mother-in-law
<input type="checkbox"/> 8. Another male family member (brother, cousin, uncle, ...)
<input type="checkbox"/> 9. Another female family member (sister, cousin, aunt, ...)
<input type="checkbox"/> 10. A male friend (including neighbors)
<input type="checkbox"/> 11. A female friend (including neighbors)
<input type="checkbox"/> 97. Other (please specify): _____

45. Only if answered "1. My own money" or "2. The general household budget" to previous question

Do you usually have to ask the permission to spend the money?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes, always
<input type="checkbox"/> 2. Yes, most of the time
<input type="checkbox"/> 3. Sometimes
<input type="checkbox"/> 4. No

46. How often do you refill your credit (across all the SIM cards you currently use)?*Prompt – One answer*

<input type="checkbox"/> 1. Every day
<input type="checkbox"/> 2. Several times a week
<input type="checkbox"/> 3. Every week
<input type="checkbox"/> 4. Every two weeks
<input type="checkbox"/> 5. Every three weeks
<input type="checkbox"/> 6. Every month
<input type="checkbox"/> 7. Every two to three months
<input type="checkbox"/> 8. Less than every three months

47. How much do you usually spend each time when refilling credit (in local currency)?*Do not prompt - One answer (Open question)*

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Part 6: Non-owners & Non-borrowers barriers**→ If “1.Yes” to Q7, go to Q53****48. Now we are going to talk about some possible reasons that might be preventing you from using a mobile phone.****Please tell me the extent to which you agree or disagree with the following statements?***Prompt columns and rows – One answer per row*

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know
a. I am not able to afford one	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
b. I never had the opportunity to try a mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
c. My friends and relatives tell me I do not need one	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
d. It is inappropriate for me to use a mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98

We will discuss additional barriers later on

49. If tomorrow someone gave you a mobile phone (handset and SIM) for free, would you use it and top it up on a regular basis?

Do not prompt – One answer

<input type="checkbox"/> 1. Yes, definitely
<input type="checkbox"/> 2. Yes, most probably
<input type="checkbox"/> 3. No, probably not
<input type="checkbox"/> 4. No, definitely not
<input type="checkbox"/> 98. Do not know

50. How often do you think that you would refill your credit?

Prompt – One answer

<input type="checkbox"/> 1. Every day
<input type="checkbox"/> 2. Several times a week
<input type="checkbox"/> 3. Every week
<input type="checkbox"/> 4. Every two weeks
<input type="checkbox"/> 5. Every three weeks
<input type="checkbox"/> 6. Every month
<input type="checkbox"/> 7. Every two to three months
<input type="checkbox"/> 8. Less than every three months
<input type="checkbox"/> 98. Don't know

51. And how much would you pay to refill your credit balance each time (in local currency)?

Do not prompt - One answer (Open question)

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52. If answered “1. Yes, definitely” or “2. Yes, most probably” to Q49

Now we are going to talk about the benefits that you might derive from using this mobile phone.

Please tell me to what extent you agree or disagree with the following statements?

Prompt columns and rows – One answer per row

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know
a. I would find it easier to stay in touch with my family and/or friends	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
b. It would help my business or my employment opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
c. I would feel safer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
d. It would save me time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
e. It would save me money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
f. I would be able to do small/ routine jobs more conveniently and/or cheaply	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
g. I would be able to manage my money better through mobile financial services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
h. I would have a better access to health information and services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
i. I would have a better access to education services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
j. I would have better access to information on agriculture	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
k. I would have a better access to governmental services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
l. I would stay aware of the latest news	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
m. I would be able to access entertainment / access entertainment more easily (games, music, radio, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
n. I would improve my social status	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
o. I would be able to access the internet / access the internet more easily	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
p. I would feel more autonomous/ independent	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
q. I would feel more controlled by others	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
r. I would feel more stressed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
s. I would be bothered by advertising SMS and calls	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
t. I would be bothered by strangers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.

Part 7: Awareness & Barriers for all interviewees

→ ALL INTERVIEWEES

53. Have you ever heard of the following mobile services?*Prompt – One answer per row*

	1. Yes	2. No
a. SMS	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
b. Internet on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
c. E-mail on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
d. Facebook (China: Renren) on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
e. Twitter (China: Weibo) on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
f. Mobile money on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
g. Mobile Apps on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
h. Radio on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
i. Music on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
j. Games on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.

54. I would like to ask your opinion of men and women using mobile phones in your community.**Please tell me the extent to which you agree or disagree with the following statements?***Prompt columns and rows – One answer per row*

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know	Prefers not to answer
a. Men should be supervised when using a mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98	<input type="checkbox"/> 99
b. Women should be supervised when using a mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98	<input type="checkbox"/> 99
c. It is acceptable for a husband to check the numbers on his wife's mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98	<input type="checkbox"/> 99
d. It is acceptable for a wife to check the numbers on her husband's mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98	<input type="checkbox"/> 99

55. Now we are going to talk about some possible reasons that might be preventing you from using a mobile phone or using a mobile phone more often or for more varied usages than you are today. Please tell me the extent to which you agree or disagree with the following statements?

Prompt columns and rows – One answer per row

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know
a. There is no coverage or poor coverage where I live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
b. I do not have the right registration documents/ID	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
c. Handset prices are expensive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
d. SIM cards are expensive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
e. Credit / Monthly bills is expensive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
f. Charging the battery of my handset is / would be expensive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
g. I have trouble reading and/or understanding handsets and/or content language	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
h. I have / would have difficulty being able to charge the battery of my handset	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
i. I am / would be bothered by advertising SMS and calls	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
j. Dealers are far away from where I live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
k. I would sometimes feel uncomfortable interacting with dealers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
l. Dealers would not be very good at helping answer my mobile phone-related questions	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
m. Dealers or operators sometimes would cheat me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
n. I already have a landline	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
o. I don't need a mobile phone to contact the people I frequently speak to (for example: they live next to me, they do not have a mobile phone)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
p. I already have easy access to the internet elsewhere (eg fixed line at home, internet café)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
q. Although it is possible to receive information/services on a mobile phone, I don't think there is much information/services that is/are relevant to me personally	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
r. I don't know how to use a mobile phone/ how to use the more complex features of my mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
s. I am worried that I would make a mistake with my mobile phone and lose money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
t. I have security concerns (for example handset theft)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
u. I am / would be contacted by strangers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98
v. My family would not be / is not always comfortable with me using mobile phones or mobile services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 98

Part 8: Usage (Owners & Borrowers)

→ If “2.No” to Q6 or if “2.No” to Q7 go to Q61

56. When did you last use a mobile to...

Prompt rows – One answer per column

	1. Yesterday	2. In the past 7 days	3. In the past 30 days	4. More than 30 days ago	5. Never
a. Make a call	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
b. Receive a call	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
c. Deliberately make a missed call (flashing/bipping)	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
d. Send an SMS	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
e. Receive an SMS	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
f. Use the internet on a mobile	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
g. Send an e-mail on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
h. Use Facebook (China: Renren) on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
i. Use Twitter (China: Weibo) on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
j. Use mobile money to receive money	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
k. Use mobile money to send money	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
l. Use mobile money to refill credit	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
m. Download an app on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
n. Listen to the radio on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
o. Listen to music on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
p. Play games on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.
q. Download a ringbacktone on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 3.	<input type="checkbox"/> 4.	<input type="checkbox"/> 5.

57. Do you have your own mobile money account?

Do not prompt – One answer

1. Yes

2. No

58. Do you know how to do the following operations without any help?*Prompt rows – One answer per row*

	1. Yes	2. No	98. Do not know
a. Make a call	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
b. Receive a call	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
c. Deliberately make a missed call (flashing/bipping)	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
d. Send SMS	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
e. Receive SMS	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
f. Use the internet on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
g. Send an e-mail from a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
h. Use Facebook (China: Renren) on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
i. Use Twitter (China: Weibo) on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
j. Use mobile money to receive money	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
k. Use mobile money to send money	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
l. Use mobile money to refill credit	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
m. Download an app on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
n. Listen to the radio on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
o. Listen to music on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
p. Play games on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.
q. Download a ringbacktone on a mobile phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98.

59. Please think about how using a mobile phone has impacted your life.**Please tell me the extent to which you agree or disagree with the following statements***Prompt columns and rows – One answer per row*

	Strongly agree	Agree	Disagree	Strongly disagree	Do not know
a. I find it easier for me to stay in touch with my family and/or friends	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
b. I have more business and/or employment opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
c. I feel safer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
d. It saves me time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
e. It saves me money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
f. I am able to do small / routine jobs more conveniently and/or cheaply	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
g. I am able to manage my money better through mobile financial services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
h. I have better access to health information and services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
i. I have better access to education services/learning opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
j. I have better access to information on agriculture	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
k. I have better access to governmental services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
l. I can stay aware of the latest news	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
m. I access more entertainment (games, music, radio, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
n. I have improved my social status	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
o. I now have easy access to internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
p. I feel more autonomous/independent	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
q. I feel more controlled by others	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
r. I feel more stressed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
s. I am bothered by advertising SMS and calls	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.
t. I am bothered by strangers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4.	<input type="checkbox"/> 98.

60. If you had a question regarding how to use your mobile phone, who would you usually first ask for help?*Prompt – One answer*

<input type="checkbox"/> 1. No one, I would search for the solution by myself
<input type="checkbox"/> 2. A dealer
<input type="checkbox"/> 3. The call center of my mobile operator
<input type="checkbox"/> 4. Local leader or community organization/group
<input type="checkbox"/> 5. My spouse (husband or wife)
<input type="checkbox"/> 6. My son
<input type="checkbox"/> 7. My daughter
<input type="checkbox"/> 8. My father/father-in-law
<input type="checkbox"/> 9. My mother/mother-in-law
<input type="checkbox"/> 10. A male friend (including neighbors)
<input type="checkbox"/> 11. A female friend (including neighbors)
<input type="checkbox"/> 12. Another male family member (brother, cousin, uncle, ...)
<input type="checkbox"/> 13. Another female family member (sister, cousin, aunt, ...)
<input type="checkbox"/> 97. Other (please specify): _____

Part 9: Socio-demographics**→ ALL INTERVIEWEES****61. Could you answer this question for me?***Interviewer to record: can the interviewee read and answer the question*

	1. Yes	2. No
a. Local language 1 – to be adapted	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
b. Local language 2 – to be adapted	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
c. National language – to be adapted	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.
d. English	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.

62. What is the highest level of education you have ever attended but not necessarily completed?*Do not prompt – One answer*

<input type="checkbox"/> 1. Primary school (<i>Add a definition per country</i>)
<input type="checkbox"/> 2. Secondary school (<i>Add a definition per country</i>)
<input type="checkbox"/> 3. Higher education (<i>college/university, vocational, professional</i>)
<input type="checkbox"/> 4. Non-standard curriculum (<i>Add a definition per country, madrassa, home schooling...</i>)
<input type="checkbox"/> 5. No education
<input type="checkbox"/> 97. Other (please specify): _____
<input type="checkbox"/> 98. Do not know

63. In the last 30 days, what was your approximate household expenditure? (daily expenses excluding exceptional expenses, in local currency)

Do not prompt – One answer (Open-ended)

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64. What role, if any, do you play in making decisions regarding daily household expenses?

Prompt – One answer

<input type="checkbox"/> 1. I do not take any decisions regarding daily expenses (decisions are all made by someone else in my household)
<input type="checkbox"/> 2. I make decisions regarding daily expenses together with someone else in my household
<input type="checkbox"/> 3. I make decisions regarding daily expenses on my own (without any help from anyone else in my household)

65. Have you contributed to the overall household income in the last 30 days?

Prompt – Multiple answers

<input type="checkbox"/> 1. Yes, with money from my own business
<input type="checkbox"/> 2. Yes, with money from my agricultural income
<input type="checkbox"/> 3. Yes, with money from selling handcraft or homemade products
<input type="checkbox"/> 4. Yes, with a salary from a regular job I have
<input type="checkbox"/> 5. Yes, with a salary from a casual / irregular job I have
<input type="checkbox"/> 6. Yes, with money received from family or friends outside the household
<input type="checkbox"/> 7. Yes, with money I have borrowed from family or friends outside the household
<input type="checkbox"/> 8. Yes, with money from my savings group
<input type="checkbox"/> 9. Yes, with money from my rental income
<input type="checkbox"/> 10. Yes, with money from another source
<input type="checkbox"/> 11. No, although I have earned money or received money from outside the household, I haven't contributed this to the household income
<input type="checkbox"/> 12. No, I have not earned or received any money from outside the household, and haven't contributed to the household income

66. What is your main occupation?

Do not prompt – One answer

<input type="checkbox"/> 1. Housewife/househusband
<input type="checkbox"/> 2. Retired
<input type="checkbox"/> 3. Unemployed
<input type="checkbox"/> 4. Student
<input type="checkbox"/> 5. Farmer
<input type="checkbox"/> 6. Casual labor / Irregular job / Daily worker
<input type="checkbox"/> 7. Qualified worker (Plumber, electrician, etc.)
<input type="checkbox"/> 8. Business owner / Self-employed (Shop owner, etc.)
<input type="checkbox"/> 9. Middle level full-time salaried job (private companies employees, teacher, policemen, etc.)
<input type="checkbox"/> 10. Highly qualified position/Manager (Lawyer, doctor, professor, high-ranking officers, etc.)
<input type="checkbox"/> 97. Other (please specify): _____

67. Do you have the following equipment in your household?*Prompt rows– One answer per row*

	1.Yes	2.No	98. Do not know
a. Running water	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
b. Access to electricity	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
c. A landline phone	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
d. A television	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
e. A radio	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
f. A car	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
g. A motorcycle	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
h. A bike	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
i. A computer	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
j. A touch screen tablet	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
k. A game console	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98
l. A fixed Internet connection	<input type="checkbox"/> 1.	<input type="checkbox"/> 2.	<input type="checkbox"/> 98

68. Can you share with me the phone number of your main SIM card? *This information will be kept confidential but will help the company I work with call you back to check my work**One answer only – “Bip” the interviewee to check the phone number*

<input type="checkbox"/> 1. Yes. Specify phone number: _____
<input type="checkbox"/> 2. No

69. If answered “1. Yes” to Q8 and if not “98. Do not know” to Q49 and “1. Yes” to Q68

Do you consent to the phone number on your main SIM card being shared with [insert name of mobile operator of main SIM card] so that the research team can get more information on usage patterns across all respondents in this survey? Please note that none of your individual details or survey responses will be shared with your mobile operator, and sharing your number will not result in your mobile operator sending you unwanted texts or calls.

One answer only

<input type="checkbox"/> 1. Yes. Specify phone number: _____
<input type="checkbox"/> 2. No

Thanks a lot for your time!

70. (Interviewer to record) End time of the interview: _____ : _____**71. (Interviewer to record) What type of house does the interviewee live in?**

<input type="checkbox"/> 1. Mud walls
<input type="checkbox"/> 2. Soft brick
<input type="checkbox"/> 3. Fire brick
<input type="checkbox"/> 4. Wood walls
<input type="checkbox"/> 5. Stone walls
<input type="checkbox"/> 6. Concrete walls

72. (Interviewer to record after the interview) Was the interviewee supervised by a friend or family during the interview

<input type="checkbox"/> 1. Yes
<input type="checkbox"/> 2. No