

## Appendix D: Rural Citizen Questionnaire

University of Pretoria			
<p><i>The following questionnaire is completely confidential and the information provided will be used for academic purposes only. At no point what so ever will the information be presented to the public with any connection to the individual involved.</i></p>			
General Questions			
For office use only			
Respondent number: <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	V 1	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	1 - 3
Repetition number: <input style="width: 20px;" type="text"/> of <input style="width: 20px;" type="text"/> example: 1 of 2	V 2	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	4 - 5
Village name <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	V 3	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	6 - 8
General Questions		For office use only	
Interview Date: <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> / 2 0 <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	V 4	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	9 - 14
Sex: <input style="width: 20px;" type="text"/> Male <input style="width: 20px;" type="text"/> Female	V 5	<input style="width: 20px;" type="text"/> 15	
1 How old are you? <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> years	V 6	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	16 - 17
2 In what type of house are you living?	V 7	<input style="width: 20px;" type="text"/> 18	
<input style="width: 20px;" type="text"/> 1 Back yard			
<input style="width: 20px;" type="text"/> 2 Own House			
<input style="width: 20px;" type="text"/> 3 Rental house			
<input style="width: 20px;" type="text"/> 4 Traditional dwelling			
<input style="width: 20px;" type="text"/> 5 Room/Hostel			
<input style="width: 20px;" type="text"/> 6 Informal (Shack)			
<input style="width: 20px;" type="text"/> 7 Flat			
<input style="width: 20px;" type="text"/> 9 I'm homeless			
3 For how long have you lived here?	V 8	<input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/> <input style="width: 20px;" type="text"/>	19 - 22
4 Are you currently employed?	V 9	<input style="width: 20px;" type="text"/> 23	
<input style="width: 20px;" type="text"/> 1 Yes <input style="width: 20px;" type="text"/> 3 Student			
<input style="width: 20px;" type="text"/> 2 No <input style="width: 20px;" type="text"/> 4 Self employed			
5 What's the level of education that you have obtained?	V 10	<input style="width: 20px;" type="text"/> 24	
<input style="width: 20px;" type="text"/> 1 None <input style="width: 20px;" type="text"/> 4 St6(Gr8) - St9(Gr11)			
<input style="width: 20px;" type="text"/> 2 Gr1 - St3(Gr5) <input style="width: 20px;" type="text"/> 5 St 10(Gr12) Matric			
<input style="width: 20px;" type="text"/> 3 St4(Gr6) - St5(Gr7) <input style="width: 20px;" type="text"/> 6 Higher			
6 Can you read and write?	V 11	<input style="width: 20px;" type="text"/> 25	
<input style="width: 20px;" type="text"/> 1 Read	V 12	<input style="width: 20px;" type="text"/> 26	
<input style="width: 20px;" type="text"/> 2 Write	V 13	<input style="width: 20px;" type="text"/> 27	
7 Have you ever used a computer? <input style="width: 20px;" type="text"/> 1 Yes <input style="width: 20px;" type="text"/> 2 No			

General Questions	For office use only
8 If you have a job, what is your job title? _____	
9 How much money do you earn?	
<input type="checkbox"/> 0 Less than R250 per month	V 14 <input type="checkbox"/> 28
<input type="checkbox"/> 1 Between R250 and R500 per month	
<input type="checkbox"/> 2 Between R500 and R800 per month	
<input type="checkbox"/> 3 Between R800 and R1500 per month	
<input type="checkbox"/> 4 Between R1500 and R2000 per month	
<input type="checkbox"/> 5 Between R2000 and R2500 per month	
<input type="checkbox"/> 6 Between R2500 and R3000 per month	
<input type="checkbox"/> 7 Between R3000 and R4000 per month	
<input type="checkbox"/> 8 More than R4000 per month	
10 How many people are living in your house and are dependant on your salary?	
<input type="checkbox"/> <input type="checkbox"/> male	V 15 <input type="checkbox"/> <input type="checkbox"/> M 29 - 30
<input type="checkbox"/> <input type="checkbox"/> female	V 16 <input type="checkbox"/> <input type="checkbox"/> F 31 - 32
11 Have you ever used a two-way-radio (e.g.. security guard)?	
<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 17 <input type="checkbox"/> 33
12 Do you have electricity in your house?	
<input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 18 <input type="checkbox"/> 34
13 Indicate which of the following items do you own:	
<input type="checkbox"/> 1 TV (television set)	V 19 <input type="checkbox"/> 35
<input type="checkbox"/> 2 Radio (FM and AM)	V 20 <input type="checkbox"/> 36
<input type="checkbox"/> 3 Car	V 21 <input type="checkbox"/> 37
<input type="checkbox"/> 4 Electric oven or an electric stove	V 22 <input type="checkbox"/> 38
<input type="checkbox"/> 5 Geyser	V 23 <input type="checkbox"/> 39
<input type="checkbox"/> 6 Microwave oven	V 24 <input type="checkbox"/> 40
14 Why would you encourage your friend to get a <b>telephone</b> ? What advantages does a telephone have to offer you?	
1 _____	V 25 <input type="checkbox"/> <input type="checkbox"/> 41 - 42
2 _____	V 26 <input type="checkbox"/> <input type="checkbox"/> 43 - 44
3 _____	V 27 <input type="checkbox"/> <input type="checkbox"/> 45 - 46
15 How often do you hear of a crime in this area?	
<input type="checkbox"/> 1 Every day	V 28 <input type="checkbox"/> 47
<input type="checkbox"/> 2 Once a week	
<input type="checkbox"/> 3 Once a month	
<input type="checkbox"/> 4 Almost never	

General Questions	For office use only
<p>16 What kinds of crime exist in this area?</p> <p><input type="checkbox"/> 1 Theft</p> <p><input type="checkbox"/> 2 Vandalism</p> <p><input type="checkbox"/> 3 Rape</p> <p><input type="checkbox"/> 4 Murder</p> <p><input type="checkbox"/> 5 Drugs</p> <p><input type="checkbox"/> 6 Corruption and blackmail</p> <p><input type="checkbox"/> 7 None</p> <p><input type="checkbox"/> 8 Other Specify: _____</p>	<p>V 29 <input type="checkbox"/> 48</p> <p>V 30 <input type="checkbox"/> 49</p> <p>V 31 <input type="checkbox"/> 50</p> <p>V 32 <input type="checkbox"/> 51</p> <p>V 33 <input type="checkbox"/> 52</p> <p>V 34 <input type="checkbox"/> 53</p> <p>V 35 <input type="checkbox"/> 54</p> <p>V 36 <input type="checkbox"/> <input type="checkbox"/> 55 - 56</p>
<p>17 Have any crime ever been committed against you?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>	<p>V 37 <input type="checkbox"/> 57</p>
<p>18 What would you do if you see a crime being committed?</p> <p><input type="checkbox"/> 1 Run away</p> <p><input type="checkbox"/> 2 Do nothing and mind my own business</p> <p><input type="checkbox"/> 3 Try to stop the crime myself</p> <p><input type="checkbox"/> 4 Call Police</p> <p><input type="checkbox"/> 5 Go report this at the police station</p> <p><input type="checkbox"/> 6 Go to a family member/friend and tell him/her</p> <p><input type="checkbox"/> 7 Call a family member or a friend</p> <p><input type="checkbox"/> 8 Call the Vodacom emergency number</p> <p><input type="checkbox"/> 9 Call the MTN emergency number</p> <p><input type="checkbox"/> 10 Other Specify: _____</p>	<p>V 38 <input type="checkbox"/> 58</p> <p>V 39 <input type="checkbox"/> 59</p> <p>V 40 <input type="checkbox"/> 60</p> <p>V 41 <input type="checkbox"/> 61</p> <p>V 42 <input type="checkbox"/> 62</p> <p>V 43 <input type="checkbox"/> 63</p> <p>V 44 <input type="checkbox"/> 64</p> <p>V 45 <input type="checkbox"/> 65</p> <p>V 46 <input type="checkbox"/> 66</p> <p>V 47 <input type="checkbox"/> <input type="checkbox"/> 67 - 68</p>
<p>19 Which of the following numbers do you know or have in your address book or cellphone?</p> <p><input type="checkbox"/> 1 Police</p> <p><input type="checkbox"/> 2 Ambulance</p> <p><input type="checkbox"/> 3 Fire department</p> <p><input type="checkbox"/> 4 Hospital</p> <p><input type="checkbox"/> 5 MTN emergency number</p> <p><input type="checkbox"/> 6 Vodacom emergency number</p> <p><input type="checkbox"/> 7 The poison information line</p>	<p>V 48 <input type="checkbox"/> 69</p> <p>V 49 <input type="checkbox"/> 70</p> <p>V 50 <input type="checkbox"/> 71</p> <p>V 51 <input type="checkbox"/> 72</p> <p>V 52 <input type="checkbox"/> 73</p> <p>V 53 <input type="checkbox"/> 74</p> <p>V 54 <input type="checkbox"/> 75</p>
<p>20 Have you ever needed a telephone in an emergency?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>	<p>V 55 <input type="checkbox"/> 76</p>
<p>21 If yes, was it possible to use a phone?</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>	<p>V 56 <input type="checkbox"/> 77</p>
<p>22 How badly do you need a telephone or cellphone?</p> <p><input type="checkbox"/> 1 Not at all</p> <p><input type="checkbox"/> 2 That would be nice</p> <p><input type="checkbox"/> 3 I would have difficulty living without one</p>	<p>V 57 <input type="checkbox"/> 78</p>

General Questions	For office use only
<p>23 What other means of communication do you have?</p> <p><input type="checkbox"/> 1 A 2-way radio (like a security guard)</p> <p><input type="checkbox"/> 2 Mail a letter</p> <p><input type="checkbox"/> 3 Telegram</p> <p><input type="checkbox"/> 4 Public Telephone in the village</p> <p><input type="checkbox"/> 5 Public Cellphone in the village</p> <p><input type="checkbox"/> 6 E-mail</p> <p><input type="checkbox"/> 7 Other Specify:</p> <p>24 Has anyone ever asked you how you'd like a telephone or cellphone to work, or which services you'd like that are not available yet?</p> <p><input type="checkbox"/> 1 Yes    <input type="checkbox"/> 2 No</p> <p>25 Which one do you prefer</p> <p><input type="checkbox"/> 1 Telkom telephone</p> <p><input type="checkbox"/> 2 MTN Cellphone</p> <p><input type="checkbox"/> 3 Vodacom Cellphone</p> <p><input type="checkbox"/> 4 None</p> <p>26 How long would can one call with R30 during the week?</p> <p><input type="text"/><input type="text"/> minutes on a <b>cellphone</b></p> <p><input type="text"/><input type="text"/> minutes on a <b>Telkom telephone</b></p> <p><input type="checkbox"/> I don't know at all</p> <p>27 How much money do you spend on the Lotto?</p> <p>R <input type="text"/><input type="text"/><input type="text"/><input type="text"/> per month</p> <p>28 How much money do you spend on Beer or other liquor?</p> <p>R <input type="text"/><input type="text"/><input type="text"/><input type="text"/> per month</p>	<p>V 58 <input type="text"/> 79</p> <p>V 59 <input type="text"/> 80</p> <p>V 60 <input type="text"/> 81</p> <p>V 61 <input type="text"/> 82</p> <p>V 62 <input type="text"/> 83</p> <p>V 63 <input type="text"/> 84</p> <p>V 64 <input type="text"/><input type="text"/> 85 - 86</p> <p>V 65 <input type="text"/> 87</p> <p>V 66 <input type="text"/> 88</p> <p>V 67 <input type="text"/> 89</p> <p>V 68 <input type="text"/> 90</p> <p>V 69 <input type="text"/> 91</p> <p>V 70 <input type="text"/><input type="text"/> Cell 92 - 93</p> <p>V 71 <input type="text"/><input type="text"/> Tel 94 - 95</p> <p>V 72 <input type="text"/> 96</p> <p>V 73 <input type="text"/><input type="text"/><input type="text"/><input type="text"/> 97 - 100</p> <p>V 74 <input type="text"/><input type="text"/><input type="text"/><input type="text"/> 101 - 104</p>
Telkom Questions	For office use only
<p>29 Have you ever used a Telkom telephone yourself before?</p> <p><input type="checkbox"/> 1 Yes    <input type="checkbox"/> 2 No</p> <p>30 How far do you live from the nearest telephone?</p> <p><input type="checkbox"/> 1 One in my home    <input type="checkbox"/> 4 Less than 10km</p> <p><input type="checkbox"/> 2 Less than 1km    <input type="checkbox"/> 5 Less than 25km</p> <p><input type="checkbox"/> 3 Less than 5km    <input type="checkbox"/> 6 More than 25km</p> <p>31 Have you ever heard of <b>Telkom's</b> PrePaid Telephone?</p> <p><input type="checkbox"/> 1 Yes    <input type="checkbox"/> 2 No</p> <p>If yes, how far is the nearest shop selling PrePaid recharge cards for a <b>Telkom phone</b> from your house?</p> <p><input type="text"/><input type="text"/><input type="text"/> km Shop name: _____</p>	<p>V 75 <input type="text"/> 105</p> <p>V 76 <input type="text"/> 106</p> <p>V 77 <input type="text"/> 107</p> <p>V 78 <input type="text"/><input type="text"/><input type="text"/> km 108 - 110</p>

Telkom Questions	For office use only
32 Which of the following services have you heard about? <input type="checkbox"/> 0 Phonecard <input type="checkbox"/> 1 WorldCall <input type="checkbox"/> 2 Direct-a-Call <input type="checkbox"/> 3 SpeedCall <input type="checkbox"/> 4 UrgentCall <input type="checkbox"/> 5 IdentiCall <input type="checkbox"/> 6 Call Answer <input type="checkbox"/> 7 WaitingCall <input type="checkbox"/> 8 BlockCall <input type="checkbox"/> 9 Homefree	V 79 <input type="checkbox"/> 111 V 80 <input type="checkbox"/> 112 V 81 <input type="checkbox"/> 113 V 82 <input type="checkbox"/> 114 V 83 <input type="checkbox"/> 115 V 84 <input type="checkbox"/> 116 V 85 <input type="checkbox"/> 117 V 86 <input type="checkbox"/> 118 V 87 <input type="checkbox"/> 119 V 88 <input type="checkbox"/> 120
33 Have you ever had a telephone yourself at home? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 89 <input type="checkbox"/> 121
34 Do you currently have a Telkom telephone at home? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 90 <input type="checkbox"/> 122
35 If you don't have a telephone yourself, what would have to change before you get a Telkom telephone? <input type="checkbox"/> 1 <b>Calls</b> have to become cheaper <input type="checkbox"/> 2 <b>Telephones</b> have to become cheaper <input type="checkbox"/> 3 Telkom must come and install a telephone <input type="checkbox"/> 4 The network has to be extended to my village first <input type="checkbox"/> 5 Telkom said that it is not possible at the moment <input type="checkbox"/> 6 Other            Specify: _____	V 91 <input type="checkbox"/> 123 V 92 <input type="checkbox"/> 124 V 93 <input type="checkbox"/> 125 V 94 <input type="checkbox"/> 126 V 95 <input type="checkbox"/> 127 V 96 <input type="checkbox"/> <input type="checkbox"/> 128 - 129
36 If there was a service that enables you to call for free but you'll have to listen to an advertisement every 30 seconds on the telephone, would you want this? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 I don't understand	V 97 <input type="checkbox"/> 130
T 37 For how long have you had your <b>Telkom phone</b> now? <input type="text"/> <input type="text"/> years <input type="text"/> <input type="text"/> months <input type="text"/> <input type="text"/> weeks	131 - 136 V 98 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
T 38 How much do you spend on your <b>Telkom telephone</b> ? R <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> per month	V 99 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 137 - 140
T 39 Is your <b>Telkom telephone</b> a <b>PrePaid</b> telephone? Yes <input type="checkbox"/> 1    No <input type="checkbox"/> 2	V 100 <input type="checkbox"/> 141
T 40 How did you get this telephone? <input type="checkbox"/> 1 It was offered to me by a Telkom person <input type="checkbox"/> 2 I applied for it <input type="checkbox"/> 3 It was in the house when I moved in <input type="checkbox"/> 4 I connected it myself <input type="checkbox"/> 6 Other	V 101 <input type="checkbox"/> 142 V 102 <input type="checkbox"/> 143 V 103 <input type="checkbox"/> 144 V 104 <input type="checkbox"/> 145 V 105 <input type="checkbox"/> <input type="checkbox"/> 146 - 147



Telkom Questions	For office use only																																
T 47 For how long (on average) at a time is your <b>telephone</b> not working? <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> hours <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> days <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> weeks <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> months <input type="checkbox"/> I never had a problem																							<table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> V 133 185 - 186 V 134 187 - 188 V 135 189 - 190 V 136 191 - 192 V 137 193										
T 48 If there is a problem with your <b>telephone</b> and you did report it, how long ago was the fault reported <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> </table> years <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> </table> months <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> </table> weeks							194 - 199 V 138 <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table>																										
49 If you don't have a <b>Telkom telephone</b> , why not? <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>1</td></tr> <tr><td>2</td></tr> <tr><td>3</td></tr> <tr><td>4</td></tr> <tr><td>5</td></tr> <tr><td>6</td></tr> <tr><td>7</td></tr> </table> I don't afford a phone I don't know how to use a phone I don't want one I use my neighbor's phone I prefer a public telephone I use a cellphone I want one. I'm waiting for installation	1	2	3	4	5	6	7	V 139 200 V 140 201 V 141 202 V 142 203 V 143 204 V 144 205 V 145 206																									
1																																	
2																																	
3																																	
4																																	
5																																	
6																																	
7																																	
How long ago did you apply for a phone? <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> years <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> month <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> weeks <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table> days  Other reason for not having a telephone: _____ _____ _____																					V 146 207 - 208 V 147 209 - 210 V 148 211 - 212 V 149 213 - 214 V 150 215 - 216 V 151 217 - 218 V 152 219 - 220												
50 How much money do you spend on a Telkom <b>public payphone</b> ? R <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> </table> per month					V 153 <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td> </td><td> </td><td> </td><td> </td></tr> </table> 221 - 224																												
T 51 If you had a telephone but you canceled the service, Why? _____ _____	V 154 225 - 226 V 155 227 - 228																																
T 52 When will you cancel your service with Telkom? <table border="1" style="display: inline-table; vertical-align: middle;"> <tr><td>1</td></tr> <tr><td>2</td></tr> <tr><td>3</td></tr> <tr><td>4</td></tr> <tr><td>5</td></tr> </table> If my <b>telephone</b> brakes & I have to replace it myself When Telkom <b>stops</b> its <b>PrePaid</b> service Not easily. <b>I'm satisfied</b> with the service. Only with unrealistic price increases. When I can't afford it	1	2	3	4	5	V 156 229 V 157 230 V 158 231 V 159 232 V 160 233																											
1																																	
2																																	
3																																	
4																																	
5																																	

Cellphone Questions	For office use only
53 Have you ever used a cellphone? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 161 <input type="checkbox"/> 234
54 Do you currently have your own cellphone? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 162 <input type="checkbox"/> 235
C 55 Which of the following are you using? <input type="checkbox"/> 1 MTN Contract <input type="checkbox"/> 2 Vodacom Contract <input type="checkbox"/> 3 MTN's Pay as you go <input type="checkbox"/> 4 Vodacom's Vodago (Prepaid) <input type="checkbox"/> 5 I don't know	V 163 <input type="checkbox"/> 236
56 Which of the following services have you heard about? <input type="checkbox"/> 1 MTN's Pay as you go <input type="checkbox"/> 2 Vodacom's Vodago	V 164 <input type="checkbox"/> 237 V 165 <input type="checkbox"/> 238
C 57 Have you ever send an SMS to someone? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No <input type="checkbox"/> 3 I don't know about SMS	V 166 <input type="checkbox"/> 239
58 Does your neighbour have a cell-phone? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 167 <input type="checkbox"/> 240
59 Who is your neighbor's service provider <input type="checkbox"/> 1 MTN <input type="checkbox"/> 2 Vodacom <input type="checkbox"/> 3 I don't know	V 168 <input type="checkbox"/> 241
60 If you don't have a cellphone, what would have to change before you get a cellphone? <input type="checkbox"/> 1 <b>Calls</b> have to become cheaper <input type="checkbox"/> 2 <b>Cellphones</b> have to become cheaper <input type="checkbox"/> 3 MTN or Vodacom must allow me to get a <b>contract</b> <input type="checkbox"/> 4 Other            Specify: _____	V 169 <input type="checkbox"/> 242 V 170 <input type="checkbox"/> 243 V 171 <input type="checkbox"/> 244 V 172 <input type="checkbox"/> <input type="checkbox"/> 245 - 246
C 61 What make of cellphone do you have? <input type="checkbox"/> 1 Alcatel <input type="checkbox"/> 2 Ericsson <input type="checkbox"/> 3 Motorola <input type="checkbox"/> 4 Nokia <input type="checkbox"/> 5 Siemens <input type="checkbox"/> 6 Bosh <input type="checkbox"/> 7 Phillips <input type="checkbox"/> 8 Other    Specify: _____	V 173 <input type="checkbox"/> <input type="checkbox"/> 247 - 248
C 62 What is the model of your phone? (ex. 8110, S10, ext.) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	249 - 254 V 174 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
C 63 If you have a cellphone, how much do you spend on it? R <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> per month	V 175 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 255 - 258

Cellphone Questions	For office use only	
C 64 Did you buy your cellphone brand new or as second hand? <input type="checkbox"/> 1 Brand new <input type="checkbox"/> 2 Second hand	V 176	<input type="checkbox"/> 259
65 Do you have a bank account with a plastic card? <input type="checkbox"/> 2 No <input type="checkbox"/> 1 Yes, at:	V 177	<input type="checkbox"/> 260
<input type="checkbox"/> 3 ABSA	V 178	<input type="checkbox"/> 261
<input type="checkbox"/> 4 Standard Bank	V 179	<input type="checkbox"/> 262
<input type="checkbox"/> 5 Nedbank	V 180	<input type="checkbox"/> 263
<input type="checkbox"/> 6 First National bank	V 181	<input type="checkbox"/> 264
<input type="checkbox"/> 7 Other bank. Please specify: At: _____	V 182	<input type="checkbox"/> <input type="checkbox"/> 265 - 266
C 66 If you have a bank account with a plastic card at one of the banks mentioned above, have you ever used this plastic card to buy airtime for a prepaid cellphone? <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No	V 183	<input type="checkbox"/> 267
C 67 Where do you charge the battery	V 184	<input type="checkbox"/> 268
<input type="checkbox"/> 1 At home	V 185	<input type="checkbox"/> 269
<input type="checkbox"/> 2 At a friend	V 186	<input type="checkbox"/> 270
<input type="checkbox"/> 3 At a business	V 187	<input type="checkbox"/> 271
<input type="checkbox"/> 4 At my work	V 188	<input type="checkbox"/> <input type="checkbox"/> 272 - 273
<input type="checkbox"/> 5 Other    Specify: _____	V 189	<input type="checkbox"/> 274
C 68 How often do you charge your cellphone battery?	V 190	<input type="checkbox"/> <input type="checkbox"/> 275 - 276
<input type="checkbox"/> 1 Every Day	V 191	<input type="checkbox"/> <input type="checkbox"/> 277 - 278
<input type="checkbox"/> 2 Every 2 Days	V 192	<input type="checkbox"/> <input type="checkbox"/> 279 - 280
<input type="checkbox"/> 3 Every 3 Days	V 193	<input type="checkbox"/> <input type="checkbox"/> 281 - 282
<input type="checkbox"/> 4 Every 4 Days	V 194	<input type="checkbox"/> <input type="checkbox"/> 283 - 284
<input type="checkbox"/> 5 Every 5 Days	V 195	<input type="checkbox"/> <input type="checkbox"/> 285 - 286
<input type="checkbox"/> 6 Once a week	V 196	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> km 287 - 289
<input type="checkbox"/> 7 Infrequently		
69 Where can one buy a new cellphone or battery for his/her cellphone? At:	1	_____
2 _____	2	_____
3 _____	3	_____
70 Where can one buy Pay as you go, or Vodago airtime recharge vouchers for a prepaid cellphone?	1	_____
2 _____	2	_____
3 _____	3	_____
71 How far away from your home is the nearest shop to buy recharge cards for a cellphone?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> km	

Cellphone Questions	For office use only
72 Where can one get a broken cellphone repaired?	
1 _____	V 197 <input type="checkbox"/> <input type="checkbox"/> 290 - 291
2 _____	V 198 <input type="checkbox"/> <input type="checkbox"/> 292 - 293
3 _____	V 199 <input type="checkbox"/> <input type="checkbox"/> 294 - 295
C 73 How do you get information on a cellphone or anything concerning a cellphone that you don't understand	
<input type="checkbox"/> 1 Friend	V 200 <input type="checkbox"/> 296
<input type="checkbox"/> 2 MTN customer service centre	V 201 <input type="checkbox"/> 297
<input type="checkbox"/> 3 Vodacom customer service centre	V 202 <input type="checkbox"/> 298
<input type="checkbox"/> 4 Newspaper, Magazine	V 203 <input type="checkbox"/> 299
<input type="checkbox"/> 5 Posters on street	V 204 <input type="checkbox"/> 300
<input type="checkbox"/> 6 Other Specify: _____	V 205 <input type="checkbox"/> <input type="checkbox"/> 301 - 302
C 74 When will you cancel your service from MTN or Vodacom	
<input type="checkbox"/> 1 Not easily. <b>I'm satisfied</b> with the service.	V 206 <input type="checkbox"/> 303
<input type="checkbox"/> 2 Only with unrealistic price increases.	V 207 <input type="checkbox"/> 304
<input type="checkbox"/> 3 If my cellphone brakes and I have to replace it myself	V 208 <input type="checkbox"/> 305
<input type="checkbox"/> 4 When MTN or Vodacom stops its <b>PrePaid</b> service	V 209 <input type="checkbox"/> 306
<input type="checkbox"/> 5 When I <b>can't afford</b> it any more	V 210 <input type="checkbox"/> 307

I voluntarily granted my permission for participation in this project as explained to me. I understand:

- \* My right to choose whether to participate in the project or not,
- \* That the information furnished will be handled confidentially,
- \* And that the results of the investigation may be used for the purposes of publication.

Signed: \_\_\_\_\_

Date: 2001 /   /    
M M D D

Thank you for your cooperation