

An abstract graphic of numerous blue fiber optic cables fanning out from the top left towards the bottom right, set against a dark blue background. The cables are illuminated from within, creating a glowing effect.

Broadband access and use in the ECTEL Member States

ECTEL MEMBER STATES

*Commonwealth of Dominica
Grenada
The Federation of St. Christopher (St. Kitts) and Nevis
Saint Lucia
St. Vincent and the Grenadines*

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(ECTEL)**

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Executive Summary

A total of 3,294 households, 8,460 individual (aged 15 and above), and 3,142 minor children (aged below 15 years) were interviewed across the ECTEL Member States, over a four-month period, to determine the level of access to and use of broadband and other ICT services across the ECTEL Member States.

From the survey results, TV was the most popular ICT device used within the household and TV services were accessed mostly via digital or analog cable TV. Telephone coverage was relatively widespread among the Member States, as less than 10 per cent of household respondents indicated that they had no access to fixed, or mobile telephone service.

The percentage of households with fixed Internet access varied widely among the Member States with the most prevalent mode of access being via an ADSL modem. The main reasons cited for not having fixed Internet access by those households were that the cost of access was too high and the fact they could access the Internet on their mobile phones. These households would be more inclined to sign up for fixed Internet, if the monthly fee was more affordable. Reliability and price remained the two most important factors considered, when households selected their Internet service and very few households switched service provider, in the two years prior.

Although household respondents were generally not aware of the maximum download speed of their service plan, and in some cases experienced difficulties due to insufficient speed of their Internet service, their experience in relation to quality of service was generally reported as good. There was less satisfaction with the response time to answering their phone calls and resolving their problems.

For individual respondents, over 50 per cent made use of a fixed Internet service mostly at home and at work over the last three months, and would typically use the Internet, several times a day. The laptop was used most widely by individuals to access the Internet at home and the activity most regularly pursued was communicating. However, purchasing goods for home delivery would be a highly desired local service, if it were available online.

Prepaid mobile phone service still remains the most widely used; and almost 50 per cent of individuals purchased their mobile phones from their service provider. More than half of the individuals interviewed used their mobile phones to access the Internet, with the android phone as the most popular smart phone in use. The majority of the phones were Wi-Fi enabled and most individuals accessed mobile Internet service via Wi-Fi.

Some of the most prominent activities among individuals using their mobile Internet service was using WhatsApp and Facebook, listening to music, and accessing information. The individuals generally did not report experiencing difficulty accessing information online, due to insufficient speed or downloading capacity and the quality of experience with their mobile Internet service was generally good.

As it relates to the minors, less than 50 per cent used a fixed Internet service from any location in the last three months, for those who did, most accessed the Internet on a daily basis.

The devices used to access the Internet from a fixed location varied among the Member States, reflecting in some parts the type of Government policy employed.

An overwhelming majority of minors did not use a mobile phone to access the Internet. Those who did, used Wi-Fi to access their mobile Internet service and used their phones mostly for playing games, making voice calls, and using Facebook.

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Preface

The Eastern Caribbean Telecommunications Authority (ECTEL), in an effort to identify the state of broadband within the ECTEL Member States, a prerequisite for achieving digital inclusion for all, conducted a Broadband and ICT survey of its Member States. The questions asked in this survey centered on household and individual access to and use of broadband and other ICT services. The survey also attempted to measure the level of customer satisfaction with Broadband and ICT services and perceptions of affordability. The overall aim of the survey was to gather quantitative data, which could be used, in setting targets and goals in developing broadband policies and plans for the Member Countries.

The survey was conducted with the support and assistance of the Central Statistics Offices of the ECTEL Member States and National Telecommunications Regulatory Commissions (NTRCs).

ECTEL would like to thank the CSOs and NTRCs for their invaluable contribution to the success of the survey. Special thanks to the CSO of Saint Lucia, which also assisted with the design of the survey instrument, and the processing of the survey results.

1. Household Access to Broadband and other ICT Services in the ECTEL Member States

1.1 Household characteristics

A total of 3298 households were surveyed across the ECTEL Member States over the period September 19 2014 to January 9 2015. Within each household surveyed, interviews were conducted with the head of household and all individuals including minor children.

In **Dominica** 527 households were surveyed, a majority of households, 55 per cent, had between 3 and 5 members and 52 per cent of households had 1 or 2 minor children. Only 8 per cent of households surveyed had only one resident and 36 per cent of households, had no minor children.

Six hundred and seventy three households were surveyed in **Grenada** of which 26 per cent had between 3 and 5 members and 16 per cent had only one resident. Of the households surveyed, 41 per cent, had no minor children while 40 percent had between 1 and 2 children.

Interviews were conducted in 592 households on **St Kitts and Nevis**. Fifty-four per cent of

these households had no minor children and 46 per cent had between 3 and 5 residents. Just over 1 in 5 households surveyed were single person households and nearly 2 in 5 had between 1 and 2 minor children.

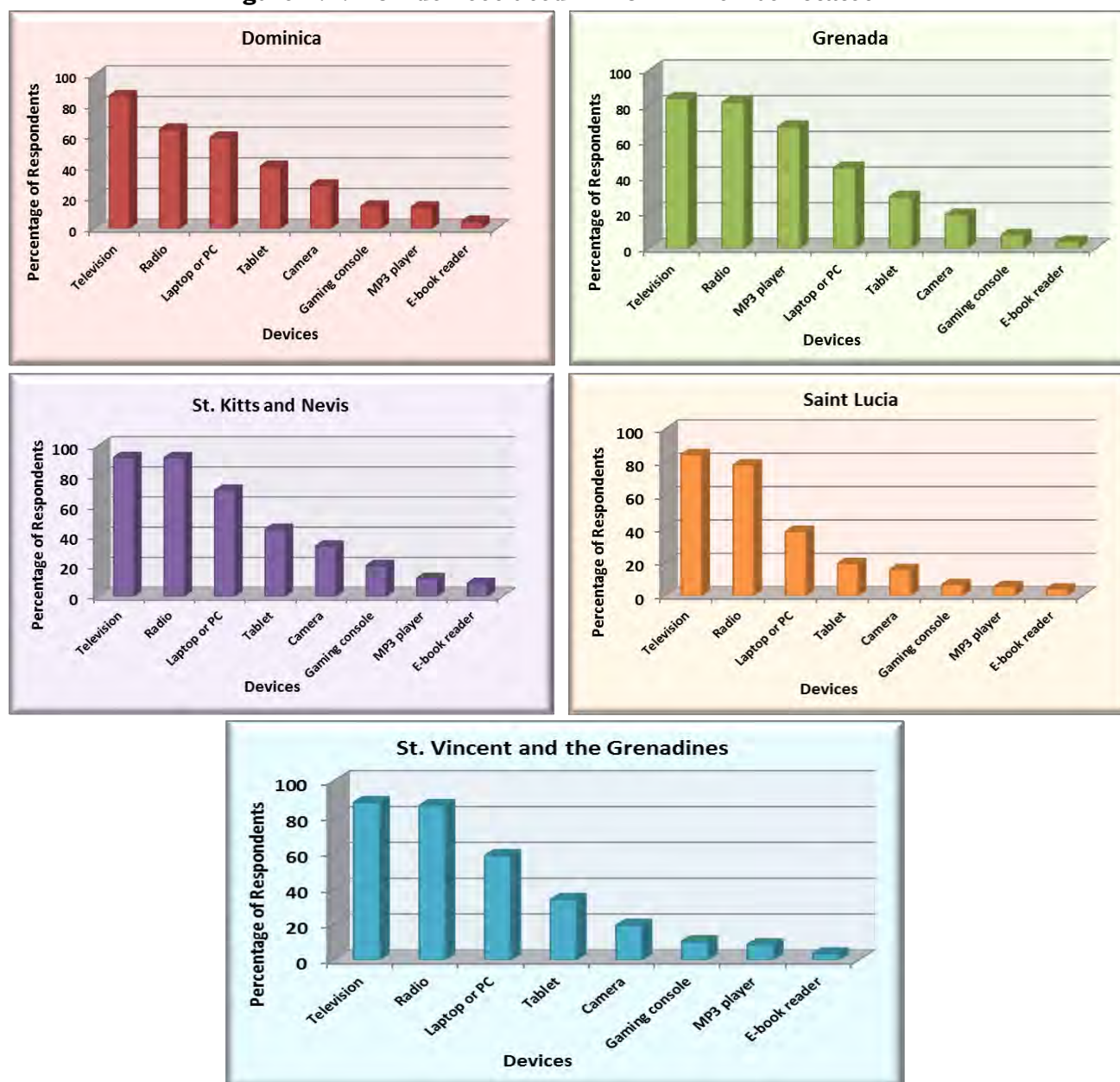
Of the 862 households surveyed in **Saint Lucia**, 41 per cent had between 3 and 5 residents, while 30 per cent were single person households. A significant majority of households, 63 per cent, had no minor children. This was the highest in the Member States. Saint Lucia had the highest percentage of households with no minor children

Six hundred and forty-four households were surveyed in **St. Vincent and the Grenadines**. Nearly half of the households had between 3 and 5 residents and 12 per cent were single person households. Of the surveyed households, 44 per cent, had between 1 and 2 minor children, and 38 per cent were without minor children.

1.2 Household Access to ICT Devices

Across the ECTEL Member States households have access to a number of ICT devices, the most popular device in all States is the television, present in more than 85 per cent of households surveyed. Surprisingly, in the age of new and innovative ICT devices, the radio was the second most popular device and was present in more than 65 per cent of households surveyed. St. Kitts and Nevis recorded the highest incidence of radios at 92 per cent of surveyed homes followed by St. Vincent and the Grenadines at 86 per cent. On the other hand only 64 per cent of surveyed homes in Dominica had a radio.

The laptop or personal computer (PC) was the third most popular ICT device. St. Kitts and Nevis recorded the highest incidence at 70 per cent while in Saint Lucia, 38 per cent of surveyed households had a laptop or PC. Access to tablets was also relatively high in St. Kitts and Nevis (44%) and Dominica (40%) but less so in St. Vincent and the Grenadines (34%), Grenada (29%) and Saint Lucia (19%). The e-book reader was the least popular ICT device across all Member States.

Figure 1.1: ICT devices used in ECTEL Member States

Source: ECTEL Member States

1.3 Access to Radio and Television Service

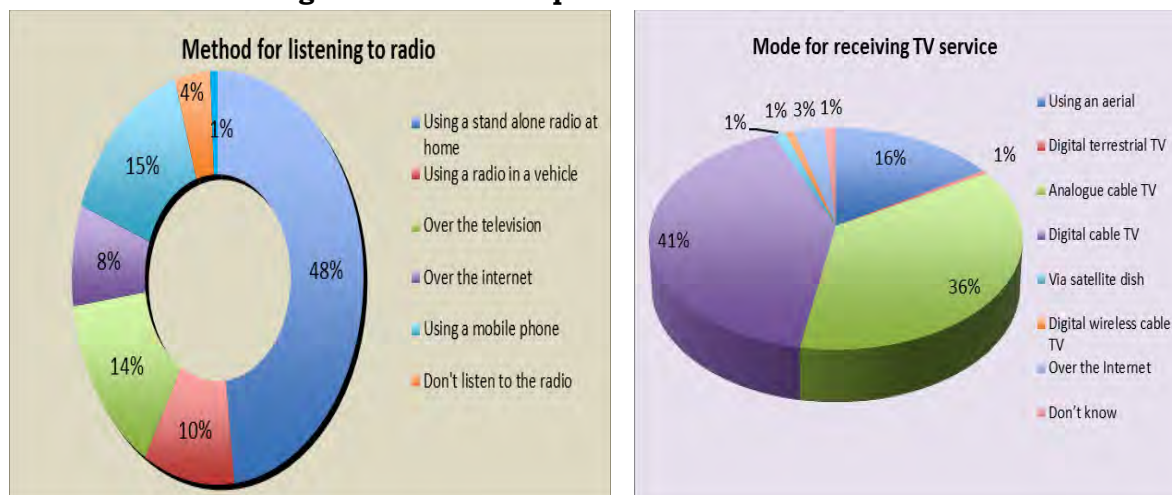
Across the ECTEL Member State a majority of respondents accessed television service via digital or analogue cable TV but in Grenada (25%) and St. Vincent and the Grenadines (39%) there was a significant number of respondents using an aerial for television service. In Dominica (58%) and Saint Lucia (48%), most households accessed television service via analogue

cable TV while in Grenada (47%) and St Kitts and Nevis (56%) the main method for accessing television service was via digital cable TV. In St. Vincent and the Grenadines 26 per cent had digital cable TV and 17 per cent had analogue cable TV. A small proportion of households, 3 per cent, accessed television service over the Internet.

While a significant majority of households in all the Member States owned a radio, a number of other modes were also used to access radio stations including mobile phones, the Internet and the television. Listening to radio over TV was very popular in Dominica, this was used by 73 per cent

of households. In contrast, in Grenada and St. Kitts and Nevis less than 5 per cent of respondents listened to radio over TV. Across the Member States an estimated 12 per cent of households listen to radio over the Internet, the proportion was highest in St. Kitts and Nevis at 23 per cent and lowest in Saint Lucia at 5 per cent.

Figure 1.2: Consumption of radio and television



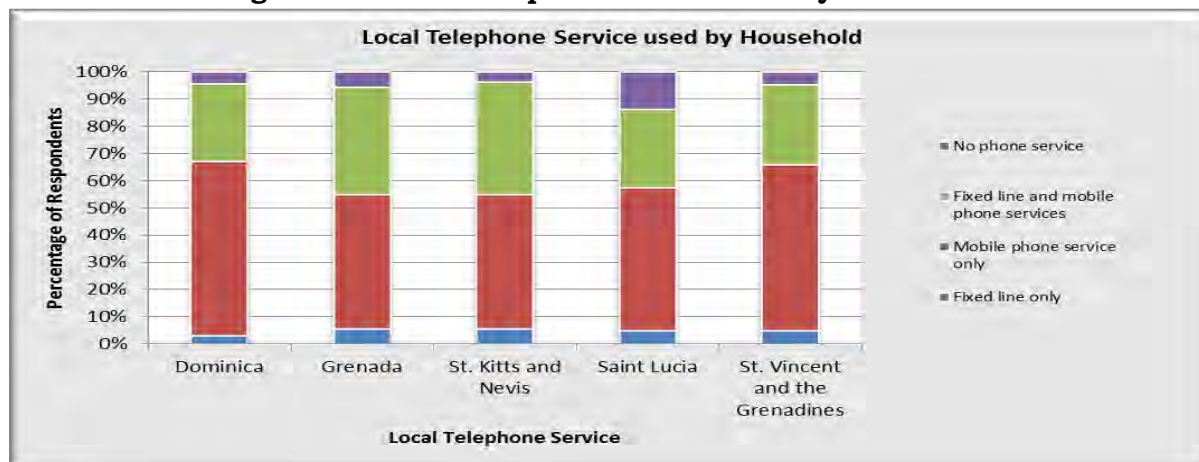
Source: ECTEL Member States

1.4 Household access to telephone service

In Dominica, Grenada St. Kitts and Nevis and St. Vincent and the Grenadines less than 6 per cent of respondents indicated that they had neither fixed line nor mobile phone access. Nearly twice as many respondents in Saint Lucia, 14 per cent, had no phone

service. Across the Member States almost half of the respondents had only mobile phone service and 1 in 3 had both fixed and mobile phone service. Less than 5 per cent of respondents were fixed line only households.

Figure 1.3: Local telephone service used by households

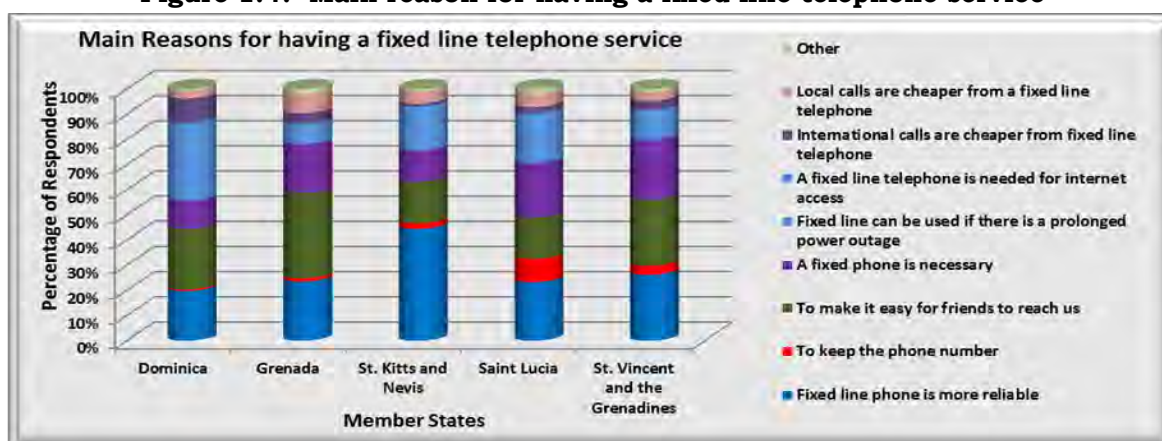


Source: ECTEL Member States

Respondents with fixed lines were asked to indicate the main reason for having that service. In St. Kitts and Nevis, Saint Lucia and St. Vincent and the Grenadines, roughly one quarter of respondents indicated that the main reason for having a fixed line was because that service was more reliable. In Grenada 34 per cent of respondents had a fixed line phone because it was easier for friends and family to reach them. Thirty per cent of respondents in Dominica had a fixed line phone because it was necessary for

Internet access. While 19 per cent of respondents in Saint Lucia also indicated that the main reason for having a fixed line was because it was needed for Internet access, in Grenada, St. Kitts and Nevis and St. Vincent and the Grenadines less than 7 per cent of respondents had a fixed line because it was needed for Internet access. For a substantial number of households with a fixed line service, that service is viewed as valuable for reasons other than its association with fixed Internet service.

Figure 1.4: Main reason for having a fixed line telephone service



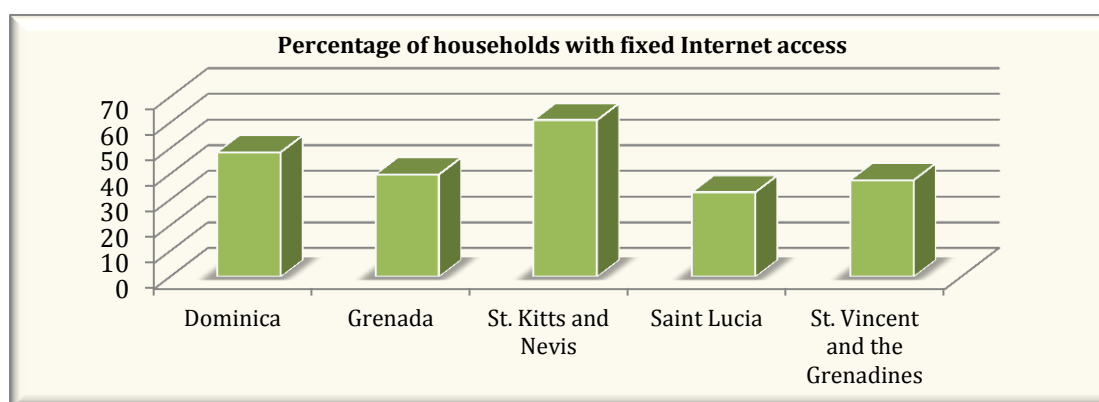
Source: ECTEL Member States

1.5 Access to fixed Internet at home

There is a large variance among Member States in the proportion of households with Internet access at home. At the high end, in St. Kitts and Nevis 61 per cent of surveyed households had access to Internet service at home. In the other Member States household

access to the home Internet was less than 50 per cent. Household access to Internet service was 49 per cent in Dominica, 40 per cent in Grenada, 38 per cent in St. Vincent and the Grenadines and 33 per cent in Saint Lucia.

Figure 1.5: Percentage of households with fixed Internet access



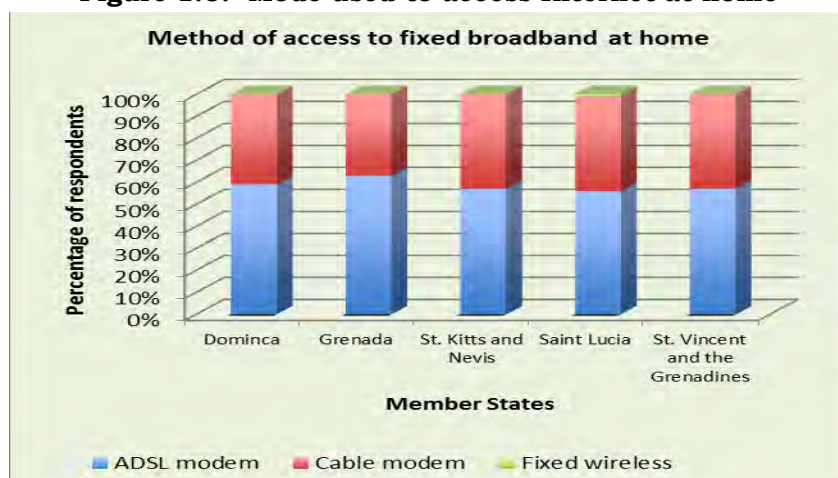
Source: ECTEL Member States

Respondents with Internet service at home were asked how the Internet was accessed. For most households, Internet access was via a broadband service. On average, only 5 per cent of respondents indicated that fixed Internet access was via dial-up connection. For households with fixed broadband access, ADSL modem was the most prevalent mode of

access, followed by access via cable modem.

On average 58% of households surveyed accessed fixed broadband via ADSL connection. Fixed wireless broadband was only available in Saint Lucia where 1 per cent of households surveyed had that service.

Figure 1.6: Mode used to access Internet at home



Source: ECTEL Member States

1.6 Main Factors considered when selecting Internet service

Across the ECTEL Member States, households considered three main factors when selecting an Internet service provider; the reliability of the service, the price of the subscription and the maximum download speed offered. For households in Dominica (28%), St. Kitts and Nevis (34%) and Saint Lucia (26%) the most important consideration in selecting an Internet service provider was the reliability of the service. This was closely followed by the price of the subscription. This order of importance was reversed in

Grenada, where the price of the subscription, was the most important factor for 29 per cent of households. In St. Vincent and the Grenadines, the price of the subscription was also the most important factor in selecting an Internet service provider, but this was followed by maximum download speed. The least important consideration for most households, was the cost of installation and associated equipment needed for fixed Internet access.

Table 1.1: Main factors considered in subscribing to fixed Internet service

Main Factors	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
The maximum download speed	24.1%	19.2%	16.8%	14.2%	21.9%
The price of the Internet subscription	26.9%	28.7%	21%	24.5%	37.2%
The fact that the Internet subscription is part of a bundle	4.4%	4.2%	3.6%	8.1%	5.4%
The customer service offered	4.4%	3.8%	5.9%	6.3%	2.1%
The cost of installation and equipment	2.8	0.8%	6.4%	3.9%	2.5%
Reliability of the service	27.7%	20.8%	33.6%	26.3%	14.5%
There was only one Internet service provider when I got the service	4%	15.8%	6.7%	7.3%	8.3%
Other	0.8%	2.3%	1.4%	2.2%	3.3%
Do not know	4.8%	4.5%	4.5%	7.1%	5%

Source: ECTEL Member States

1.7 Switching of Internet service provider

Most households in the Member States did not switch Internet service provider in the two years prior to the survey. Across the ECTEL Member States, less than 16 per cent of households surveyed has switched Internet service provider in the past two years. Dominica recorded the highest proportion of households that had switched, 16 per cent, followed by Saint Lucia at 14 per cent, St. Kitts and Nevis and Vincent and the Grenadines at 8 per cent. The lowest proportion of households to have switched Internet service provider, 7 per cent, was in Grenada.

Within the ECTEL Member States, a majority of households that switched Internet service provider indicated that it was very easy (69%) or fairly easy (25%) to do so. On the high end, more than 80 per cent of households in St. Kitts and Nevis and St. Vincent and the

Grenadines stated that it was very easy to switch, while just over 50 per cent of households in Dominica and Saint Lucia thought it was very easy to switch service provider.

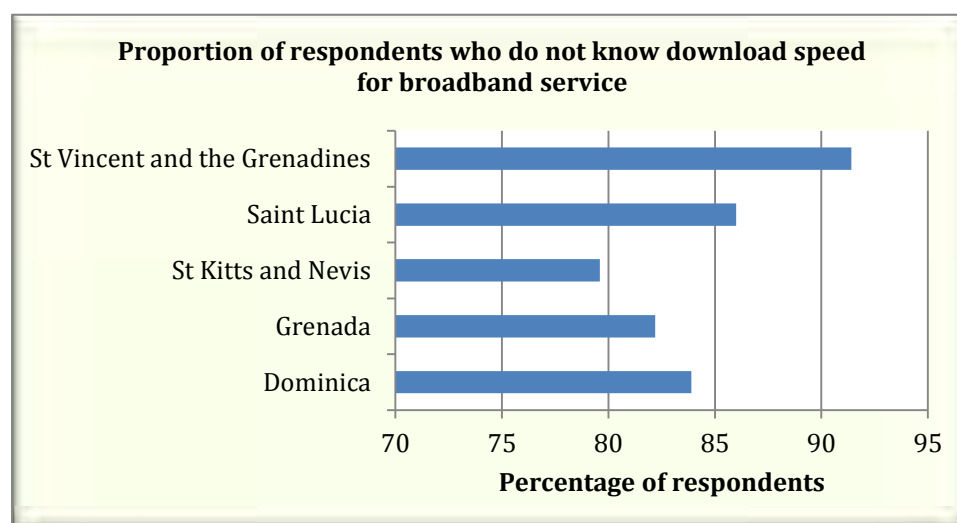
The main reason for switching service provider was to get a better price for the service for 49 per cent of households in Dominica. In St. Kitts and Nevis and Saint Lucia the main reason for switching was to get a more reliable service, as stated by 42 per cent and 31 per cent of households respectively. In the case of Grenada, there was a tie between getting a better price and getting faster speeds from the new provider. Each reason was stated by one third of households that switched. For St. Vincent and the Grenadines, getting a service with faster speed was the reason that 35 per cent of households switched service provider.

1.8 Awareness of broadband speed

The surveyed households were asked to state the maximum download speed for their fixed Internet service. In general, respondents were not aware of the maximum download speed of their fixed Internet service plan. More than 4 out of 5 respondents were unaware of the download speed. Households

in St. Kitts and Nevis were the most likely to be aware of their download speed (14 %) and households in St. Vincent and the Grenadines were the least likely to be aware of the download speed (3%). On average 8 per cent of households responded, “Do not care” to this question.

Figure 1.7: Proportion of respondents who do not know download speed for broadband service

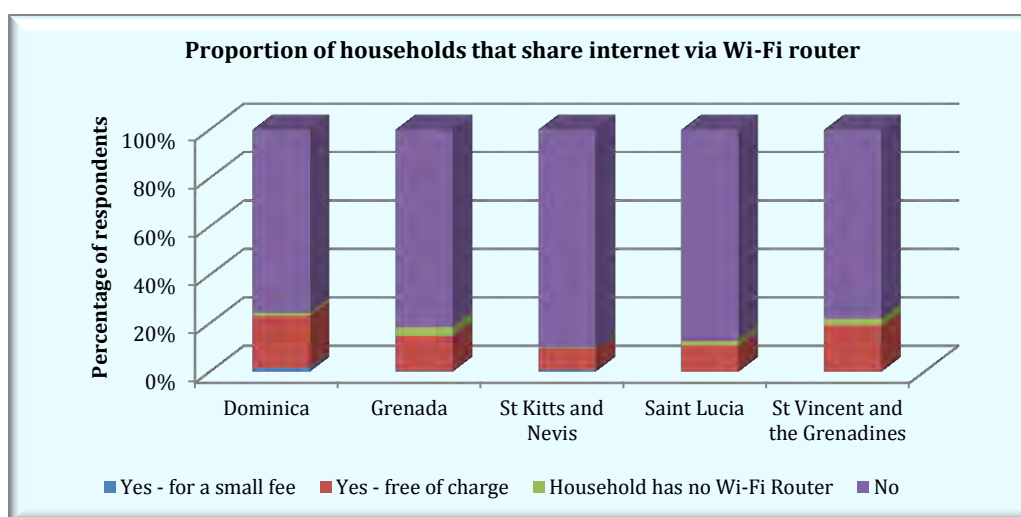


Source: ECTEL Member States

1.9 Sharing of Internet service via Wi-Fi

The prevalence of Wi-Fi routers provides households with fixed broadband service and the opportunity to easily share that service with neighbours who may not have fixed broadband access. Households with fixed broadband service were asked whether this service was shared with neighbours. The highest incidence of sharing was in Dominica, 23 per cent. This was followed by 19 per cent in St. Vincent and the

Grenadines, 15 per cent in Grenada, 11 per cent in Saint Lucia and the lowest incidence, 10 per cent in St. Kitts and Nevis. This level of sharing of fixed broadband services, means that the proportion of households and individuals who can access the Internet from home, may be higher than the proportion of households with a paid subscription to the service.

Figure 1.8: Proportion of households that share Internet via Wi-Fi router

Source: ECTEL Member States

1.10 Quality of experience with Internet service

Households surveyed were asked the extent to which they agreed with a number of statements in relation to the quality of their Internet service.

Just over half of respondents (58%) said that the monthly subscription fee is affordable. More respondents in Grenada (61%) agreed that monthly subscriptions were affordable. Next in line was Saint Lucia at 59 per cent, Dominica and St. Kitts and Nevis at 58 per cent and St. Vincent and the Grenadines at 52 per cent.

Sixty-three per cent of respondents stated that the speed was adequate; given their needs. Households in Saint Lucia (72%) were more likely to agree that their Internet speed was adequate. The smallest proportions of households to agree that the Internet speed was adequate was in St. Vincent and the Grenadines (51%).

Roughly two thirds of households across the ECTEL Member States agreed that their Internet service was reliable. The most satisfied households were in Saint Lucia (78%). The smallest proportion of households to agree that their Internet service was

reliable was again in St. Vincent and the Grenadines, 58 per cent.

Across the ECTEL Member States roughly the same proportion of respondents who indicated that their Internet service was reliable, also agreed that it was easy to contact a service provider if there was a problem with their Internet connection (65%). At the high end 79 per cent of Saint Lucian respondents agreed and at the low end 55 per cent of respondents from St. Vincent and the Grenadines agreed.

At least half of the respondents in each Member States agreed that the response received from helpline staff, or support website of the Internet service provider, is helpful. Saint Lucia led the group with 73 per cent of respondents indicating agreement with the statement while in St. Kitts and Nevis and St. Vincent and the Grenadines, agreement was reported by 53 per cent of respondents.

Respondents were less satisfied with the time taken by customer service to answer their phone call and time to satisfactorily resolve their problem. Just over half the surveyed households in Dominica (57%), Grenada (53%) and Saint Lucia (66%) agreed that time

taken to answer the phone was reasonable. In St. Kitts and Nevis (47%) and St. Vincent and the Grenadines (46%) less than half of the respondents were satisfied with time taken to respond to calls. Overall, the proportion of respondents that agree that the time to resolve their problem was satisfactory was 65 per cent in Saint Lucia, 60 per cent in Grenada, 53 per cent in Dominica, 50 per cent in St. Vincent and the Grenadines and 44 per cent in St. Kitts and Nevis.

With the exception of helpfulness of the helpline service and time to resolve a problem, respondents in St. Vincent and the Grenadines were the least satisfied with the quality of the broadband service. Saint Lucia recorded the highest level of satisfaction of the quality of the broadband service except in the case of the monthly subscription rate.

Table 1.2: Proportion of respondents that agree with statements in relation to the quality of fixed Internet service.

	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
a. The monthly fee for fixed Internet service is affordable	58%	61%	58%	59%	52%
b. The speed of your fixed Internet service is adequate given your needs	64%	63%	65%	72%	51%
c. Your Internet connection is reliable	72%	71%	65%	78%	57%
d. You can easily contact your provider in case of Internet connection problems	65%	68%	60%	79%	55%
e. The response you receive from helpline staff or support website site is helpful	62%	68%	52%	73%	54%
f. Time taken to answer to your phone call is reasonable	57%	53%	47%	66%	46%
g. Time taken to resolve your problem is satisfactory	53%	60%	44%	65%	50%

Source: ECTEL Member States

1.11 Difficulties experienced due to insufficient speed of Internet service

For respondents with fixed Internet at home, nearly four out of ten respondents in Dominica (46%), Grenada (40%) and Saint Lucia (33%) indicated that they have experienced difficulty accessing online content, due to insufficient speed or downloading capacity. This was even higher in St. Kitts and Nevis and St. Vincent and the Grenadines where a majority of respondents,

58 per cent and 57 per cent respectively, reported having experienced difficulty. In general respondents who indicated that the speed of their broadband service was adequate for their needs were less likely to indicate that difficulty was experienced when accessing online content due to insufficient speed.

Table 1.3: Proportion of Respondents who experienced difficulties due to insufficient speed of Internet service

	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Speed of fixed service is adequate given needs	64%	63%	65%	72%	51%
Difficulty accessing content due to insufficient speed	47%	45%	37%	65%	34%

Source: ECTEL Member States

1.12 Experience with blocking of Internet content

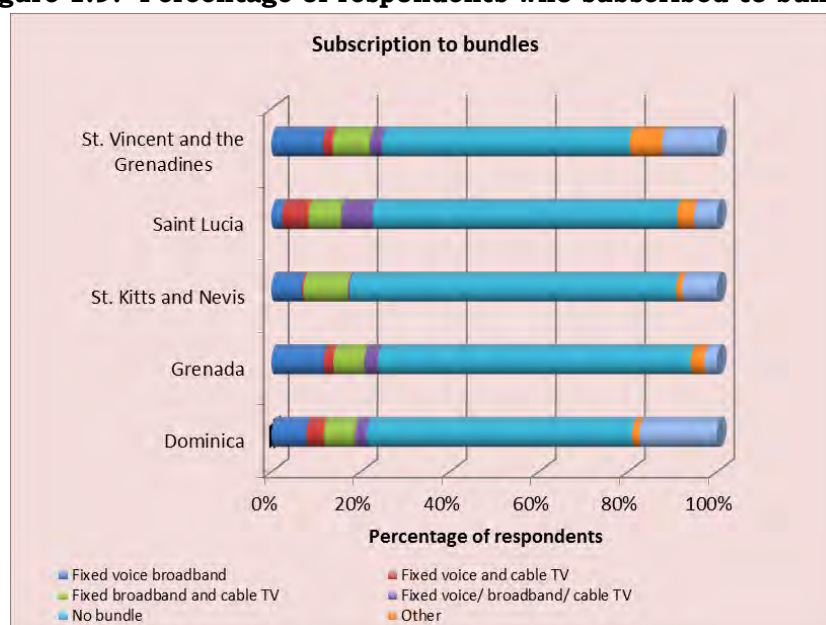
In all ECTEL Member States, most respondents had never experienced blocking of content when using the fixed Internet service at home. Respondents in Saint Lucia (73%) were more likely to say that they had never experienced blocking of content. On

the low end, 59 per cent of surveyed households in Grenada had never experienced blocking. Significantly across all Member States nearly 1 in 5 households responded, “Don’t know” to this question.

1.13 Subscription to bundled services

Bundled services can offer a number of benefits to consumers, including more attractive rates for a suite of services than would be obtained, if the services were purchased individually. Even so, subscription to bundled services was relatively low in the Member States. Roughly 65 per cent of households did not subscribe

to bundled services. Households in Dominica (8%), Grenada (12%) and St. Vincent and the Grenadines (12%) were more likely to purchase a bundle with fixed voice and fixed broadband, while households in St. Kitts and Nevis and Saint Lucia had a preference for fixed broadband and cable TV bundles.

Figure 1.9: Percentage of respondents who subscribed to bundles

Source: ECTEL Member States

1.14 Barriers to having fixed Internet service at home

Respondents without fixed Internet access at home were asked to identify the reasons for not having access. The two most common responses were that the cost of fixed broadband service was too high and Internet service was available via mobile phone access.

In Dominica, the main reason for no fixed Internet was that the cost of the service was too high. This was stated by 33 per cent of respondents. In addition, 29 per cent of respondents had no fixed access because Internet service was available via mobile phone and 25 per cent said they had access to the Internet elsewhere.

For respondents from Grenada with no fixed Internet access, the top two reasons were cost related. Thirty-five per cent noted that the price of fixed Internet service was too high and 26 per cent said the cost of computers and tablets was too high. However, 16 per cent noted no fixed Internet access, because Internet access was available via mobile phone.

The main reason stated for no fixed Internet by respondents in St. Kitts and Nevis (29%) was that Internet was available via mobile phone. However, 25 per cent of respondents indicated the cost of fixed broadband service was too high and 18 per cent indicated that they could access the Internet elsewhere.

The most likely reason for households with no fixed Internet access in Saint Lucia (28%) was that the cost of fixed broadband service was too high. The second most common reason was given as “do not need the Internet, it is not useful or interesting”; one in four of households without fixed access in Saint Lucia said that they did not need it. Additionally, 19 per cent of households without fixed Internet indicated that they did not know how to use it.

The overwhelming reason for not having fixed Internet at home for households surveyed in St. Vincent and the Grenadines was that the cost of fixed broadband service was too high. This was stated by 39 per cent of respondents, the highest across the ECTEL Member States. This was followed by 20 per cent of respondents indicating that Internet was available via mobile phone and 17 per cent stating that they had access to the Internet elsewhere.

It is worth noting that for a number of homes with no subscription to a fixed Internet service, the household may have access via mobile devices, through Wi-Fi connections. However, the aim of universally affordable Internet access at home, must still be pursued, given the undeniable benefits of Internet and broadband access.

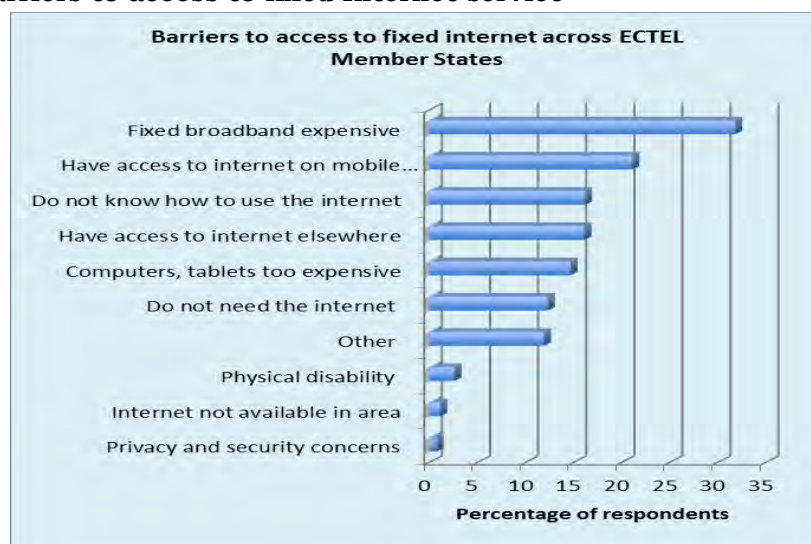
While not given as a main reason for not having fixed Internet access, on average across the ECTEL Member States, 16 per cent of households without fixed Internet indicated that one reason was “Do not know how to use the Internet”. The proportion of persons citing this as a reason was highest in Dominica and Saint Lucia at 19 percent, followed by Grenada and St. Kitts and Nevis at 15 per cent with the lowest proportion, 13 per cent, in St. Vincent and the Grenadines.

It is also of concern that a number of households with no fixed Internet access stated that it was not needed because it was not useful, or interesting. Saint Lucia had the highest proportion of respondents making this claim (25%). In St Kitts and Nevis, the proportion of respondents indicating that they did not need the Internet was nearly half that of Saint Lucia at 12 per cent. This was followed by 10 per

cent in St. Vincent and the Grenadines and 8 per cent in Dominica and Grenada.

For the households surveyed, availability of the service is clearly not a serious barrier to access. Only 1 per cent of households said that access was not available in their area.

Figure 1.10: Barriers to access to fixed Internet service



Source: ECTEL Member States

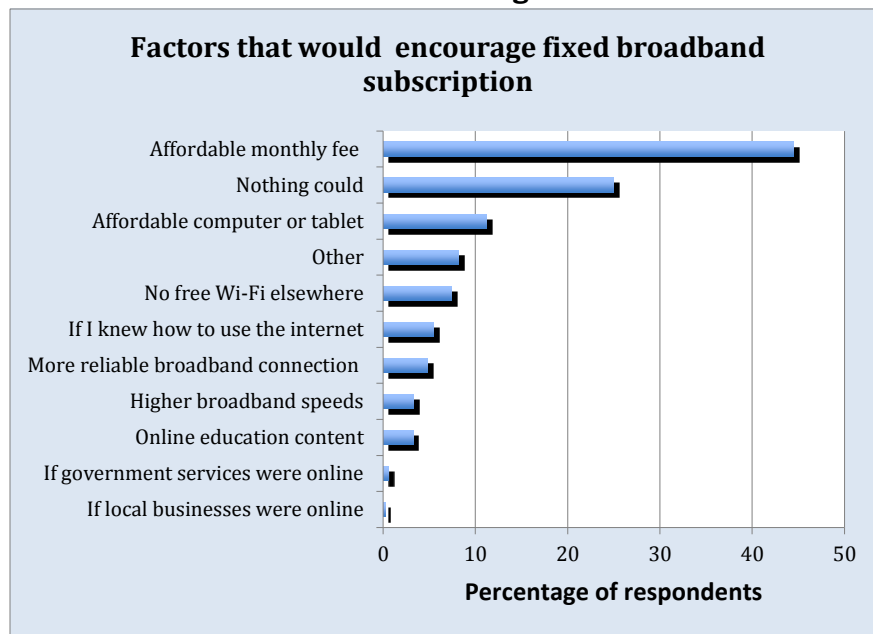
1.15 What would encourage household to sign up for fixed Internet

Respondents with no fixed Internet at home, were also asked what would encourage the household to subscribe to a fixed broadband service. In Dominica (51%), Grenada (47%), St. Kitts and Nevis (37%) and St. Vincent and the Grenadines (55%) the most common response was if “Monthly fee for fixed broadband access was more affordable”. This was consistent with the response that a major barrier to having fixed Internet service at home was that the cost of the service was too high. Another important consideration in Dominica (20%), Grenada (16%) and Saint Lucia (10%) would be more affordable Internet access devices, such as laptops and tablets.

Importantly, 39 per cent of respondents in Saint Lucia, 35 per cent in St. Kitts and Nevis, 23 per cent in Grenada, 15 per cent in

St. Vincent and the Grenadines and 13 per cent in Dominica said that nothing would encourage the household to subscribe to a fixed broadband service. This is a challenge to policy makers and regulators and point to the need for further education on the benefits and advantages that can accrue to all individuals though broadband Internet access.

Across all ECTEL Member States, less than one per cent of respondents stated that access to government services, or access to local businesses online, would be reasons to subscribe to fixed broadband service. This is very significant as a number of studies has cited the provision of government service online, as a major driver of demand for and adoption of broadband services.

Figure 1.11: Factors that would encourage fixed broadband subscription

Source: ECTEL Member States

2. Use of broadband services by Individuals in the ECTEL Member States

2.1 Profile of the respondents

One thousand four hundred and fifty one individuals (1,451) were interviewed across **Dominica** from the age of 15 and above. The age range 15 - 24 represented the highest percentage (28%) of respondents, and the lowest (8%), coming from the 65 years and over group. Of the 1451 respondents, 43 per cent were male, while 57 per cent were female. Almost half of the respondents (44%) attained secondary level education, followed by primary education or lower at 30 per cent. Only 6 per cent of the respondents attended university. The public sector accounted for 21 per cent, whilst the private sector accounted for 19 per cent of employment among the respondents. However, unemployment among the respondents was still quite high at 19 per cent.

In **Grenada**, a total of one thousand seven hundred and four (1,704) individual respondents were interviewed. One quarter of those respondents (26 per cent) were in the age range of 15 – 24 years, and the lowest being those from the age range 55 – 64 at 9 per cent. In Grenada, 45 percent of the respondents were male, while 55 per cent were female. The education attainment level was similar for both secondary and primary level education at 39 per cent. University education attainment was significantly low at 5 per cent. Unemployment is a major issue in Grenada and the survey results showed that a significant proportion of the respondents (27%) were indeed unemployed. The private sector is the biggest employer in Grenada at 23 per cent, followed by the public sector at 17 per cent.

The individual respondents on **St. Kitts and Nevis** totaled one thousand four hundred

and twenty two (1,422). Of that total, 47 per cent were male and 54 per cent female. The highest age group represented was those from the group 15 to 24 years at 22 per cent, followed by 35 – 44 at 20 percent. Interestingly the age group 25 – 34, was only the fourth highest group represented at 18 per cent. Education attainment in St. Kitts and Nevis is among the highest in the region with almost 60 per cent of the respondents attaining secondary education, while A-Level/College and University attainment was 21 per cent and 10 per cent respectively. The majority of respondents were either employed in the private sector (36%) or in the public sector (28%). Unemployment among respondents was very low at 5 per cent.

The age and gender distribution of the one thousand nine hundred and two (1,902) individuals interviewed in **Saint Lucia** was very much evenly distributed. Primary level was the highest education attainment for 47 per cent of respondents and university attainment was low at 5 per cent. Unemployment was high at 30 per cent among respondents in Saint Lucia, and 63 per cent of those unemployed had no higher than secondary level education. The highest percentage of individuals (27 per cent) were employed in the private sector, followed by persons who are self-employed (with employee) at 12 per cent, which was slightly higher than those employed in the public sector. Almost half of the university graduates (46%) worked in the public sector. Only 6 per cent of the individuals interviewed were students.

As many as one thousand nine hundred and eighty one (1,981) individuals were

interviewed in **St. Vincent and the Grenadines**, the majority of which (24 per cent) belonged to the age range 15 – 24 years. The gender distribution was 44 per cent male and 56 per cent female. Secondary education was the highest education attainment level among the respondents at 43 per cent,

followed by primary education or lower at 38 per cent. Only 5 per cent of the persons interviewed attained university level education. Most of the respondents (28 per cent) were unemployed, whilst 26 per cent of them found work in the private sector and 13 per cent were employed in the public sector.

Table 2.1: Profile of respondents

Member State	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
No of respondents	1,451	1,704	1,422	1,902	1,981
Age					
15 to 24	27%	26%	22%	20%	24%
25 to 34	20%	23%	18%	19%	21%
35 to 44	20%	16%	21%	18%	18%
45 to 54	18%	15%	19%	19%	16%
55 to 64	6%	9%	12%	12%	11%
65 Years and Over	8%	11%	8%	13%	10%
Gender					
Male	43%	45%	46%	49%	44%
Female	57%	55%	54%	51%	56%
Highest Educational Level					
Primary Education or lower	30%	39%	9%	47%	38%
Secondary Education	43%	39%	60%	39%	43%
A-Level/College	21%	17%	21%	9%	14%
University	6%	5%	10%	5%	5%
Labour Force Status					
Employee (Private Sector)	19%	23%	36%	27%	26%
Employee (Public Sector)	21%	17%	28%	11%	13%
Self Employed (With Employee)	5%	4%	3%	4%	4%
Self Employed (Without Employee)	11%	7%	6%	12%	9%
Unemployed	19%	27%	5%	30%	27%
Retired	7%	12%	9%	10%	11%
Student	17%	10%	12%	6%	10%
Other	1%	1%	1%	1%	0%

Source: ECTEL Member States

2.2 Use of fixed Internet service

On average, 52 per cent of the respondents across the Member States had used fixed Internet service from any location in three months prior to the survey. This provided a good proxy as a measure of Internet uptake. St. Kitts and Nevis being the country where the Internet was most widely used at 68 per cent, followed by Dominica at 58 per cent, Grenada at 52 per cent, St. Vincent and the Grenadines at 47 per cent, and the least

widely used in Saint Lucia at 40 per cent. In both countries as well as in the other Member States, the ones using fixed Internet service were mostly likely to range in age from 15 to 24 having attained at least a secondary level education. Interestingly, the average percentage of women using fixed Internet service from any location (48%), was greater than the corresponding percentage of men (44%).

2.3 Location of use of fixed Internet service

For the persons who used fixed Internet in the past three months, the locations where it was most frequently used were at home

(72%), at work (37%), from an open Wi-Fi in the neighborhood (21%), at another person's home (20%), and at a school library (16%).

2.4 Frequency of use of fixed Internet service

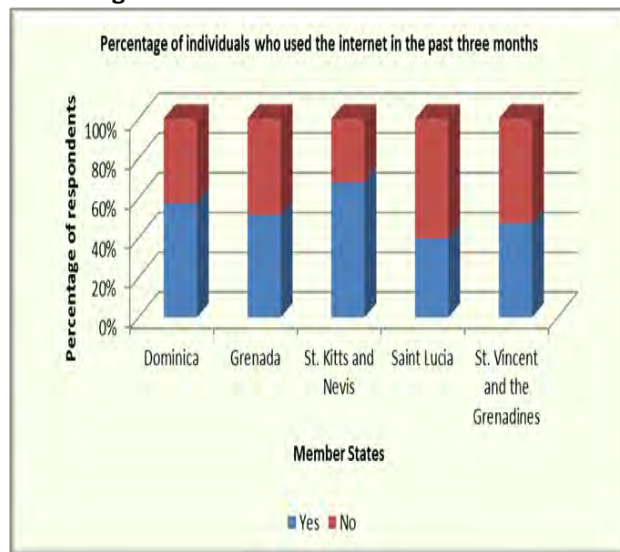
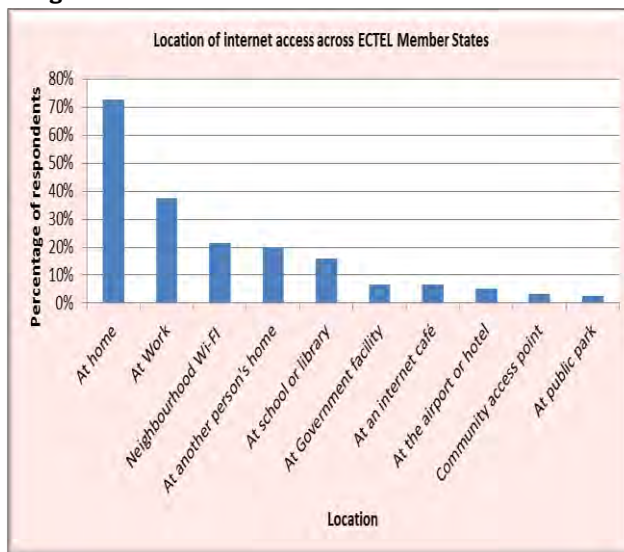
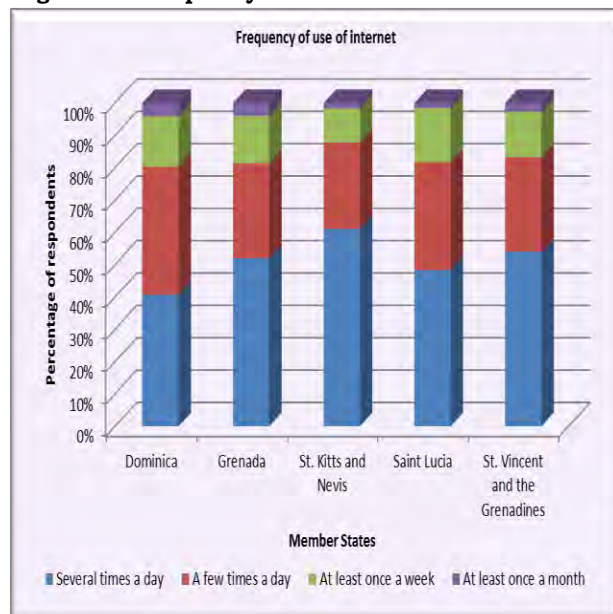
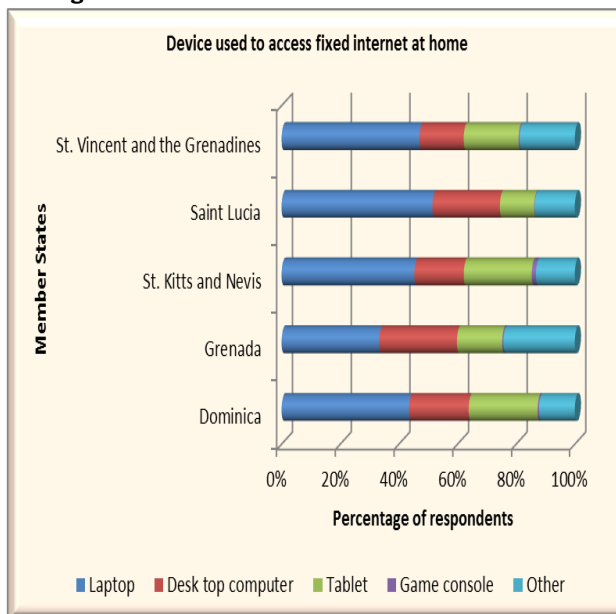
Over half of the respondents (51%), would typically use fixed Internet service several times a day, while only 3 per cent would use it at least once a month. The respondents from St. Kitts and Nevis used the Internet most frequently, 61 per cent of them several times a day. They were followed by St. Vincent and

the Grenadines where 54 per cent used it several times a day, Grenada where 52 per cent used it several times a day, Saint Lucia where 48 per cent used it several times a day, and respondents from Dominica used it least frequently, only 41 per cent went online several times a day.

2.5 Devices used to access fixed Internet service

The laptop was the device of choice when accessing fixed Internet service at home. An estimated 44 per cent of the respondents used a laptop to access fixed Internet service at home, followed by desktop computers at

20 per cent. Tablets were used by 19 per cent of the respondents. Of the tablets used, the Samsung Galaxy tab was most popular in Dominica, while the Apple iPad was most popular in St. Kitts and Nevis.

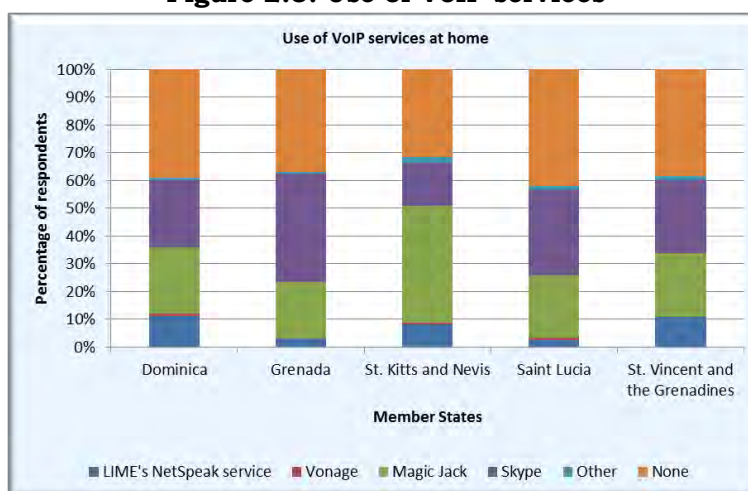
Figure 2.1: Use of fixed Internet service**Figure 2.2: Location of use of fixed Internet service****Figure 2.3: Frequency of use of fixed Internet service****Figure 2.4: Device used to access fixed Internet**

Source: ECTEL Member States

2.6 VoIP phone service

magicJack and Skype remain the most popular VoIP phone services in use among the islands. magicJack is most popular in St. Kitts where 42 per cent of the respondents indicate that they use it, whilst Skype is most

popular in Grenada used by 39 per cent of the respondents. On average, 38 per cent of the respondents did not use any VoIP phone services.

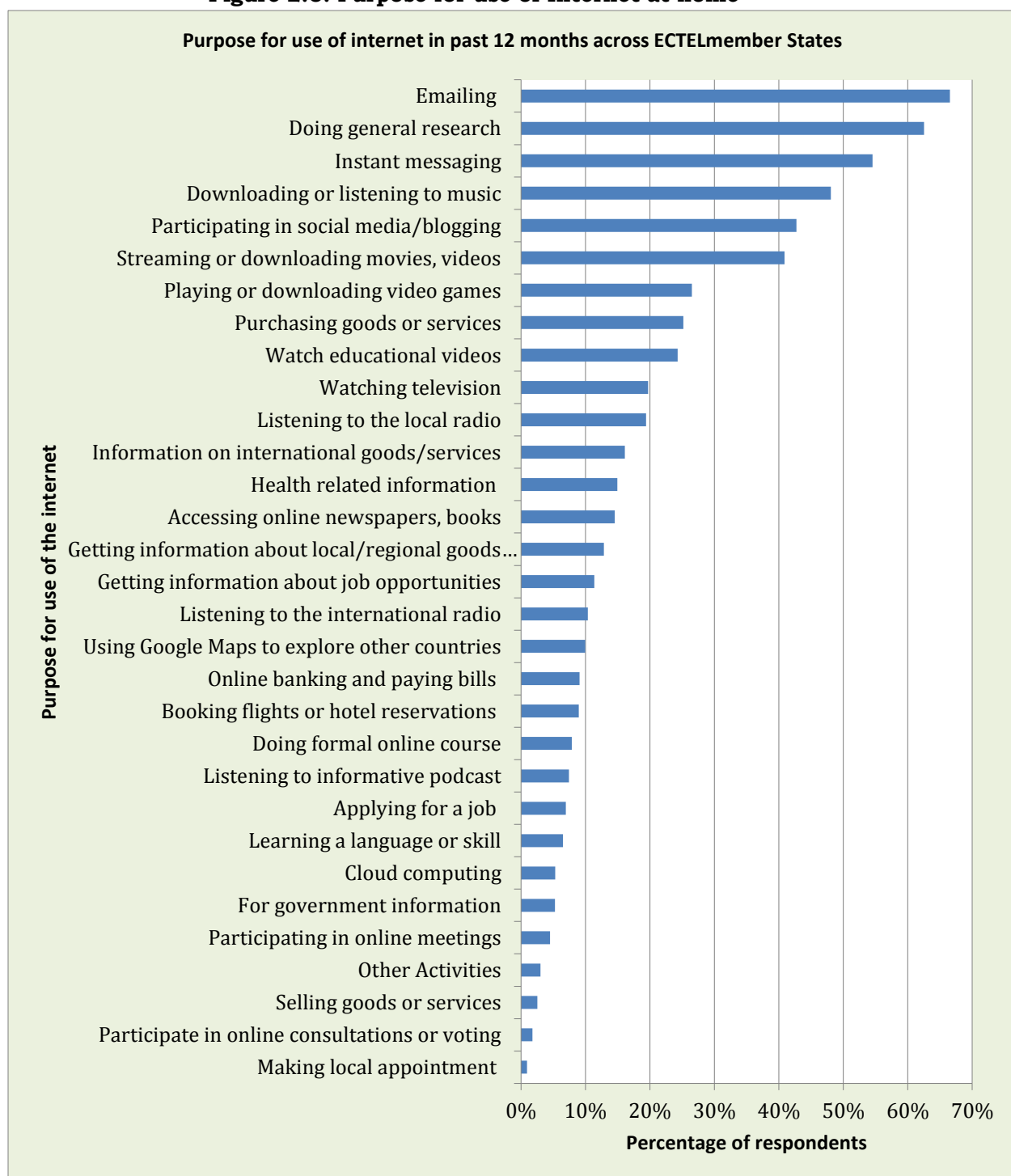
Figure 2.5: Use of VoIP services

Source: ECTEL Member States

2.7 Activities for which fixed Internet service was used

Communicating remains the activity fixed Internet access is most widely used for among the respondents. Emailing (67%), instant messaging (55%) and participating in social media (43%) were consistently high among all the Member States. Fixed Internet access is also widely used for doing general research (63%) and for leisure activities such

as downloading and listening to music (48%), and streaming and downloading movies/videos (41%). Fixed Internet was less likely to be used for making an appointment with a local service provider (1%), taking part in online consultations or voting (2%), and selling goods or services (3%).

Figure 2.6: Purpose for use of Internet at home

Source: ECTEL Member States

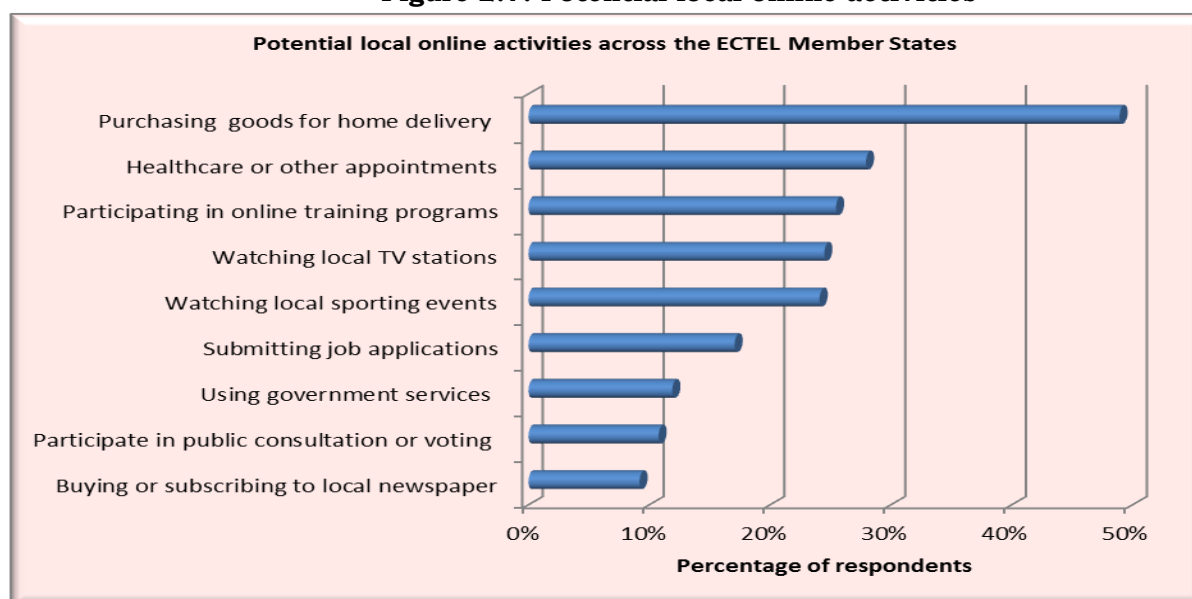
When asked which local service they would use if it were available online, almost half of the respondents (49%) said purchasing, or ordering goods for home delivery. This was

particularly high in St. Kitts and Nevis at 63 per cent of the respondents. Respondents said they would also be interested in making an appointment to see a healthcare or other

professional (28%), or even participating in online training programs (26%). However there was little interest in buying or subscribing to local newspaper online (9%),

participating in a public consultation or voting on social issues (11%), and using government services (12%).

Figure 2.7: Potential local online activities



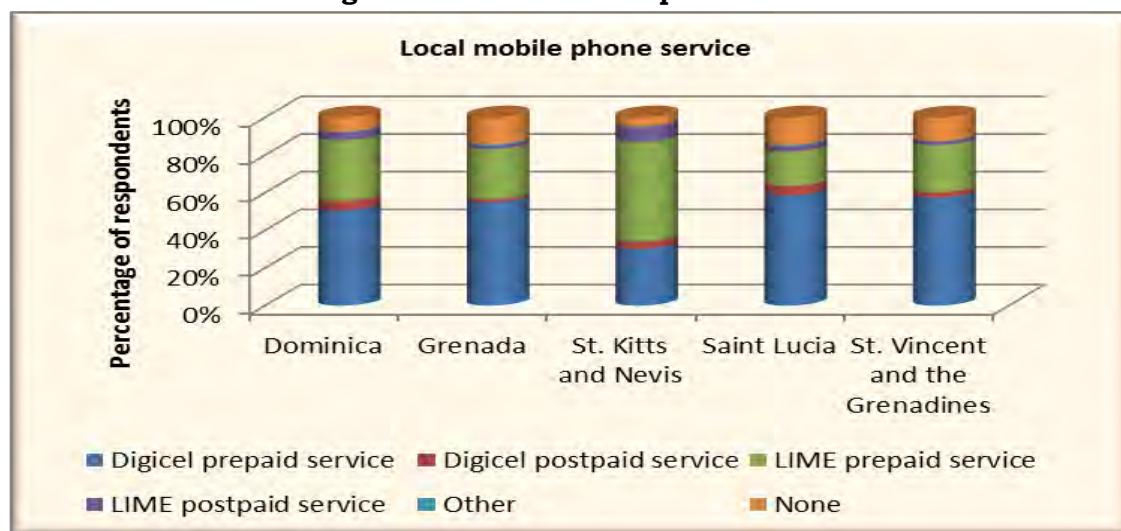
Source: ECTEL Member States

2.8 Mobile phone service used

The mobile service used by most respondents in the three months prior to the survey was Digicel's prepaid service. This was consistent across all the islands averaging close to 60 per cent, except in St. Kitts and Nevis where

LIME prepaid service was most popular, serving 63 per cent of the respondents. Digicel's and LIME's postpaid services were used by a mere 4 per cent of respondents in the Member States.

Figure 2.8: Local mobile phone service



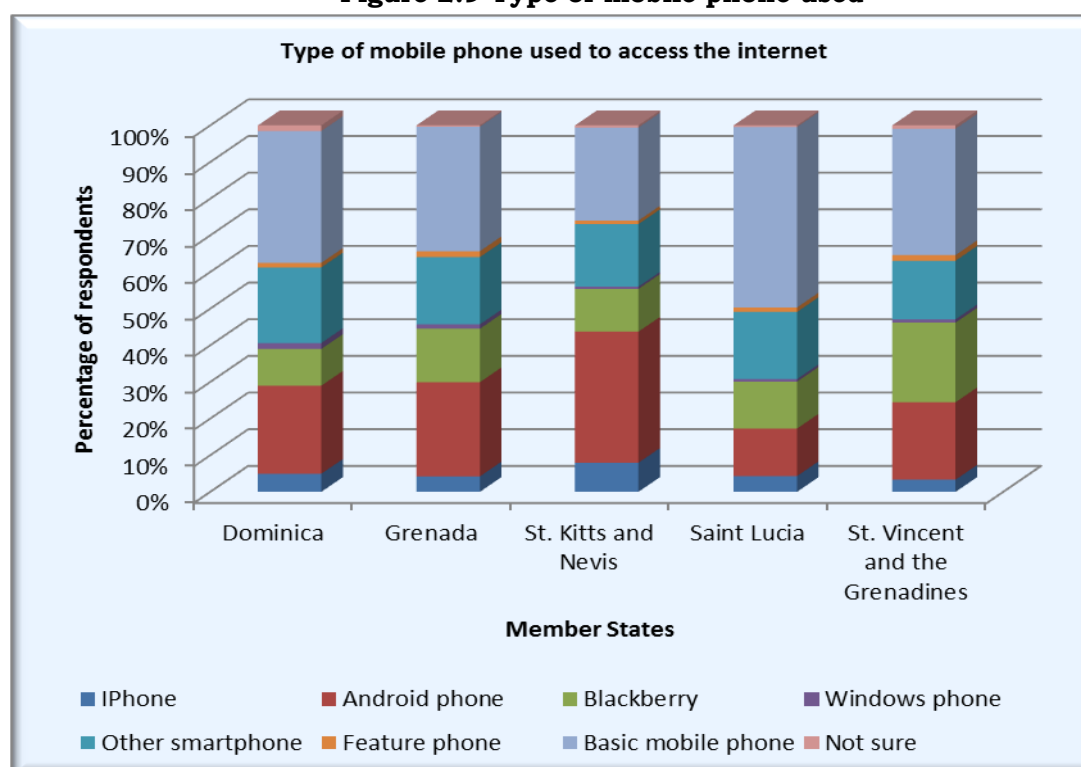
Source: ECTEL Member States

2.9 Type of mobile phone used to access Internet

Almost half of all respondents (46%) bought their primary mobile phone from their service provider. Eighteen per cent of respondents received their phones as a gift (18%) and 17 per cent purchased a phone overseas. Surprisingly, on average almost a third of the respondents still had a basic mobile phone as their primary phone. The highest percentage of respondents with a basic phone was in Saint Lucia (41%). The most popular smart phones were the android phones (21%), followed by blackberry (12%).

For respondents with no smart phone, the main reason cited by those not having a smart phone as their main mobile phone, was that it is too expensive (50%). A significant proportion of those not having a smart phone also think that they don't need a smart phone, because they do not use mobile Internet service. Only 8 per cent of those not having a smart phone as their main mobile phone, believe their next phone will be a smart phone.

Figure 2.9 Type of mobile phone used



Source: ECTEL Member States

2.10 Access of mobile Internet services

Across the Member States 53 per cent of the respondents used their mobile phone to access the Internet. The highest percentage of those was found in St. Kitts and Nevis at 66 per cent followed by Dominica at 56 per cent, St. Vincent and the Grenadines at 51 per cent and the lowest proportion found in Saint Lucia at 40 per cent. This was consistent with the data showing that the

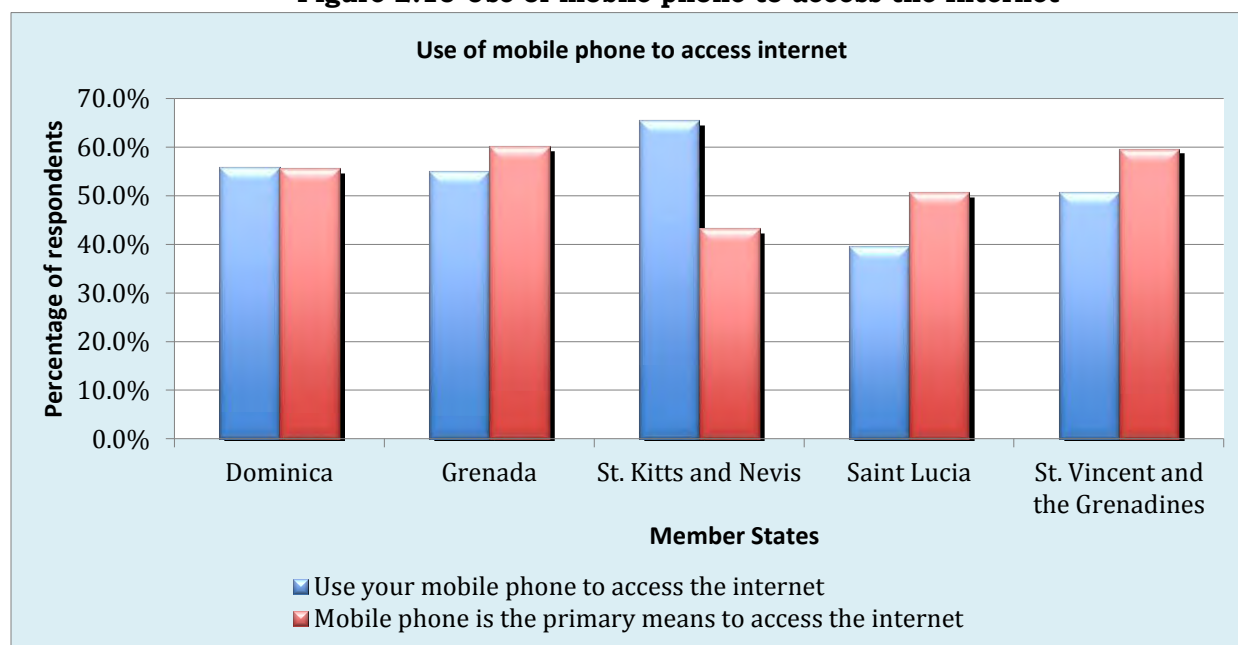
majority of phones used in St. Kitts and Nevis, were smart phones, while a large percentage of phones used in Saint Lucia were basic mobile phones which cannot access the Internet.

Consistent across the Member States except St. Kitts and Nevis, was the fact that the primary means by which the respondents

accessed the Internet was through their mobile phones. In St. Kitts and Nevis, 51 per cent of the respondents preferred to use a

laptop/PC for accessing the Internet, rather than their mobile phone.

Figure 2.10 Use of mobile phone to access the Internet

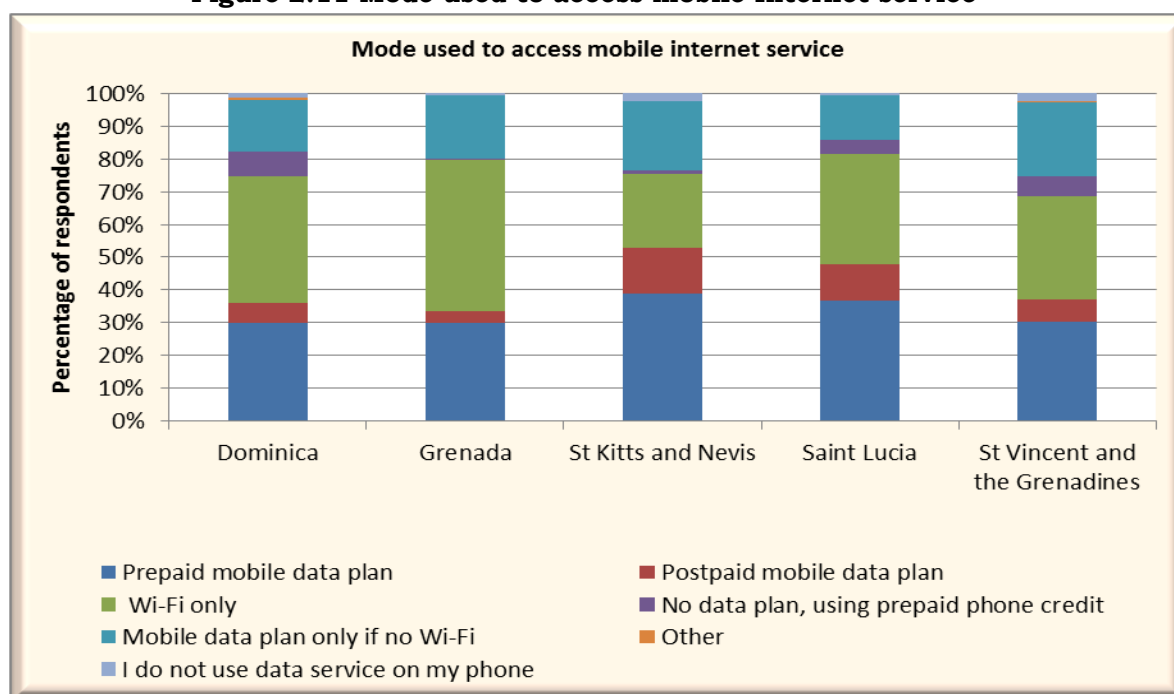


Source: ECTEL Member States

2.11 Mode used to access mobile Internet service

Of the respondents who access the Internet on their mobile phone device, the highest proportion (35%) access the Internet only using Wi-Fi, followed by pre-paid mobile data plans (33%). Some individuals (19%) use their mobile data plan only when Wi-Fi was

not available. Access to the Internet on a mobile device only using Wi-Fi was highest in Grenada (46%), while access via mobile data plans was highest in St. Kitts and Nevis at 53 per cent.

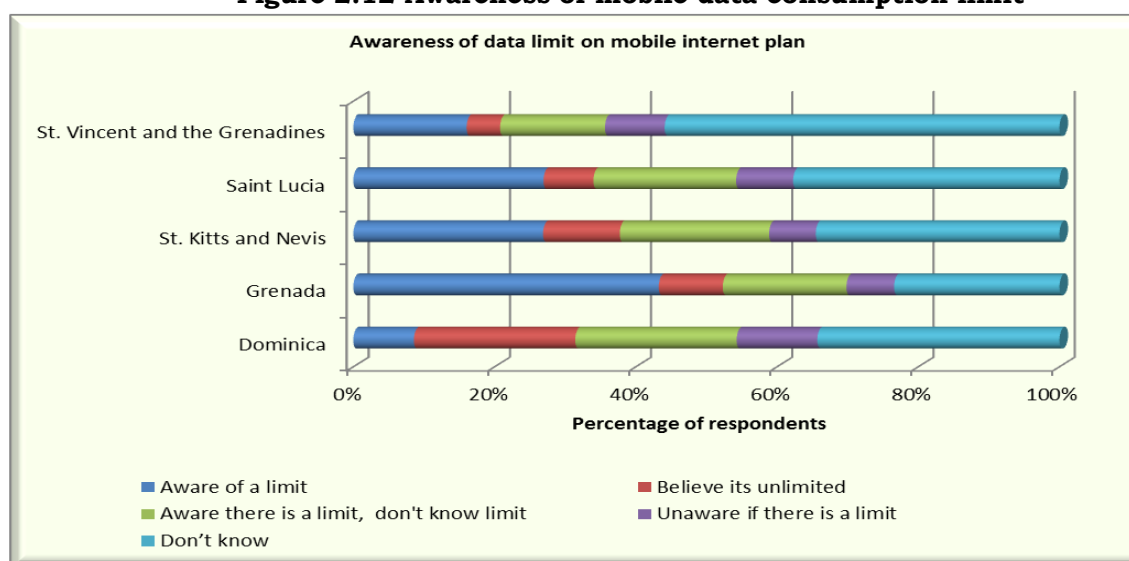
Figure 2.11 Mode used to access mobile Internet service

Source: ECTEL Member States

2.12 Awareness of data consumption limit on mobile Internet service plan

On average, only 35 per cent of the respondents indicated that they knew the data consumption limit of their mobile data plan. In Grenada, a majority of respondents 52 per cent, said that they knew their data consumption limit. A significant proportion of respondents in Dominica (34%), St. Kitts

and Nevis (35%), Saint Lucia (38%) and St. Vincent and the Grenadines (56%) said that they did not know the data consumption limit of their plan. On average, 8 per cent were not aware that there was a data consumption limit.

Figure 2.12 Awareness of mobile data consumption limit

Source: ECTEL Member States

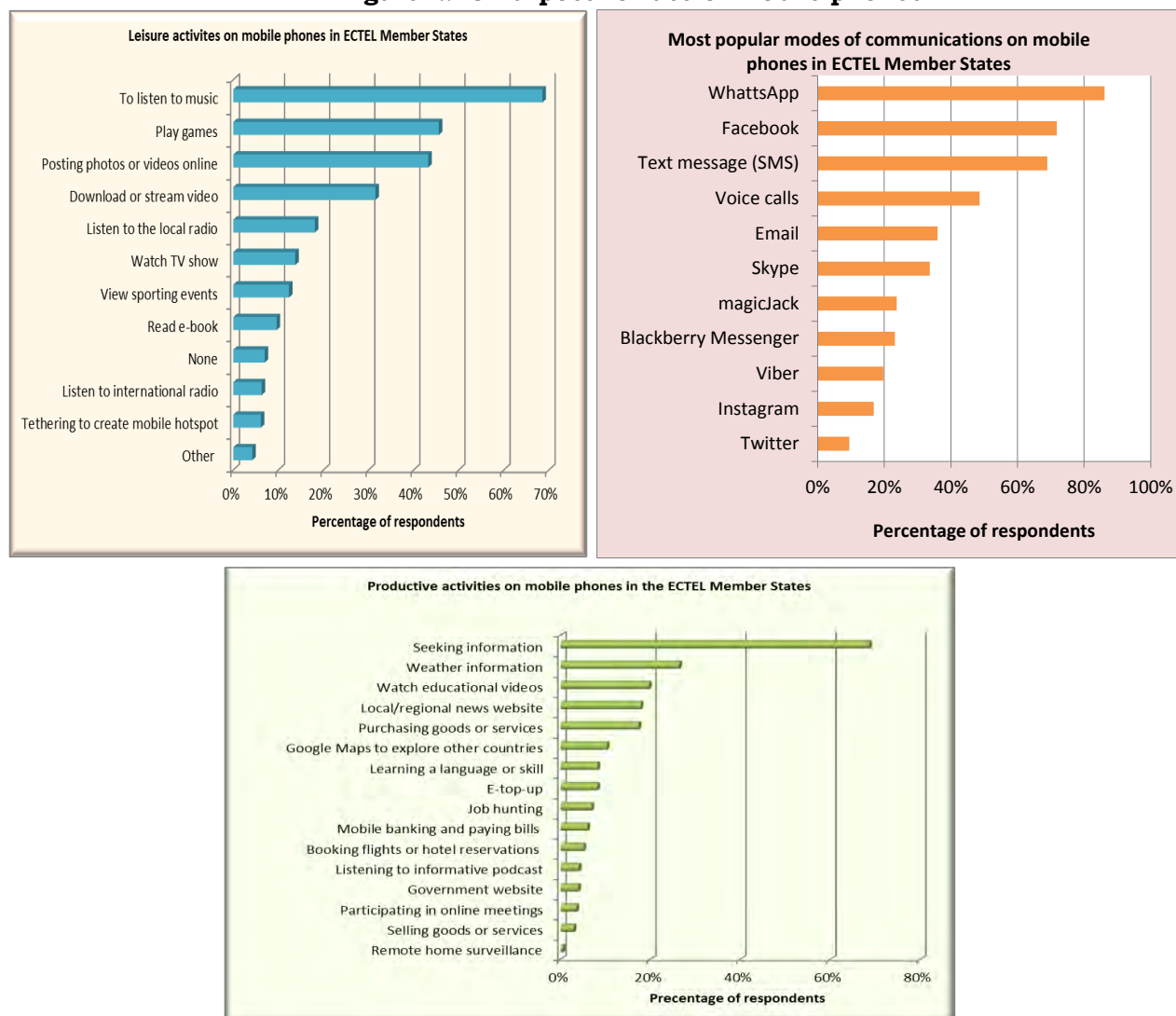
2.13 Purpose for use of mobile phones

The most prominent leisure activities the respondents across the member States engaged in using their mobile Internet service in the last month, were to listen music (69%), playing games (46%), and posting photos and videos online (43%).

WhatsApp (86%), Facebook (72%), and SMS text messages (69%) were the primary means of communicating with friends and family among the respondents using their mobile phone. On average, less than 50 per cent of the respondents across the Member States

said that they use voice calls to communicate with friends and family. Accessing information (69%) is by far the leading productive activity for most respondents across the Member States engaged in using their phone. Surprisingly, accessing weather information (26%) was the next leading activity. On average, only 6 per cent of the respondents use their phones for mobile banking, 5 per cent for travel arrangements and 4 per cent to access the government website.

Figure 2.13 Purpose for use of mobile phones



Source: ECTEL Member States

2.14 Experience with difficulty accessing information online due to insufficient speed or downloading capacity

Generally, respondents have not experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity. However, 40 per cent

of the respondents from St. Vincent and the Grenadines indicated that they have experienced difficulties sometimes.

2.15 Quality of experience with mobile Internet service

When asked about their level of satisfaction with the data plan on their mobile phone, respondents in all cases tended to agree that the price is reasonable and affordable; that the speed is sufficient given their needs; that the speed is sufficient given their needs; that they can easily contact their service provider

in case of Internet connection problems; that the response they received from helpline staff or support site is helpful; that the time taken to answer their phone call is reasonable; and the time taken to resolve their problem is satisfactory.

Table 2.2 Quality of experience with mobile Internet service

	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
a. The price is reasonable and affordable	70%	54%	63%	65%	54%
b. The speed is sufficient given your needs	61%	53%	67%	69%	49%
c. The Internet connection is reliable	67%	67%	67%	73%	53%
d. You can easily contact your provider in case of Internet connection problems	61%	64%	59%	70%	51%
e. The response you receive from helpline staff or support website site is helpful	58%	64%	57%	67%	54%
f. Time taken to answer to your phone call is reasonable	54%	51%	53%	60%	53%
g. Time taken to resolve your problem is satisfactory	53%	62%	51%	65%	52%

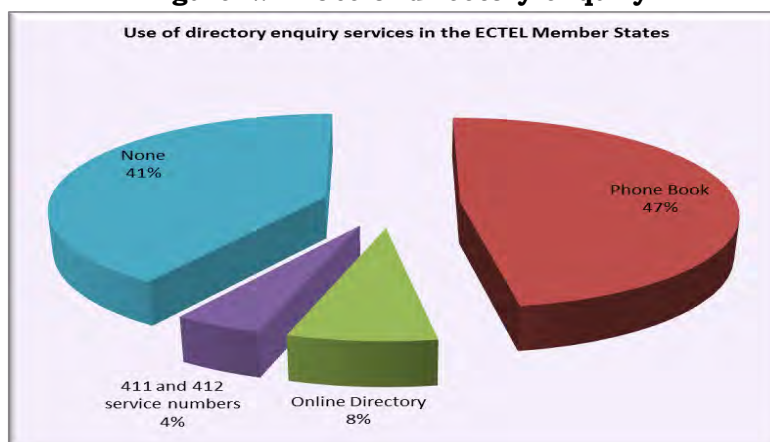
Source: ECTEL Member States

2.16 Use of directory enquiry

The use of online directory services is still very limited in ECTEL Member States. On average, half of the respondents used the phone book in the past 6 months. Only 8 per

cent of respondents used the online directory and 5 per cent of respondents used the 411 and 422 service numbers.

Figure 2.14 Use of directory enquiry



Source: ECTEL Member States

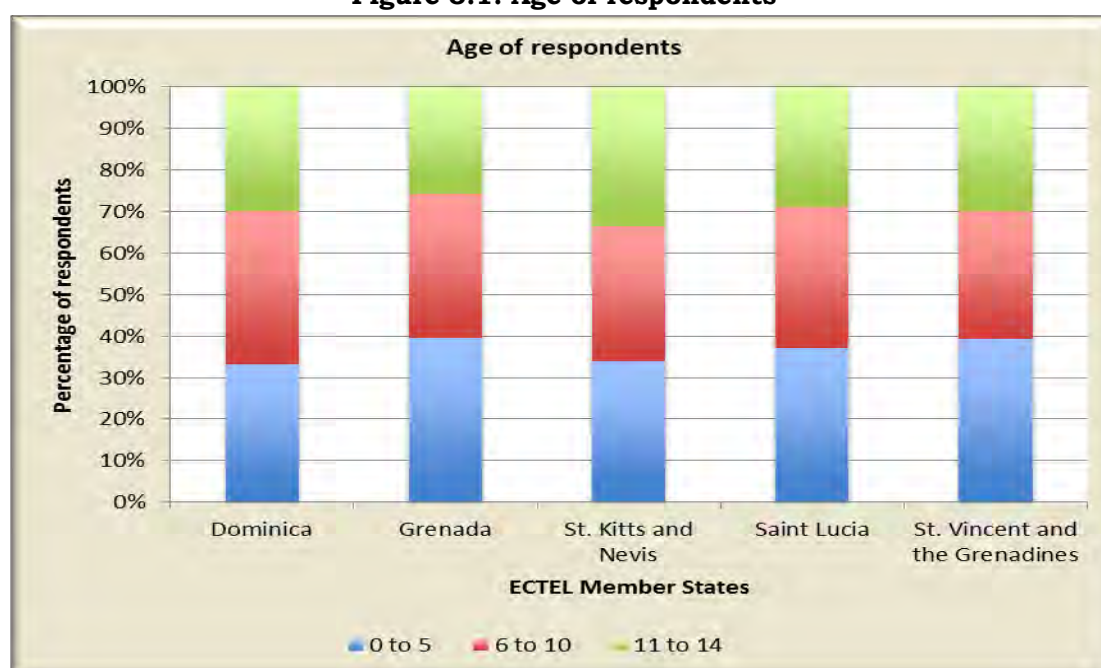
3. Use of Broadband and other ICT Services by Minor Children in the ECTEL Member States

3.1 Respondents Profile

During the household survey a total 3,142 children under the age of 15 were interviewed across the ECTEL Member States. Thirty-seven per cent were children aged 5 or under,

34 per cent were aged 6 to 10 years old and 30 per cent were between 11 and 14 years old.

Figure 3.1: Age of respondents



Source: ECTEL Member States

3.2 Ownership of ICT devices

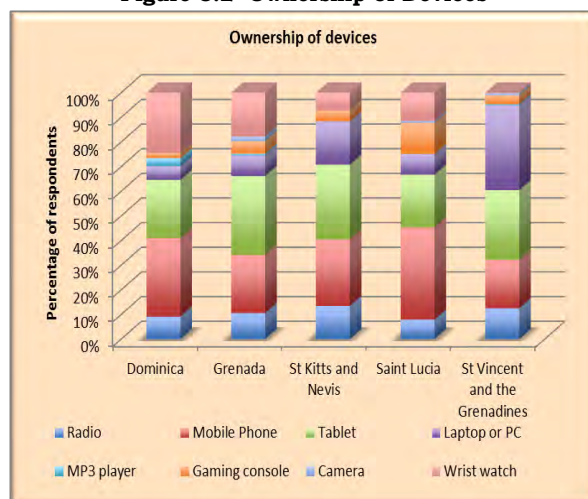
The most popular ICT devices owned by minor children across the ECTEL Member were mobile phones, tablets and laptops or PCs. For children in Dominica (32%) and Saint Lucia (38%), mobile phones were the

most widely owned. Children in Grenada and St Kitts and Nevis were more likely to own tables than any other device. However in St Vincent and the Grenadines the laptop or PC was the device of choice.

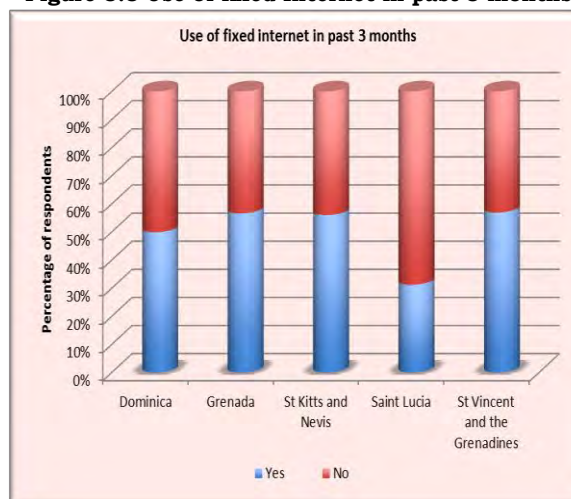
3.3 Use of fixed Internet service

Just over 50 per cent of the children surveyed in St Vincent and the Grenadines (57%), Grenada (57%) St Kitts and Nevis (56%) and Dominica (50%) reported having used fixed

Internet service in the three months prior to the survey. In the case of Saint Lucia nearly one third of children interviewed had used the Internet in that period.

Figure 3.2 Ownership of Devices

Source: ECTEL Member States

Figure 3.3 Use of fixed Internet in past 3 months**3.4 Location for Internet access**

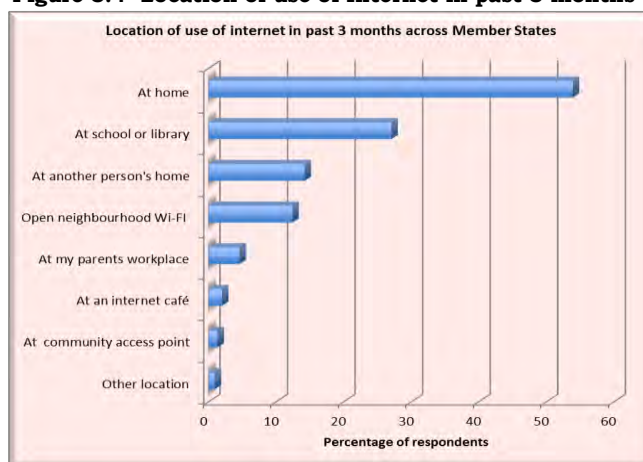
For all Member States (Dominica 54%, Grenada 37%, St Kitts and Nevis 74% and Saint Lucia 72%) except St Vincent and the Grenadines, home was cited as the most common location for Internet use. This was generally followed by at school or library. In the case of St Vincent and the Grenadines this was reversed; for most children, 40 per

cent, school or library was the most popular location for Internet use. On average, just over 1 in 10 children also accessed the Internet via an open Wi-Fi network in their neighbourhood. Not surprisingly, Internet use at community access points and Internet cafés was generally very low among minors.

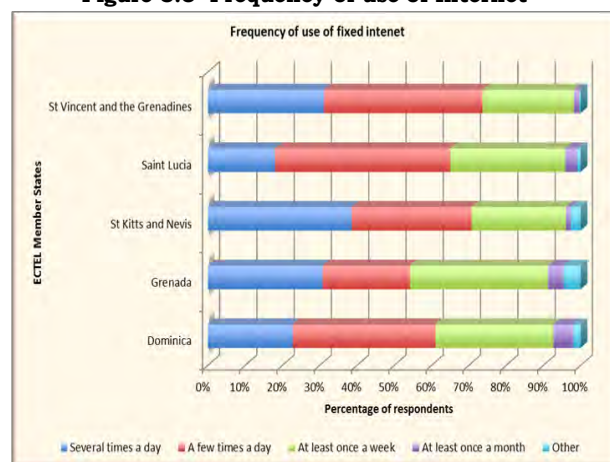
3.5 Frequency of use of fixed Internet service

Across all Member States 65 per cent of children used the Internet on a daily basis. In Saint Lucia (47%) St Vincent and the Grenadines (43%) and Dominica (38%) children were more likely to use the Internet

a few times a day. Internet use was more frequent in St Kitts and Nevis and Grenada where 37 per cent and 30 per cent of kids used the Internet several times a day.

Figure 3.4 Location of use of Internet in past 3 months

Source: ECTEL Member States

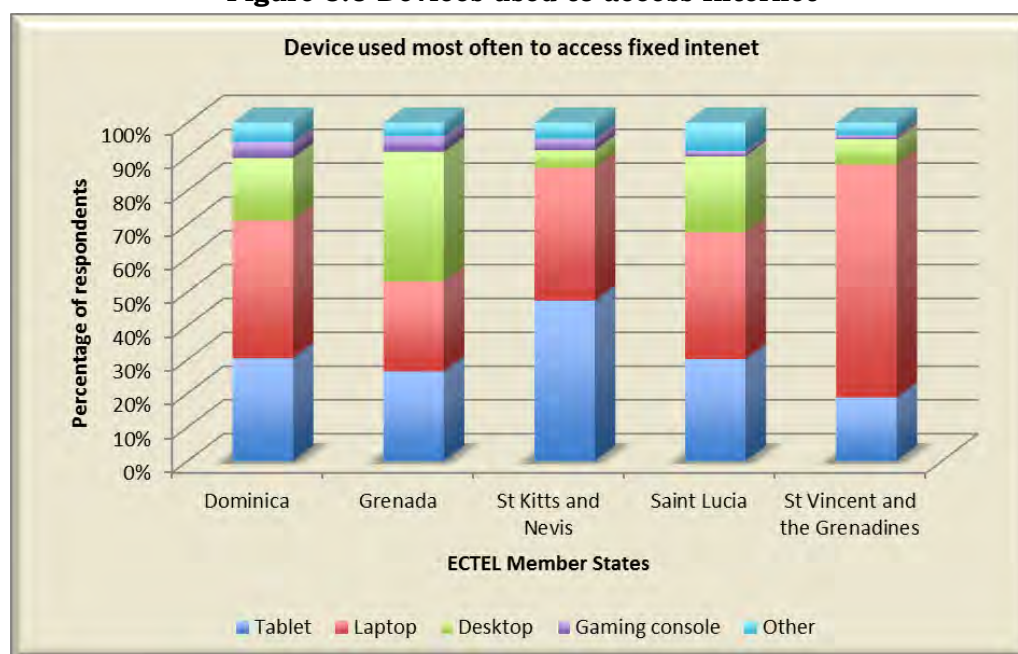
Figure 3.5 Frequency of use of Internet

3.6 Devices used to access the Internet

The laptop was the device most commonly used to access the Internet in St Vincent and the Grenadines (69%), Saint Lucia (38%) and Dominica (41%). The one laptop per child program in St Vincent and the Grenadines may account for the relatively high incidence

of laptops among children in that Member State. In St Kitts and Nevis the tablet was the device used more often by children (48%) while in Grenada more children (38%) used a desktop PC than any other device.

Figure 3.6 Devices used to access Internet



Source: ECTEL Member States

3.7 Activities used for fixed Internet

Children in the ECTEL Member States use the Internet for a wide range of activities including school related research, social interaction and leisure activities. In all the ECTEL Member States, the use of the Internet for research related to homework, was easily the most popular purpose for Internet use cited by the children surveyed

(54%). This was followed by playing computer games (44%). Less popular activities included use for email (9%) and cloud computing applications (2%). Children in the Member States were three times more likely to stream music online (19%) than to listen to music via the radio online (6%).

3.8 Use of mobile phones to access the Internet

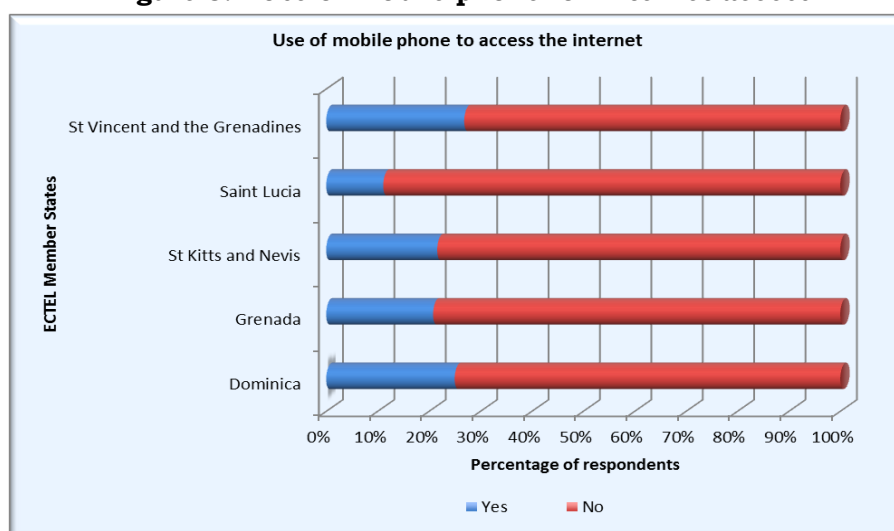
In all the ECTEL Member States, an overwhelming majority (81%) of the children interviewed did not use a mobile phone to access the Internet. St. Vincent and the Grenadines had the highest proportion of children who accessed the Internet with a mobile phone (28%). In Dominica, 1 child in 4 and in Grenada and St. Kitts and Nevis 1

child in 5, used a mobile phone to get online. Saint Lucia had the lowest proportion of children who accessed the Internet using a mobile phone (11%). Of the kids who used a mobile phone for Internet access, more than 80 per cent used a smartphone.

The most popular method used for mobile Internet access in all Member States was Wi-Fi. This was used by 69 per cent of children in St Vincent and the Grenadines, 62 per cent of children in Dominica, 57 per cent in Grenada, 55 per cent in St Kitts and Nevis and 49 per cent in Saint Lucia. Prepaid mobile data plans also enjoyed some

popularity and were used by 32 per cent of the children surveyed. Roughly 4 per cent of children simply use their phone credit for mobile Internet access instead of purchasing a data package. In the ECTEL Member States, a customer with no data plan can still access the Internet using a prepaid or postpaid Internet capable phone.

Figure 3.7 Use of mobile phone for Internet access



Source: ECTEL Member States

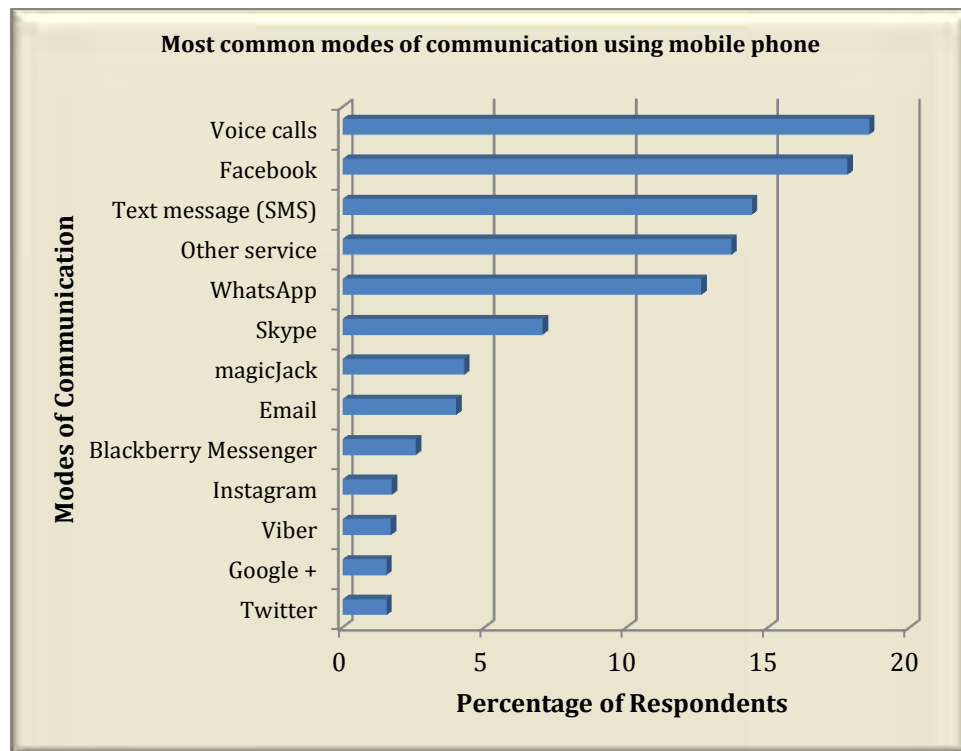
3.9 Purpose for use of mobile phones

The top five activities not related to communications that children across the ECTEL Member States were more likely to engage in, using a mobile phone were: playing games (30%), taking photos (16%), downloading or listening to music (12%), research for homework (9%) and watching videos (8%).

For communicating with friends and family using a mobile phone, the most popular

modes employed by the kids interviewed were, voice calls (19%), Facebook (18%), SMS text messaging (14%), WhatsApp (13%) and Skype (7%). Children in Saint Lucia and Grenada were partial to voice calling, while Dominican and Vincentian kids were drawn to Facebook. St Kitts and Nevis was the outlier with kids there using SMS text messaging as the main mode of communicating with friends and family.

Figure 3.8 Most common modes of communication using mobile phone across the Member States



Source: ECTEL Member States

Annex 1 – Technical Specification for Survey

The Directorate conducted a broadband survey of the ECTEL Member States, with the aim of identifying the state of broadband within its territories. It is expected that the survey results would serve as the basis for informing initiatives related to devising a Regional Broadband Plan for the Member States.

The draft survey questionnaire was developed by the Directorate, and tested by the Central Statistical Office (CSO), Saint Lucia through a pilot exercise in the field. The test survey instruments were assessed for completeness; skip patterns; and the average length of time taken to interview an average size household. The results of the pilot exercise were then used to finalize the survey instruments.

The Central Statistical Offices (CSOs) in the other ECTEL Member States were then engaged to determine representative samples of their country's population and the methodology to be employed in selection of households to be enumerated. CSOs had the choice of two methodologies:

- Enumerators were asked to visit a community and complete from any start point within the community a certain number of households. They needed to use the community number and household numbers 001, 002, 003, 004, 005, 006, 007...
- Alternatively, the Census Visitation Records were used to identify the households to be surveyed. The total number of households in the Enumeration District (ED) was divided by the number of households to be completed in that district. This provided the sample interval. A random number was then chosen between 1 and 10. If the sample interval is 10, then and if the random number identified is 7, then seven households to be completed would be 7 17 27 37 47 57 67. The Visitation Record indicated exactly which household and the number of participants to be interviewed in that household. If the identified household was not located in a building identified based on the Visitation Record, another household found in the building was surveyed.

The approach employed, was used consistently throughout the Member State. In each household, all persons including the head of household and minor children were interviewed. All interviews were conducted face-to-face.

The CSOs conducted their fieldwork from September 19, 2014 to January 2015, and each CSO spent an average of one month in the field to complete the survey.

After the fieldwork was completed in each of the Member States, the completed questionnaires were sent to CSO Saint Lucia for editing, processing and the production of the analytical tables.

The questionnaires used in the survey and all tabulated results are attached in Annexes 2 and 3.

Annex 2

Household Questionnaire

Individual Questionnaire

Minor Questionnaire



Draft

ECTEL

**Questionnaire for Measuring Access and Use of
Broadband and ICT Services by Households and Individuals**



COMMUNITY NUMBER

--	--	--

HOUSEHOLD NO

--	--	--

Residential Address

Community _____

Parish/District _____

**Remember to Transfer this
information to the top of every
person questionnaire**

Section 1: Household access to ICTs

Country of Residence

- ☐ 1 Dominica ☐ 2 Grenada
☐ 3 St Kitts ☐ 4 Nevis
☐ 5 St Vincent

1. Number of household members including respondent

--	--

2. How many children under age 15 are living in this household?

--	--

3. Does this household have the following devices?

- ☐ 1 Radio ☐ 3 Tablet ☐ 5 Laptop or PC ☐ 7 Camera
☐ 2 Television ☐ 4 E-book reader ☐ 6 MP3 player ☐ 8 Gaming console (eg.Xbox/PlayStation)

4. How does this household access radio stations? Please (X) all that apply.

- ☐ 1 Using a stand-alone radio at home ☐ 5 Using a mobile phone
☐ 2 Using a radio in a vehicle ☐ 6 Don't listen to radio
☐ 3 Over the television ☐ 7 Other _____
☐ 4 Over the internet

USE ONLY PEN

5. How does your household receive television service? Please (X) all that apply.

- ☐ 1 Using an aerial ☐ 6 Digital wireless cable TV
☐ 2 Digital Terrestrial TV (using an aerial and decoder) ☐ 7 Over the internet
☐ 3 Via Cable TV network, directly connected to TV ☐ 8 Don't know
☐ 4 Via Cable TV network and set-top box ☐ 9 Don't have television service (Go to Q 7)
☐ 5 Via a Satellite dish and set-top box

6. Who is your TV service provider?

- ☐ 1 SAT ☐ 3 FLOW/Karib Cable ☐ 5 The Cable ☐ 7 Spectra
☐ 2 LIME ☐ 4 Caribbean Cable Communications (CCC) ☐ 6 Marpin ☐ 8 Other _____

7. What type of local telephone service does this household have?

- ☐ 1 Fixed line telephone service only ☐ 3 Fixed line and mobile phone services
☐ 2 Mobile phone service only (Go to Q 10) ☐ 4 No phone service (Go to Q 10)

8. Who is your fixed line telephone service provider?

- ☐ 1 LIME ☐ 3 SAT ☐ 5 Marpin
☐ 2 FLOW/Karib Cable ☐ 4 Caribbean Cable Communications ☐ 6 Other _____

9. What is the main reason for having a fixed line telephone phone?

- ☐ 1 Fixed line phone is more reliable ☐ 6 A fixed line telephone is needed for internet access
☐ 2 To keep the phone number ☐ 7 International calls are cheaper from fixed line telephone
☐ 3 To make it easy for friends to reach us ☐ 8 Local calls are cheaper from a fixed line telephone
☐ 4 A fixed phone is necessary ☐ 9 Other, specify _____
☐ 5 Fixed line can be used if there is a prolonged power outage

10. Does this household have fixed internet access? ☐ 1 Yes ☐ 2 No (Go to Q 22)

11. How does this household access the internet at home? Please (X) all that apply.

- ☐ 1 Via dial-up connection using a standard fixed telephone line ☐ 7 Via mobile phone network (3G/4G) using a handset
☐ 2 Via ADSL modem with fixed telephone service (broadband internet) ☐ 8 Via mobile broadband network (3G/4G) using a laptop
☐ 3 Via ADSL modem without fixed telephone service (broadband internet) ☐ 9 Via satellite network
☐ 4 Via cable TV network using a cable modem or router (broadband internet) ☐ 10 Don't know
☐ 5 Via Fixed wireless broadband network (WiMax, CDMA) ☐ 11 Other _____
☐ 6 Via mobile phone network (GPRS/EDGE) using a handset

12. When subscribing to a fixed internet service what is the main factor you consider?

- ☐ 1 The maximum download speed ☐ 6 Reliability of the service
☐ 2 The price of the internet subscription ☐ 7 There was only one internet service provider when I got the service
☐ 3 The fact that the Internet subscription is part of a bundle ☐ 8 Other _____
☐ 4 The customer service offered ☐ 9 Don't know
☐ 5 The cost of installation and equipment

13. Who is your internet service provider?

- ☐ 1 LIME ☐ 3 SAT ☐ 5 FLOW/Karib Cable ☐ 7 Caribbean Cable Communications (CCC)
☐ 2 Marpin ☐ 4 Spectra ☐ 6 The Cable

14. Have you switched internet service provider in the past two years? ☐ 1 Yes ☐ 2 No (Go to 17)

Household Questionnaire



15. If yes, what was the main reason for switching provider?

- ☐ 1 Got better price from new provider ☐ 4 Poor customer service from old provider
☐ 2 Got faster speed from new provider ☐ 5 Moved to a new area
☐ 3 Old service was not reliability ☐ 6 Other _____

16. How easy was it to change internet service provider?

- ☐ 1 Very easy ☐ 3 Fairly difficult ☐ 5 Don't know
☐ 2 Fairly easy ☐ 4 Very difficult

17. Does this household share its internet access with neighbours via a Wi-Fi router?

- ☐ 1 Yes, for a small fee ☐ 3 Household has no Wi-Fi Router
☐ 2 Yes, free of charge ☐ 4 No

18. What is the maximum download speed under the terms of your fixed internet service plan?

- ☐ 1Mbps
☐ 2 Don't know/Not sure
☐ 3 Don't Care

19. Please tell me whether you agree or disagree with each of the following concerning your fixed internet service plan.

	1. Totally agree	2. Tend to agree	3. Neither agree nor disagree	4. Tend to disagree	5. Totally disagree	6. Don't know
a. The monthly fee for fixed internet service is affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The speed of your fixed internet service is adequate given your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Your internet connection is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. You can easily contact your provider in case of internet connection problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The response you receive from helpline staff or support website site is helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Time taken to answer to your phone call is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Time taken to resolve your problem is satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. When using your household fixed internet service, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

- ☐ 1 Yes, often ☐ 3 No, never
☐ 2 Yes, sometimes ☐ 4 Don't know

21. When using your household fixed internet service, have you experienced any kind of blocking of online content or applications?

- ☐ 1 Yes, often. Please give an example _____ ☐ 3 No, never
☐ 2 Yes, sometimes. Please give an example _____ ☐ 4 Don't know

22. Which of the following has this household subscribed to as a bundle?

- ☐ 1 Fixed voice and fixed broadband services ☐ 5 Household does not subscribe to bundle
☐ 2 Fixed voice and cable TV services ☐ 6 Other _____
☐ 3 Fixed broadband and cable TV services ☐ 7 Don't know
☐ 4 Fixed voice, fixed broadband and cable TV services

23. If no fixed internet access at home, why does this household not have fixed internet access? Please (X) all that apply.

- ☐ 1 Have internet access on my mobile phone, no need for fixed internet access
☐ 2 Do not need the Internet; it is not useful or interesting because of lack of local content.
☐ 3 Have access to the Internet elsewhere.
☐ 4 Do not know how to use the internet.
☐ 5 Computers and tablets are still too expensive.
☐ 6 Cost of fixed broadband service is too high.
☐ 7 We have concerns about privacy and security online
☐ 8 I have a physical disability – cannot use computer or internet
☐ 9 Internet service is not available in the area
☐ 10 Other _____

24. If no fixed internet access at home, what would encourage this household to sign up for fixed broadband service? Please (X) all that apply.

- ☐ 1 Monthly fee for fixed broadband access was more affordable ☐ 7 If we could access local educational content
☐ 2 Broadband connection was more reliable ☐ 8 If we computer or tablet was more affordable
☐ 3 Higher broadband speeds were offered ☐ 9 If we could not access free Wi-Fi elsewhere
☐ 4 If someone would teach me how to use the internet ☐ 10 Nothing would get this household to get fixed broadband service
☐ 5 If we could access government services online ☐ 11 Other _____
☐ 6 If we could access local businesses online



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to the top of every person questionnaire**

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

25. Age (years)

- ☐ 1 15 – 24 ☐ 2 25 – 34 ☐ 3 35 – 44 ☐ 4 45 – 54 ☐ 5 55 – 64 ☐ 6 65 years and over

26. Sex ☐ 1 Male ☐ 2 Female

27. Highest educational level. Please (X) one.

- ☐ 1 Primary education or lower ☐ 3 A-level/college
☐ 2 Secondary education ☐ 4 University

28. Labour force status. Please (X) one.

- ☐ 1 Employee (Private Sector) ☐ 3 Self-employed (with employee) ☐ 5 Unemployed ☐ 7 Student
☐ 2 Employee (Public Sector) ☐ 4 Self-employed (without employee) ☐ 6 Retired ☐ 8 Other _____

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

30. Where did you use fixed internet service in the last 12 months? (X) all that apply.

- ☐ 1 At home ☐ 7 At an internet café
☐ 2 At work ☐ 8 At school or library
☐ 3 At a government facility ☐ 9 At the airport or hotel
☐ 4 At a public park ☐ 10 From open Wi-Fi in my neighborhood
☐ 5 At another person's home ☐ 11 Other locations _____
☐ 6 At a community internet access point ☐ 12 I have not used the internet in the past 12 months (Go to Q 36)

31. How often did you typically use fixed internet service during the last three months (from any location)? Please (X) one.

- ☐ 1 Several times a day ☐ 3 At least once a week
☐ 2 A few times a day ☐ 4 At least once a month

32. Which of the follow devices do you use most often for accessing fixed internet service at home? Please (X) one.

- ☐ 1 iPad ☐ 6 Desk top computer
☐ 2 Samsung Galaxy Tab ☐ 7 Play station console
☐ 3 Kindle Fire ☐ 8 Xbox 360
☐ 4 Other tablet ☐ 9 Nintendo Wii
☐ 5 Laptop ☐ 10 Other _____

33. Which of the following VoIP phone services do you use?

- ☐ 1 LIME's NetSpeak service ☐ 4 Skype
☐ 2 Vonage ☐ 5 Other (specify) _____
☐ 3 Magic Jack ☐ 6 None

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

Getting information

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

Activities

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

Communicating

- ☐ 20 Instant messaging
☐ 21 Emailing
☐ 22 Participating in social media/ blogging

Leisure Activities

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

Other Activities

- ☐ 30 Taking part in online consultations or voting
☐ 31 Other activities _____



35. Which of the following local services would you use if it were available online?

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

Section 3: Individual Use of Mobile

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

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

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

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

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

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

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

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

40. Do you use your mobile phone to access the internet? ☐ 1 Yes ☐ 2 No (Go to Q 50)

41. Is your mobile phone the primary means by which you access the Internet? ☐ 1 Yes (Go to Q 43) ☐ 2 No

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

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

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

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

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

- ☐ 1 Yes, (MB or GB) per (day, week, month)
☐ 2 Yes, it is unlimited
☐ 3 I know there are data consumption limits, but I do not really know what it is
☐ 4 I am not aware of any data consumption limits under my plan
☐ 5 I don't know the data consumption limit of my plan



45. For which of the following leisure activities did you use mobile internet service in the last month? (X) all that apply

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

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

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

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

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

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

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> 1 Yes, often, give eg | <input type="checkbox"/> 3 No, never |
| <input type="checkbox"/> 2 Yes, sometimes give eg | <input type="checkbox"/> 4 Don't know |

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

	1. Totally agree	2. Tend to agree	3. Neither agree nor disagree	4. Tend to disagree	5. Totally disagree	6. Don't Know
a. The price is reasonable and affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The speed is sufficient given your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The internet connection is reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. You can easily contact your provider in case of Internet connection problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The response you receive from helpline staff or support site is helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Time taken to answer to your phone call is reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Time taken to resolve your problem is satisfactory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mobile Roaming

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

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

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

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

Section 4: General


52b. Do you use a public pay phone?

- | | |
|---|---|
| <input type="checkbox"/> 1 Yes, when mobile phone is out of range or battery is dead
<input type="checkbox"/> 2 Yes, if mobile phone is out of credit
<input type="checkbox"/> 3 Yes, to make international calls | <input type="checkbox"/> 4 Yes, because I have no fixed line or mobile phone
<input type="checkbox"/> 5 No, I don't know where to find a public payphone
<input type="checkbox"/> 6 No, I never use a public payphone |
|---|---|

53. Which of the following directory enquiry services have you used in the past 6 months? Please (X) all that apply.

- | | |
|--|--|
| <input type="checkbox"/> 1 Phone book
<input type="checkbox"/> 2 Online directory | <input type="checkbox"/> 3 411 or 412 service numbers
<input type="checkbox"/> 4 None |
|--|--|

54. From which of the following sources do you get most of your local news and weather information?

- | | |
|--|--|
| <input type="checkbox"/> 1 Radio
<input type="checkbox"/> 2 Television
<input type="checkbox"/> 3 Social media | <input type="checkbox"/> 4 Online news website
<input type="checkbox"/> 5 Other |
|--|--|

Perception of cost and affordability of ICT services
55. Please tell me whether you agree or disagree with each of the following

	1. Totally agree	2. Tend to agree	3. Neither agree nor disagree	4. Tend to disagree	5. Totally disagree	6. Don't Know	7. Not Applicable
a. From your fixed line telephone, you limit the number of calls to other fixed networks because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. From your fixed line telephone limit number of calls to mobile phones because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. From your fixed line telephone you limit the number of international calls because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. From your mobile phone, you limit the number of calls to other mobile networks because you are concerned about the higher charges than when	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. From your mobile phone you limit the number of international calls because you are concerned about the cost of these calls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Knowledge of emergency numbers
56. What telephone number would you call if you needed the following service in an emergency?

- | | | |
|--------------------------------------|---|---|
| <input type="checkbox"/> 1 Police | <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> | <input type="checkbox"/> 1 Don't Know

<input type="checkbox"/> 2 Don't Know

<input type="checkbox"/> 3 Don't Know |
| <input type="checkbox"/> 2 Fire | <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> | |
| <input type="checkbox"/> 3 Ambulance | <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> <div style="border: 1px solid black; width: 30px; height: 30px; margin: 0 auto;"></div> | |



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Measuring Access and Use of Broadband and ICT Services by Persons Under 15

- Age (years)** ☐ 1 0–5 ☐ 2 6–10 ☐ 3 11–14
- Do you own any of the following?**

<input type="checkbox"/> 1 Radio	<input type="checkbox"/> 3 Tablet	<input type="checkbox"/> 5 MP3 player	<input type="checkbox"/> 7 Camera
<input type="checkbox"/> 2 Mobile phone	<input type="checkbox"/> 4 Laptop or PC	<input type="checkbox"/> 6 Gaming console	<input type="checkbox"/> 8 Wrist watch
- Have you used fixed internet service from any location in the last three months?** ☐ 1 Yes ☐ 2 No (Go to Q 8)
- Where did you use fixed internet service in the last three months? (X) all that apply.**

<input type="checkbox"/> 1 At home	<input type="checkbox"/> 6 At an internet café
<input type="checkbox"/> 2 At school or library	<input type="checkbox"/> 7 From open Wi-Fi in my neighborhood
<input type="checkbox"/> 3 At a my parents workplace	<input type="checkbox"/> 8 Other locations _____
<input type="checkbox"/> 4 At another person's home	<input type="checkbox"/> 9 I have not used the internet in the past 12 months (Go to Q 8)
<input type="checkbox"/> 5 At a community internet access point	
- How often did you typically use fixed internet service during the last three months (from any location)? Please (X) one.**

<input type="checkbox"/> 1 Several times a day	<input type="checkbox"/> 3 At least once a week	<input type="checkbox"/> 5 Other _____
<input type="checkbox"/> 2 A few times a day	<input type="checkbox"/> 4 At least once a month	
- Which of the follow devices do you use most often for accessing fixed internet service at home? Please (X) one.**

<input type="checkbox"/> 1 iPad	<input type="checkbox"/> 6 Desk top computer
<input type="checkbox"/> 2 Samsung Galaxy Tab	<input type="checkbox"/> 7 Play station console
<input type="checkbox"/> 3 Kindle Fire	<input type="checkbox"/> 8 Xbox 360
<input type="checkbox"/> 4 Other tablet	<input type="checkbox"/> 9 Nintendo Wii
<input type="checkbox"/> 5 Laptop	<input type="checkbox"/> 10 Other _____
- For which of the following activities did you use fixed internet access in the last 12 months? Please (X) all that apply.**

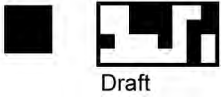
<input type="checkbox"/> 1 Research for homework	<input type="checkbox"/> 10 Listening to the radio
<input type="checkbox"/> 2 Research not related to homework	<input type="checkbox"/> 11 Streaming or downloading movies or videos
<input type="checkbox"/> 3 Participating in social media	<input type="checkbox"/> 12 Playing computer or video games
<input type="checkbox"/> 4 Send or receive instant messages	<input type="checkbox"/> 13 Accessing PlayStation Network, Xbox Live or Club Nintendo
<input type="checkbox"/> 5 Buying or selling goods	<input type="checkbox"/> 14 Managing your personal homepage
<input type="checkbox"/> 6 Streaming or listening to music	<input type="checkbox"/> 15 Other activities _____
<input type="checkbox"/> 7 Watching television	
<input type="checkbox"/> 8 Sending or receiving emails	
<input type="checkbox"/> 9 Using cloud computing such as Google Drive or Dropbox	
- Do you access the internet using a mobile phone?** ☐ 1 Yes ☐ 2 No (Go to Q 11)
- What type of mobile phone do you use to access the internet?**

<input type="checkbox"/> 1 iPhone	<input type="checkbox"/> 6 Other Smartphone
<input type="checkbox"/> 2 Samsung Android Phone	<input type="checkbox"/> 7 Feature phone
<input type="checkbox"/> 3 Nokia Windows Phone	<input type="checkbox"/> 8 Other _____
<input type="checkbox"/> 4 BlackBerry	<input type="checkbox"/> 9 Not sure
<input type="checkbox"/> 5 Non-Samsung Android Phone	
- How do you normally access the internet on your mobile phone? Please (X) one**

<input type="checkbox"/> 1 Using pre-paid mobile data plans	<input type="checkbox"/> 4 Using the credit on my phone
<input type="checkbox"/> 2 Using a post-paid mobile data plan	<input type="checkbox"/> 5 Other (specify) _____
<input type="checkbox"/> 3 Using Wi-Fi	<input type="checkbox"/> 6 Not sure
- For which of the following activities did you use a mobile phone in the last month? (X) all that apply**

<input type="checkbox"/> 1 Download or listen to music	<input type="checkbox"/> 6 Accessing PlayStation Network, Xbox Live or Club Nintendo	<input type="checkbox"/> 11 Watching YouTube videos
<input type="checkbox"/> 2 Watch TV show	<input type="checkbox"/> 7 Posting photo or video online	<input type="checkbox"/> 12 E-top up
<input type="checkbox"/> 3 Play games	<input type="checkbox"/> 8 Read e-book	<input type="checkbox"/> 13 Update social media page
<input type="checkbox"/> 4 Taking photos	<input type="checkbox"/> 9 Listening to the radio	<input type="checkbox"/> 14 Research for homework
<input type="checkbox"/> 5 Download or stream video	<input type="checkbox"/> 10 Watching a movie	<input type="checkbox"/> 15 Research not related to school
- Which of the following do you use to communicate with friends and family? (X) all that apply**

<input type="checkbox"/> 1 Voice calls	<input type="checkbox"/> 6 Viber	<input type="checkbox"/> 10 Magic Jack	<input type="checkbox"/> 14 Skype
<input type="checkbox"/> 2 Text messages (SMS)	<input type="checkbox"/> 7 Instagram	<input type="checkbox"/> 11 Face Time	<input type="checkbox"/> 15 Google+
<input type="checkbox"/> 3 Facebook	<input type="checkbox"/> 8 Email	<input type="checkbox"/> 12 Snap Chat	<input type="checkbox"/> 16 Twitter
<input type="checkbox"/> 4 WhatsApp	<input type="checkbox"/> 9 Yahoo messenger	<input type="checkbox"/> 13 Video messaging	<input type="checkbox"/> 17 Other _____
<input type="checkbox"/> 5 Blackberry Messenger			



13. Have you ever played computer or video games that were not appropriate for your age?

- ☐ 1 Sometimes ☐ 3 Never
☐ 2 Often ☐ 4 I do not play computer or video games

14. When you set up a social network profile (eg. Facebook, Instagram,) which of the following normally applies

- ☐ 1 Only my friends can view my profile ☐ 4 I don't know which applies
☐ 2 Only my friends and friends of friends can view my profile ☐ 5 I do not have an account on any social network
☐ 3 My profile can be viewed by anyone

15. Do you think that it is safe to meet people online?

- ☐ 1 Yes ☐ 3 Not sure
☐ 2 No ☐ 4 Don't Know

16. Do you think that there are risks when posting photos of yourself on a social network?

- ☐ 1 Yes ☐ 3 Not sure
☐ 2 No ☐ 4 Don't Know

17. Would you be willing to meet someone you made friends with over the internet?

- ☐ 1 Yes ☐ 3 Not sure
☐ 2 No ☐ 4 Don't Know

18. What telephone number would you call if you needed the following service in an emergency?

- | | | | | | |
|--------------------------------------|--|--|--|--|---------------------------------------|
| <input type="checkbox"/> 1 Police | <table border="1"><tr><td></td><td></td><td></td></tr></table> | | | | <input type="checkbox"/> 1 Don't Know |
| | | | | | |
| <input type="checkbox"/> 2 Fire | <table border="1"><tr><td></td><td></td><td></td></tr></table> | | | | <input type="checkbox"/> 2 Don't Know |
| | | | | | |
| <input type="checkbox"/> 3 Ambulance | <table border="1"><tr><td></td><td></td><td></td></tr></table> | | | | <input type="checkbox"/> 3 Don't Know |
| | | | | | |

Annex 3

Data Tables

Data tables for the Household Questionnaire

Country of Residence	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
No of respondents	527	673	592	862	644

1. No. of household members including respondent	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
1	8%	16.4%	21.5%	29.5%	12.3%
2	18.6%	15.5%	20.9%	21.1%	11.8%
3 to 5	54.5%	45.7%	45.9%	41.2%	48.6%
6 to 10	18.4%	21.6%	11.3%	9%	24.9%
More than 10	0.6%	0.9%	0.3%	0.2%	2.3%

2. How many children under age 15 live in this household?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
None	36.2%	41.4%	54.3%	63.1%	38.1%
1 to 2	51.6%	39.7%	38.2%	28.6%	44.2%
3 to 4	10.5%	15.1%	6.5%	6.6%	14.2%
5 or more	1.7%	3.8%	1%	1.7%	3.5%

3. Does this household have the following devices? (Multiple responses possible)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Radio	64.5%	81.6%	91.9%	78.3%	86.2%
Television	86.3%	84%	92.1%	84.4%	87.9%
Laptop or PC	59.2%	45%	70.3%	38.4%	58.2%
Tablet	40.4%	28.7%	44.4%	19.2%	33.7%
E-book reader	4.6%	3.6%	8.6%	3.9%	3.4%
MP3 player	13.9%	68%	11.8%	5.3%	8.5%
Gaming console	14.4%	7.3%	20.4%	6.5%	10.2%
Camera	28.1%	18.6%	33.3%	15.6%	19.3%

4. How does this household access radio stations? (Multiple responses possible)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Using a stand-alone radio at home	48.6%	79.3%	88.2%	74.2%	80.3%
Using a radio in a vehicle	13.1%	5.6%	33.1%	13.2%	13%
Over the television	73.1%	7.1%	7.6%	9.1%	14.6%
Over the internet	15.6%	9.8%	22.5%	4.9%	7.9%
Using a mobile phone	31.3%	16.3%	25.8%	14.8%	23.8%
Don't listen to the radio	5.5%	8%	2%	9%	5.7%
Other	0.6%	1.2%	0.5%	2.4%	1.6%

5. How does this household receive television service? (Multiple responses possible)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Using an aerial	0.9%	24.8%	0.3%	4.8%	38.5%
Digital terrestrial TV (using an aerial and decoder)	0.2%	0.6%	0.3%	0.9%	0.3%
Via cable TV - directly connected to TV	58.4%	3.7%	29.9%	48.1%	17.4%
Via cable TV and set-top box	22.4%	46.7%	56.1%	26.5%	26.7%
Via satellite dish and set top box	3.2%	0.4%	0.7%	0.5%	0.5%

Digital wireless cable TV	1.5%	1%	0.2%	0.9%	0.2%
Over the Internet	2.3%	4.6%	2.7%	0.5%	2.6%
Don't know	1.9%	1.3%	0%	1.2%	0.6%
Don't have television service	13.5%	22.6%	12.7%	20%	17.5%

6. Who is your cable TV service provider?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
SAT	30.5%	n.a.	n.a.	n.a.	n.a.
LIME	1.8%	n.a.	n.a.	46.4%	n.a.
FLOW / Karib Cable	n.a.	79%	n.a.	47.5%	71.6%
Caribbean Cable Communications (CCC)	n.a.	n.a.	28%	n.a.	n.a.
The Cable	n.a.	n.a.	69.8%	n.a.	n.a.
Marpin 2K4	66.4%	n.a.	n.a.	n.a.	n.a.
Spectra	n.a.	n.a.	n.a.	1.1%	n.a.
Other	1.4%	20.9%	2.2%	5.1%	28.3%

7. What type of local telephone service does this household have?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Fixed line only	3.1%	5.6%	5.6%	4.8%	4.8%
Mobile phone service only	63.9%	49.4%	49.4%	52.6%	61%
Fixed line and mobile phone services	28.6%	39.3%	41.2%	28.8%	29.5%
No phone service	4.4%	5.7%	3.7%	13.8%	4.8%

8. Who is your fixed line telephone service provider?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
SAT	3%	n.a.	n.a.	n.a.	n.a.
LIME	87.9%	94.3%	98.9%	96.1%	96.8%
FLOW / Karib Cable	n.a.	5.7%	n.a.	3.9%	3.2%
Caribbean Cable Communications (CCC)	n.a.	n.a.	0.7%	n.a.	n.a.
Marpin 2K4	7.3%	n.a.	n.a.	n.a.	n.a.
Other	1.8%	n.a.	0.4%	n.a.	n.a.

9. What is the main reason for having a fixed line telephone service?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Fixed line phone is more reliable	19.8%	23.5%	27.2%	23.3%	26.2%
To keep the phone number	0.6%	1.4%	1.4%	9.3%	3.6%
To make it easy for friends to reach us	24%	33.8%	10.1%	16.4%	26.2%
A fixed phone is necessary	11.4%	19.5%	7.6%	21.8%	24%
Fixed line can be used if there is a prolonged power outage	1.2%	2.7%	6.3%	0.5%	5%
A fixed line telephone is needed for internet access	29.9%	5.5%	4.4%	19.3%	6.8%
International calls are cheaper from fixed line telephone	9.6%	4.1%	0.7%	2.4%	3.6%
Local calls are cheaper from a fixed line telephone	3%	7.5%	3%	5.1%	3.2%
Other	0.6%	2%	0.5%	2%	1.4%

10. Does this household have fixed internet access?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	48.5%	39.8%	61%	32.9%	37.6%
No	51.5%	60.2%	39%	67.1%	62.4%

11. Ways in which household accesses Internet at home (Multiple responses possible)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Via dial-up connection using a standard fixed telephone line	5.8%	2.2%	1.1%	12%	4.8%
Via ADSL modem with fixed telephone service	28.7%	48%	42.9%	35.6%	44.2%
Via ADSL modem without fixed telephone service	18.2%	18.8%	10.4%	30%	22.3%
Via cable TV network using a cable modem or router	42.2%	18.5%	36%	18.4%	19.5%
Via fixed wireless broadband network (WiMax, CDMA)	7.8%	13.3%	10.4%	2.6%	6%
Via mobile phone network (GPRS/EDGE) using a handset	13.6%	7%	3%	1.5%	2.4%
Via mobile phone network (3G/4G) using a handset	14.3%	15.5%	11.8%	3%	4.4%
Via mobile phone network (3G/4G) using a laptop	5.4%	1.1%	4.9%	1.5%	1.6%
Via satellite network	0.4%	1.1%	0%	0%	0%
Don't know	1.6%	0.4%	1.6%	1.6%	0.4%
Other	0.8%	0.7%	0.8%	0%	1.2%

12. Main factors considered when subscribing to a fixed Internet service?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
The maximum download speed	24.1%	19.2%	16.8%	14.2%	21.9%
The price of the Internet subscription	26.9%	28.7%	21%	24.5%	37.2%
The fact that the Internet subscription is part of a bundle	4.4%	4.2%	3.6%	8.1%	5.4%
The customer service offered	4.4%	3.8%	5.9%	6.3%	2.1%
The cost of installation and equipment	2.8%	0.8%	6.4%	3.9%	2.5%
Reliability of the service	27.7%	20.8%	33.6%	26.3%	14.5%
There was only one Internet service provider when I got the service	4%	15.8%	6.7%	7.3%	8.3%
Other	0.8%	2.3%	1.4%	2.2%	3.3%
Do not know	4.8%	4.5%	4.5%	7.1%	5%

13. Who is your internet service provider?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
SAT	21.5%	n.a.	n.a.	n.a.	n.a.
LIME	59%	62.6%	56.9%	55.5%	57.1%
FLOW / Karib Cable	n.a.	37.4%	n.a.	43.5%	42.9%
The Cable	n.a.	n.a.	32.2%	n.a.	n.a.
Caribbean Cable Communications (CCC)	n.a.	n.a.	10.8%	n.a.	n.a.
Marpin 2K4	19.5%	n.a.	n.a.	n.a.	n.a.
Spectra	n.a.	n.a.	n.a.	1%	n.a.
Other	0%	n.a.	n.a.	n.a.	n.a.

14. Have you switched internet service provider in the past two years?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	15.6%	7%	7.8%	13.5%	8.2%
No	84.4%	93%	92.2%	86.5%	91.8%

15. If yes (to 14) what was the main reason for switching provider?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Got better price from new provider	48.8%	33.3%	11.5%	12.2%	10%
Got faster speed from new provider	9.8%	33.3%	11.5%	27.8%	35%
Old service was not reliability	14.6%	11.1%	42.3%	31.3%	15%
Poor customer service from old provider	22%	5.6%	26.9%	20%	30%
Moved to a new area	4.9%	16.7%	7.7%	4.5%	5%
Other	n.a.	n.a.	n.a.	4.2%	5%

16. How easy was it to change internet service provider?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Very easy	53.7%	70%	85.2	53.7%	80%
Fairly easy	34.1%	25%	14.8%	33.9%	15%
Fairly difficult	7.3%	5%	0%	8.1%	5%
Do not know	4.9%	0%	0%	4.3%	0%

17. Does this household share its internet access with neighbours via a Wi-Fi router?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes - for a small fee	1.6%	0.4%	0.8%	0%	0%
Yes - free of charge	21.4%	14.3%	8.8%	10.8%	19%
Household has no Wi-Fi Router	1.2%	3.8%	0.3%	2.1%	2.9%
No	75.8%	81.5%	90.1%	87.1%	78.1%

18. What is the maximum download speed under the terms of your fixed internet service plan?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
.....- Mbps	7.2%	9.3%	14.2%	4.7%	2.7%
Do not know/Not sure	83.9%	82.2%	79.6%	86%	91.4%
Do not Care	9%	8.5%	6.2%	9.3%	5.9%

19. State whether you agree or disagree with the following concerning your fixed internet service plan.	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
a. The monthly fee for fixed internet service is affordable.					
Totally agree	31.5%	31.7%	20.1%	20.3%	24.3%
Tend to agree	26.8%	29.4%	37.6%	39%	27.6%
Neither agree nor disagree	16.9%	8.3%	10%	11.1%	11.9%
Tend to disagree	11.8%	14.7%	19.5%	19.1%	12.8%
Totally disagree	7.1%	13.2%	8.1%	4.7%	19.3%
Do not know	5.9%	2.6%	4.7%	5.8%	4.1%
b. The speed of your fixed internet service is adequate given your needs.					
Totally agree	28.2%	30.6%	19%	24.4%	24.9%
Tend to agree	35.7%	32.8%	45.9%	47.3%	25.7%
Neither agree nor disagree	17.9%	9.1%	9.2%	5.8%	19.1%
Tend to disagree	9.1%	14%	14.3%	10.8%	14.1%
Totally disagree	6%	9.8%	8.4%	3.8%	11.6%
Do not know	3.2%	3.8%	3.1%	7.8%	4.6%
c. Your internet connection is reliable.					
Totally agree	32.8%	40.2%	20.6%	32.5%	30.3%
Tend to agree	39.5%	31.1%	44.2%	45.9%	26.9%
Neither agree nor disagree	14.2%	8.3%	9.6%	7.9%	13.4%
Tend to disagree	6.7%	13.3%	14.9%	5.3%	13%
Totally disagree	4.7%	4.9%	8.7%	3.2%	12.6%
Do not know	2%	2.3%	2%	5.1%	3.8%

d. You can easily contact your provider in case of internet connection problems.	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Totally agree	34.5%	38%	22.4%	35.9%	29.5%
Tend to agree	30.9%	30.1%	37.2%	42.8%	25.3%
Neither agree nor disagree	14.5%	14.7%	11.4%	5.5%	12.7%
Tend to disagree	8%	6.8%	13.9%	7.5%	11.8%
Totally disagree	6.8%	4.5%	9.7%	1.5%	15.2%
Do not know	5.2%	6%	5.4%	7%	5.5%
e. The response you receive from helpline staff or support website is helpful.	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Totally agree	30.2%	34.3	18.2%	29%	30%
Tend to agree	32.1%	33.6%	34.1%	43.8%	23.9%
Neither agree nor disagree	17.1%	14.3%	14.2%	10.7%	16.5%
Tend to disagree	7.1%	6%	15.4%	4.7%	11.1%
Totally disagree	6%	3.8%	9.2%	1.7%	11.5%
Do not know	7.5%	7.9%	8.9%	10.1%	7%
f. Time taken to answer your phone call is reasonable.	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Totally agree	27.1%	25.2%	13.2%	25.7%	21.1%
Tend to agree	29.9%	28.2%	33.5%	40.4%	24.8%
Neither agree nor disagree	17.1%	13.5%	14.6%	11.7%	21.1%
Tend to disagree	10%	11.7%	18.9%	7.3%	13.6%
Totally disagree	7.2%	11.7%	11.3%	2.7%	11.6%
Do not know	8.8%	9.8%	8.5%	12.2%	7.9%
g. Time taken to resolve your problem is satisfactory.	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Totally agree	28.3%	30.2%	12.6%	24.2%	24.9%
Tend to agree	25.1%	29.4%	31.7%	41.1%	25.3%
Neither agree nor disagree	25.5%	14.3%	14.3%	14.1%	16.2%
Tend to disagree	7.6%	11.7%	21.3%	7.3%	12%
Totally disagree	8%	6%	12.1%	3.1%	15.8%
Do not know	5.6%	8.3%	7.9%	10.2%	5.8%

20. When using your household internet service, have you experienced difficulty accessing online content and applications due to insufficient speed or downloading capacity?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes - often	6.7%	9.4%	13.3%	5%	14.6%
Yes - sometimes	38.9%	30.6%	44.9%	28.1%	42.3%
No - never	47.2%	44.5%	37.3%	56.3%	33.9%
Do not know	7.1%	15.5%	4.5%	10.6%	9.2%

21. When using your household internet service, have you experienced any kind of blocking of online content and applications?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes - often	2.4%	2.7%	5.8%	2.1%	4.7%
Yes - sometimes	10.2%	12.8%	15.9%	7.8%	9.9%
No - never	65.9%	58.5%	64.2%	72.7%	68.2%
Do not know	21.5%	21.9%	14.2%	17.4%	17.2%

22. Which of the following has this household subscribed to as a bundle?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Fixed voice and fixed broadband services	7.8%	11.7%	6.8%	2.4%	11.6%
Fixed voice and cable TV services	3.9%	2.2%	0.4%	5.9%	2.2%
Fixed broadband and cable TV services	7%	6.9%	10%	7.3%	8.3%
Fixed voice - fixed broadband and cable TV services	2.7%	3.1%	0.4%	7%	2.8%
Household does not subscribe to bundle	59.5%	70.2%	73.3%	68.3%	55.6%
Other	1.6%	3.1%	1.4%	3.9%	7.3%
Do not know	17.4%	2.8%	7.8%	5.1%	12.3%

23. If no fixed Internet access at home, why does this household not have fixed Internet access? (Multiple responses possible)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Have Internet access on my mobile phone, no need for fixed Internet access.	28.5%	15.5%	28.9%	12.1%	20.4%
Have access to Internet elsewhere	25.2%	13%	17.9%	6.7%	17.7%
Do not know how to use the Internet	18.6%	15.2%	14.9%	19.2%	13%
Computers and tablets are too expensive	19.7%	25.6%	2.6%	14.3%	11.1%
Cost of fixed broadband service is too high	32.5%	35.4%	24.7%	27.5%	38.8%
We have concerns about privacy and security online	1.5%	0.5%	0.4%	0.5%	0.7%
I have a physical disability - cannot use computer or Internet	3.6%	1.2%	1.7%	5.3%	1%
Internet service not available in the area	2.2%	0.7%	1.3%	1.3%	0%
Do not need the Internet - not useful or interesting	7.7%	7.6%	11.5%	25%	9.6%
Other	5.1%	17.4%	13.6%	13.8%	9.6%

24. If no fixed Internet at home, what would encourage this household to sign up for fixed broadband service?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Monthly fee for fixed broadband access was more affordable	50.7%	47.2%	36.6%	33.2%	54.8%
Broadband connection was more reliable	5.5%	5.7%	1.3%	1.3%	10.1%
Higher broadband speeds were offered	2.6%	5.2%	0.9%	0.2%	7.6%
If someone would teach me how to use the Internet	9.9%	5.4%	3.8%	3.5%	4.7%
If we could access government services online	0%	0.2%	0%	0.5%	2.2%
If we could access local businesses online	0.4%	0%	0%	0.2%	0.5%
If we could access local education content online	1.5%	5.9%	1.3%	3.6%	3.9%
If computer or tablet was more affordable	20.1%	15.5%	3.8%	10%	6.6%
If we could not access free Wi-Fi elsewhere	11.7%	3.4%	10.2%	4.5%	7.1%
Nothing could get this household to get fixed broadband service	12.8%	23.3%	34.9%	39.3%	14.7%
Other	4%	9.6%	10.2%	11.6%	5.4%

Data tables for the Individual Questionnaire

Country of Residence	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
No of respondents	1451	1704	1422	1902	1981

25. Age	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
15 to 24	27.5%	25.8%	22.3%	19.8%	24.1%
25 to 34	20.5%	23.1%	18.2%	18.5%	21.1%
35 to 44	19.5%	16.4%	20.8%	18.0%	17.6%
45 to 54	18.2%	14.9%	18.7%	18.7%	15.8%
55 to 64	6.4%	9.0%	11.9%	11.5%	11.2%
65 Years and Over	7.9%	10.8%	8.2%	13.5%	10.2%

26. Sex	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Male	42.7%	45.4%	46.5%	49.4%	43.8%
Female	57.3%	54.6%	53.5%	50.6%	56.2%

27. Highest Educational Level. Please (X) one	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Primary Education or lower	29.8%	39.4%	9.2%	46.8%	37.8%
Secondary Education	43.5%	39.4%	59.6%	39.1%	42.7%
A-Level/College	20.9%	16.6%	20.7%	9.4%	14.5%
University	5.8%	4.5%	10.4%	4.8%	5.1%

28. Labour Force Status. Please (X) one	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Employee (Private Sector)	18.7%	22.5%	35.7%	27.4%	25.8%
Employee (Public Sector)	20.7%	17.3%	28.0%	11.3%	12.5%
Self Employed (With Employee)	4.8%	3.9%	3.3%	3.9%	4.1%
Self Employed (Without Employee)	11.3%	6.9%	6.2%	11.5%	8.9%
Unemployed	19.1%	26.8%	4.6%	29.6%	27.5%
Retired	7.1%	11.6%	9.0%	9.9%	11.1%
Student	17.2%	10.1%	12.3%	5.7%	9.7%
Other	1.1%	0.8%	0.9%	0.8%	0.4%

29. Have you used fixed internet service from any location in the past three months?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	57.5%	51.6%	68.0%	39.7%	47.4%
No	42.5%	48.4%	32.0%	60.3%	52.6%

30. Where did you use fixed Internet service in the last 12 months? (Multiple response)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
At home	67.5%	70.4%	81.9%	77.6%	65.9%
At Work	39.5%	32.3%	49.9%	33.3%	31.4%
At Government facility	11.3%	4.1%	8.8%	1.4%	7.6%
At public park	4.0%	4.0%	1.7%	1.0%	1.7%
At another person's home	23.7%	18.6%	23.7%	15.3%	18.3%
At a community Internet access point	5.2%	4.5%	2.9%	0.2%	3.2%
At an Internet café	16.8%	5.3%	2.4%	3.6%	4.5%
At school or library	21.1%	13.9%	14.5%	8.7%	20.9%
At the airport or hotel	8.8%	3.2%	6.9%	2.1%	4.7%
From open Wi-Fi in my neighbourhood	29.8%	24.3%	13.6%	9.9%	29.5%
Other location	1.6%	4.5%	6.2%	1.6%	1.2%
I have not used the Internet in the past 12 months	0.9%	0.1%	0.3%	1.0%	0.6%

31. How often did you typically use fixed Internet service during the last three months (from any location)?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Several times a day	40.7%	52.0%	61.0%	48.3%	53.9%
A few times a day	39.5%	29.4%	26.7%	33.3%	29.3%
At least once a week	15.7%	14.6%	10.5%	16.8%	14.1%
At least once a month	4.1%	4.0%	1.7%	1.6%	2.7%
Not Applicable	0%	0%	0%	0%	0%

32. Which of the following devices do you use most often for accessing fixed Internet service at home?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
IPad	5.1%	3.6%	7.9%	3.2%	3.3%
Samsung Galaxy Tab	8.2%	6.1%	5.8%	2.9%	6.8%
Kindle Fire	1.6%	0.1%	1.0%	1.8%	0.7%
Other tablet	8.7%	5.6%	8.5%	3.8%	8.0%
Tablets	23.5%	15.4%	23.2%	11.7%	18.7%
Laptop	43.5%	33.3%	45.3%	51.4%	47.0%
Desk top computer	20.4%	26.5%	16.9%	23.0%	15.1%
Play station console	0.4%	0.1%	0.9%	0.0%	0.0%
Xbox 360	0.1%	0.2%	0.5%	0.2%	0.0%
Nintendo Wii	0.0%	0.1%	0.0%	0.0%	0.3%
Game console	0.5%	0.5%	1.5%	0.2%	0.3%
Other	12.2%	24.3%	13.2%	13.7%	18.8%

33. Which of the following VoIP phone services do you use?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
LIME's NetSpeak service	11.2%	3.1%	8.2%	2.5%	10.8%
Vonage	0.8%	0.1%	0.7%	0.9%	0.1%
Magic Jack	24.1%	20.2%	42.0%	22.5%	23.0%
Skype	24.1%	39.2%	15.5%	30.7%	26.2%
Other	0.9%	0.6%	2.1%	1.4%	1.5%
None	38.9%	36.8%	31.5%	42.1%	38.5%

34. For which of the following activities did you use fixed internet access in the last 12 months? (multiple response)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Getting information about local/regional goods or services	9.5%	4.3%	22.8%	20.2%	7.6%
Getting information about international goods or services	10.3%	7.1%	31.4%	22.5%	9.3%
Getting information related to health or health services	14.7%	10.9%	22.8%	16.0%	10.4%
Getting information about job opportunities	16.4%	8.1%	7.2%	14.7%	10.4%
Getting information from government organizations	6.4%	2.5%	7.8%	5.6%	4.1%
Doing general research	60.1%	70.8%	67.8%	53.2%	60.8%
Activities					
Doing formal online course	8.9%	7.5%	6.4%	8.6%	8.0%
Learning a language or skill	7.1%	7.4%	4.5%	6.0%	7.7%
Using Google Maps to explore other countries	5.7%	18.8%	10.0%	6.1%	9.2%
Participating in online meetings	5.2%	2.1%	5.5%	3.3%	6.3%
Listening to informative podcast	10.3%	5.1%	9.5%	7.2%	5.1%
Watch educational videos	27.3%	22.6%	26.6%	23.3%	21.8%
Purchasing goods or services	18.2%	18.5%	48.2%	25.1%	15.8%
Selling goods or services	3.6%	2.4%	2.5%	3.0%	1.1%
Booking flights or hotel reservations	9.0%	5.3%	17.0%	7.7%	5.8%
Online banking and paying bills	9.9%	7.3%	14.2%	7.7%	6.3%
Applying for a job	8.4%	9.6%	2.6%	8.2%	5.8%
Using cloud computing such as Google Drive and Dropbox	3.9%	4.0%	7.7%	4.6%	6.4%
Making an appointment with a local service provider	0.9%	0.9%	1.0%	1.1%	0.8%
Communicating					
Instant messaging	50.3%	53.0%	54.9%	60.0%	54.5%
Emailing	61.7%	63.6%	75.0%	69.1%	63.2%
Participating in social media/blogging	29.8%	62.4%	48.1%	39.1%	34.2%
Leisure Activities					
Listening to the local radio	15.6%	16.6%	33.9%	13.3%	17.6%
Listening to the international radio	7.8%	12.0%	17.8%	5.4%	9.0%
Watching television	17.8%	23.7%	25.8%	12.6%	18.6%
Streaming or downloading movies, videos	36.3%	47.7%	46.2%	35.6%	38.6%
Downloading or listening to music	45.3%	51.6%	51.3%	42.3%	49.8%
Playing or downloading video games	22.5%	31.0%	28.0%	21.6%	29.5%
Reading or downloading online newspapers, magazines or e-books	13.7%	15.2%	18.9%	9.6%	15.4%
Other Activities					
Taking part in online consultations or voting	4.6%	1.5%	1.9%	0.5%	0.4%
Other Activities	2.2%	3.7%	3.6%	3.9%	1.7%

35. Which of the following local services would you use if it were available online?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Purchasing or ordering goods for home delivery	40.7%	51.5%	62.9%	48.4%	41.1%
Buying or subscribing to local newspaper	9.2%	10.3%	11.1%	7.2%	8.1%
Making an appointment to see a healthcare or other professional	22.6%	36.7%	35.5%	20.2%	24.7%
Participating in a public consultation or voting on social issues	13.6%	9.3%	16.4%	8.2%	6.2%
Using government services (downloading and requesting information/ online payments)	9.9%	11.9%	18.5%	10.7%	8.6%
Participating in online training programs	20.3%	26.7%	27.1%	28.1%	25.1%
Submitting job applications	17.1%	23.7%	9.5%	19.3%	15.6%

Watching local TV stations	31.1%	33.4%	19.0%	16.7%	22.3%
Watching local sporting events	21.9%	35.7%	29.3%	15.6%	18.0%
Other	2.9%	1.4%	2.4%	11.8%	12.6%

36. Which of the following mobile phone service have you used in the last three months (multiple response)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Digicel prepaid service	58.9%	59.4%	35.7%	64.4%	63.6%
Digicel postpaid service	5.8%	1.8%	4.6%	5.6%	3.1%
LIME prepaid service	37.6%	28.8%	62.8%	20.2%	27.9%
LIME postpaid service	5.0%	2.1%	9.6%	3.1%	2.1%
Other	0.4%	0.8%	0.4%	0.7%	0.2%
None	8.7%	15.4%	5.6%	16.1%	13.9%

37. Which of the following best describes the primary/main mobile phone you use?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
I bought it from my service provider	46.9%	46.9%	42.2%	55.7%	39.1%
I bought it from a local electronic store	4.2%	2.6%	1.1%	0.6%	3.2%
I bought it overseas	16.2%	13.8%	31.4%	9.6%	12.7%
I bought it from a previous owner	3.7%	3.2%	2.1%	1.9%	2.0%
I got it as a gift	17.0%	16.3%	15.8%	14.4%	27.5%
A mobile phone provided by my employer	0.5%	0.2%	0.6%	0.4%	0.2%
A mobile phone I share with my family	2.0%	0.6%	0.7%	0.7%	0.8%
My friend's mobile phone I am allowed to use	0.5%	0.5%	0.1%	0.3%	0.4%
Other	0.1%	0.1%	0.4%	0.1%	0.1%

38. What type of phone is your main mobile phone	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
iPhone	4.5%	3.6%	7.5%	3.6%	2.8%
Android phone	21.9%	21.7%	33.8%	10.9%	18.2%
Blackberry	9.1%	12.3%	11.0%	10.7%	18.7%
Windows phone	1.5%	1.0%	0.6%	0.6%	0.8%
Other smartphone	18.8%	15.5%	16.1%	15.4%	13.7%
Feature phone	1.1%	1.4%	.9%	1.0%	1.3%
Basic mobile phone	32.8%	28.7%	24.0%	41.3%	29.7%
Not sure	1.4%	0.3%	0.6%	0.4%	0.8%

39. If not a smartphone, why is your main mobile phone not a smartphone?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Smartphone too expensive	51.4%	46.9%	43.9%	45.5%	64.3%
No need for smartphone, I do not use mobile internet service	20.3%	30.5%	26.7%	35.5%	21.8%
No need for smartphone, I use tablet for internet access	2.8%	0.4%	2.1%	0.9%	0.9%
No need for smartphone, I use laptop/PC for internet access	5.9%	3.3%	8.6%	5.3%	2.3%
Data service for smartphone is too expensive	2.9%	1.6%	2.3%	1.1%	2.8%
My next phone will be a smartphone	11.8%	8.8%	6.8%	7.5%	5.3%
Other	5.0%	8.6%	9.7%	4.3%	2.6%

40. Do you use your mobile phone to access the internet?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	55.9%	55.0%	65.5%	39.6%	50.8%
No	44.1%	45.0%	34.5%	60.4%	49.2%

41. Is your mobile phone the primary means by which you access the internet?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	55.7%	60.2%	43.3%	50.8%	59.7%
No	44.3%	39.8%	56.7%	49.2%	40.3%

42. If no, what is the main reason for not using mobile phone as primary means of accessing the internet?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Mobile internet service is too expensive	11.8%	8.8%	10.5%	5.1%	17.4%
Mobile internet service is too slow	5.4%	3.2%	2.3%	3.3%	9.4%
Screen of mobile phone is too small	9.1%	10.6%	8.2%	6.0%	12.6%
Mobile phone is not practical for doing work	16.6%	8.1%	13.8%	7.0%	5.2%
I prefer to use a tablet for accessing internet	15.2%	6.7%	12.3%	11.6%	10.6%
I prefer to use a laptop/PC for accessing the internet	39.5%	58.5%	51.6%	63.3%	43.2%
Other	2.4%	4.2%	1.2%	3.7%	1.6%

43. Which best describes how you access the Internet on your mobile device?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Via pre-paid mobile data plans	30.1%	29.9%	38.9%	36.8%	30.5%
Via a post-paid mobile data plan	5.8%	3.6%	14.1%	11.1%	6.7%
Only using Wi-Fi	38.9%	46.2%	22.3%	33.7%	31.3%
I don't have a data plan but use data if I have enough credit on my phone	7.5%	0.4%	1.0%	4.2%	6.2%
I use my mobile data plan only if Wi-Fi is not available	15.6%	19.4%	21.3%	13.7%	22.7%
Other	0.7%	0%	0.0%	0.0%	0.1%
I do not use data service on my phone	1.4%	0.5%	2.4%	0.4%	2.6%

44. If you have a data plan, do you know the data consumption limit of the mobile data plan you use most often?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	8.6%	43.2%	26.9%	26.9%	16.0%
Yes, Unlimited	22.9%	9.1%	10.9%	7.1%	4.7%
I know there are data consumption limits, but I do not really know what it is	22.9%	17.5%	21.1%	20.2%	14.9%
I am not aware of any data consumption limits under my plan	11.4%	6.8%	6.6%	8.1%	8.4%
I do not know the data consumption limit of my plan	34.3%	23.4%	34.5%	37.7%	55.9%

45. For which of the following leisure activities did you use your mobile internet service in the last month? (multiple responses)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
To listen to music	64.8%	73.2%	71.6%	62.6%	70.6%
Watch TV show	13.8%	20.1%	11.5%	9.3%	14.0%
Play games	45.0%	52.6%	46.6%	42.8%	41.0%
To post photos or videos online	50.9%	48.1%	42.8%	36.5%	37.9%
Tethering to create mobile hotspot	10.0%	3.0%	3.6%	4.6%	9.3%
To download or stream video	26.0%	35.1%	31.4%	33.0%	32.1%
To view sporting events	13.8%	14.0%	10.0%	9.8%	14.2%
Read e-book	10.8%	12.5%	8.0%	5.9%	10.9%
Listen to the local radio	17.3%	15.0%	30.6%	13.0%	14.6%
To listen to international radio	7.4%	7.7%	8.9%	2.2%	5.3%
Other	3.9%	5%	3.4%	4.6%	4.2%
None	4%	5%	9.2%	12.4%	4.2%

46. Which of the following do you use to communicate with friends and family using your mobile phone? (Multiple responses)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Voice calls	42.2%	47.7%	56.2%	54.3%	42.8%
Text message (SMS)	73.6%	55.7%	79.5%	73.9%	62.1%
Facebook	76.3%	76.4%	66.7%	68.5%	71.1%
WhatsApp	81.5%	83.0%	94.8%	84.8%	86.5%
Blackberry Messenger	17.7%	18.0%	20.3%	22.2%	38.2%
Viber	21.0%	23.4%	16.1%	16.3%	21.9%
Instagram	21.6%	23.9%	13.4%	10.0%	15.5%
Email	34.1%	35.8%	50.6%	30.2%	29.4%
Yahoo messenger	5.5%	8.9%	6.5%	1.7%	5.4%
Magic Jack	18.3%	29.1%	31.3%	21.7%	18.3%
Face Time	4.1%	2.9%	7.6%	4.1%	3.5%
Snap Chat	1.6%	1.3%	2.0%	1.7%	2.6%
Video messaging	4.7%	5.4%	7.4%	5.9%	5.1%
Skype	30.3%	41.1%	29.4%	31.7%	35.7%
Google +	4.3%	8.8%	5.2%	7.2%	5.6%
Twitter	9.0%	7.5%	11.1%	7.8%	12.0%
other	0.5%	0.8%	1.3%	0.7%	0.8%

47. Do you use your mobile phone to access any of the following? (multiple response)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Information	70.3%	73.5%	71.4%	59.6%	68.4%
Learning a language or skill	8.8%	7.5%	4.3%	10.7%	9.6%
Using Google Maps to explore other countries	6.8%	18.4%	7.2%	8.3%	10.5%
Participating in online meetings	6.6%	2.8%	3.7%	1.7%	2.8%
Listening to informative podcast	6.7%	2.4%	5.6%	2.4%	3.3%
Watch educational videos	19.5%	21.8%	16.5%	21.1%	19.3%
E-top-up	9%	10.1%	7.9%	9.6%	4.3%
Local/regional news website	17.3%	13.1%	28.3%	17.2%	13.1%
Weather information	33.1%	27.0%	25.7%	23.3%	22.6%
Purchasing goods or services	15.8%	15.7%	25.7%	16.3%	13.0%
Selling goods or services	4.3%	2.0%	1.9%	3.7%	2.7%
Booking flights or hotel reservations	5.9%	3.4%	9.4%	2.4%	4.2%
Mobile banking and paying bills	8.8%	4.8%	8.6%	4.1%	3.3%
Job hunting	6.4%	8.8%	2.8%	10%	6.2%
Government website	5.2%	2.1%	4.1%	5.2%	2.8%
Remote home surveillance	0.9%	0.4%	0.5%	0.2%	0.4%
Other	2.8%	4.0%	3.1%	10.9%	4.9%

48. When using the internet on your phone, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes, often	9.9%	13.7%	10.2%	6.6%	15.8%
Yes, sometimes	29.1%	23.1%	36.5%	22.5%	39.8%
No, never	47.8%	47.0%	47.2%	63.9%	36.9%
Don't know	13.2%	16.1%	6.2%	7.0%	7.5%

49. If you have a data plan on your mobile phone, what is your level of satisfaction with the following concerning your mobile phone data service	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
a. The price is reasonable and affordable					
Totally agree	42.6%	26.4%	19.2%	23.1%	24.4%
Tend to agree	27.3%	27.4%	43.3%	42.3%	29.6%
Neither agree nor disagree	10.4%	7.6%	10.0%	12.0%	13.9%
Tend to disagree	9.0%	11.4%	18.0%	12.6%	13.5%
Totally disagree	4.1%	19.5%	5.7%	4.0%	14.4%
Do not know	6.6%	7.6%	3.8%	6.0%	4.2%
b. The speed is sufficient given your needs					
Totally agree	30.6%	29.2%	15.9%	24.0%	21.7%
Tend to agree	30.2%	24.2%	51.4%	44.9%	27.0%
Neither agree nor disagree	11.2%	12.3%	9.9%	9.7%	18.6%
Tend to disagree	14.3%	13.3%	13.4%	11.1%	15.2%
Totally disagree	7.6%	14.4%	5.8%	4.3%	13.8%
Do not know	6.1%	6.6%	3.6%	6.0%	3.8%
c. The internet connection is reliable					
Totally agree	37.5%	37.5%	16.6%	27.9%	25.8%
Tend to agree	29.5%	29.5%	50.5%	45.1%	27.2%
Neither agree nor disagree	14.2%	11.2%	11.7%	13.5%	19.5%
Tend to disagree	9.0%	8.7%	13.4%	5.2%	13.3%
Totally disagree	4.6%	7.5%	4.7%	3.4%	10.1%
Do not know	5.2%	5.6%	3.2%	4.9%	4.1%
d. You can easily contact your provider in case of internet connection problems					
Totally agree	34.7%	34.6%	18.2%	24.0%	27.2%
Tend to agree	25.9%	29.4%	41.2%	46.0%	24.1%
Neither agree nor disagree	15.7%	11.1%	14.1%	14.3%	19.5%
Tend to disagree	8.4%	11.3%	14.2%	4.6%	12.1%
Totally disagree	6.8%	6.0%	7.2%	2.3%	11.5%
Do not know	8.6%	7.7%	5.0%	8.9%	5.6%
e. The response you receive from helpline staff or support site is helpful					
Totally agree	32.7%	29.4%	15.6%	21.7%	28.1%
Tend to agree	25.4%	34.1%	41.4%	44.9%	26.1%
Neither agree nor disagree	17.7%	12.4%	17.0%	12.6%	21.2%
Tend to disagree	8.9%	10.5%	12.9%	5.7%	9.0%
Totally disagree	5.8%	3.7%	5.4%	2.0%	9.4%
Do not know	9.5%	9.8%	7.6%	13.1%	6.2%
f. Time taken to answer your phone call is reasonable					
Totally agree	30.4%	26.1%	15.4%	18.7%	26.1%

Tend to agree	23.3%	24.7%	37.7%	41.1%	27.1%
Neither agree nor disagree	18.4%	9.6%	13.2%	13.9%	20.9%
Tend to disagree	12.5%	16.7%	19.0%	8.5%	8.9%
Totally disagree	6.9%	14.7%	7.6%	5.1%	11.4%
Do not know	8.5%	8.2%	7.1%	12.7%	5.6%
g. Time taken to resolve your problem is satisfactory	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Totally agree	27.3%	31.6%	12.7%	21.1%	26.1%
Tend to agree	25.9%	29.9%	37.8%	43.4%	26.1%
Neither agree nor disagree	21.7%	13.1%	15.0%	14.3%	20.5%
Tend to disagree	9.5%	9.8%	19.1%	5.1%	9.7%
Totally disagree	6.3%	7.1%	7.4%	3.4%	11.7%
Do not know	9.3%	8.5%	8.0%	12.6%	6.1%

50. Have you traveled to another Caribbean island in the last 5 years?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	32.9%	25.2%	37.4%	20.4%	28.7%
No	67.1%	74.8%	62.6%	79.6%	71.3%

51. When visiting another Caribbean island do you generally...?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Use your mobile phone as if you were still at home	30.1%	43.8%	36.3%	52.3%	44.9%
Switch off your mobile phone and never use it	24.6%	18.1%	18.3%	20.7%	22.3%
Switch off the data roaming capabilities of your mobile phone but use phone for calls and texts	5.7%	3.1%	8.7%	4.1%	4.8%
Limit voice and text but use data for instant messaging	4.0%	0.8%	7.3%	3.7%	1.9%
Activate a special data roaming plan offered by your mobile operator	6.6%	10.7%	3.2%	0.8%	5.2%
Purchase or use SIM card or phone in the island you are visiting	14.3%	9.6%	8.9%	7.5%	9.8%
Only use phone to connect to the internet using Wi-Fi	12.5%	5.1%	12.9%	5.0%	8.6%
Speak to service provider on ways to reduce roaming charges	0.7%	0.8%	0.4%	1.2%	0.2%
Other	1.5%	7.9%	4.0%	8.3%	2.3%

52b. Do you use a public pay phone?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes, when mobile phone is out of range or battery is dead	1.8%	1.1%	0.1%	4.1%	6.3%
Yes, if mobile phone is out of credit	2.1%	3.0%	0.1%	12.8%	10.5%
Yes, to make international calls	0.4%	0.1%	0.1%	0.5%	0.6%
Yes, because I have no fixed line or mobile phone	0.6%	0.8%	0.1%	3.0%	0.8%
No, I don't know where to find a public payphone	38.2%	13.6%	43.3%	15.6%	13.1%
No, I never use a public payphone	56.9%	81.4%	56.3%	65.6%	68.8%

53. Which of the following directory enquiry services have you used in the past 6 months? (multiple response)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Phone Book	49.6%	59.4%	46.9%	48.6%	47.1%
Online Directory	8.8%	12.4%	8.0%	5.8%	5.4%
411 and 412 service numbers	5.9%	6.7%	6.8%	2.3%	2.3%
None	41.4%	32.3%	44.7%	48.6%	48.3%

54. From which of the following sources do you get most of your local news and weather information?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Radio	27.2%	29.8%	53.4%	22.6%	n.a.
Television	59.8%	54.3%	28.6%	67.5%	n.a.
Social Media	5.4%	5.3%	4.6%	3.3%	n.a.
Online news website	6.5%	7.9%	9.0%	4.0%	n.a.
Other	1.1%	2.7%	1.8%	2.6%	n.a.

55. Perception of cost and affordability of ICT services	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
a. From a fixed line telephone, you limit the number of calls to other fixed networks because you are concerned about the cost of these calls					
Totally agree	24.0%	24.0%	26.7%	14.7%	26.7%
Tend to agree	7.4%	13.5%	10.5%	10.0%	5.1%
Neither agree nor disagree	3.4%	5.1%	4.9%	5.2%	2.4%
Tend to disagree	2.7%	2.6%	5.3%	3.6%	1.6%
Totally disagree	1.6%	4.9%	3.1%	2.3%	2.4%
Do not know	7.9%	5.0%	2.3%	4.9%	10.6%
Not Applicable	53.1%	45.0%	47.2%	59.2%	51.2%
b. From a fixed line telephone, you limit the number of calls to mobile phones because you are concerned about the cost of these calls					
Totally agree	24.4%	29.6%	33.0%	17.6%	31.1%
Tend to agree	10.0%	9.4%	10.0%	11.0%	4.0%
Neither agree nor disagree	4.0%	6.2%	4.1%	4.6%	1.2%
Tend to disagree	1.7%	1.5%	1.7%	1.7%	0.7%
Totally disagree	1.1%	0.8%	1.3%	1.2%	0.9%
Do not know	7.8%	4.3%	2.0%	4.8%	11.2%
Not Applicable	50.9%	48.3%	47.8%	59.1%	50.9%
c. From a fixed line telephone, you limit the number of international calls because you are concerned about the cost of these calls					
Totally agree	25.9%	28.1%	34.0%	16.9%	29.3%
Tend to agree	8.6%	10.5%	9.4%	10.6%	4.5%
Neither agree nor disagree	3.8%	6.4%	3.9%	5.3%	2.1%
Tend to disagree	1.0%	1.3%	1.3%	1.4%	0.7%
Totally disagree	1.0%	1.2%	1.0%	0.8%	0.9%
Do not know	8.1%	4.8%	2.0%	4.9%	11.4%
Not Applicable	51.6%	47.7%	48.3%	60.2%	51.2%
d. From a mobile phone, you limit the number of calls to other mobile networks because you are concerned about the higher charges of these calls					
Totally agree	46.3%	48.7%	50.4%	34.1%	59.4%
Tend to agree	21.1%	16.4%	25.9%	26.6%	9.2%
Neither agree nor disagree	10.2%	11.1%	6.5%	10.4%	4.0%
Tend to disagree	4.5%	3.9%	3.8%	7.5%	2.1%
Totally disagree	2.3%	5.4%	2.8%	3.0%	2.3%

Do not know	4.5%	2.3%	1.7%	4.3%	10.5%
Not Applicable	11.1%	12.2%	8.9%	14.1%	12.5%
e. From a mobile phone, you limit the number of international calls because you are concerned about the cost of these calls	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Totally agree	51.5%	49.7%	57.8%	35.4%	59.6%
Tend to agree	17.8%	14.9%	19.5%	26.0%	8.1%
Neither agree nor disagree	9.5%	8.8%	6.3%	9.3%	3.7%
Tend to disagree	3.4%	1.9%	1.7%	4.9%	1.2%
Totally disagree	1.5%	4.4%	2.5%	2.2%	1.9%
Do not know	4.8%	2.8%	2.5%	4.5%	11.2%
Not Applicable	11.5%	17.6%	9.7%	17.7%	14.2%

Data tables for the Minors Questionnaire

Country of Residence	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
No of respondents	606	757	426	553	800

1. Age	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
0 to 5	33.4%	39.7%	33.9%	37.3%	39.4%
6 to 10	36.8%	34.6%	32.7%	33.8%	30.8%
11 to 14	29.8%	25.7%	33.4%	28.9%	29.8%

2. Do you own any of the following? (Multiple responses)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Radio	9.1%	10.5%	13.5%	7.9%	12.5%
Mobile Phone	31.9%	23.6%	27%	37.5%	19.7%
Tablet	23.6%	32.0%	30.3%	21.3%	28.3%
Laptop or PC	5.6%	8.4%	17.6%	8.5%	34.4%
MP3 player	3.2%	0.7%	0%	0%	0.5%
Gaming console	2.1%	5.1%	4.5%	12.6%	3.7%
Camera	0%	1.8%	0%	0.7%	0.7%
Wrist watch	24.5%	17.8%	7.1%	11.5%	0.2%

3. Have you used fixed internet service from any location in the past three months?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	49.9%	56.6%	56%	31.2%	56.9%
No	50.1%	43.4%	44%	68.8%	43.1%

4. Where did you use fixed Internet service in the last three months? (Multiple response)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
At home	54%	37.1%	73.5%	71.9%	33%
At school or library	26.5%	18.4%	29.9%	20.4%	40%
At my parents workplace	8%	5%	4.9%	3.4%	1.5%
At another person's home	15.8%	10.8%	19.7%	15.5%	9.2%
At a community Internet access point	1.3%	0.4%	0.8%	2.5%	1.5%
At an Internet café	4%	0.7%	0.4%	3.6%	1.2%
From open Wi-Fi in my neighbourhood	11.5%	8.1%	10.6%	14%	17.8%
Other location	0%	1.8%	1.1%	0.9%	0.7%
I have not used the Internet in the past 12 months	1.3%	0.6%	0.8%	n.a.	3.3%

5. How often did you typically use fixed internet service during the last three months (from any location)?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Several times a day	22.9%	30.8%	38.6%	18.1%	31.2%
A few times a day	38.4%	23.4%	32.2%	47%	42.6%
At least once a week	31.8%	37%	25.3%	30.9%	24.5%
At least once a month	5.4%	4.2%	1.3%	3.2%	1.5%
Other	1.9%	4.5%	2.6%	0.9%	0.3%

6. Which of the following devices do you use most often for accessing fixed internet service at home?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
IPad	4%	1%	9.1%	3.3%	1.8%
Samsung Galaxy Tab	4.4%	3%	7.8%	8.2%	2.4%
Kindle Fire	2.8%	1.6%	6.9%	7.3%	2.1%
Other tablet	19.2%	21%	23.7%	11.4%	12.5%
Laptop	40.8%	26.6%	39.2%	37.6%	69%
Desk top computer	18.4%	38.4%	5.2%	22.4%	7.5%
Play station console	2%	3%	1.3%	1.6%	0.9%
Xbox 360	1.6%	1%	0.4%	0%	0%
Nintendo Wii	1.2%	0.7%	1.7%	0%	0.3%
Other	5.6%	3.9%	4.7%	8.3%	3.6%

7. For which of the following activities did you use fixed Internet access in the last 12 months? (Multiple response)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Research for homework	54.2%	43.1%	66.8%	80.7%	46.3%
Research not related to homework	18.7%	6.3%	16%	17.8%	20.2%
Participating in social media	11.9%	6.5%	22.9%	16.7%	9.7%
Send or receive instant messages	7.9%	3.5%	18.7%	13.8%	9.1%
Streaming or listening to music	15.4%	10.9%	29%	23.6%	15.7%
Watching TV	10.8%	6.3%	18.3%	11.6%	10.3%
Streaming or downloading movies or videos	13%	14%	22.9%	17.2%	15.7%
Playing computer or video games	32.5%	41.6%	53.8%	60.4%	33.8%
Sending or receiving emails	7%	1.8%	17.6%	11.3%	8.2%
Listening to the radio	1.6%	3.5%	9.9%	8.9%	4.3%
Accessing PlayStation Network, Xbox Live or Club Nintendo	3.5%	7.8%	3.4%	3.4%	1.9%
Managing your personal homepage	0.5%	1.7%	1.5%	0%	2.1%
Buying or selling goods	0.8%	0.6%	1.5%	1.6%	0.7%
Using cloud computing - Google Drive or Dropbox	2.2%	0.2%	2.7%	0.8%	1.4%
Other	0.8%	2%	1.9%	7.4%	0.7%

8. Do you access the internet using a mobile phone?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	25%	20.8%	21.6%	11.1%	28.2%
No	75%	79.2%	78.4%	88.9%	76.8%

9. What type of mobile phone do you use to access the internet?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
IPhone	2.5%	4.7%	3.5%	4.2%	1.5%
Samsung Android Phone	23.3%	18.7%	18.8%	20.9%	17.7%
Nokia Windows Phone	2.5%	7.5%	1.2%	0%	1.5%
Blackberry	20.8%	29%	18.8%	30.5%	28.5%
Non-Samsung Android Phone	4.2%	5.6%	16.5%	8.9%	8.5%
Other Smartphone	30%	29.9%	30.6%	26.2%	30%
Feature phone	5.8%	0%	0%	2.2%	1.5%
Other	4.2%	3.7%	10.6%	4.8%	6.2%
Not sure	6.7%	0.9%	0%	2.4%	4.6%

10. How do you normally access the internet on your mobile phone?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Using pre-paid mobile data plans	21.4%	38.8%	34.5%	43.1%	21.1%
Using a post-paid mobile data plan	3.4%	0%	4.8%	2.2%	0.8%
Using Wi-Fi	62.4%	57.3%	54.8%	48.8%	68.8%
Using the credit on my phone	6.8%	0%	3.6%	3.9%	5.5%
Not sure	6%	3.9%	2.4%	1.9%	3.9%

11. For which of the following activities did you use a mobile phone in the last month? (multiple responses)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Download or listen to music	17.5%	7.8%	14.3%	8.5%	11.3%
Play games	34.2%	30%	39%	22.5%	22.6%
Taking photo	21.8%	15.5%	19.7%	8.6%	16.6%
Research for homework	12.7%	5.7%	10.1%	6.6%	9%
Watch YouTube Videos	9.7%	6.3%	11.5%	4%	8.8
Download or stream video	4.0%	4.2%	4.9%	3.5%	3.5%
Watch a movie	4.8%	4.5%	3.1%	1.7%	5.6%
Watch TV show	3.8%	2.6%	3.5%	0.8%	3.9%
Accessing PlayStation Network, Xbox Live or Club Nintendo	1%	1.7%	0%	0.5%	0.3%
Posting photo or video online	5%	2.4%	4.7%	1%	3.5%
Read e-book	0.3%	1.3%	1.2%	1.3%	0.9%
Listen to the radio	1.7%	3.7%	5.2%	4.5%	2.1%
E-topup	0.3%	0.1%	1.6%	0.8%	0.4%
Updating social media page	3.1%	1.8%	3.8%	2.2%	2.3%
Research not related to homework	3.5%	1.8%	4.2%	2.1%	3.9%

12. Which of the following do you use to communicate with friends and family?(Multiple responses)	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Voice calls	15.7%	18.6%	24.6%	25.5%	8.4%
Text message (SMS)	18.2%	6.2%	26.1%	11.7%	9.9%
Facebook	23.1%	13.6%	20%	11.2%	21.1%
WhatsApp	14.4%	7%	21.1%	8.2%	12.5%
Skype	6.6%	6.5%	7.3%	7%	7.8%
Email	3.3%	3.2%	10.6%	1.6%	3.4%
Magic Jack	5.8%	2.5%	6.1%	4%	3%
Blackberry Messenger	2.3%	1.5%	3.8%	1.5%	3.8%
Viber	4%	1.3%	1.6%	0.5%	1.1%
Instagram	1.5%	3.8%	1.2%	0.5%	1.6%
Yahoo messenger	0.3%	0.7%	1.9%	0%	0.3%
Face Time	0.8%	0.4%	1.9%	0.3%	0.1%
Snap Chat	0.3%	0.1%	0.7%	0.5%	1%
Video messaging	0.7%	0.1%	1.6%	0.5%	1.3%
Google +	1%	0.5%	2.1%	1.3%	2.8%
Twitter	1%	1.3%	0.7%	1.8%	2.9%
Other	6.6%	11.6%	14.1%	27.3%	8.9%

13. Have you ever played computer or video games that were not appropriate for your age?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Sometimes	23.9%	30.7%	10.8%	10.3%	19%
Often	4.2%	2.7%	0.9%	1.4%	2.2%
Never	56.7%	49.9%	78.1%	55.7%	60.5%
I do not play computer or video games	15.2%	16.8%	10.3%	32.6%	18.4%

14. When you set up a social network profile (Facebook, Instagram) which of the following normally applies?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Only my friends can view my profile	21.3%	12.8%	14.5%	7.7%	22.4%
Only my friends and friends of friends can view my profile	5.9%	3.6%	8.9%	2.5%	7.6%
My profile can be viewed by anyone	10%	7%	5%	6.8%	10.9%
I don't know which applies	5.7%	3.6%	4.2%	3.3%	6%
I do not have an account on any social network	57.2%	73%	67.4%	79.8%	53.1%

15. Do you think that it is safe to meet people online?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	9.3%	18.4%	6.7%	8.3%	14%
No	51.8%	57.4%	55%	36.3%	62.1%
Not sure	15.6%	8.6%	10.1%	13%	16%
Do not Know	23.3%	15.7%	28.2%	42.4%	7.8%

16. Do you think that there are risks when posting photos of yourself on a social network?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	55.5%	48.3%	54.1%	34.4%	58.9%
No	9.3%	25.8%	7.6%	16.4%	18.7%
Not sure	13.4%	7.4%	7.1%	8.4%	11.2%
Do not Know	21.7%	18.5%	31.2%	40.9%	11.2%

17. Would you be willing to meet someone you made friends with over the internet?	Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Yes	18.6%	33.5%	14.9%	13.7%	31.4%
No	33.9%	41.4%	42%	31.7%	44.4%
Not sure	21.4%	10.1%	15.8%	13.3%	15.5%
Do not Know	26%	15%	27.3%	41.2%	8.7%

EASTERN CARIBBEAN TELECOMMUNICATIONS AUTHORITY

ECTEL Mission Statement

“To provide transformative regulatory leadership which results in a competitive and innovative electronic communications sector.”

The Eastern Caribbean Telecommunications Authority (ECTEL) was established on 04 May 2000 by Treaty signed in St. George’s, Grenada, by the Governments of five Eastern Caribbean States — Commonwealth of Dominica, Grenada, St. Kitts and Nevis, Saint Lucia, St. Vincent and the Grenadines.

ECTEL is the regulatory body for telecommunications in its Member States. It is made up of three components – A Council of Ministers, a regional directorate and a National Telecommunications Regulatory Commission (NTRC) in each Member State.

The ***Council of Ministers*** is made up of the Ministers responsible for Telecommunications in the ECTEL states, and the Director General of the OECS as an ex-officio member. Responsibilities include giving directives to the Board of Directors on matters arising out of the Treaty, and ensuring that the Board is responsive to the needs of the Member States in the implementation of telecommunications policy.

The ***Board of Directors*** comprises one member and an alternate from each Member State and the Managing Director of ECTEL as an ex-officio member. Responsibilities include making recommendations to the Council on any matter relating to telecommunications, and establishing rules and procedures consistent with the Treaty for the management and operation of the ECTEL Directorate.

The NTRCs – National Telecommunications Regulatory Commissions – are the Telecommunications regulators at the national level in each Member State. They are responsible for the processing of applications and advising the Minister on the award of licences.

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EASTERN CARIBBEAN TELECOMMUNICATIONS AUTHORITY
Broadband Survey 2014
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