

PRODUCTION OF STATISTICS FOR THE POST, TELECOMMUNICATIONS AND ICT
SECTOR

Household Questionnaire

The information collected during this collection is strictly confidential under the terms of Law No. 2020/010 of 20 July 2020 to regulate statistical activity which stipulates in Section 13 that: "Individual data collected within the framework of statistical data collection operation may not be disclosed in any way whatsoever, unless explicitly authorized by the natural or legal persons concerned in accordance with the principles of the African Charter on Statistics."

May 202

SECTION 0: GENERAL INFORMATION**1: HOUSEHOLD IDENTIFICATION**

S0Q00	Identifier __ __ __ __ __ __ __ __ __ __ __ __ __ __ __	
S0Q01	Douala/Yaounde/Region _____	__
S0Q02	Division: _____	__
S0Q03	Sub-division/Council: _____	__ __
S0Q04	Village/Locality/Quarter: _____	
S0Q05	Residence stratum 1 = urban 2 = rural	__
S0Q06	CA number	__ __
S0Q07	Household number in the CA	__ __

2: COLLECTION AND OPERATION TEAM

S0Q08	Collection supervisor: _____	__
S0Q09	Collection Controller	__
S0Q10	Collection agent: _____	__
S0Q11	Collection date: _____ __ __ __ __ 2_ 4_	
S0Q12	Data entry supervisor: _____	__
S0Q13	Data entry clerk : _____	__
S0Q14	Data entry date : _____ __ __ __ __ 2_ 4_	
S0Q15	Collection result 1=Completely filled; 2=Partially filled 3=Not filled	__
S0Q16	If not completed or partially completed, please give reason 1= Not filled in due to absence; 2=Not filled for refusal; 3=Other (to be specified) _____	__

SECTION 1: CHARACTERISTICS OF HOUSEHOLD MEMBERS												
S1Q00A	Household size :											
S1Q00B	Number order		01	02	03	04	05	06	07	08	09	10
S1Q00	Name of household members (starting with the household head at number 1 and other members from 2 to 10)											
S1Q01	Of which sex is (Name)? 1 = Male 2 = Female											
S1Q02	What is your relationship to the household head? 1 = Household head, 2 = spouse of the household head, 3 = son or daughter of the household head, 4 = son-in-law or daughter-in-law of the household head, 5 = grandson, daughter of the household head, 6 = father/mother of the household head, 7 = parent-in-law, 8 = brother / sister of the household head, adopted / custodial, child of the wife/husband 9 = other related person; 10 no relationship, 98 = Does Not Know											
S1Q02A	Does (Name) usually live in the household? 1=Yes, 2=No											
S1Q02B	Did (Name) spend last night in the household? 1=Yes, 2=No											
S1Q03	How old is (Name) in completed years? (95 for age >= 95 and 98 for Does Not Know) <i>If the age is less than 15 years, go to the next person.</i>											
S1Q04	Marital status of (Name) (aged 15 years and more) 1=Single 2=Common law relationship 3=Monogamous 4=Polygamous 5=Widowed 6=Separated/Divorced											
S1Q05	What is (Name)'s level of education? 1= primary 2= secondary 3= higher 4= none 5=Dost not know											
S1Q06	Does (Name) have any disability? 1=Yes, 2=No. <i>If no, go to S2Q01A</i>											
S1Q07	what disability does (Name) have?											
	Visual disability (blind, partially sighted) 1=Yes, 2=No											
	Hearing disability (deaf, hard of hearing) 1=Yes, 2=No											
	Motor disability (crippled, paralytic, etc.) 1=Yes, 2=No											
	Deaf-mute 1=Yes, 2=No											
	Speech impairment (stammerer, mute, etc.) 1=Yes, 2=No											
	Mental disability (insane, lunatic, etc.) 1=Yes, 2=No											
Other disability (please specify) 1=Yes, 2=No												
SECTION 2: ESSENTIAL ICT SKILLS (Eligible for persons aged 15 and more)												
S2Q01	Can (Name) turn on, use and turn off the radio? (1=Yes, 2=No)											
S2Q02	Can (Name) turn on, use and turn off the phone? (1=Yes, 2=No)											
S2Q03	Can (Name) turn on, use and turn off the television? (1=Yes, 2=No)											
S2Q04	Can (Name) turn on, use and turn off the computer? (1=Yes, 2=No)											
S2Q05	Can (Name) find the location of every stored or operating item on the device? (1=Yes, 2=No)											

S1Q00B	Number order	01	02	03	04	05	06	07	08	09	10
S2Q06	Has (Name) often used the MS Office suite (use of Word, Excel, Power Point, etc.)? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q07	Can (Name) use the internet? Connect to the internet, open a page, etc.? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q08	Can (Name) Choose, install and update an application? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q09	Can (Name) create/save/publish digital content? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q10	Can (Name) save information found on the internet? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q11	(Name) Can he (she) choose and use digital means of communication (SMS, WhatsApp, blog, contact form, comments, telephone, uploading images to the internet)? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q12	Can (Name) create and use an electronic mailbox (email)? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q13	Can (Name) protect devices and data, as well as their privacy in a digital environment (locking, safety code, password)? 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q14	Is (Name) aware that we must not copy and distribute all content available on the internet without authorization? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q15	Does (Name) respect the confidentiality of certain content copied on the internet? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q16	Is (Name) aware of the health risks incurred during prolonged exposure to the use of others ICT? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q17	Does (Name) take steps to limit the health risks incurred during prolonged exposure to others ICT? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q18	Can (Name) choose and use the following online services? (1=Yes, 2=No)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q18A	Online forms and documents	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q18B	e-commerce (purchase/sale/reservation, etc.)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q18C	e- banking	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q18D	GPS	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q18E	Other (please specify)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S2Q19	(Name) Can he (she) create and administer user profiles and digital identities (social media, online stores, etc.)? 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
SECTION 3: USE OF ICT (Eligible for persons aged 15 or more)											
S3Q01A	Has (Name) used	Computer	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q01B	any of the	Phone	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q01C	following devices in the last 3 months? 1=Yes, 2=No	Tablets	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q02A	Has (Name) used	Computer	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q02B	any of the	Phone	☐	☐	☐	☐	☐	☐	☐	☐	☐

S1Q00B	Number order		01	02	03	04	05	06	07	08	09	10
S3Q02C	following devices in the last 30 days? 1=Yes, 2=No	Tablets	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q03	Has (Name) used the internet in the last 3 months? 1=Yes, 2=No If no, go to SECTION 4		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04A	Places to use the internet 1=Yes, 2=No	Residence	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04B		Location of service	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04C		Study location	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04D		Home of another individual	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04E		Community internet access facility	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04F		Commercial internet access facility	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04G		Anywhere via mobile phone	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q04H	Anywhere via other cellular mobile access devices	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
S3Q05A	For which of the following online services has (Name) used the internet for private purposes in the last 3 months? 1=Yes, 2=No	Send or receive emails	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q05B		Call via internet/VOIP/Post information or instant messages	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q05C		Obtain information about goods or services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q05D		Buy or order goods or services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q05E		Internet banking	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q05F		Government services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q05G		Online education	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q05H	Production of smart contents (cv, videos, audio, ...)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
S3Q05I	Other services (please specify)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	
S3Q06A	By what means did (Name) access the internet? 1-Yes 2-No	By computer	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q06B		By telephone	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q06C		Through a tablet	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q06D		Through a PDA	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q07	How often on average has (Name) used the internet over the last 3 months? 1= At least once a day 2= At least once a week, but not every day 3= At least once a month, but not every week 4= Less than once a month		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q08	Has (Name) ever been a victim of cybercrime? 1=Yes, 2=No If no, go to S3Q11		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q09A	If yes, specify the type 1=Yes, 2=No	Email hacking	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q09B		Internet scam	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q09C		Scam via calls or SMS	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q09D		Others (please specify)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q10	Did (Name) file a complaint? 1=Yes, 2=No		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S3Q11	Has (Name) used social media in the last 3 months? 1=Yes, 2=No		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

S1Q00B	Number order	01	02	03	04	05	06	07	08	09	10
SECTION 4: QUALITY OF SERVICE OF ELECTRONIC COMMUNICATIONS <i>(Eligible for persons aged 15 and more)</i>											
4.1 Telephone service quality											
Quality of telephone service from the CAMTEL operator											
S4Q01A	How many SIM/Landline CAMTEL does (Name) use? If 0, go to S4Q02A										
S4Q01B	Did (Name) communicate by telephone with at least one of his CAMTEL SIMs in the last 7 days? 1=Yes, 2=No If 2, go to S4Q02A										
S4Q01C	Did you have any inconvenience during these calls? 1=Yes, 2=No <i>If no go to S4Q02A if yes which ones?</i>										
S4Q01C1	Call failure due to network 1=Yes, 2=No										
S4Q01C2	Call interruption due to network 1=Yes, 2=No										
S4Q01C3	Poor quality of broadcasts and receptions due to the network 1=Yes, 2=No										
S4Q01C4	Billing inaccuracy 1=Yes, 2=No										
S4Q01C5	Other (s) (please specify) _____ _____ _____										
S4Q01D	Has (Name) made a complaint to CAMTEL customer service regarding these inconveniences? 1=Yes, 2=No If no, go to S4Q02A										
S4Q01E	Particularly for the inaccuracy of billing? 1=Yes, 2=No										
S4Q01F	Through what channel did (Name) make the complaint? 1 =call 2=SMS 3=Social networks (Whatzap , Facebook, etc.), 4=Operator web page 5=Travel 6=Correspondence 7=combination of two or more previous channels										
S4Q01G	Was (Name)'s complaint responded to by customer service? 1=Yes, 2=No If no, go to S4Q02A										
S4Q01H	In your opinion, what was the level of satisfaction with the handling of your complaints by CAMTEL? 1 = dissatisfied 2 = not very satisfied 3 = indifferent 4 = satisfied 5 = very satisfied										
Quality of telephone service from the MTN operator											
S4Q02A	How many SIMs does MTN use (Name)? If 0, go to S4Q03A										
S4Q02B	Has (Name) communicated by phone with at least one of their MTN SIMs in the last 7 days? 1=Yes, 2=No If 2, go to S4Q03A										
S4Q02C	Did you have any inconvenience (Name) during these calls? 1=Yes, 2=No <i>If no go to S4Q03A if yes which ones?</i>										
S4Q02C1	Call failure due to network 1=Yes, 2=No										
S4Q02C2	Call interruption due to network 1=Yes, 2=No										
S4Q02C3	Poor quality of broadcasts and receptions due to the network 1=Yes, 2=No										
S4Q02C4	Billing inaccuracy 1=Yes, 2=No										

S1Q00B	Number order	01	02	03	04	05	06	07	08	09	10
S4Q02C5	Other (s) (please specify) _____ _____ _____	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q02D	Has (Name) made a complaint to MTN customer service regarding these inconveniences? 1=Yes, 2=No If no, go to S4Q03A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q02E	Particularly for the inaccuracy of billing? 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q02F	Through what channel did (Name) make the complaint? 1 =call 2=SMS 3=Social media (Whatsap , Facebook, etc.), 4=Operator web page 5=Travel 6=Correspondence 7=combination of two or more previous channels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q02G	Was (Name)'s complaint responded to by customer service? 1=Yes, 2=No If no, go to S4Q03A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q02H	What do you think was the level of satisfaction with MTN's handling of your complaints? 1 = dissatisfied 2 = not very satisfied 3 = indifferent 4 = satisfied 5 = very satisfied	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Quality of telephone service from the ORANGE operator											
S4Q03A	How many ORANGE SIMs does (Name) use? If 0, go to S4Q04A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03B	Has (Name) communicated by telephone with at least one of their ORANGE SIMs in the last 7 days? 1=Yes, 2=No If 2, go to S4Q04A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03C	Did you have any inconvenience (Name) during these calls? 1=Yes, 2=No <i>If no go to S4Q04A if yes which ones?</i>	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03C1	Call failure due to network 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03C2	Call interruption due to network 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03C3	Poor quality of broadcasts and receptions due to the network 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03C4	Billing inaccuracy 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03C5	Other (s) (please specify) _____ _____ _____	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03D	Has (Name) made a complaint to ORANGE customer service regarding these inconveniences? 1=Yes, 2=No If no, go to S4Q04A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03E	Particularly for the inaccuracy of billing? 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03F	Through what channel did (Name) make the complaint? 1 =call 2=SMS 3=Social media (Whatsap , Facebook, etc.), 4=Operator web page 5=Travel 6=Correspondence 7=combination of two or more previous channels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03G	Was (Name)'s complaint responded to by customer service? 1=Yes, 2=No If no, go to S4Q04A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q03H	What do you think was the level of satisfaction with ORANGE's handling of your complaints? 1 = dissatisfied 2 = not very satisfied 3 = indifferent 4 = satisfied 5 = very satisfied	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Quality of telephone service from the NEXTTEL operator											
S4Q04A	How many SIMs does NEXTTEL use (Name)? If 0, go to S4Q05A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

S1Q00B	Number order	01	02	03	04	05	06	07	08	09	10
S4Q04B	Has (Name) communicated by telephone with at least one of their NEXTTEL SIMs in the last 7 days? 1=Yes, 2=No If 2, go to S4Q05A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04C	Did (Name) have any inconveniences during these calls? 1=Yes, 2=No <i>If not go to S4Q05A; if yes, which ones?</i>	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04C1	Call failure due to network 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04C2	Call interruption due to network 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04C3	Poor quality of broadcasts and receptions due to the network 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04C4	Billing inaccuracy 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04C5	Three other (s) most important (please specify) _____ _____ _____	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04D	Has (Name) made a complaint to NEXTTEL customer service regarding these inconveniences? 1=Yes, 2=No If no, go to S4Q05A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04E	Particularly for the inaccuracy of billing? 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04F	Through what channel did (Name) make the complaint? 1 =call 2=SMS 3=Social media (Whatsap , Facebook, etc.), 4=Operator web page 5=Travel 6=Correspondence 7=combination of two or more previous channels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04G	Was (Name)'s complaint responded to by customer service? 1=Yes, 2=No If no, go to S4Q05A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q04H	In your opinion, what was the level of satisfaction with the handling of your complaints by NEXTTEL? 1 = dissatisfied 2 = not very satisfied 3 = indifferent 4 = satisfied 5 = very satisfied	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
4.2 Quality of Internet Services											
S4Q05A	Has (Name) connected to the internet in the last 30 days? (y compris la connexion assistée) 1=Yes, 2=No If no, go to S5Q01A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05B	What is the main operator through which (Name) connects to the internet service? 1=CAMTEL 2=MTN 3=Orange 4= Nexttel 5=Internet service provider	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05C1	How do you connect to the internet? Computer 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05C2	Android phone/Smart phone 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05C3	Tablet 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05D	How often did (Name) use the internet service on average over the last 30 days? 1=At least once a day 2=At least once a week 3=Less than four times during the month 4=Rarely	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05E	Has (Name) encountered any inconvenience during the last 30 days when using internet services? 1=Yes, 2=No, If no, go to S5Q01A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05E1	What are the main problems encountered by (Name) when	Network problems 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05E2		Slow internet connection 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05E3		Unsatisfactory billing 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05E4		Inoperative customer service 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐

S1Q00B	Number order		01	02	03	04	05	06	07	08	09	10
S4Q05E5	using internet services?	Unsatisfactory customer service 1=Yes, 2=No	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05E6		Other (to be specified) 1=Yes, 2=No _____	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05F	Has (Name) made a complaint to customer service regarding these inconveniences when using internet services? 1=Yes, 2=No If no, go to S5Q01A		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05G	Through what channel did (Name) make the complaint?: 1=call 2=SMS 3=Social media (Whatzap, Facebook, etc.), 4=Operator web page 5=Travel 6=Correspondence 7=combination of two or more previous channels		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S4Q05H	Was (Name)'s complaint responded to by customer service? 1=Yes, 2=No		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
SECTION 5: USE OF POSTAL SERVICES (Eligible for persons aged 15 and more)												
Postal non-financial services												
S5Q01A	Has (Name) used any of the following non-financial postal services in the last 6 months? 1=yes, 2=no	Express shipments of mail or parcels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q01B		Ordinary shipments of mail or parcels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q01C		Registered shipments of mail or parcels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q01D		Sending postal parcels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q01E		Online postal service	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
If no to all types of services then go to question S5Q12A												
S5Q02	(Name) used this service(s) via which operators? <i>List the three main ones (see codes)</i>	Operator 1	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
		Operator 2	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
		Operator 3	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q03	If other operator in S5Q02, please specify		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q04	Did the operator have an internet access point? <i>1=yes, 2=no, 3=Does Not Know</i>	Operator 1	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
		Operator 2	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
		Operator 3	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q05	On average, how often did (Name) use this service? 1 = once a month 2 = twice a month 3 = Three times a month 4 = once every two months 5 = once every three months 6 = rarely (once or twice every six months)		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q06	What method of collection or sending does (Name) use the most? <i>1 = At home, 2. Point of contact (post office, postal operator counter), 3 = mailbox</i>		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q07	Has (Name) experienced any inconvenience while serving a postal operator? 1=yes, 2=no if no, go to S5Q12A		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q08	If yes, with which operator (see codes) _ _____		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q09	What was the nature of the inconvenience encountered by (Name) for the postal service? <i>1= Undelivered mail/parcel 2= Lost mail/parcel 3= Unsuccessful complaint 4= Damaged parcel 5= Service of the post office manager/contact point unsatisfactory 6= Others (please specify)_</i>		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

S1Q00B	Number order		01	02	03	04	05	06	07	08	09	10
S5Q10	Has (Name) ever filed a claim or complaint with a postal service? 1=yes, 2=no if no, go to S5Q12A		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q11	If yes, was (Name) satisfied with the handling of the claim or the complaint? 1 = dissatisfied 2 = not very satisfied 3 = indifferent 4 = satisfied 5 = very satisfied		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Financial postal services												
S5Q12A	Has (Name) used any of the following postal financial services in the last 6 months?	Postal funds transfer service 1=yes, 2=no if no, go to S5Q13A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q12B		If yes, how often? 1 = at least once a month, 2 = once every two months, 3 = once every three months, 4 = rarely (once or twice every six months)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q13A		Postal check service 1=yes, 2=no if no, go to S5Q14A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q13B		If yes, how often? 1 = at least once a month, 2 = once every two months, 3 = once every three months, 4 = rarely (once or twice every six months)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q14A		Postal savings bank service 1=yes, 2=no if no, go to S5Q15A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q14B		If yes, how often? 1 = at least once a month, 2 = once every two months, 3 = once every three months, 4 = rarely (once or twice every six months)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q15A		Foreign exchange service 1=yes, 2=no if no, go to S6Q01A	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
S5Q15B	If yes, how often? 1 = at least once a month, 2 = once every two months, 3 = once every three months, 4 = rarely (once or twice every six months)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	

SECTION 6: HOUSEHOLD EQUIPMENT WITH ICT CARRIER

S6Q01A	Does your household/a member of your household have? 1=Yes 2=No	Electricity (ENEO, solar, generator or other)				☐	
S6Q01B		A radio				☐	
S6Q01C		A television set				☐	
S6Q01D		A landline/corded telephone line				☐	
S6Q01E		A mobile phone				☐	
S6Q01F		A post office box				☐	
S6Q02	Does your household/any member of your household have a home computer? 1=Yes 2=No					☐	
S6Q03	Does your household/any member of your household have home internet? 1=Yes 2=No if no, go to S6Q06					☐	
S6Q04	If yes, what type of internet access is used at home?						
S6Q04A	Wired connection 1=Yes 2=No 3=Does Not Know	STN/ADSL	☐	Non-wired connection 1=Yes 2=No	S6Q05A	WIRELESS/WIMAX	☐
S6Q04B		Optical fiber	☐		S6Q05B	E-VSAT	☐
S6Q04C					S6Q05C	Others (specify)	☐
S6Q06	Do you have a cable TV connection? 1=Yes 2=No if no, go to S6Q08					☐	
S6Q07	If yes, which operators does your household subscribe to? 1=Yes 2=No						
S6Q07A		MTN				☐	
S6Q07B		ORANGE				☐	
S6Q07C		NEXTTEL				☐	
S6Q07D		CAMTEL				☐	
S6Q07E		CANAL+ / DSTV / StarTimes				☐	
S6Q07F		Cable operators				☐	
S6Q07G		Other specify) _____				☐	
S6Q08	Does your household have a direct-to-home (DHT) satellite television subscription? 1=Yes 2=No					☐	

Code S5Q02 and S5Q08			
Code	Operator Names	Code	Operator Names
01	AFRILIGHT	23	GLOBEX C. SARL
02	AMOUR MEZAM	24	JF INTERNATIONAL
03	APM	25	KINGSLEY INT.
04	AVENIR DE LA KADEY	26	MENOUA VOYAGES
05	AVENIR VOYAGES	27	MOGHAMO EXPRESS
06	BINAM S. A	28	MUSANGO BUS SERVICES LTD
07	BOLLORE T&L	29	M.T.A TXL
08	BUCA VOYAGES	30	MVILA VOYAGES SARL
09	CERISES AUTO	31	OVERLINE T&L
10	CDV SARL	32	PRINCESSE VOYAGES
11	CITY MESSENGERS	33	SATIT Sarl
12	DANAY EXPRESS	34	SMS
13	DHL	35	SOCOOPTRANSCAM
14	EMI MONEY	36	SOLEX
15	ESICO	37	SOPAGAV SARL
16	EXPRESS EXCHANGE	38	SUD DEPECHE
17	FINEXSCAM	39	TOURISTIQUE CCE
18	FLEXI LOGISTICS	40	TRESOR VOYAGES
19	GHF SARL	41	UPS
20	GARANTI EXPRESS COMPANY	42	VATICAN COMPANY LTD
21	GENERAL EXPRESS VOYAGES	43	CAMPOST post office
22	GLOBAL VOYAGES	44	Other (s) (please specify)

THANKS FOR YOUR HELP