



EASTERN CARIBBEAN
TELECOMMUNICATIONS
AUTHORITY



ECTEL DIGITAL INCLUSION SURVEY



ECTEL CONTRACTING 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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Contact information

Address: Eastern Caribbean Telecommunications Authority
P.O. Box BW395
Level 5, Baywalk
Gros Islet
LC01 601
Saint Lucia
Telephone: 758 458 1701 / 1702
Fax: 758 458 1698
Email: ectel@ectel.int
Website: www.ectel.int

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LIST OF ACRONYMS

AI	Artificial Intelligence
AR	Augmented Reality
CAPI	Computer-Assisted Personal Interviews
CS	Contracting States
CSO	Central Statistical Office
DIS 2024	2024 Digital Inclusion Survey
DSL	Digital Subscriber Line
ED	Enumeration Districts
ECTEL	Eastern Caribbean Telecommunications Authority
GOSL	Government of Saint Lucia
HTTP	Hypertext Transfer Protocol
ICT	Information and Communications Technology
IoT	Internet of Things
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ITU	International Telecommunication Union
LFS	Labour Force Survey
MMS	Multimedia Messaging Service
MSF	Master Sample Frame
OECD	Organisation for Economic Co-operation and Development
OTT	Over The Top
QoS	Quality of Service
SDG	Sustainable Development Goals
SMS	Short Message Service
TCP	Transmission Control Protocol
TOR	Terms of Reference



FOREWORD

The Eastern Caribbean Telecommunications Authority (ECTEL) is pleased to present the results of the Digital Inclusion Survey which was conducted in collaboration with the Organisation of Eastern Caribbean States (OECS) and the World Bank's Caribbean Digital Transformation Project (CARDTP) in 2024. As global connectivity increases, the ability of citizens to meaningfully participate in society will be significantly influenced by their ability to access, use and benefit from Information and Communications Technologies (ICTs). This report on the ECTEL Digital Inclusion Survey 2024 (DIS 2024) of the ECTEL Contracting States highlights the importance of ensuring that citizens take part in the digital economy and benefit from its opportunities.

The International Telecommunications Union (ITU) defines digital inclusion as efforts and initiatives aimed at ensuring that all individuals and communities, regardless of their socio-economic background, geographic location, or other factors, have equal access to, use of, and benefit from ICTs. Further, the ITU refers to Universal and Meaningful Connectivity as complementary concepts which simultaneously promote connectivity for all as well as a level of connectivity that allows users to have safe, satisfying, enriching and productive online experiences at an affordable cost. According to the ITU, neither universal connectivity with poor quality nor meaningful connectivity for the few will yield significant, society-wide benefits.

The above definitions demonstrate that digital inclusion is concerned not only with access to telecommunications services and devices but also ensuring that individuals are equipped with the skills and knowledge required to function effectively in a digital world. It is also concerned with ensuring that individuals of diverse demographic and socio-economic backgrounds can connect, communicate and collaborate in a manner that enhances civic participation, commerce, enjoyment, employment, and education.

As ECTEL celebrates 25 years of providing telecommunications regulatory advisory services to its Contracting States, this report allows for an assessment of the current state of digital inclusion, and specifically the barriers that impede meaningful access and connectivity by citizens.



ACKNOWLEDGEMENT

ECTEL in collaboration with the OECS Commission, has conducted the DIS 2024 to gain insights into the access to; use of; and barriers to access and use of ICT services and devices by households and individuals in the Contracting States.

The DIS 2024 was conducted in collaboration with the OECS Commission under the World Bank funded Caribbean Digital Transformation Project (CARDTP). ECTEL wishes to acknowledge the support provided by the OECS Commission's CARDTP Team which comprised of Mr. Imran Williams and Ms. Jenna Flavien. ECTEL also recognises Data Point Solutions Inc. (DPS) under the stewardship of Mr. Edwin St. Catherine for the successful coordination and execution of the DIS 2024. DPS's field team in each Contracting State must also be commended for the effective management of the data collection exercise.

ECTEL wishes to express profound appreciation to all respondents in its Contracting States of the Commonwealth of Dominica, Grenada, the Federation of St. Kitts and Nevis, Saint Lucia and St. Vincent and the Grenadines for their time, cooperation, and active participation in the DIS 2024. The information shared at both the household and individual levels will provide ECTEL, the National Telecommunications Regulatory Commissions (NTRCs) and their stakeholders with greater insights on the state of ICT development in the Contracting States since the last survey of 2014, and assist with policies to improve digital equity, having gained a better understanding of the challenges and opportunities faced by citizens with respect to digital access and inclusion.

Sincere appreciation is also extended to all other stakeholders who contributed to this important project.

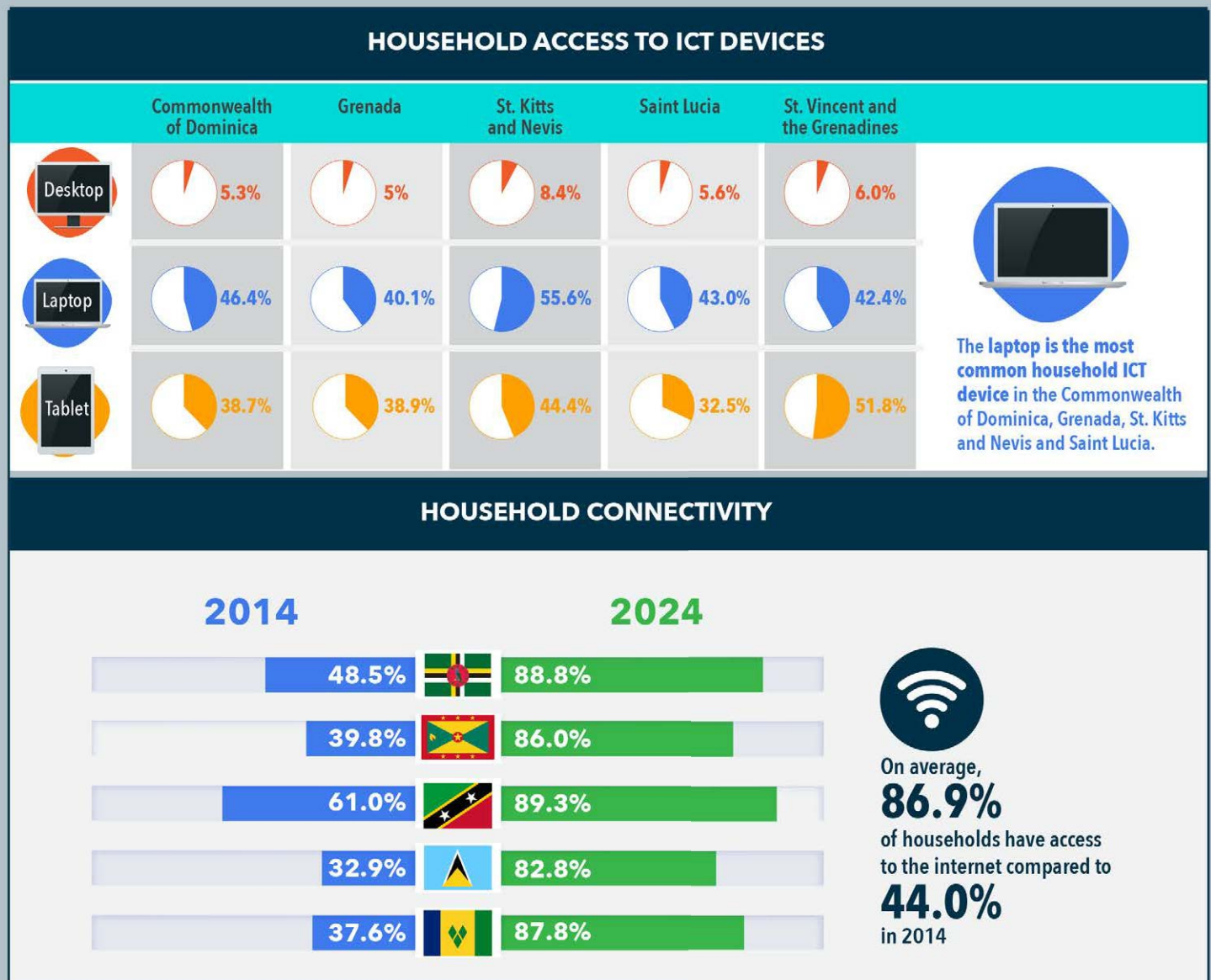
Executive Summary

The DIS 2024 provides an in-depth analysis of the digital landscape in the Contracting States, focusing on access, usage, perceptions of affordability, experience with quality of service and barriers to Information and Communication Technology (ICT) and broadband services. The survey aims to identify and measure the digital divide to assist ECTEL, the NTRCs and Contracting States in developing policies to address areas of concern.

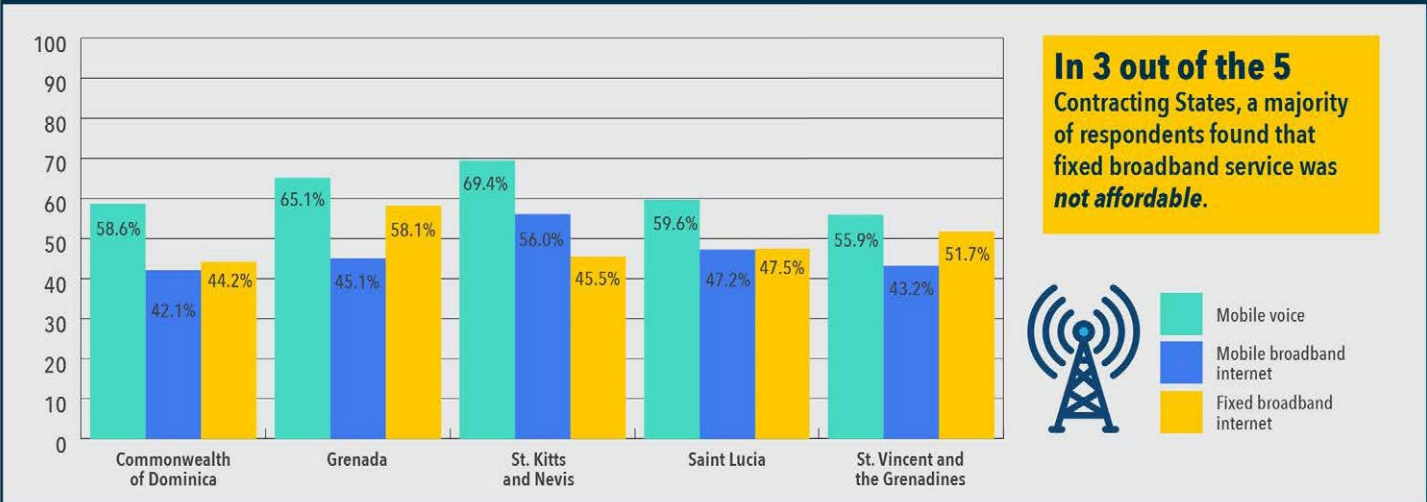
The primary objective of the survey was to assess households' and individuals' access to, use, and affordability of ICT and broadband services, as well as to identify barriers and evaluate digital literacy and skills. The findings will inform targeted interventions to promote inclusive ICT access and reduce the digital divide in the Contracting States.

Data was collected through face-to-face interviews using Android tablets, facilitated by the World Bank's Survey Solutions software. The questionnaire, developed by ECTEL in collaboration with DPS Inc., was refined through a pilot survey conducted in January 2024.

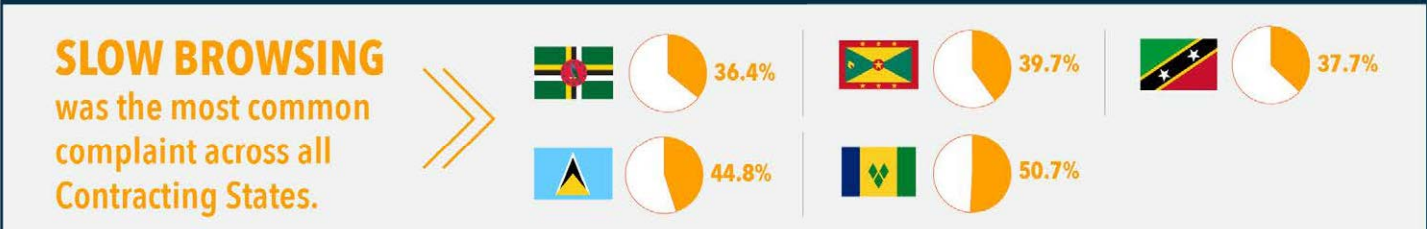
The key findings of the survey include:



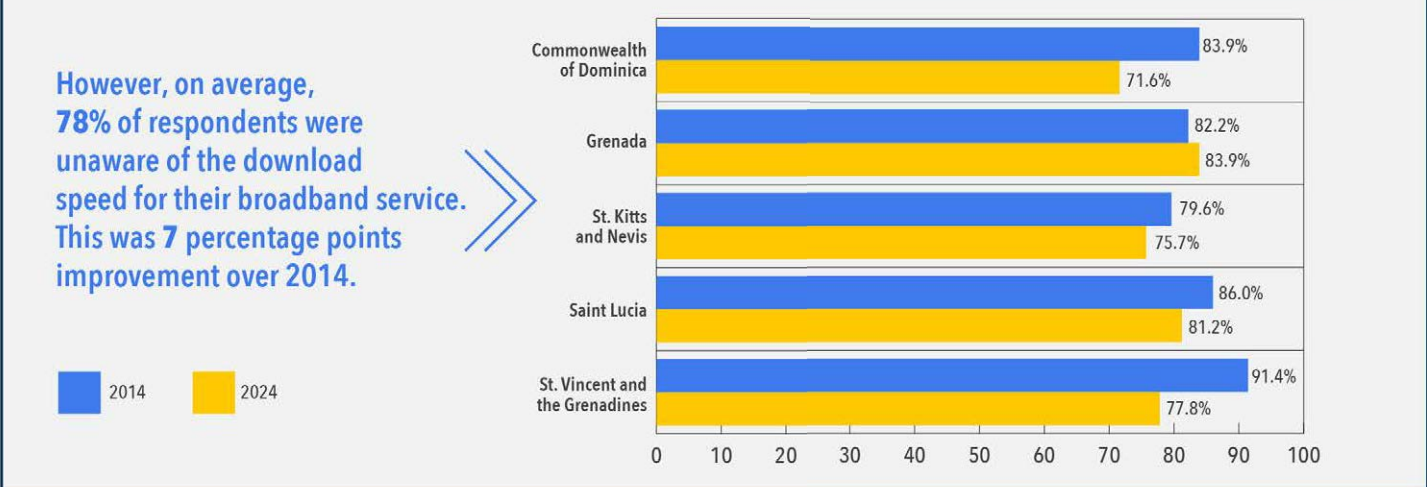
HOUSEHOLD PERCEPTION OF AFFORDABILITY OF ICT SERVICES



HOUSEHOLD EXPERIENCE WITH QUALITY OF SERVICE



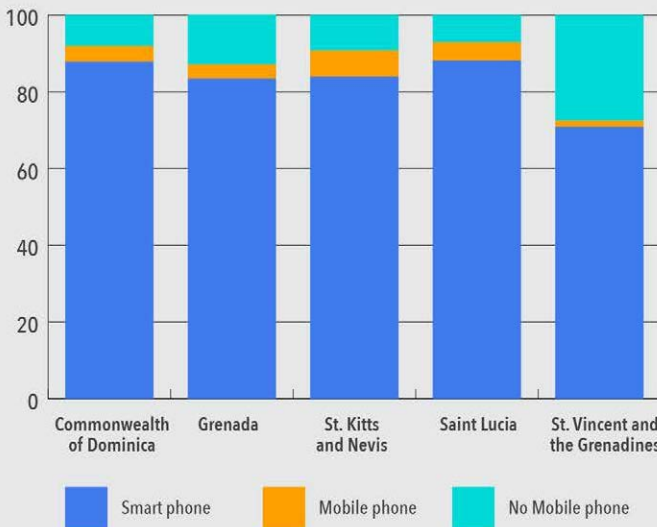
HOUSEHOLDS THAT ARE UNAWARE OF THE DOWNLOAD SPEED FOR BROADBAND SERVICE



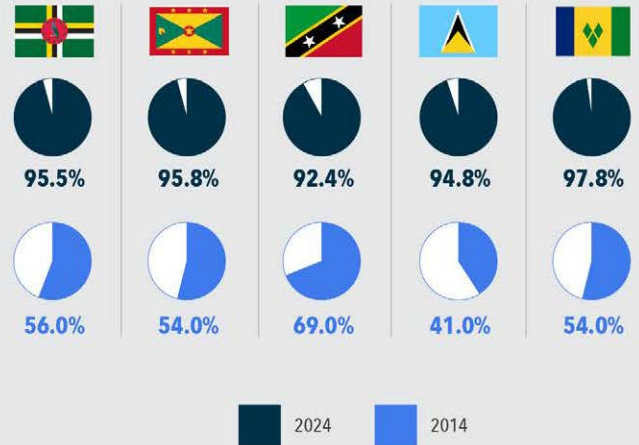
MAIN BARRIERS TO HOUSEHOLD CONNECTIVITY



INDIVIDUAL OWNERSHIP OF MOBILE PHONES



PROPORTION OF MOBILE PHONE OWNERS WHO OWN A SMARTPHONE

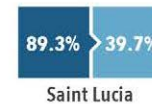
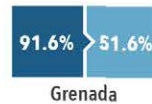


INDIVIDUAL USE OF THE INTERNET

>9 of 10 individuals

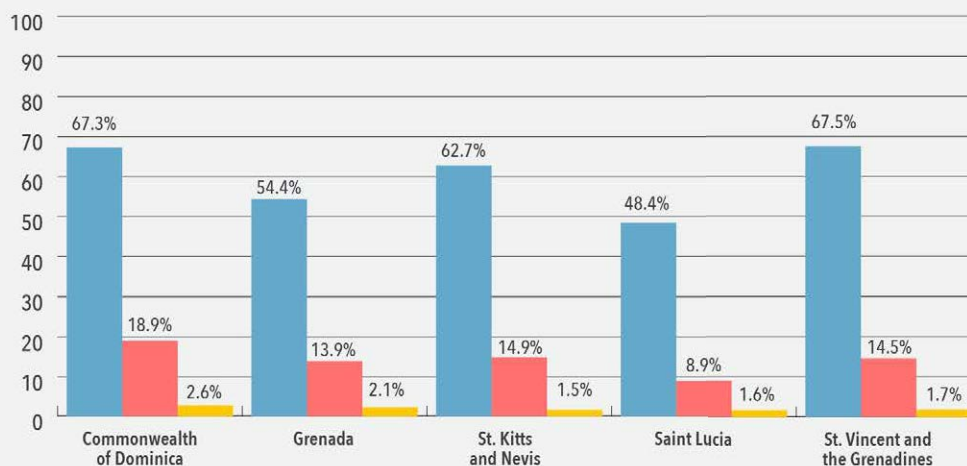


used the internet in the preceding three months. This was a significant jump from 50% using the internet in 2014.



2024 2014

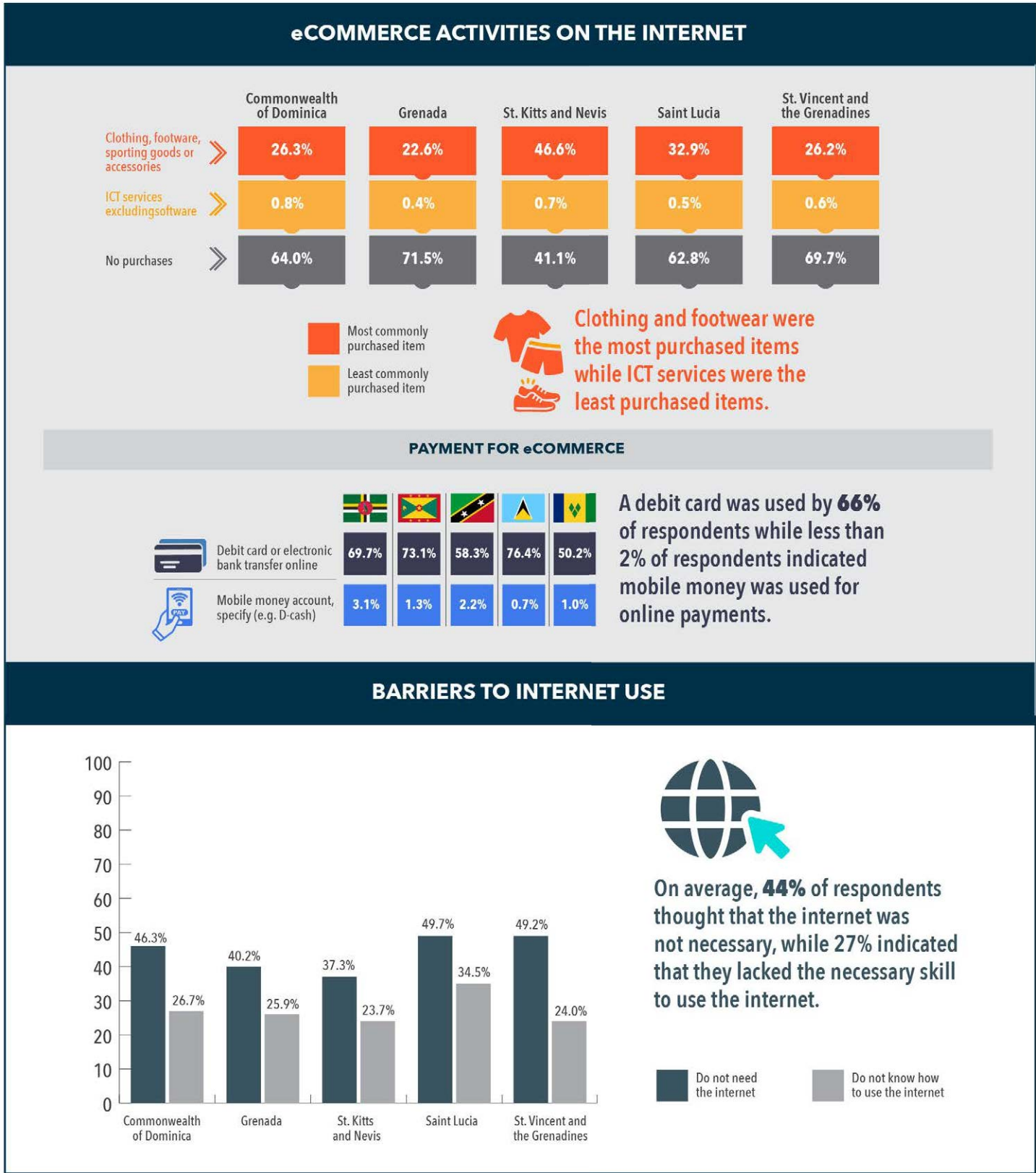
ICT SKILL LEVEL OF INTERNET USERS



Basic Skills not including social media
Intermediate Skills
Advanced Skills

60% Average

Most internet users reported using basics skills including communicating, social media, sending emails with attached files.



The DIS 2024 highlights significant strides in digital inclusion and identifies areas for targeted intervention to enhance access, affordability, and digital literacy. Addressing these challenges will be important for the ECTEL Contracting States to ensure that all citizens benefit from the opportunities provided by digital technologies, fostering a more inclusive and connected society.

1. Introduction

The DIS 2024 was designed to assess households' and individuals' access to, use, perception of affordability of ICT and broadband services and products, barriers to access and use, and digital literacy and skills in the ECTEL Contracting States. It is expected that this would provide the basis for further targeted interventions to promote more inclusive access to ICT and close the digital divide.

The **digital divide** refers to the gap between individuals, households, businesses, and geographic areas at different socio-economic levels with regard both to their opportunities to access ICTs and to their use of the Internet for a wide range of activities. Consistent with this definition, the digital divide can be understood as the inequality in access, usage, and impact of digital technologies, which may result from various factors such as income, education, infrastructure, and geographic location. The ITU continues to work with ECTEL Contracting States to bridge the digital divide by promoting ICT infrastructure development, fostering digital inclusion, and supporting capacity-building initiatives.

Digital inclusion, as defined by the International Telecommunication Union (ITU), refers to the efforts and initiatives aimed at ensuring that all individuals and communities, regardless of their socio-economic background, geographic location, or other factors, have equal access to, use of, and benefits from information and communication technologies (ICTs). This essentially means that digital inclusion goes beyond simply providing access to digital technologies; it encompasses several key aspects, such as:

1. ensuring ICT infrastructure and services are **accessible and available** to everyone.
2. making ICTs and internet access **affordable** for all, regardless of income levels.
3. developing **digital literacy and skills** to empower individuals to effectively use digital technologies for communication, learning, and other activities.
4. ensuring that ICTs are designed and developed in a way that is **accessible and usable** by people with disabilities or those who face other barriers to access.
5. promoting the development and dissemination of relevant, localized, and diverse **digital content and services** that cater to the needs and interests of different user groups in digital society.

More generally, the DIS 2024 aimed to provide baseline analysis relevant to the Contracting States of household statistics that are internationally comparable and gather information on the following:

1. ICT infrastructure and products;
2. ICT coverage to determine the benefits and shortcomings of that coverage;
3. household access to Information and Communications Technology (ICT)/broadband equipment and services and to ascertain the use of ICT and broadband for digital services such as e-health services, education services, financial inclusion and other government services;
4. individuals' ownership and use of ICT/broadband equipment and services to ascertain the penetration levels of key ICT services, in particular mobile and fixed broadband;
5. individuals' perception of the affordability of ICT/broadband services;
6. barriers to access and use of ICT and digital services; and
7. individuals' digital literacy and digital skills.

Ensuring International Standards and Compliance with the ITU Manual for measuring ICT access and use by households and individuals (2020 Edition)

The survey questions developed by ECTEL, aligned with the ITU's Questionnaire on Information and Communication Technology (ICT) Access and Use by Households and Individuals contained in the ITU Manual for Measuring ICT Access and Use by Households and Individuals¹. This is important since this manual contains the core list of ICT indicators and draws on the cumulative experience of conducting surveys, which ITU experts have validated and approved. They represent good practice in the measurement of ICTs.

The following are the key indicators, amongst others, produced for each ECTEL Contracting State based on the baseline survey data:

List of Core indicators on access to and use of ICT by households and individuals

- HH1 Proportion of households with a radio
- HH2 Proportion of households with a TV
- HH3 Proportion of households with telephone
- HH4 Proportion of households with a computer
- HH5 Proportion of individuals using a computer
- HH6 Proportion of households with Internet
- HH7 Proportion of individuals using the Internet
- HH8 Proportion of individuals using the Internet, by location
- HH9 Proportion of individuals using the Internet, by type of activity
- HH10 Proportion of individuals using a mobile cellular telephone
- HH11 Proportion of households with Internet, by type of service
- HH12 Proportion of individuals using the Internet, by frequency
- HH13 Proportion of households with multichannel television, by type
- HH14 Barriers to household Internet access
- HH15 Proportion of individuals with ICT skills, by type of skills
- HH16 Household expenditure on ICT
- HH17 Proportion of individuals using the Internet, by type of portable device and network used to access the Internet
- HH18 Proportion of individuals who own a mobile phone
- HH19 Proportion of individuals not using the Internet, by type of reason
- HH20* Proportion of individuals who purchased goods or services online, by type of good and service purchased
- HH21* Proportion of individuals who purchased goods or services online, by type of payment channel
- HH22* Proportion of individuals who purchased goods or services online, by method of delivery
- HH23* Proportion of individuals who did not purchase goods or services online, by type of reason ²

¹ ITU Manual for Measuring ICT Access and Use by Households and Individuals: Annex 2

² *These are more recent additional indicators, which have been endorsed by the 2020 version of this core list.

2. Methodology

2.1 Study Design

The DIS 2024 was developed as a cross-sectional survey using a stratified random probability sample methodology designed to produce ICT estimates at the national and urban/rural sub-national levels. Data collection for the DIS 2024 was executed via face-to-face interviews of respondents using a structured questionnaire.

2.2 Sample Design and Selection

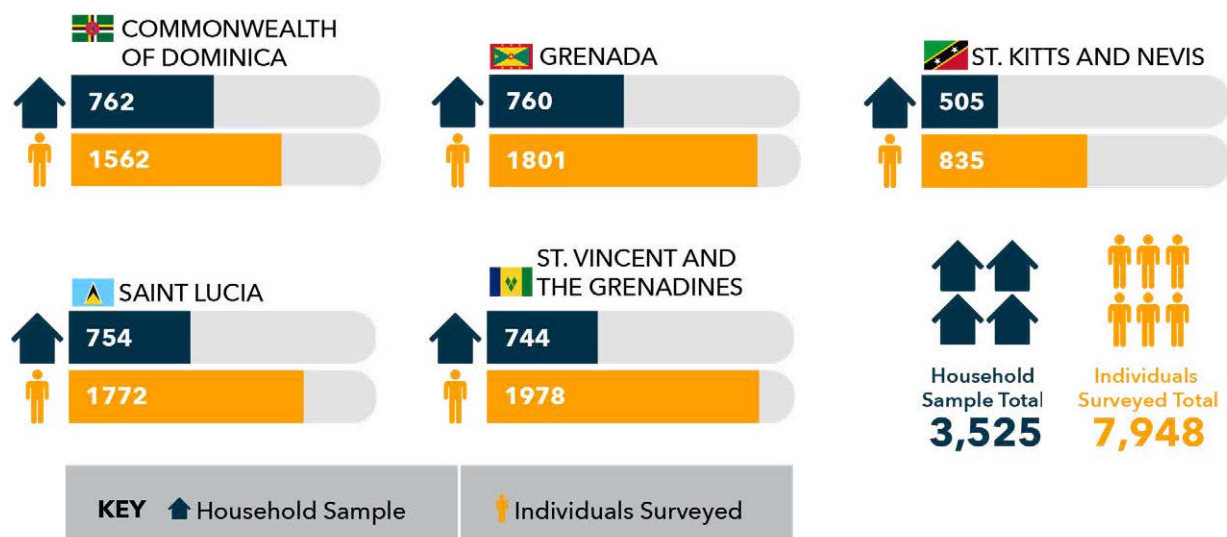
The DIS 2024 is based on a two-stage stratified random sample of clusters of dwelling units systematically selected in two stages from a Sample Frame developed from data and updated using more recent sample surveys completed by the Central Statistical Offices in the Contracting States as follows:

- 2010 – Saint Lucia
- 2011 – Commonwealth of Dominica, Grenada, St. Kitts and Nevis
- 2012 – St. Vincent and the Grenadines

Districts/Parishes are strata in the sample, and the Communities or primary sampling units (PSU) were chosen from all administrative Districts/Parishes in the first stage. The ultimate sampling units (USU) comprising five dwellings/households within the Community clusters were selected in the second stage. The PSUs were ranked within the District/Parish using the Census average household size.

The selection of a compact cluster of seven households (five households in the case of Saint Lucia) within these ranked Communities/PSUs ensures a non-biased representation of PSUs in the sample for the District/Parish and households within selected Communities. This two-stage stratified randomly selected sample of 3,525 households was used to obtain a sample of approximately 7,948 persons within the selected households.

Figure 2.1: Sample Size for Contracting States



Source: ECTEL DIS 2024

Using this approach, a yes/no indicator representing a 50/50 percent indicator in the population was estimated by the sample selected to provide reliable population-based indicators at the national level with $\pm 2.5\%$ and $\pm 3.5\%$ percent margin of error in urban versus rural areas of the Contracting States at the 95% confidence level. Note that for the household-level indicators, the margin of error was $\pm 3.5\%$, with the Urban/Rural indicator having an error margin of approximately $\pm 5\%$.

At the District/Parish level, the allocation of the sample was done using the second of the following three methods:

1. **Equal allocation** - apportion an equal number of survey questionnaires to each District/Parish. This method produces the most statistically significant estimates of population characteristics at the District/Parish level; however, it does so by penalizing the national estimate.
2. **Proportional allocation** - allocate a proportionate number of sample survey questionnaires to each District/Parish based on size. This method produces the most statistically significant estimate of population characteristics at the national level; however, it does so by penalizing the District/Parish estimates. This is the allocation method implemented in the DIS 2024.
3. **Optimum allocation** - this method balances the two above-stated ends.

The sample design implemented, therefore, respects Principle 1, shown below, of the following power allocation principles:

1. **Principle 1:** Strictly proportional allocation (where sample size n is proportional to stratum size N . That is, N to the power of 1 or N^1) gives the best precision (minimum sampling variance) but results in very small samples for smaller strata;
2. **Principle 2:** If equal precision is desired for all strata, this can be achieved by allocating the same number of sample units to each stratum (ignoring possible finite-population adjustments for very small strata). This approach allocates N proportionally to 1, i.e., to N^0 ; or
3. **Principle 3:** This yields near-optimal precision for the national total while providing reasonable precision for smaller strata allocations using a power between 0 and 1, with .5 (the square root) being the most used variant.

Based on the requirements of the ITU Manual for Measuring ICT Access and Use by Households and Individuals (2020 Edition), DPS implemented the sample based on Principle 1 since the national indicator estimates of robustness were of paramount importance in conducting this survey.

At the District/Parish level, the sample was distributed proportionally to the District/Parish population size. Within the selected District/Parish, communities were ranked based on the average household size and systematically chosen with a random start dwelling to ensure that the District/Parish was fairly represented in the sample based on the selected communities. Once the communities were selected, a compact cluster of seven households (five households in the case of Saint Lucia) was pre-selected, and these households were interviewed.

Commonwealth of Dominica



Roseau, Commonwealth of Dominica

Table 2.1 shows the distribution of the data collected across Parishes. Column 1 shows the total number of completed household questionnaires by Parish of residence. Columns 2, 3, 4, and 5 show the number of partially completed, no contact, and refusals obtained by interviewers conducting the DIS in the Commonwealth of Dominica. The sum of columns 1 to 5 is shown in column 6, entitled the total number of households attempted. The response rate to the survey is shown in column 7; St. Paul (89.5%) and St. George (94.3%) had the highest non-response rate of all the Parishes. Overall, in all Parishes, the response rate was 96.6%.

Table 2.1: Visitation status of households selected by Parish of Residence – Commonwealth of Dominica

Reference	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Name of Parish	Completed Household Interviews	Partially Completed Household Interviews	Households No Contact	Households Refusals	Total Households Attempted	No. of Valid Household Interviews (1) + (2)	Response Rate (%) (6) / (5)	Refusal Rate (%) (4) / (5)
St. George	210	6	3	10	229	216	94.3%	4.4%
St. John	76	0	0	0	76	76	100.0%	0.0%
St. Peter	20	0	0	0	20	20	100.0%	0.0%
St. Joseph	64	0	0	1	65	64	98.5%	1.5%
St. Paul	101	1	8	4	114	102	89.5%	3.5%
St. Luke	16	6	0	0	22	22	100.0%	0.0%
St. Mark	20	0	0	1	21	20	95.2%	4.8%
St. Patrick	84	2	0	0	86	86	100.0%	0.0%
St. David	61	2	0	0	63	63	100.0%	0.0%
St. Andrew	92	1	0	0	93	93	100.0%	0.0%
Total	744	18	11	16	789	762	96.6%	2.0%

Source: ECTEL DIS 2024

Table 2.2 presents data on the estimated number and distribution of households and persons in the population based on the Population and Housing Census of 2011. Similar details were provided for the DIS 2024 sample. The fieldwork conducted for DIS 2024 produced a primary data set of 763 randomly selected households comprising 1,562 persons aged 15 years and over. These 1,562 persons represent 2.21% of the population of the Commonwealth of Dominica, estimated to be 70,739 as of the last Census.

Table 2.2: Census 2011 Distribution of Households, Population, and Sample by Parish - Commonwealth of Dominica

Parish	Census 2010			DIS Sample 2024		
	Households (N)	Population (N)	Percentage of Total Population (%)	Unweighted Sample of Persons 15 years and over (N)	Percentage of Sample (%)	Survey Response Rate (%)
	(1)	(2)	(3)	(4)	(5)	(6)
St. George	7,377	20,920	29.6%	467	29.9%	94.3%
St. John	2,752	6,529	9.2%	135	8.6%	100.0%
St. Peter	613	1,427	2.0%	51	3.3%	100.0%
St. Joseph	2,298	5,626	8.0%	132	8.5%	98.5%
St. Paul	3,480	9,658	13.7%	219	14.0%	89.5%
St. Luke	591	1,664	2.4%	47	3.0%	100.0%
St. Mark	703	1,829	2.6%	35	2.2%	95.2%
St. Patrick	2,834	7,606	10.8%	194	12.4%	100.0%
St. David	1,995	6,043	8.5%	140	9.0%	100.0%
St. Andrew	3,442	9,437	13.3%	142	9.1%	100.0%
Dominica	26,085	70,739	100.0%	1,562	100.0%	96.6%

Source: ECTEL DIS 2024



96.6%
RESPONSE RATE

Grenada



Table 2.3 shows the distribution of the data collected across Parishes. Column 1 shows Parish of residence’s total number of completed household questionnaires. Columns 2, 3, 4, and 5 show the number of partially completed, no contact, and refusals obtained by interviewers conducting the DIS in Grenada. The sum of columns 1 to 5 is shown in column 6, entitled the total number of households attempted. The response rate to the survey is shown in column 7; St. John’s (95.2%) and St. Mark’s (96.7%) had the highest non-response rate of all the Parishes. Overall, in all Parishes, the response rate was 98.4%.

Table 2.4 presents data on the estimated number and distribution of households and persons in the population based on the 2011 Population and Housing Census. Similar details were provided for the DIS 2024 sample. The fieldwork conducted for DIS 2024 produced a primary data set of 760 randomly selected households comprising 1,801 persons aged 15 years and over. These 1,801 persons represent 1.71% of the population of Grenada, estimated to be 105,541 as of the last Census.

Table 2.3: Visitation status of households selected by Parish of Residence - Grenada

Reference Column	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Name of Parish	Completed Household Interviews	Partially Completed Household Interviews	Households No Contact	Households Refusals	Total Households Attempted	No. of Valid Household Interviews (1) + (2)	Response Rate (%) (6) / (5)	Refusal Rate (%) (4) / (5)
St. George's	267	10	1	5	283	277	97.9%	1.8%
St. John's	59	0	3	0	62	59	95.2%	0.0%
St. Mark's	26	3	1	0	30	29	96.7%	0.0%
St. Patrick's	87	1	1	0	89	88	98.9%	0.0%
St. Andrew's	157	2	0	0	159	159	100.0%	0.0%
St. David's	100	6	0	1	107	106	99.1%	0.9%
Carriacou	42	0	0	0	42	42	100.0%	0.0%
Grenada	738	22	6	6	772	760	98.4%	0.0%

Source: ECTEL DIS 2024

Table 2.4: Census 2011 Distribution of Households, Population, and Sample by Parish - Grenada

Parish	Census 2010			DIS Sample 2024		
	Households (N)	Population (N)	Percentage of Total Population (%)	Unweighted Sample of Persons 15 years and over (N)	Percentage of Sample (%)	Survey Response Rate (%)
	(1)	(2)	(3)	(4)	(5)	(6)
St. George's	13,576	37,403	35.4%	624	34.7%	97.9%
St. John's	2,795	8,405	8.0%	144	8.0%	95.2%
St. Mark's	1,454	4,347	4.1%	74	4.1%	96.7%
St. Patrick's	3,452	10,462	9.9%	232	12.9%	98.9%
St. Andrew's	8,182	26,434	25.0%	404	22.4%	100.0%
St. David's	4,558	12,854	12.2%	220	12.2%	99.1%
Carriacou	2,094	5,636	5.3%	103	5.7%	100.0%
Grenada	36,111	105,541	100.0%	1,801	100.0%	98.4%

Source: ECTEL DIS 2024

St. Kitts and Nevis



Table 2.5 shows the distribution of the data collected across Parishes. Column 1 shows Parish of residence’s total number of completed household questionnaires. Columns 2, 3, 4, and 5 show the number of partially completed, no contact, and refusals obtained by interviewers conducting the DIS in St Kitts and Nevis. The sum of columns 1 to 5 is shown in column 6, entitled the total number of households attempted. The response rate to the survey is shown in column 7; St Thomas - Nevis (66.7%) and St Peter – St. Kitts (73.9%) had the highest non-response rate of all the Parishes. Overall, in all Parishes, the response rate was 84.4%.

Table 2.6 presents data on the estimated number and distribution of households and persons in the population based on the 2011 Population and Housing Census. Similar details were provided for the DIS 2024 sample. The fieldwork conducted for DIS 2024 produced a primary data set of 750 randomly selected households comprising 835 persons aged 15 years and over. These 835 persons represent 1.77% of the population of St Kitts and Nevis, estimated to be 47,195, as of the last Census.

Table 2.5: Visitation Status of Households Selected by Parish of Residence - St. Kitts and Nevis

Reference Column	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Name of Parish	Completed Household Interviews	Partially Completed Household Interviews	Households No Contact	Households Refusals	Total Households Attempted	No. of Valid Household Interviews (1) + (2)	Response Rate (%) (6) / (5)	Refusal Rate (%) (4) / (5)
St. Kitts								
George [East]	63	0	3	7	84	63	75.0%	8.3%
George [West]	64	0	6	8	78	64	82.1%	10.3%
St. Paul	22	0	0	0	22	22	100.0%	0.0%
St. Anne	21	0	2	4	27	21	77.8%	14.8%
St. Thomas	21	0	0	0	21	21	100.0%	0.0%
Trinity	23	0	0	0	23	23	100.0%	0.0%
Christ Church	21	0	4	3	28	21	75.0%	10.7%
St. John	31	0	0	9	40	31	77.5%	22.5%
St. Mary	35	0	2	3	40	35	87.5%	7.5%
St. Peter	65	0	8	11	88	65	73.9%	12.5%
Total	366	0	25	45	451	366	81.2%	10.0%
Nevis								
St. Paul	14	0	0	0	14	14	100.0%	0.0%
St. John	41	2	0	0	43	43	100.0%	0.0%
St. George	40	0	0	0	41	40	97.6%	0.0%
St. Thomas	14	0	0	0	21	14	66.7%	0.0%
St. James	28	0	0	0	28	28	100.0%	0.0%
Total	137	2	0	0	147	139	94.6%	0.0%
Total for both	503	2	25	45	598	505	84.4%	7.5%

Source: ECTEL DIS 2024

Table 2.6: Census 2011 Distribution of Households, Population and Sample by Parish - St. Kitts and Nevis

Parish	Census 2011			DIS Sample 2024		
	Households (N)	Population (N)	Percentage of Total Population (%)	Unweighted Sample of Persons 15 years and over (N)	Percentage of Sample (%)	Survey Response Rate (%)
	(1)	(2)	(3)	(4)	(5)	(6)
St. Kitts						
George [East]	2,336	6,444	3.7%	90	10.8%	75.0%
George [West]	2,245	6,191	13.1%	99	11.9%	82.1%
St. Paul	731	2,432	5.2%	42	5.0%	100.0%
St. Anne	902	2,626	5.6%	21	2.5%	77.8%
St. Thomas	823	2,535	5.4%	26	3.1%	100.0%
Trinity	668	1,701	3.6%	29	3.5%	100.0%
Christ Church	640	1,922	4.1%	41	4.9%	75.0%
St. John	1,038	2,962	6.3%	42	5.0%	77.5%
St. Mary	1,141	3,435	7.3%	40	4.8%	87.5%
St. Peter	1,775	4,670	9.9%	94	11.3%	73.9%
Total	12,299	34,918	74.0%	524	62.8%	81.2%
Nevis						
St. Pauls	650	1,847	3.9%	37	4.4%	100.0%
St. Johns	1,369	3,827	8.1%	107	12.8%	100.0%
St. Georges	893	2,496	5.3%	82	9.8%	97.6%
St. Thomas	834	2,069	4.4%	21	2.5%	66.7%
St. James	881	2,038	4.3%	64	7.7%	100.0%
Total	4,627	12,277	26.0%	311	37.2%	94.6%
Total for both	16,926	47,195	100.0%	835³	100.0	84.4%

Source: ECTEL DIS 2024³ The weighted household sample used in the analysis comprises 16,926 households and 47,195 persons.

Saint Lucia



Soufrière, Saint Lucia

Table 2.7 shows the distribution of the data collected across districts. Column 1 shows the total number of completed household questionnaires by District of residence. Columns 2, 3, 4, and 5 show the number of partially completed, no contact, and refusals obtained by interviewers conducting the DIS. The sum of columns 1 to 5 is shown in column 6, entitled the total number of households attempted. The response rate to the survey is shown in column 7; Dennery (54.5%) and Micoud (77.4%) had the highest non-response rate of all the Districts. Overall, in all districts, the response rate was 78.3%.

Table 2.8 presents data on the estimated number and distribution of households and persons in the population based on the 2010 Population and Housing Census. Similar details were provided for the DIS 2024 sample. The fieldwork conducted for DIS 2024 produced a primary data set of 750 randomly selected households comprising 1,772 persons aged 15 years and over. These 1,772 persons represent 1.07% of the population of Saint Lucia, estimated to be 165,595 as of the last Census.

Table 2.7: Visitation status of households selected by District of Residence – Saint Lucia

Reference Column	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Name of District	Completed Household Interviews	Partially Completed Household Interviews	Households No Contact	Households Refusals	Total Households Attempted	No. of Valid Household Interviews (1) + (2)	Response Rate (%) (6) / (5)	Refusal Rate (%) (4) / (5)
Castries	288	1	26	46	361	289	80.1%	12.7%
Anse-la-Rayé /Canaries	35	0	4	0	39	35	89.7%	0.0%
Soufriere	35	0	2	1	38	35	92.1%	2.6%
Choiseul	25	0	1	1	26	25	96.2%	3.8%
Laborie	29	2	2	5	38	31	81.6%	13.2%
Vieux-Fort	80	0	8	9	97	80	82.5%	9.3%
Micoud	65	0	10	9	84	65	77.4%	10.7%
Dennerly	60	0	7	43	110	60	54.5%	39.1%
Gros-Islet	133	1	10	26	170	134	78.8%	15.3%
Total	750	4	70	140	963	754	78.3%	14.5%

Source: ECTEL DIS 2024



78.3%
RESPONSE RATE

Table 2.8: Saint Lucia Census 2010 Distribution of Households, Population and Sample by District - Saint Lucia

District	Census 2010			DIS Sample 2024		
	Households (N)	Population (N)	Percentage of Total Population (%)	Unweighted Sample of Persons 15 years and over (N)	Percentage of Sample (%)	Survey Response Rate (%)
	(1)	(2)	(3)	(4)	(5)	(6)
Castries	24,317	65,656	39.6%	711	40.1%	80.1%
Anse-la-Rayé/Canaries	3,071	8,291	5.0%	99	5.6%	89.7%
Soufriere	3,138	8,472	5.1%	70	4.0%	92.1%
Choiseul	2,259	6,098	3.7%	51	2.9%	96.2%
Laborie	2,482	6,701	4.0%	76	4.3%	81.6%
Vieux-Fort	6,031	16,284	9.8%	196	11.1%	82.5%
Micoud	6,031	16,284	9.8%	146	8.2%	77.4%
Dennerly	4,666	12,599	7.6%	134	7.6%	54.5%
Gros-Islet	9,337	25,210	15.2%	289	16.3%	78.8%
Saint Lucia	61,331	165,595	100	1,772⁴	100.0	78.3%

Source: ECTEL DIS 2024



 **754**
Household Sample

 **1772**
Individuals Surveyed

⁴The weighted household sample used in the analysis comprises 61,331 households and 165,595 persons.

St. Vincent and the Grenadines



Table 2.9 shows the distribution of the data collected across Census Divisions. Column 1 shows the total number of completed household questionnaires by Census Division of residence. Columns 2, 3, 4, and 5 show the number of partially completed, no contact, and refusals obtained by interviewers conducting the DIS in SVG. The sum of columns 1 to 5 is shown in column 6, entitled the total number of households attempted. The response rate to the survey is shown in column 7; Kingstown (93.9%) and Georgetown (97.7%) had the highest non-response rate of all the Census Divisions. Overall, in all Census Divisions, the response rate was 97.9%.

Table 2.10 presents data on the estimated number and distribution of households and persons in the population based on the Population and Housing Census of 2010. Similar details were provided for the DIS 2024 sample. The fieldwork conducted for DIS 2024 produced a primary data set of 744 randomly selected households comprising 1,978 persons aged 15 years and over. These 1,978 persons represent 1.8% of the population of SVG, estimated to be 110,418, in 2022.

Table 2.9: Visitation status of households selected by Parish of Residence – St. Vincent and the Grenadines

Reference Column	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Name of Census Divisions	Completed Household Interviews	Partially Completed Household Interviews	Households No Contact	Households Refusals	Total Households Attempted	No. of Valid Household Interviews (1) + (2)	Response Rate (%) (6) / (5)	Refusal Rate (%) (4) / (5)
Kingstown	193	6	7	6	212	199	93.9%	2.8%
Calliaqua	148	12	0	2	162	160	98.8%	1.2%
Marriaqua	47	11	0	0	58	58	100.0%	0.0%
Bridgetown	42	0	0	0	42	42	100.0%	0.0%
Colonaire	49	0	0	0	49	49	100.0%	0.0%
Georgetown	42	0	0	1	43	42	97.7%	2.3%
Sandy Bay	21	0	0	0	21	21	100.0%	0.0%
Layou	49	0	0	0	49	49	100.0%	0.0%
Barrouallie	6	0	0	0	6	6	100.0%	0.0%
Chateaubelair	66	0	0	0	66	66	100.0%	0.0%
Grenadines	52	0	0	0	52	52	100.0%	0.0%
Total	715	29	7	9	760	744	97.9%	1.2%

Source: ECTEL DIS 2024

ST. VINCENT AND THE GRENADINES


744
Household
Sample



1978
Individuals
Surveyed

Table 2.10: Census 2012 Distribution of Households, Population, and Sample by Census Division - St. Vincent and the Grenadines

Name of Census Divisions	Census 2012			DIS Sample 2024		
	Households (N)	Population (N)	Percentage of Total Population (%)	Unweighted Sample of Persons 15 years and over (N)	Percentage of Sample (%)	Survey Response Rate (%)
	(1)	(2)	(3)	(4)	(5)	(6)
Kingstown	9,457	25,620	24.7%	481	24.3%	93.9%
Calliaqua	9,012	22,656	21.9%	461	23.3%	98.8%
Marriaqua	2,466	7,402	7.1%	147	7.4%	100.0%
Bridgetown	2,122	6,094	5.9%	136	6.9%	100.0%
Colonaire	2,160	6,076	5.9%	165	8.3%	100.0%
Georgetown	2,268	6,983	6.7%	131	6.6%	97.7%
Sandy Bay	682	2,724	2.6%	69	3.5%	100.0%
Layou	2,319	6,467	6.2%	112	5.7%	100.0%
Barrouallie	1,700	5,071	4.9%	12	0.6%	100.0%
Chateaubelair	1,636	5,431	5.2%	132	6.7%	100.0%
Grenadines	4,063	9,123	8.8%	132	6.7%	100.0%
SVG	37,885	103,647	100	1,978⁵	100.0	97.9%

Source: ECTEL DIS 2024

The Census Distribution of Households, Population, and Sample by District/Parish/Census Division Tables show the distribution of persons in the weighted sample in Column 3, the same as the District/Parish/Census Division population distribution in the last Census. Using the data in column 3, the weights are column (3) divided by column (5) at the District/Parish/Census Division level.

Therefore, the weights developed for these samples corrected for variations in the District/Parish/Census Division level population between the final samples and the Census baseline populations.

The weights also account for:

1. Differences in the sex distribution of the samples when compared to the sex ratios in the respective Census populations of the Commonwealth of Dominica (2011), Grenada (2011), St. Kitts and Nevis (2011), Saint Lucia (2010) and St. Vincent and the Grenadines (2012).
2. Differences in the planned sample of households/persons from the updated census frames with the sample of households obtained in 2024. This difference produced a weight that adjusted the sample obtained to the sample planned by accounting for no-contacts with households, refusals, and closed households⁶.

The above two elements were applied to the sample data to obtain the Urban/Rural and national population-level ICT estimates of totals, proportions, and indicators for the population and sub-populations.

2.3 Data Collection

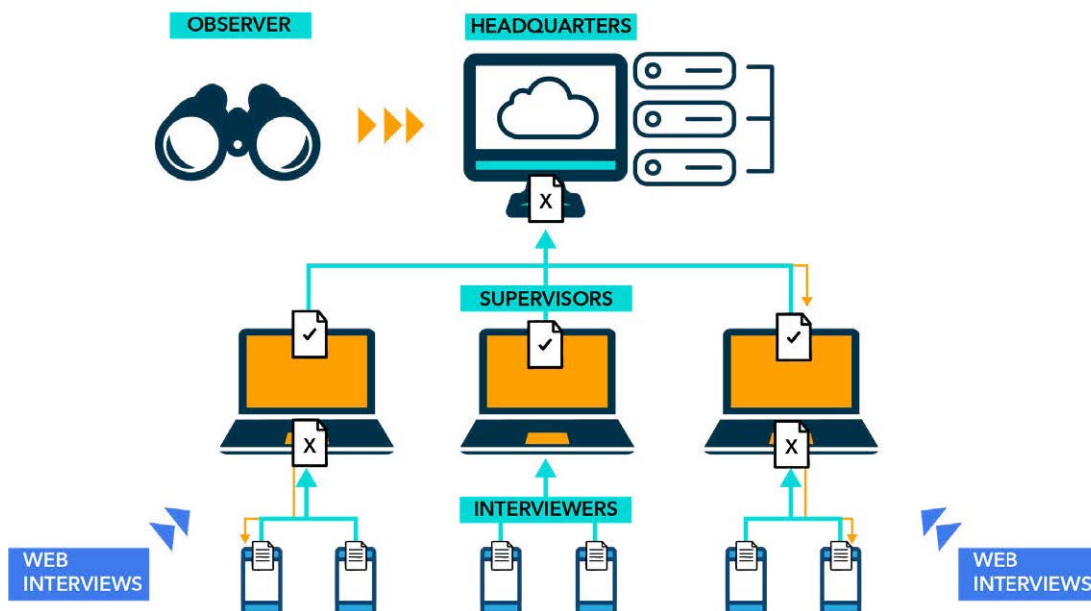
The questionnaire was automated and hosted from Data Point Solutions Inc.'s (DPS) central cloud location at <https://datapoint.solutions/>. It was then shared with the ECTEL team via a weblink and a PDF for review and finalisation.

The technology DPS used allowed for the processing of the questionnaires within a short timeframe, significantly reducing the time required to generate statistical tables once the questionnaires were collected using the online platform. Android tablets were used for the field administration of the sample survey, using face-to-face interviews. A fully electronic/cloud-based tablet process reduced data collection and processing time.

DPS used the World Bank's data collection software platform Survey Solutions; it specializes in this type of data collection activity and is used in over 200 countries' statistical offices to implement sample survey data collection. It is a free CAPI software developed by the World Bank that offers a cost-effective, sustainable solution for conducting complex, large-scale surveys. The software combines rich data capture functionality on tablets with powerful tools for survey management and data aggregation, reducing the time lag between data collection and data analysis, dramatically improving data quality, and reducing survey costs.

The following diagram illustrates DPS's data collection process, showing how the tablet/online-based questionnaires were delivered through the supervisors to the enumerators for interviewing the selected households and individuals.

Figure 2.2: Data Collection Process



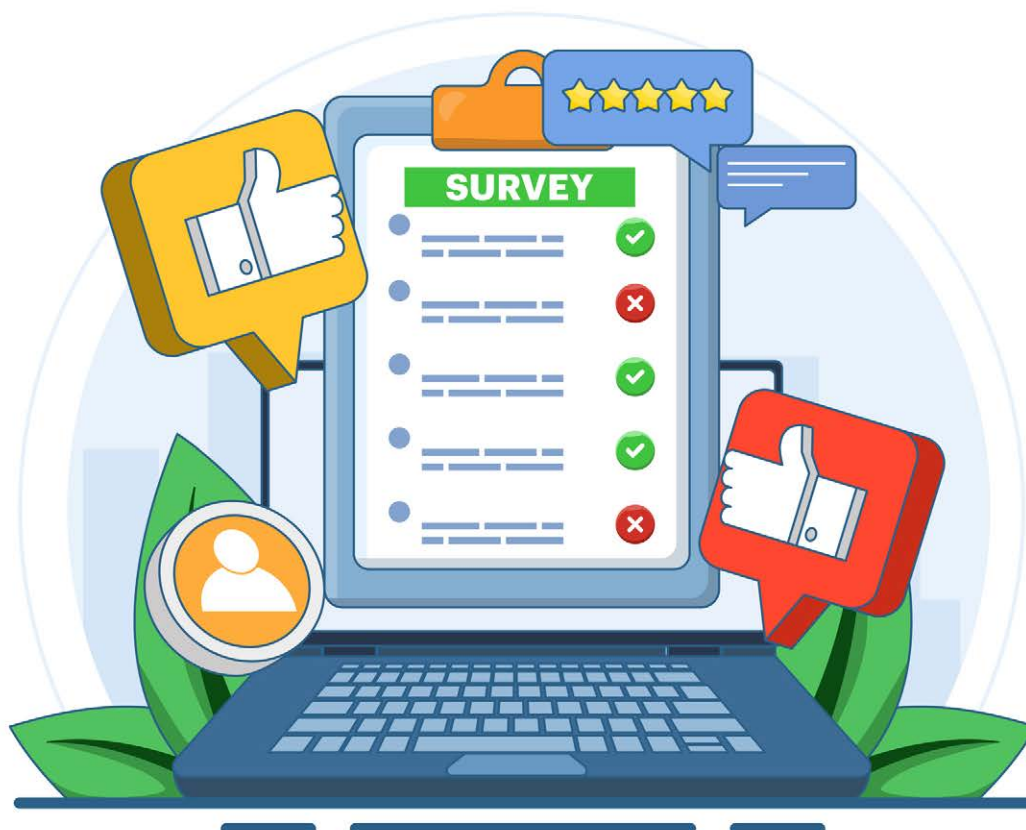
Source: ECTEL DIS 2024

2.4 Questionnaire Design

The questionnaire used for DIS 2024 was developed using an iterative approach with the full participation of the ECTEL Directorate, DPS, and DPS field personnel, who provided input in the finalisation of the questionnaire.

The ITU model questionnaire provided the base for developing the questionnaire used to conduct the survey. In addition to the base questionnaire, particular emphasis was placed on ensuring that the design facilitated:

1. Meeting of all the defined objectives of the survey.
2. Compilation of the relevant ICT SDG indicators.
3. Production of any other relevant national indicators based on the literature reviewed.
4. Where possible, the collection of additional data deemed strategically important to ECTEL.



2.5 Pilot Survey

A seven-day pilot survey (16th to 22nd January 2024) was conducted to test the DIS 2024 questionnaire before training field personnel in each ECTEL Contracting State.

The main objectives of the pilot survey were to:

1. gauge the level of response/non-response to the survey, including reasons for refusal, to assist in fine-tuning the communication strategy and the sampling methodology;
2. estimate the time taken to complete an interview;
3. test the structure and wording of questions to ensure validity (accuracy of measure);
4. determine whether the questions were logically sequenced;
5. identify any additional/new response options;
6. ensure that all interviewer instructions and definitions were clear to interviewers and respondents;
7. test all enabling conditions (skip logic) and data validation rules and identify new validation requirements; and
8. allow field personnel to become familiar with the questionnaire and the defined protocols for conducting the field interviews.

In each Contracting State, seven communities were selected from four districts, parishes or strata for the pilot survey with the exception of St. Vincent and the Grenadines, where eleven communities were selected from four census divisions. These communities were chosen based on their diversity in socio-economic profiles, demographic composition, urban/rural location, and primary economic activities.

In each Contracting State, 35 interviews were completed during the allotted timeframe from a target pilot sample of 35 households. Using the data obtained from the 35 completed interviews, qualitative data obtained from field personnel, and the participation of ECTEL staff in the debriefing conducted on January 24th, 2024, the questionnaire was finalised to be used in the training of field personnel.

2.6 Data Processing

Data processing activities were performed using both STATA and SPSS. The former was the main program for reshaping the raw data generated from Survey Solutions and computing the required variables, indices, and sub-indices. SPSS facilitated table generation and execution of basic non-structural edits to individual variables during analysis.



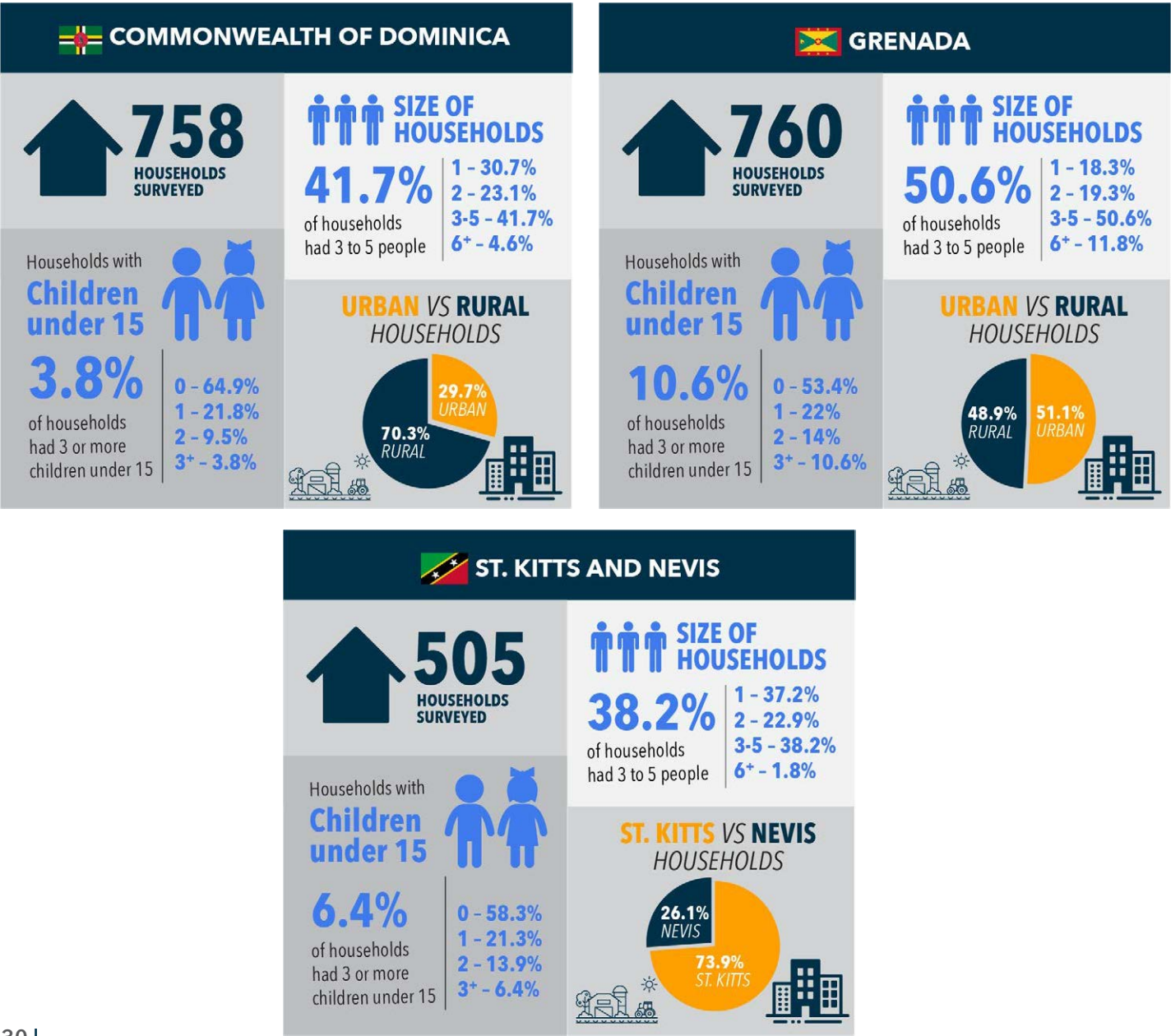
3. Household Connectivity

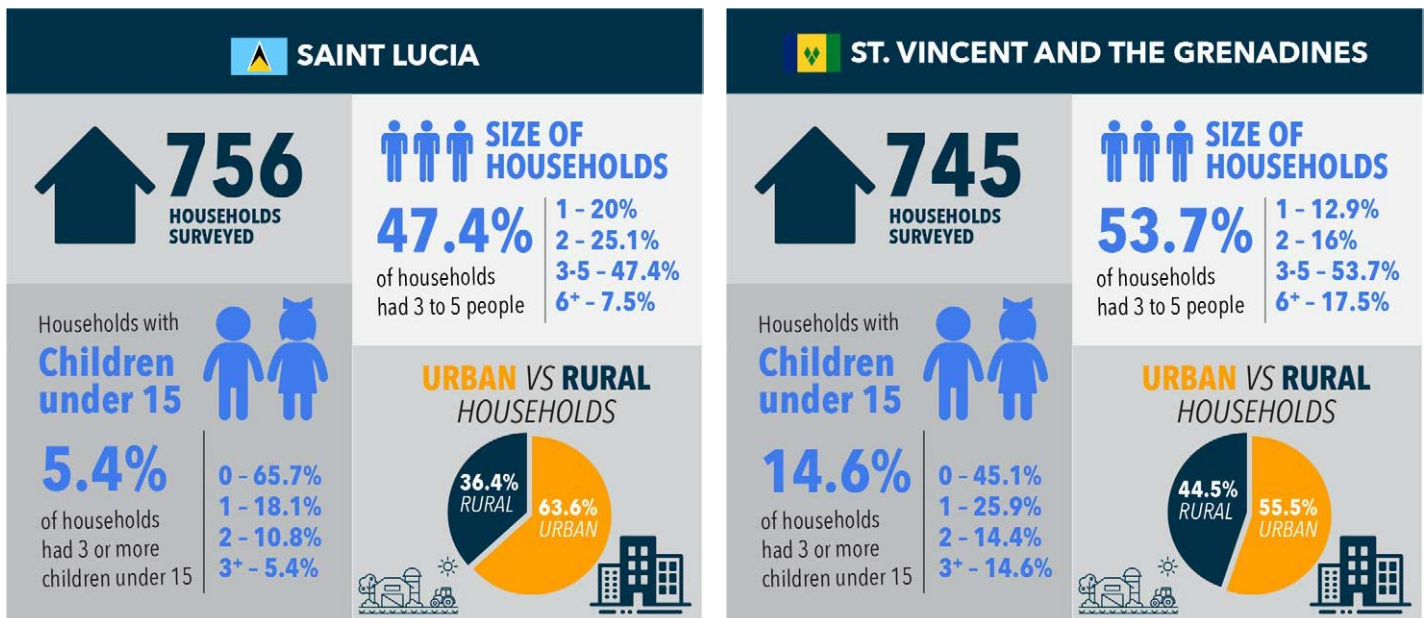
3.1 Household Characteristics

For the 2024 Digital Inclusion Survey, the number of households surveyed across the Contracting States ranged from 505 in St. Kitts and Nevis, which has the smallest population, to 760 in Grenada. Across all Contracting States most households surveyed had 3 to 5 members and no children under the age of 15.

In all Contracting States, except in the case of the Commonwealth of Dominica, more than 50 per cent of households surveyed were in urban areas while 70 per cent of households surveyed in the Commonwealth of Dominica were in rural areas.

Figure 3.1: Demographic Composition of Households





3.2 Proportion of households with a radio

On average, 55 per cent of households surveyed across the Contracting States owned a radio. This was down from an average of 81 per cent of households in 2014. While ownership of radios has become less common in an era of high-speed broadband and diverse media options, it is still valued by more than half the households in the Contracting States. In Commonwealth of Dominica, Grenada and St. Kitts and Nevis rural households were slightly more likely to own a radio while in Saint Lucia and St. Vincent and the Grenadines urban households were more likely to own a radio.

Table 3.1: Households with a radio

Percentage of total households

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Households with a radio 2014	64.5	81.6	91.9	78.3	86.2
Households with a radio 2024	54.8	48.4	62.4	57.0	52.8
n (2024)	754	758	504	756	745

Source: ECTEL DIS 2024

3.3 Proportion of households with a TV

Television ownership has remained widespread across the Contracting States over the past 10 years. However, on average 82 per cent of households reported owning a television, down slightly from 87 per cent in 2014. Television ownership was highest in St. Kitts and Nevis at 89 per cent and lowest in St. Vincent and the Grenadines at 78 per cent.

Table 3.2: Households with a television

Percentage of total households

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Households with a TV 2014	86.3	84	92.1	84.4	87.9
Households with a TV 2024	79.4	81.7	88.7	80.8	78.2
n (2024)	754	758	504	756	745

Source: ECTEL DIS 2024

89%

Television ownership was highest in St. Kitts and Nevis at 89 per cent.

3.4 Proportion of households with television service

In 2014, multichannel television service was offered in all Contracting States primarily via Cable TV. In Commonwealth of Dominica, St. Kitts and Nevis and Saint Lucia almost 80 per cent of households had subscribed to Cable TV. Free to air television was also used by more than 25 per cent of households in Grenada and St. Vincent and the Grenadines.

Ten years on, with significant shifts in technology, multichannel television services in the Contracting States are offered via Cable TV, Internet Protocol TV (IPTV) and Fibre-to-the-home (FTTH). Direct-to-home satellite service is not yet offered by any licensed service providers. The most popular television service was FTTH in Commonwealth of Dominica (60%), IPTV in Grenada (62%) and St. Vincent and the Grenadines (56%), and Cable TV in St. Kitts and Nevis (49%) and Saint Lucia (54%). Less than 2 per cent of households reported having Free to air television.

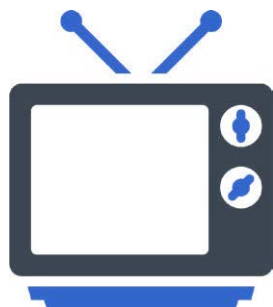
FTTH in Commonwealth of Dominica is a significant outlier, as following the devastation of the electronic communications infrastructure caused by Hurricane Maria in 2017, service providers elected to deploy the latest technology in rebuilding the infrastructure. FTTH is also being deployed in other Contracting States, albeit at a much slower pace.

Table 3.3: Households with multichannel television service

Percentage of total households

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Cable TV (CATV)	33.5	37.7	49.1	53.9	27.6
Internet-Protocol TV (IPTV)	17.5	61.7	24.1	30.8	56.0
Fibre-to-home TV	59.9	3.3	10.5	8.6	0.9
Direct-to-home (DTH) satellite services	0.0	1.0	0.5	0.3	0.3

Source: ECTEL DIS 2024



Multichannel television services in the Contracting States are offered via Cable TV, Internet Protocol TV (IPTV) and Fibre-to-the-home (FTTH).

Alternatives to multichannel television service

Not all households with a television subscribed to a multichannel television service. In the Commonwealth of Dominica, 5.5 per cent of television owners did not have multichannel television service; this rose to just over 21 per cent in St. Kitts and Nevis and St. Vincent and the Grenadines. Across all the Contracting States, the main reasons for households with televisions not having multichannel television service were the use of alternative streaming options, and paid OTT TV services, the cost of the service and the lack of interest.

Table 3.4: Reasons for no multichannel television service
Percentage of households without multichannel television service

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Using Firestick, Roku and other devices	18.6	22.6	52.3	33.0	46.0
Using paid Over the Top (OTT) TV services	29.3	5.3	47.0	30.1	28.9
Do not need or not interested	25.4	19.5	15.2	25.6	26.4
Cannot afford the service	29.7	29.7	14.0	12.1	15.0

Source: ECTEL DIS 2024

5.5%

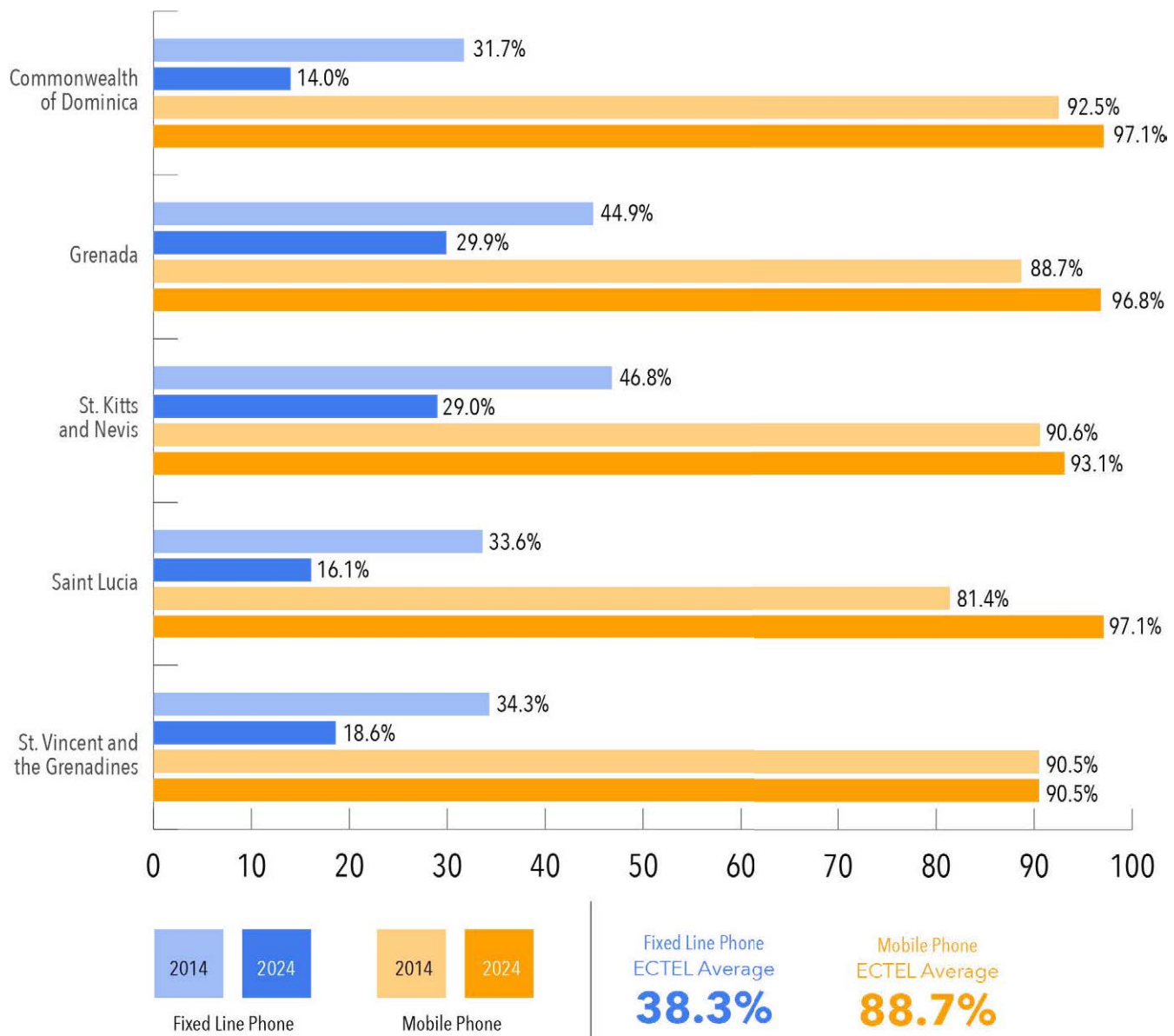
In Commonwealth of Dominica, 5.5 per cent of television owners did not have television service.

3.5 Households with fixed line and mobile phones

Since the last survey in 2014, the average number of surveyed households with a fixed line phone service has decreased from 38 per cent to 22 per cent in 2024. Over that same period the average number of households with at least one mobile phone has increased from 89 per cent to 95 per cent. Globally, there has been a significant shift away from fixed line to mobile services, which have become more affordable and available to households over the past ten years.

Figure 3.2: Households with fixed line and mobile phone service

Percentage of total households



Source: ECTEL DIS 2024

Among households in the Contracting States with at least one mobile phone, the significant majority, more than 96 per cent, own a smart phone, except in St. Kitts and Nevis with 90 per cent smart phone ownership.

3.6 Household access to devices

Device ownership is essential for connectivity. The Covid-19 pandemic demonstrated the importance of connectivity and device ownership for households with children under the age of 15, as it provided a lifeline for access to continued education. The lack of devices is a significant contributing factor to the digital divide.

While smartphone ownership is prevalent in households across all Contracting States, more than 30 per cent of households surveyed did not have a desktop, laptop, tablet or similar device. For the households with devices, laptops were the most common in all Contracting States other than St. Vincent and the Grenadines, where homes were more likely to have tablets (51.8 per cent).

Table 3.5: Proportion of households with a device

Percentage of total households

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Desktop	5.3	5.0	8.4	5.6	6.0
Laptop	46.4	40.1	55.6	43.0	42.4
Tablet (or similar handheld computer)	38.7	38.9	44.4	32.5	51.8
Other	0.2	0.4	1.4	0.4	0.0
None	39.1	41.6	30.4	44.1	34.4
n	751	757	503	756	740

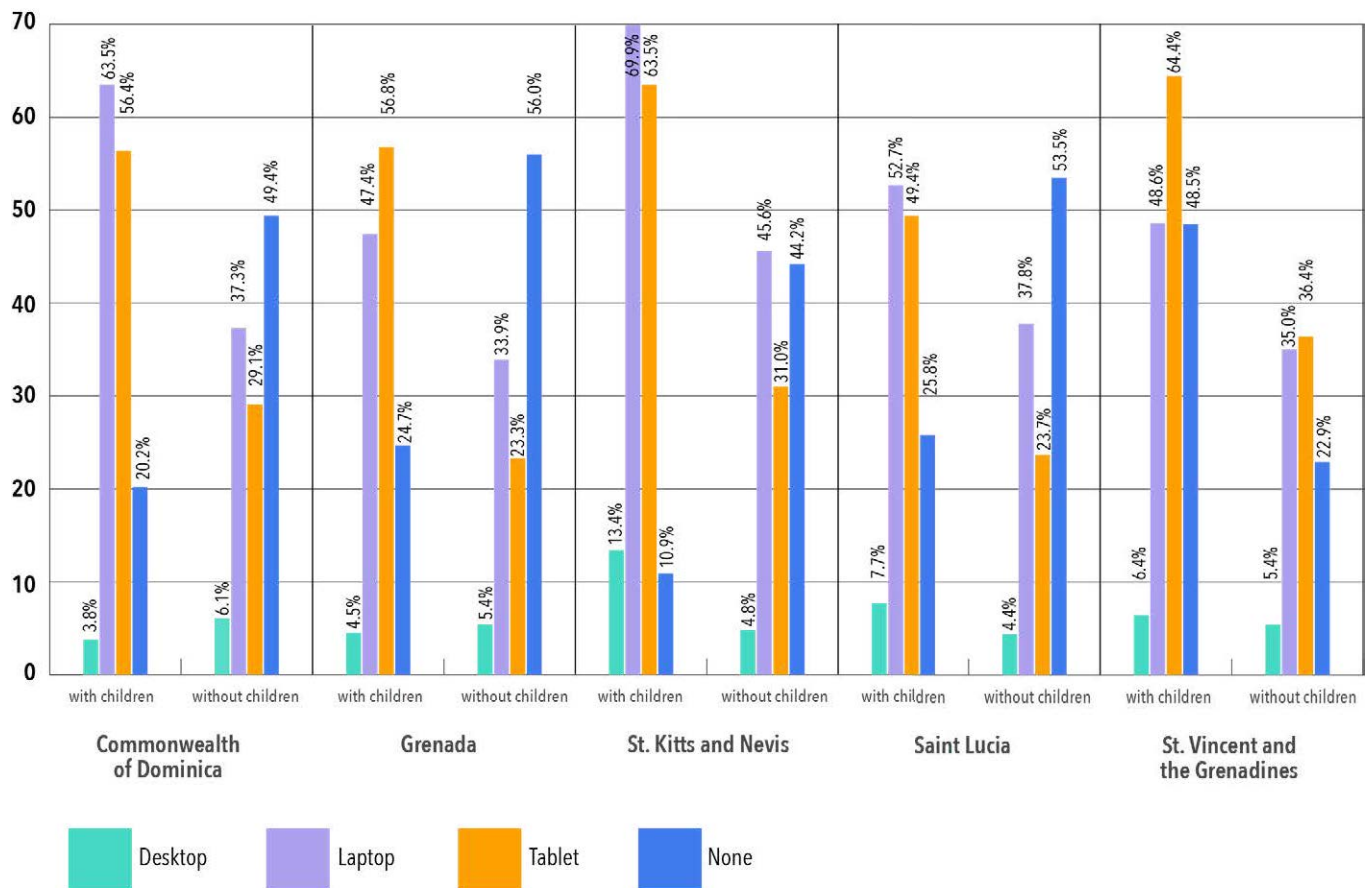
Source: ECTEL DIS 2024

For the households with devices, laptops were the most common in all Contracting States other than St. Vincent and the Grenadines, where homes were more likely to have tablets.

Importantly, households surveyed revealed that consistently in all Contracting States households with children under 15 years old were more likely to have a laptop or tablet than households without children. This result could have been impacted by the initiatives in the Contracting States under the Universal Service Fund and other government programs aimed at providing laptops and tablets for children in school. This is a positive indicator towards closing the digital divide in the Contracting States.

Figure 3.3: Device ownership by households with and without children under 15 years old

Percentage of total households



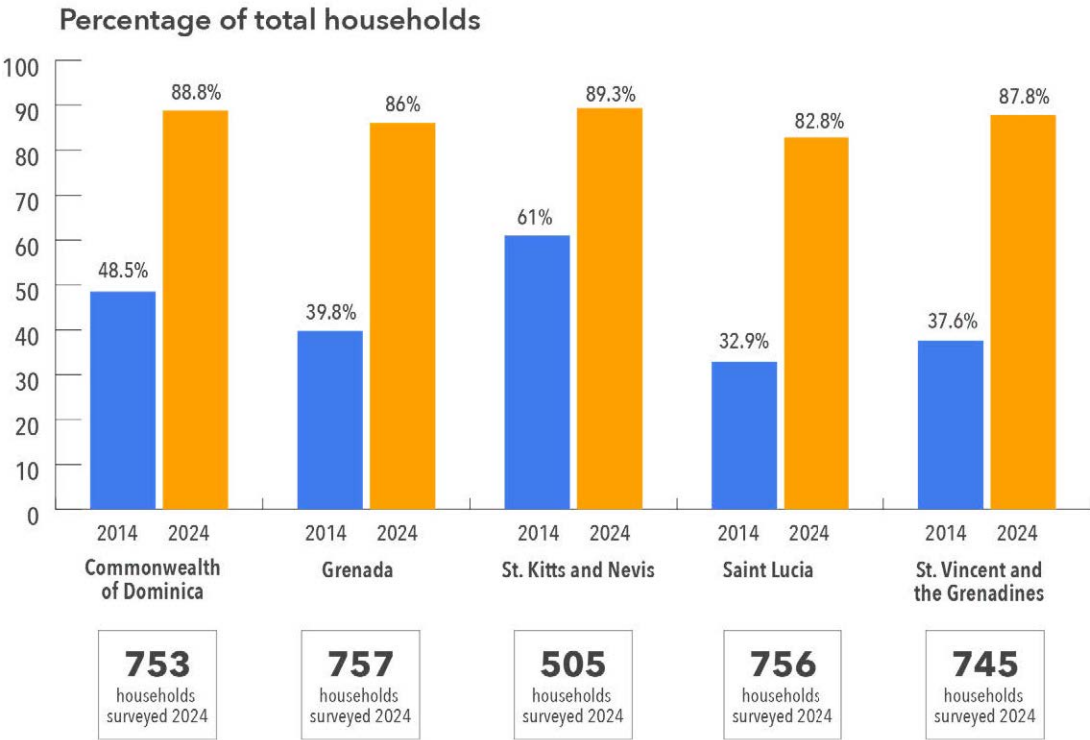
Source: ECTEL DIS 2024

3.7 Household access to Broadband

In the last 10 years, there has been a significant shift in the broadband market across the Contracting States. There has been a substantial increase in uptake of broadband service by households and the technologies used to access broadband service have also evolved.

In 2014, in the Contracting States, less than 50 per cent of households had broadband service, St. Kitts and Nevis was the outlier with 61 per cent of households having broadband service. In 2024, across all Contracting States more than 80 per cent of households have broadband access. In all Contracting States households with children under 15 were more likely to have broadband access than homes without children. This is a positive sign as the pandemic demonstrated the important role of broadband internet access in children’s education.

Figure 3.4: Households with broadband access



Source: ECTEL DIS 2024

Table 3.6: Broadband access for households with or without children

Percentage of total households

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Broadband access in homes with children under 15	96.6%	89.5%	93.8%	88.4%	92.9%
Broadband access in homes without children under 15	84.7%	82.9%	86.4%	79.9%	81.8%

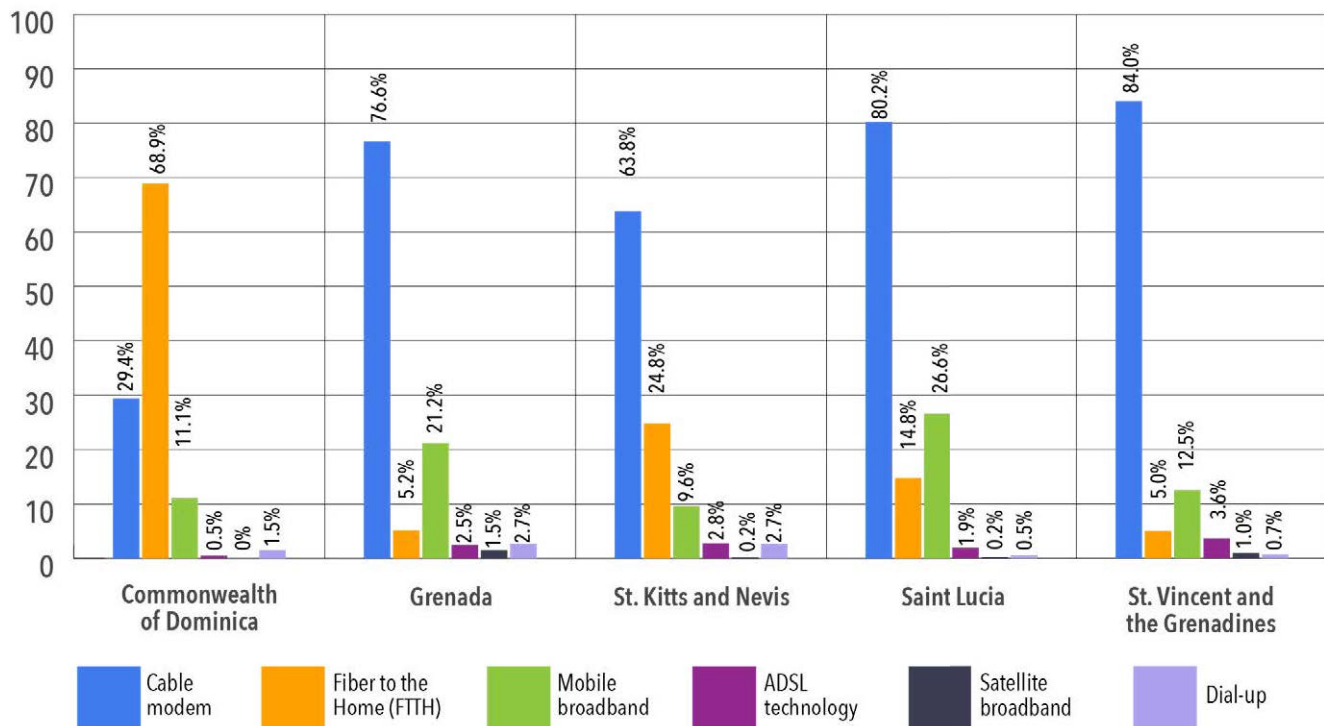
Source: ECTEL DIS 2024

3.8 Technology used for household broadband access

The most common technology used for household broadband access in 2014 was ADSL (on average 60 per cent) and cable modem (on average 27 per cent). In addition, dial-up service was still used by as many as 12 per cent of households in Saint Lucia, but less than 5 per cent in the other Contracting States. With the shift in broadband technology ADSL is no longer available and new faster technologies like FTTH are now available, though deployment and adoption have been slow in some Contracting States. Across the Contracting States in 2024, cable modem technology was the predominant method for household access to broadband, with more than 60 per cent of households in Contracting States using that service. The Commonwealth of Dominica was again the outlier with 69 per cent of households using FTTH for broadband access and cable modem use at 29 per cent. Broadband via satellite service is an emerging option in the Contracting States with a licensed operator in St. Vincent and the Grenadines. However, at the time of the survey less than 1 per cent of respondents indicated that satellite was an option for broadband service even though there were not yet licensed operators offering broadband over satellite.

Figure 3.5: Technology used for household broadband access

Percentage of households with internet access



Source: ECTEL DIS 2024

3.9 Barriers to household Internet access

Despite the significant strides made in household access to broadband service in the past 10 years, at least 10 per cent of households across the Contracting States still do not have broadband access. These households may be disadvantaged as the Contracting States develop into modern digital economies and work toward providing more services online, including government services. The top barriers to household broadband adoption varies across the Contracting States as outlined. It should be noted that the unavailability of broadband service was not identified as a barrier. Therefore, it does not appear that there is a broadband coverage gap in the Contracting States.

The primary barrier in the Commonwealth of Dominica and Saint Lucia is the cost of the service, for Grenada and St. Vincent and the Grenadines it is the ability to access broadband elsewhere and in St. Kitts and Nevis households indicated that the service was not necessary. Given the barriers identified, targeted interventions will be necessary to address the identified usage gap in the Contracting States.

Figure 3.6: Top five barriers to household internet access

Percentage of households without internet access



Source: ECTEL DIS 2024

3.10 Factors that would encourage households with no broadband service to adopt service

To ensure that all households are included in the digital economy, it would be important to address the barriers to broadband access using targeted interventions. These interventions should in part be informed by what would encourage households currently without service to adopt the broadband service.

The most important barrier to be addressed would be affordability, as across the Contracting States 36 per cent of the unconnected cited broadband cost as a barrier to adoption of the service. A further significant challenge is that roughly 25 per cent of respondents indicated that there was nothing that would encourage an uptake of the broadband service, representing the most difficult group to reach. Acquiring internet skills and more reliable service were also significant factors that could be addressed to encourage adoption of the service. Targeted digital skills training and regulation of service quality are important interventions that could be considered to promote broadband uptake.

Table 3.7: Factors that would encourage household adoption of broadband service
Percentage of households without internet access

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
If broadband access was more affordable	33.7	28.1	20.5	50.2	45.2
Nothing	23.4	20.5	31.6	20.8	26.8
If Wi-Fi was not available elsewhere	4.5	12.5	12.3	12.9	8
If someone would teach me to use the internet	15.2	4.7	4.3	7.8	0
If broadband connection was more reliable	3.4	5.7	2.0	6.1	7.2
If devices were more affordable	4.9	0	4.4	2.4	1.9
If higher broadband speeds were offered	2.0	0	2	1.4	1.0

Source: ECTEL DIS 2024

4. Quality of Service and Quality of Experience

4.1 Main factors considered when choosing broadband service

The top three factors considered by households when selecting a broadband service has remained largely unchanged since the 2014 Household Survey. In all Contracting States, except St. Kitts and Nevis, the cost of the service was the main deciding factor, followed by the reliability of service and maximum download speed. In the case of St. Kitts and Nevis, reliability edged out cost of service as the most important factor.

Table 4.1: Main factor considered by households when selecting broadband service

Percentage of households with internet access

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
The price of the subscription	20.4	20.2	27.3	30.9	26.8
Reliability of the service	19.4	20.0	33.8	20.2	24.5
The maximum download speed	12.1	7.8	10.3	16.0	5.9
The cost of equipment	4.5	6.0	1.6	1.7	10.4
The maximum upload speed	6.7	2.6	4.1	4.5	2.6
The customer service offered	6.8	2.2	5.0	2.4	1.7

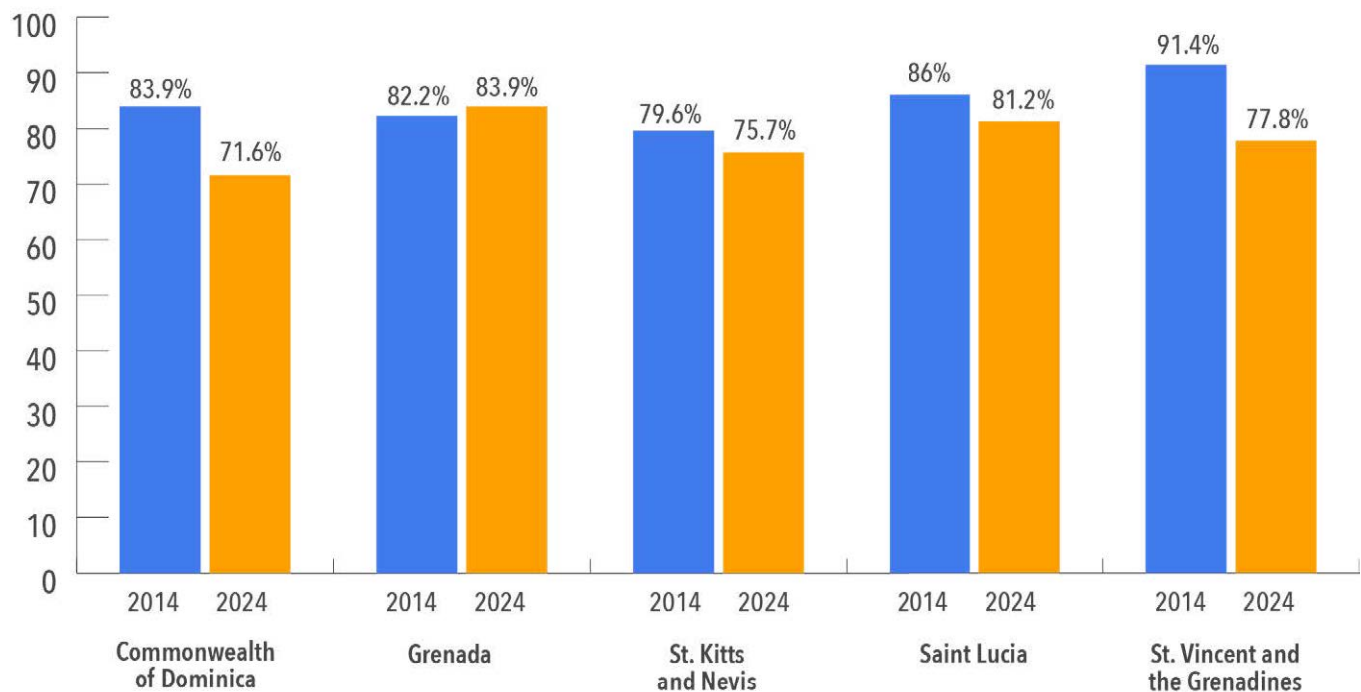
Source: ECTEL DIS 2024

4.2 Household awareness of broadband speed

For all Contracting States, less than 16 per cent of households identified maximum download speeds as a factor in determining broadband service. This may assist in explaining the survey results which shows that most households (more than 71.6 per cent) were unaware of the download speed of their service. This was a very small improvement from more than 79.6 per cent households being unaware in 2014 and points to a need for more consumer education in this area.

Figure 4.1: Households that are unaware of the download speed for broadband service

Percentage of households with internet access



Source: ECTEL DIS 2024

4.3 Most common issues reported by households with mobile or fixed broadband in previous 12 months

The Quality of Service (QoS) offered by service providers and the quality of experience (QoE) of customers are important factors that affect meaningful connectivity and beneficial participation in the digital economy. Across the Contracting States, the most common issue identified by households as having a negative impact on their connectivity experience was slow browsing. More than one third of respondents in Commonwealth of Dominica and up to half the respondents in St. Vincent and the Grenadines indicated that this was the top ranked issue. The table below ranks the top five issues affecting customer experience with broadband service.

Table 4.2: Issues reported by households with mobile and fixed broadband access in the previous 12 months

Percentage of total households

Rank	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
1	Slow browsing	Slow browsing	Slow browsing	Slow browsing	Slow browsing
2	No network access	No broadband service	No network access	No network access	No network access
3	No broadband service	No network access	Depletion of credit	No broadband service	No broadband service
4	Speed test less than download speed	Depletion of credit	Speed test less than download speed	Depletion of credit	Depletion of credit
5	Depletion of credit	Speed test less than download speed	No broadband service	Speed test less than download speed	Speed test less than download speed

Source: ECTEL DIS 2024

4.4 Household experience with complaint resolution

It is expected that the QoS offered to customers will be in line with what was promised to the customer when the service was purchased. Customers are therefore encouraged to engage with service providers when the QoS or QoE is not what was expected. Further, the legal framework for the regulation of electronic communications services includes a complaints resolution mechanism which allows customers to engage with the National Telecommunications Regulatory Commission (NTRC) in their Contracting State to resolve complaints with service providers when the issue cannot be resolved by engagement with that provider.

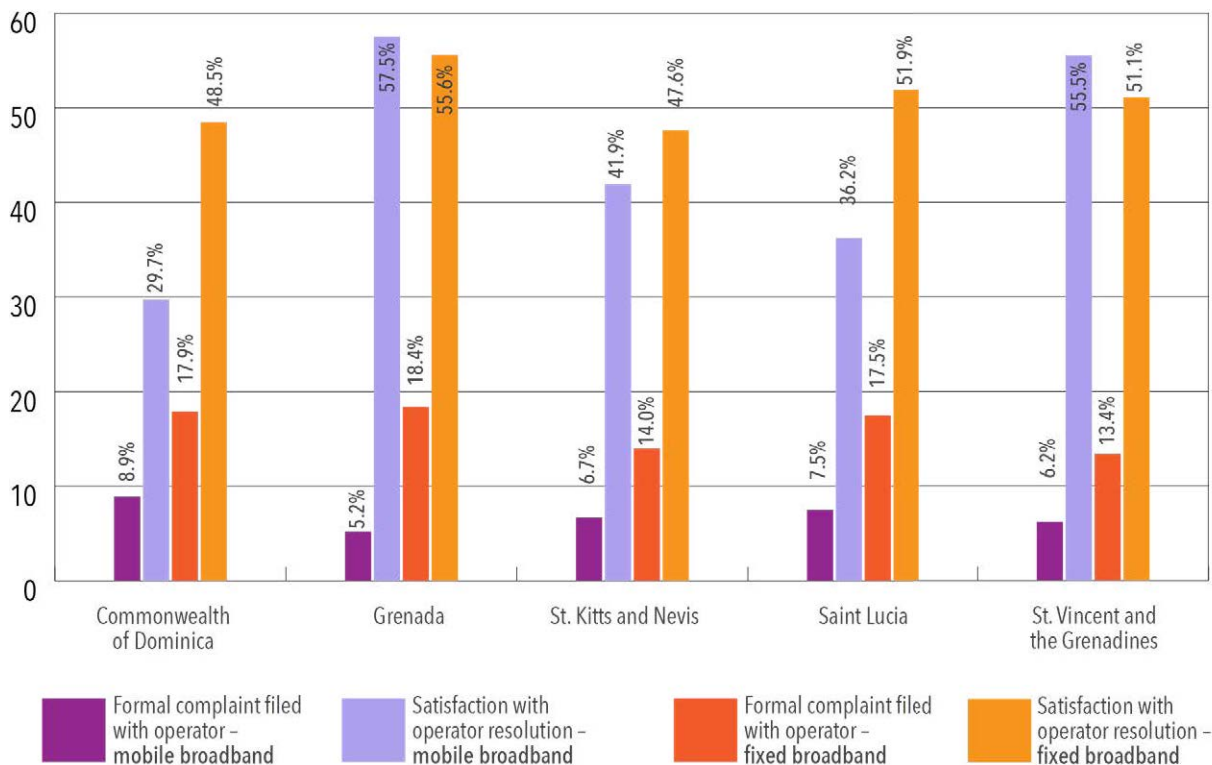
4.4.1 Complaints resolution by service providers

In the Contracting States, it appears that households were more likely to submit a complaint to service providers in relation to fixed broadband (between 13.4 and 18.4 per cent) than for mobile broadband service (less than 8.9 per cent). In Grenada and St. Vincent and the Grenadines more than 50 per cent of households were satisfied with how the service provider addressed mobile broadband internet complaints while in other three Contracting States household satisfaction was less than 42 per cent. In all Contracting States households appeared to be similarly satisfied with the handling of fixed broadband internet complaints by service providers, with satisfaction ranging from 47.6 per cent in St. Kitts and Nevis to a high of 55.6 per cent in Grenada.

Figure 4.2: Household experience with the submission of complaints to service providers

Percentage of total households for submission of complaints

Percentage of households that submitted complaints for satisfaction with resolution



Source: ECTEL DIS 2024

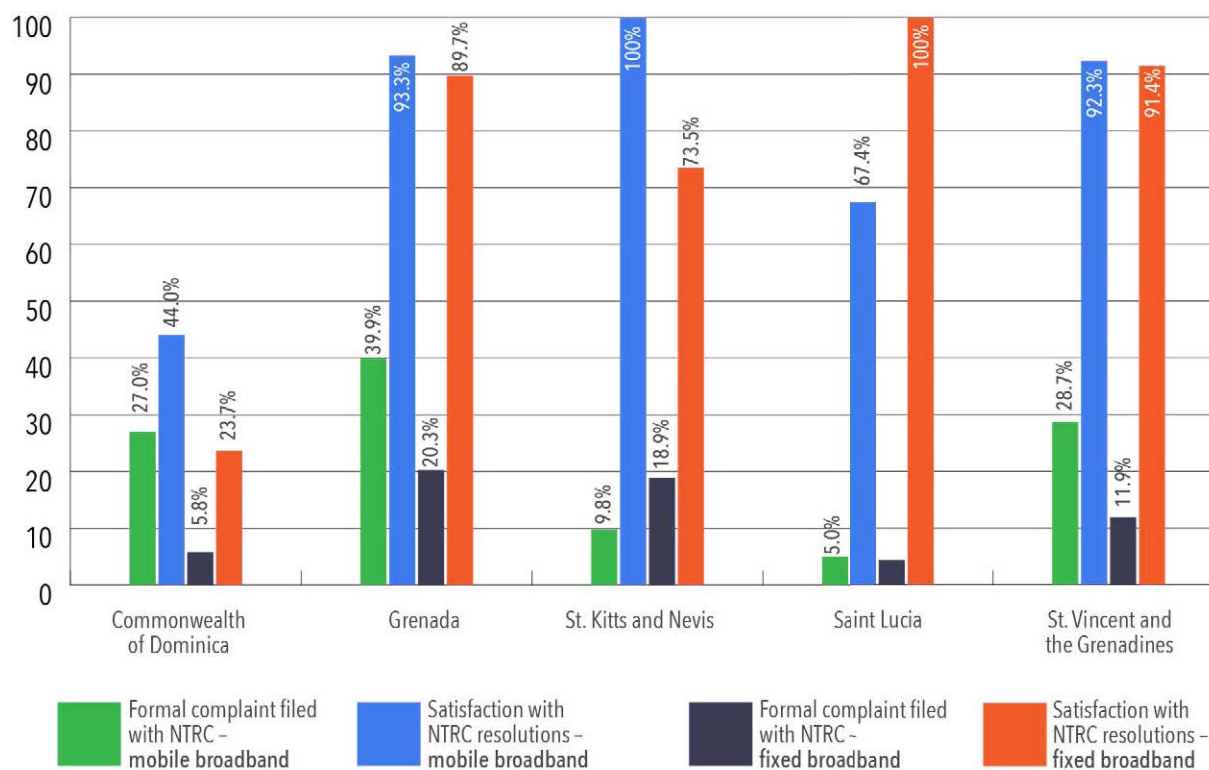
4.4.2 Complaints resolution by NTRCs

The proportion of households reporting complaints to the NTRCs varied across the Contracting States. In the case of complaints related to mobile broadband, less than 9.8 per cent of households in St. Kitts and Nevis and Saint Lucia indicated that they reported a complaint to the NTRC while more than 25 per cent of households reported mobile broadband complaints in the Commonwealth of Dominica (27.0%), Grenada (39.9 per cent) and St. Vincent and the Grenadines (28.7 per cent). For fixed broadband the pattern was slightly different, as households in the Commonwealth of Dominica (5.8 per cent) and Saint Lucia (4.4 per cent) reported complaints to the NTRCs while between 11 and 20 per cent of households in Grenada (20.3 per cent), St Kitts and Nevis (18.9 per cent) and St. Vincent and the Grenadines (11.9 per cent) reported complaints. For households reporting complaints to the NTRCs most were satisfied with the NTRCs interventions with Dominican households recording the lowest levels of satisfaction.

Figure 4.3: Household experience with the submission of complaints to NTRCs

Percentage of total households for submission of complaints

Percentage of households that submitted complaints for satisfaction with resolution



Source: ECTEL DIS 2024

4.5 Household experience with mobile number portability

Mobile number portability was launched in the Contracting States in June 2019. A majority of households surveyed, Commonwealth of Dominica (78 per cent) Grenada (85 per cent), St. Kitts and Nevis (63 per cent), Saint Lucia (79 per cent) and St. Vincent and the Grenadines (80 per cent) indicated that they had not ported their mobile number. For the household members who had ported their number, in three Contracting States more than half, Grenada (58 per cent), Saint Lucia (78 per cent) and St. Vincent and the Grenadines (54 per cent), indicated that they found the porting experience easy. On the other hand, less than half, 49 per cent in Commonwealth of Dominica and 30 per cent in St. Kitts and Nevis indicated that porting was easy.



JUNE 2019

MOBILE NUMBER PORTABILITY
WAS LAUNCHED IN THE
CONTRACTING STATES

5. Affordability of Electronic Communications Services

5.1 Household expenditure on fixed broadband internet service

Spending by households surveyed in the Contracting States revealed that households in Saint Lucia reported spending the least for monthly fixed broadband internet service at XCD 119.99 while Dominican households spent the most at XCD 165.08. In the Commonwealth of Dominica and Saint Lucia, urban households reported spending more than rural households while the reverse was noted in the other Contracting States.

Table 5.1: Household average monthly expenditure on fixed broadband service (XCD)
Average expenditure of all responsive households with service

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
All households	165.08	133.95	158.07	119.99	137.00
Urban households	195.33	133.67	151.99	122.97	128.00
Rural households	146.47	134.23	163.09	113.67	147.00

Source: ECTEL DIS 2024

Spending by households surveyed in the Contracting States revealed that households in **Saint Lucia reported spending the least** for monthly fixed broadband internet service at **XCD119.99**.

5.2 Household expenditure on mobile service

In the Contracting States, mobile plans typically include allowances for mobile broadband, voice and text messaging. Across the Contracting States prepaid mobile plans are more prevalent than postpaid plans: Commonwealth of Dominica (77.2 per cent), Grenada (73.8 per cent), St. Kitts and Nevis (78.0 per cent), Saint Lucia (77.3 per cent) and St. Vincent and the Grenadines (85.5 per cent). In three Contracting States, Commonwealth of Dominica, St. Kitts and Nevis and Saint Lucia respondents with prepaid mobile plans reported spending less per month than respondents using postpaid mobile plans. Prepaid plans can offer more flexibility to lower income earners as there is no fixed monthly commitment.

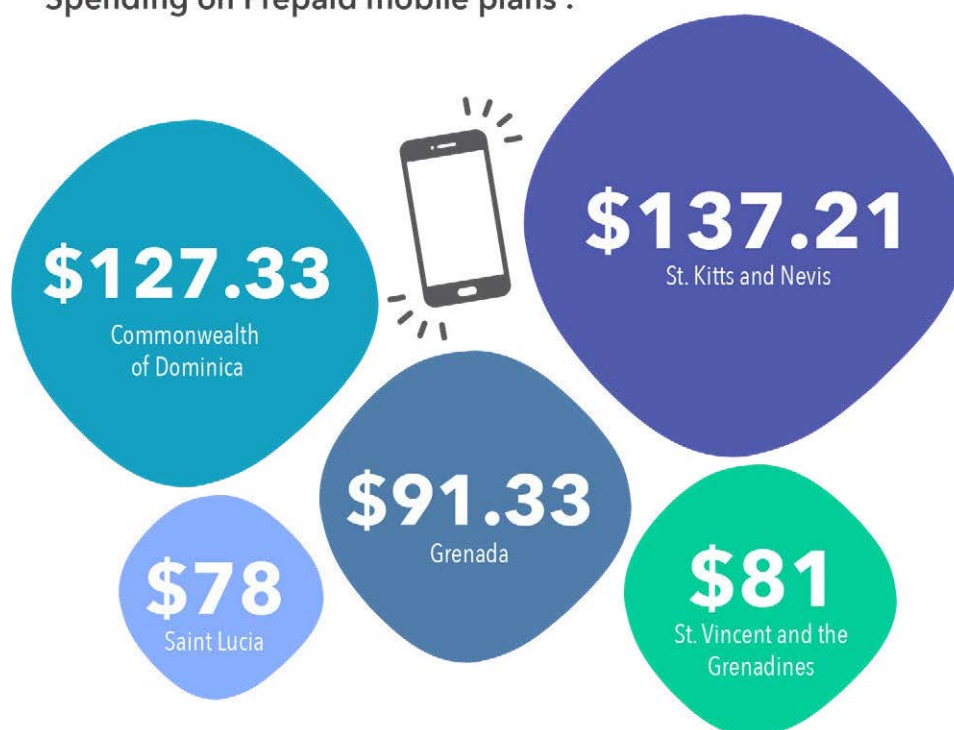
For prepaid mobile plans, respondents in Saint Lucia indicated the lowest monthly spend of XCD 78.00 and St. Kitts and Nevis respondents had the highest monthly spend of XCD 137.21. Respondents in St. Vincent and the Grenadines spent XCD 67.00 monthly on postpaid mobile plans which was the lowest spend, while St. Kitts and Nevis respondents recorded the highest monthly spend on postpaid mobile plans.

Table 5.2: Household average monthly expenditure on mobile plans

Expenditure reported by responsive households with mobile plans

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Prepaid mobile plans	127.33	91.33	137.21	78.00	81.00
Postpaid mobile plans	143.60	70.00	147.97	109.00	67.00

Spending on Prepaid mobile plans :



5.3 Household perception of affordability of electronic communications services

Affordable access to electronic communications services and in particular broadband internet service has been recognised as essential for meaningful connectivity and to ensure that everyone has the opportunity to be included in the digital economy.

A majority of households indicated that mobile voice service was affordable with households in St. Kitts and Nevis (69.4 per cent) most likely to find that service affordable and households in St. Vincent and the Grenadines (55.9 per cent) the least likely to find the service affordable. Even with this, the proportion of households that did not indicate that the service was affordable is still of concern and will need to be addressed by ECTEL and the NTRCs.

In contrast to mobile voice service, in all the Contracting States except in St. Kitts and Nevis (56.0 per cent) less than 50 per cent of households indicated that mobile broadband internet service was affordable. It should also be noted that the cost of mobile broadband internet service was stated as a barrier to adoption of the service.

In terms of fixed broadband internet service, in two Contracting States, Grenada (58.1 per cent) and St. Vincent and the Grenadines (51.7 per cent) just over 50 per cent of households said that fixed broadband service was affordable. In the other three Contracting States, less than 50 per cent considered fixed broadband internet service as affordable.

Interestingly, in all Contracting States for mobile broadband internet and fixed broadband internet, households with children under the age of 15 were more likely to indicate that broadband internet was affordable. It is likely that households with children place greater importance on broadband access as a key tool for education.

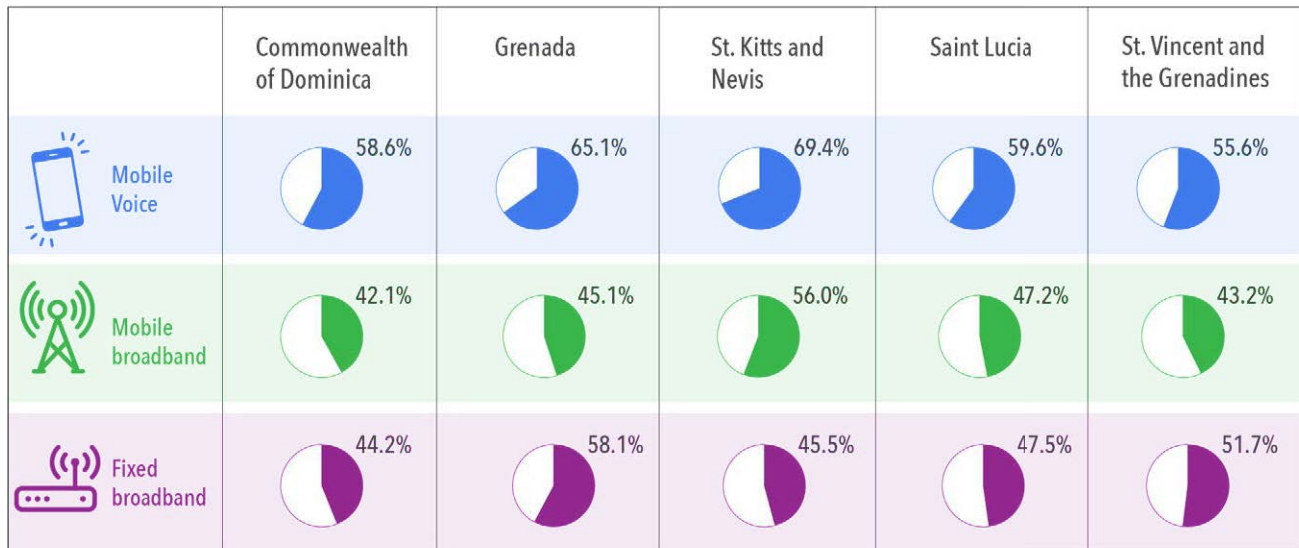
The overall findings reveal that price of broadband service is not seen as affordable across the Contracting States. This is problematic as affordable broadband internet has a direct impact on adoption and ensuring universal and meaningful connectivity which is requisite for digital inclusion. These findings have highlighted that targeted regulatory action is necessary to address this.



The overall findings reveal that **price of broadband service is not seen as affordable** across the Contracting States.

Figure 5.1: Households that perceive services as affordable

Percentage of all households



Source: ECTEL DIS 2024

Table 5.3: Households with children and without children that perceive services as affordable

Percentage of all households

		Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Mobile broadband internet	Households without children	40.5	42.4	53.1	44.1	37.5
	Households with children	45.2	48.3	59.9	53.5	47.8
Fixed broadband internet	Households without children	43.3	54.8	45.4	44.9	44.8
	Households with children	46.2	62.3	45.2	52.3	57.3

Source: ECTEL DIS 2004

6. Individual Use of ICT

6.1 General characteristics of respondents

Approximately 7,900 individuals completed the DIS 2024 across the Contracting States. The number of respondents ranged from 824 in St. Kitts and Nevis to 1,985 in St. Vincent and the Grenadines.

Of the total respondents, 18.2 per cent were between the ages of 15 and 25 years, 19.3 per cent were aged 26-35, 26.3 per cent were in the 36-50 age bracket and 36.2 per cent were over the age of 50. Within the over 50 age bracket, the highest proportion of respondents was recorded in the Commonwealth of Dominica (45.1 per cent) whilst the lowest was recorded in St. Vincent and the Grenadines (30.4 per cent). In the 15-25 age bracket, St. Kitts and Nevis reported the lowest proportion of respondents (14.7 per cent) whilst St. Vincent and the Grenadines reported the highest (22.1 per cent).

On average, 49.6 per cent of the respondents were male whilst 50.4 per cent were female. The proportion of male respondents was slightly higher than females in all Contracting States except St. Kitts and Nevis and Saint Lucia.

In all the Contracting States, the highest level of education attained by a majority of respondents was a secondary level of education: Commonwealth of Dominica (39.0 per cent), Grenada (37.3 per cent), St. Kitts and Nevis (54.4 per cent), Saint Lucia (45.6 per cent) and St. Vincent and the Grenadines (45.9 per cent).

The second highest level of education attained by respondents was primary education or lower with the exception of St. Kitts and Nevis where post-secondary non-tertiary education (13.0 per cent of respondents) was second. The proportion of respondents with post-secondary non-tertiary education ranged from 8.5 per cent in St. Vincent and the Grenadines to 15.1 per cent in the Commonwealth of Dominica. For short-cycle tertiary education, the proportion of respondents ranged from 4.0 per cent in Saint Lucia to 13.2 per cent in Grenada.

Only a minor proportion of respondents reported having a bachelor or equivalent, master or equivalent and doctoral or equivalent education. Overall, the results indicate that respondents in St. Kitts and Nevis surpassed the other Contracting States in tertiary level education.

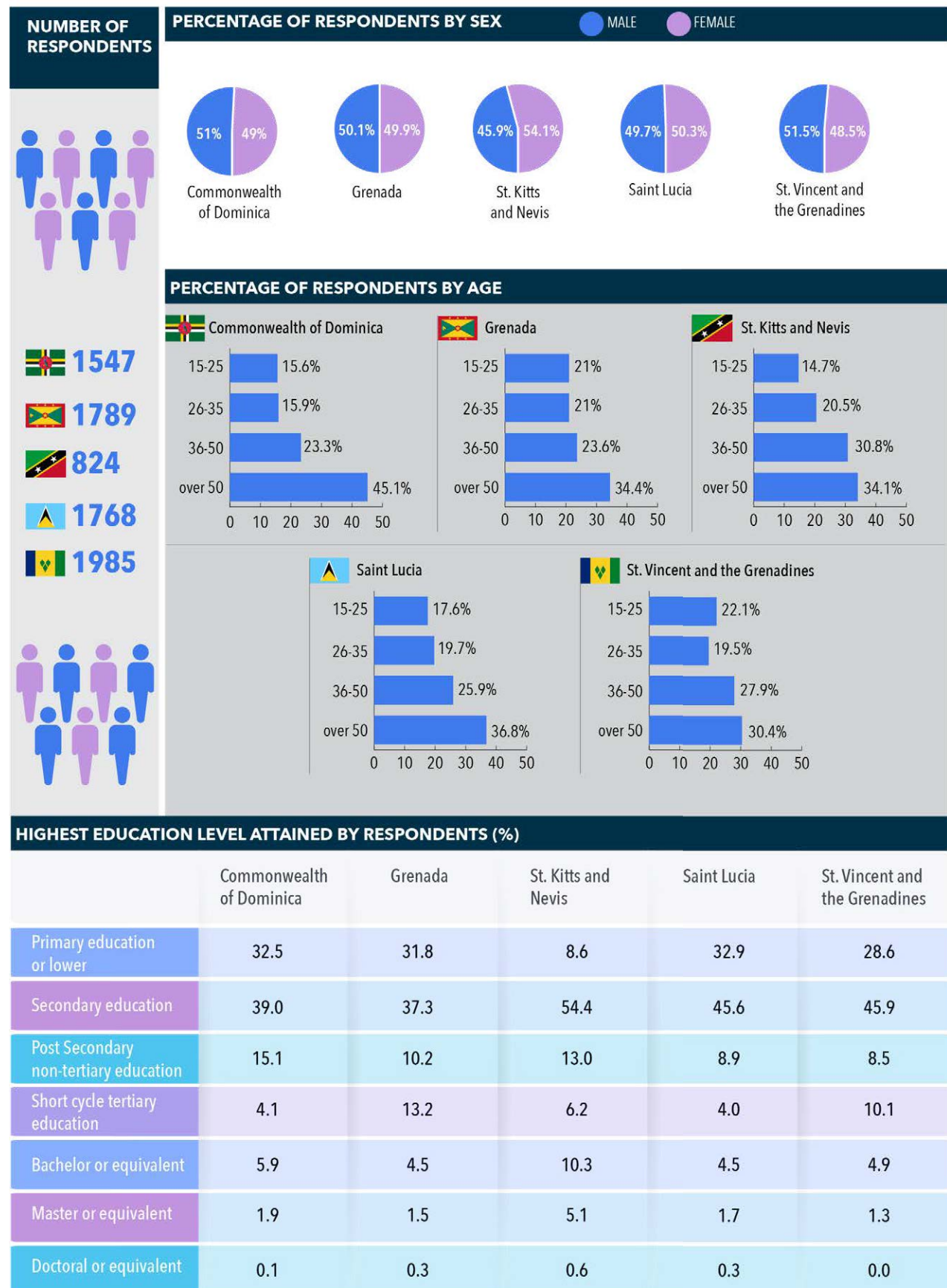
Across the Contracting States, 63.9 per cent of the respondents reported being employed. These respondents worked within the private sector (29.4 per cent), the public sector (18.3 per cent) or were self-employed (16.3 per cent). The majority of the respondents from the private sector were involved in service and sales (19.2 per cent) and craft and related trades (11.4 per cent).

The proportion of respondents who reported being unemployed was relatively low in St. Kitts and Nevis (9.3 per cent) compared to the Commonwealth of Dominica (13.0 per cent), Grenada (16.3 per cent), St. Vincent and the Grenadines (19.5 per cent) and Saint Lucia (20.1 per cent).

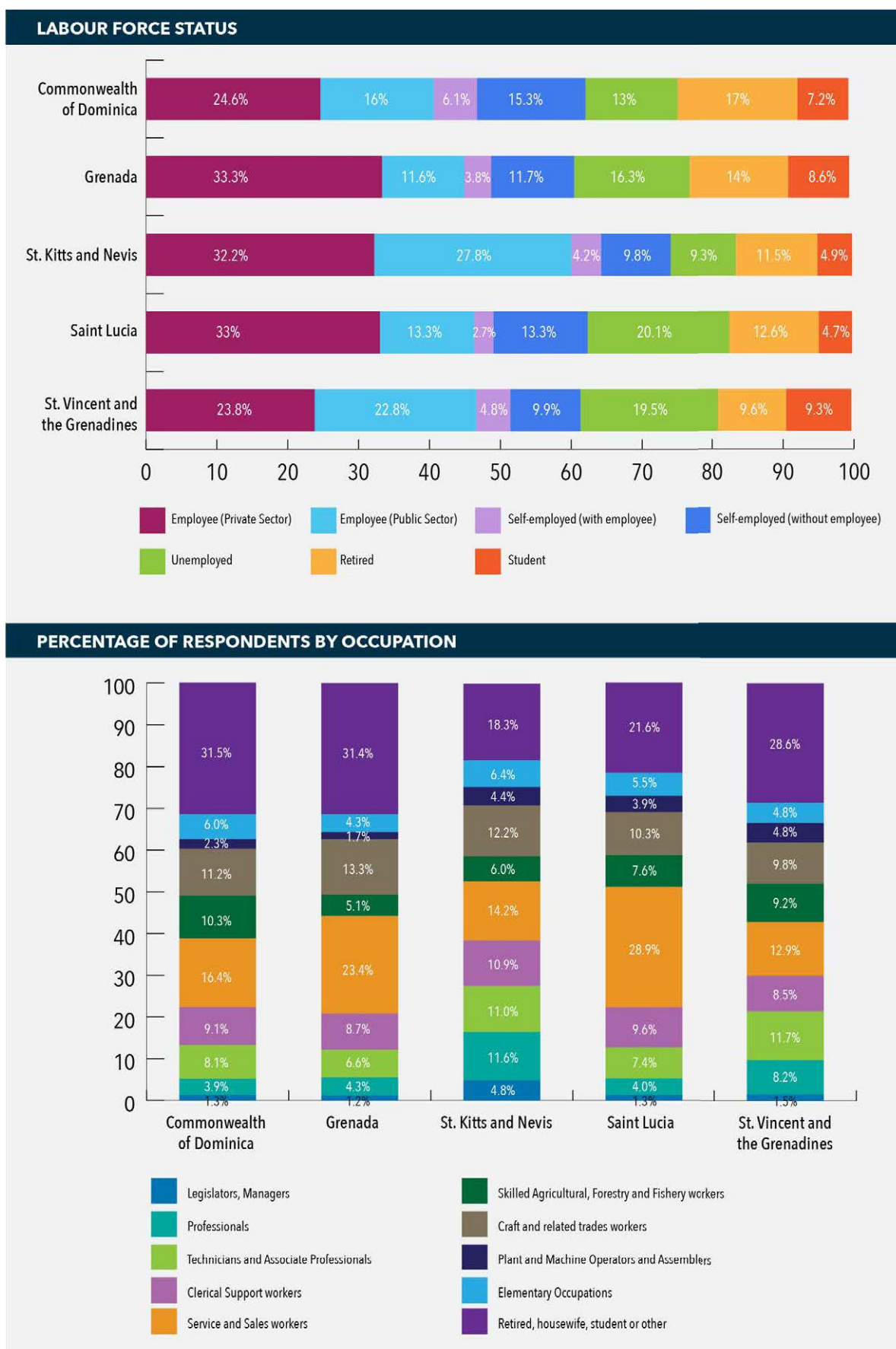
Twenty per cent of the respondents were considered not to be in the labour force because they were retired (12.0 per cent) or students (6.9 per cent). The Commonwealth of Dominica recorded the highest proportion of retired respondents (17.0 per cent) whilst St. Vincent and the Grenadines recorded the lowest (9.6 per cent). The proportion of student respondents ranged from 4.7 per cent in Saint Lucia to 9.2 per cent in St. Vincent and the Grenadines.

Figure 6.1: Demographic composition of individual respondents

Percentage of total respondents



Source: ECTEL DIS 2024



Source: ECTEL DIS 2024

Disability Status

The majority of respondents, more than 86.7 per cent, reported not having a disability. Among the minor proportion of respondents who reported having a disability, the most common disabilities were difficulty seeing even with glasses and difficulty in walking or climbing steps. Grenada recorded the highest proportion of respondents who reported having difficulty walking and climbing steps (6.4 per cent). This was followed by St. Kitts and Nevis (5.3 per cent), the Commonwealth of Dominica (4.8 per cent), Saint Lucia (4.8 per cent) and St. Vincent and the Grenadines (3.9 per cent).

The proportion of respondents who reported having difficulty in seeing was also relatively higher in Grenada (6.3 per cent) and St. Vincent and the Grenadines (5.0 per cent) as compared to St. Kitts and Nevis (2.2 per cent), the Commonwealth of Dominica (3.2 per cent) and Saint Lucia (3.4). Interventions that promote accessibility to ICT devices and services for persons with disabilities would be beneficial in the Contracting States. The Universal Service Fund (USF) in each of the Contracting States has a mandate to provide ICT services to persons with disabilities thereby promoting digital inclusion.

Table 6.1: Disability status of respondents

Percentage of total respondents

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Difficulty hearing even with a hearing aid	1.4	2.0	0.5	1.0	0.5
Difficulty seeing even if wearing glasses	3.2	6.3	2.2	3.4	5.0
Difficulty remembering and concentrating	1.2	2.2	0.8	2.1	0.9
Difficulty communicating, understanding or being understood	0.7	1.5	0.5	1.0	0.5
Difficulty walking or climbing steps	4.8	6.4	5.3	4.8	3.9
Difficulty with self-care such as washing all over or dressing	1.1	1.8	0.5	1.5	0.6
None	91.3	86.7	91.9	91.0	91.4

Source: ECTEL DIS 2024

Phone and Smartphone Ownership and Use

6.2 Mobile phone ownership

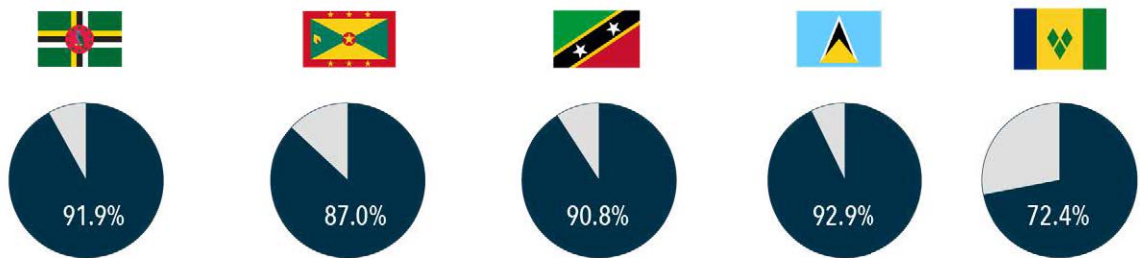
Overall, many respondents in the Contracting States reported owning a mobile phone during the survey period. The highest mobile phone ownership was recorded in Saint Lucia (92.9 per cent), while the lowest was in St. Vincent and the Grenadines (72.4 per cent).

Across the Contracting States, mobile phone ownership was slightly higher among females than males except for St. Vincent and the Grenadines where male ownership was marginally higher by 0.7 percentage points. This small difference reflects gender parity in mobile phone ownership, meaning that men and women have nearly equal access to mobile phones in the Contracting States.

It should also be highlighted that mobile phone ownership in St. Vincent and the Grenadines (72.4 per cent) lags significantly behind the other Contracting States, all of which recorded ownership above 87 per cent, representing a gap of more than 14 percentage points.

Figure 6.2: Individuals who own a mobile phone

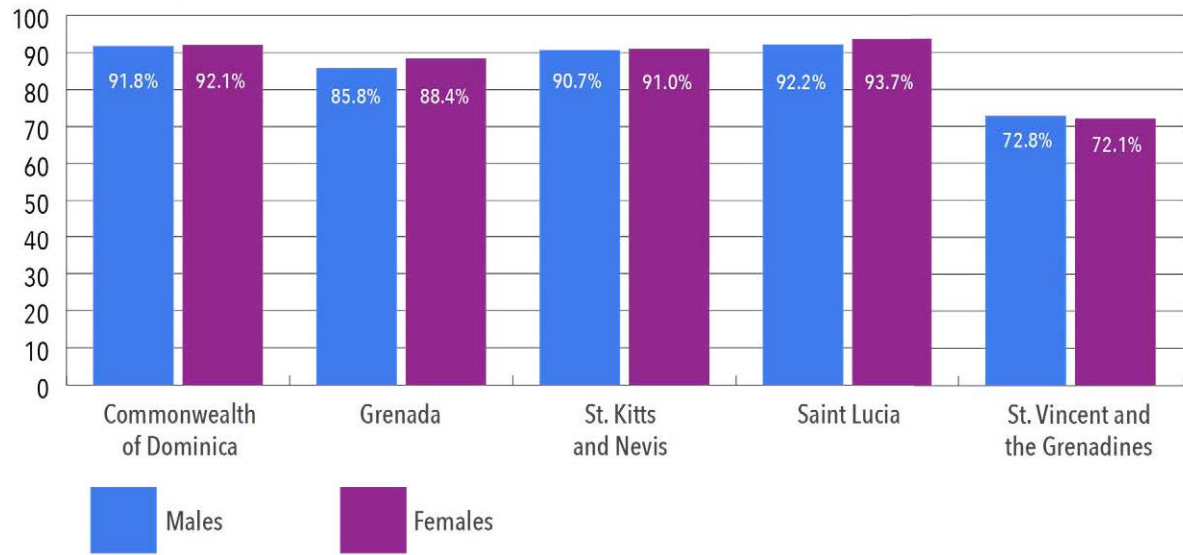
Percentage of total respondents



Source: ECTEL DIS 2004

Figure 6.3: Individuals who own a mobile phone by sex

Percentage of total respondents



Source: ECTEL DIS 2024

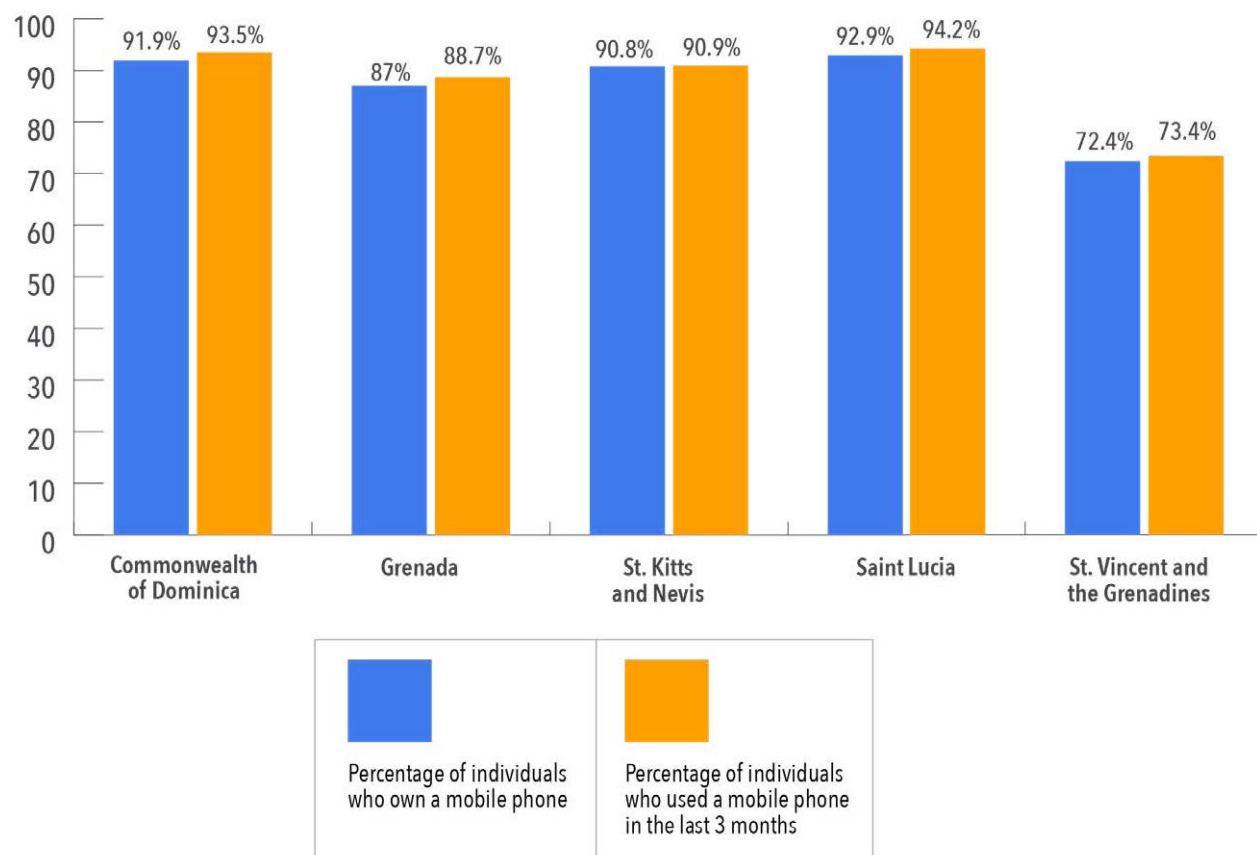
6.3 Mobile phone use in the previous three months

The proportion of households with at least one mobile phone in the Contracting States increased from 89 per cent in 2014 to 95 per cent in 2024. At the individual level, mobile phone ownership also remains high at between 87 to 93 per cent, with the exception of St. Vincent and the Grenadines (72.4 per cent).

Across the Contracting States, the proportion of individuals who reported using a mobile phone in the last 3 months was slightly higher than the proportion of those who reported owning one. This variance ranged from a negligible difference of 0.1 percentage point in St. Kitts and Nevis to 1.7 percentage points in Grenada. This suggests that some individuals may be able to access a mobile phone even though they may not personally own a device, for example, by borrowing from family members within the household.

Figure 6.4: Individuals who own a mobile phone versus those who use a mobile phone

Percentage of total respondents



Source: ECTEL DIS 2024

These findings indicate that access to mobile phones is widespread, and that residents can use this access to actively participate in the digital economy. However, targeted intervention may be required in St. Vincent and the Grenadines to increase mobile phone ownership and use levels as it lags the other Contracting States.

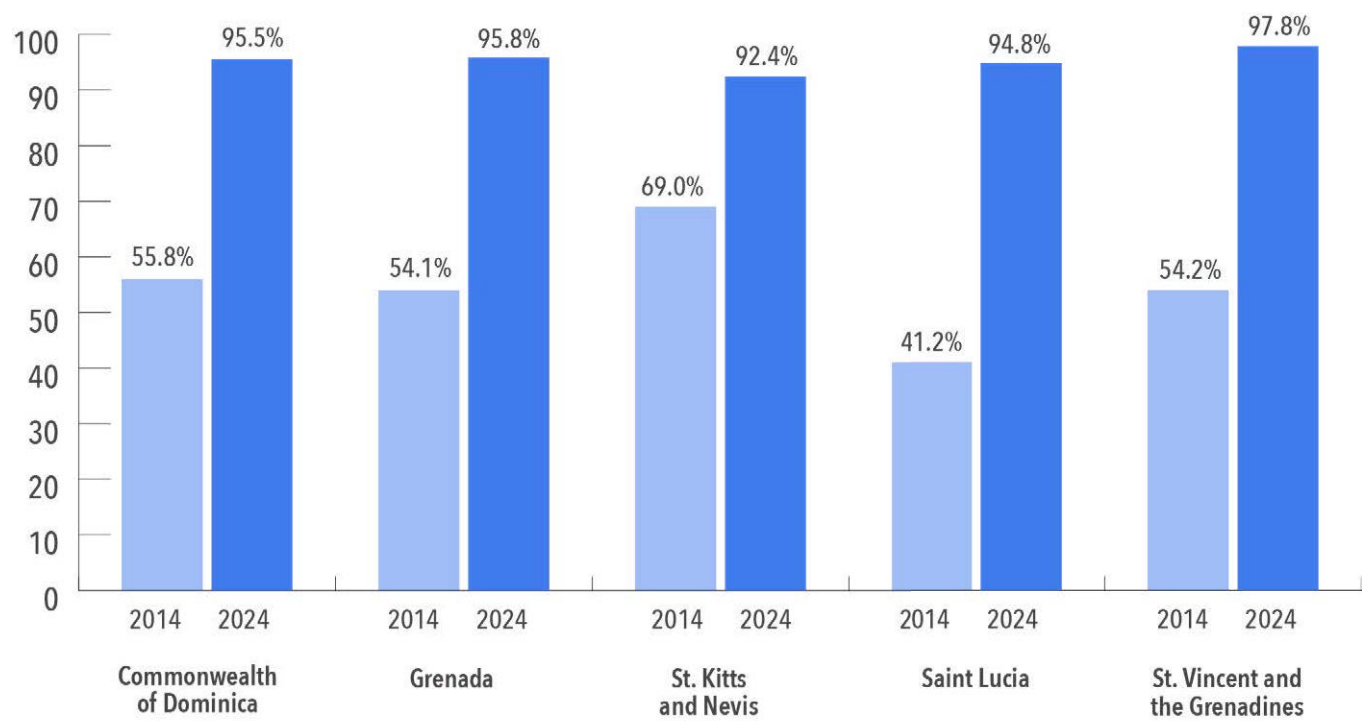
6.4 Smartphone ownership

Among those respondents who owned a mobile phone, over 92 per cent reported owning a smartphone in 2024. This reflects an increase of at least 40 percentage points over the last decade, except for St. Kitts and Nevis. Saint Lucia recorded the largest increase of 53.8 percentage points while St. Kitts and Nevis had the smallest increase of 23.4 percentage points as smartphone ownership was already relatively high in 2014.

Interestingly, while overall mobile phone ownership was lowest in St. Vincent and the Grenadines (72.4 per cent), the majority of these were smartphones (97.8 per cent), the highest proportion across the Contracting States.

Figure 6.5: Mobile phone owners who own a smartphone

Percentage of total mobile phone owners



Source: ECTEL DIS 2024

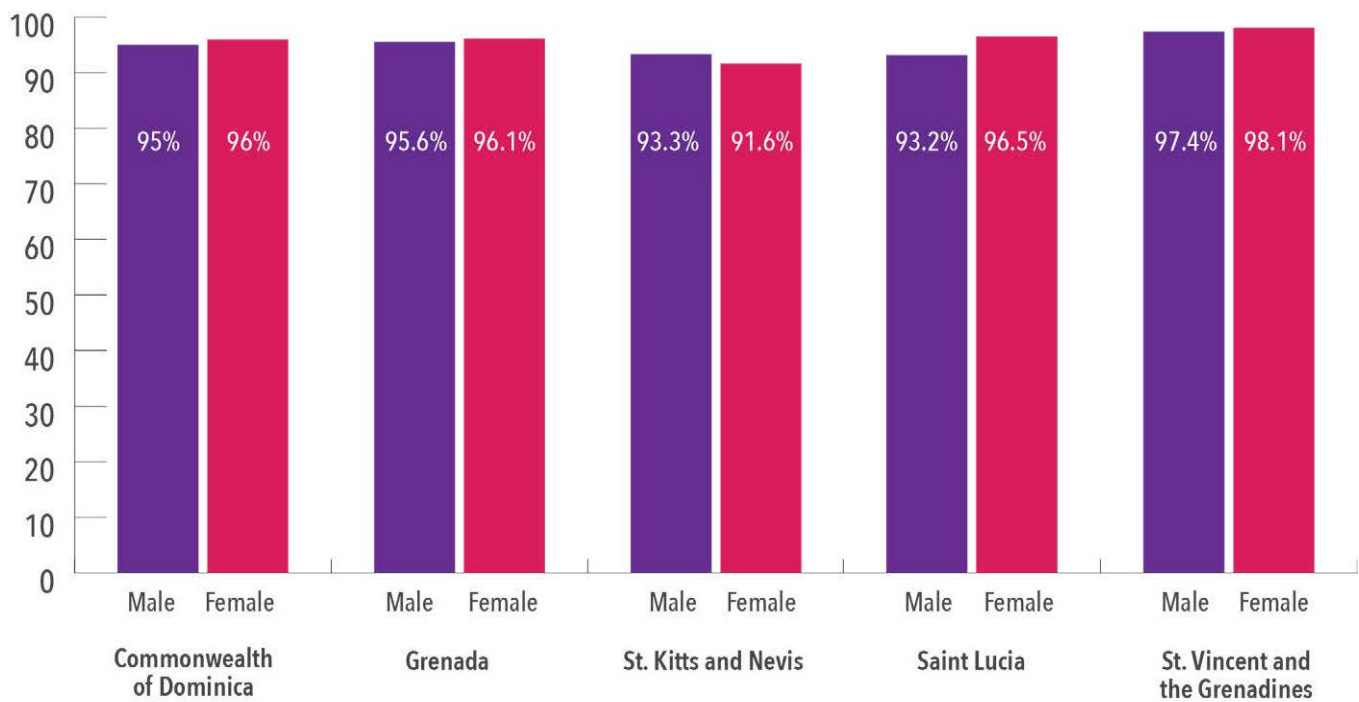
Smartphone ownership has become nearly universal across the Contracting States, with at least 9 out of 10 mobile phone owners now using smartphones, compared to only 4 to 6 out of 10 mobile phone owners a decade ago.



Overall, smartphone ownership was slightly higher among female respondents compared to male respondents. The only exception was in St. Kitts and Nevis, where smartphone ownership among males (93.3 per cent) exceeded that of females (91.6 per cent).

Figure 6.6: Mobile phone owners who own a smartphone by sex

Percentage of total mobile phone owners



Source: ECTEL DIS 2024

6.5 Barriers to smartphone ownership

Across the Contracting States, almost 5 per cent of mobile phone owners indicated that they did not own a smartphone in 2024. The leading reason given across all Contracting States was no need for a smartphone, compared to 2014, when the dominant reason cited was that smartphones were too expensive. The top reasons for not owning a smartphone in each Contracting State are as follows:

- Commonwealth of Dominica: 47.9 per cent of non-smartphone owners reported no need for a smartphone, compared to 51.4 per cent in 2014 when the top barrier was smartphones being too expensive.
- Grenada: 49.7 per cent cited no need for a smartphone in 2024; in 2014 the dominant reason was the cost of smartphones.
- St. Kitts and Nevis: 55.0 per cent of respondents in 2024 reported no need for a smartphone, compared with 43.9 per cent in 2014, when high cost of smartphone was the main barrier.
- Saint Lucia: 40.7 per cent indicated they have no need for a smartphone in 2024 while in 2014, the primary barrier was that smartphones were too expensive (45.5 per cent).
- St. Vincent and the Grenadines: 53.7 per cent cited no need for a smartphone 2024, the cost barrier was the dominant reason in 2014 which fell sharply from 64.3 per cent in 2014 to 11.9 per cent in 2024.

Overall, while affordability was previously the main barrier to smart phone ownership, the dominant reasons for not owning a smart phone in 2024 included lack of need.

Table 6.2: Top barriers to smartphone ownership

Percentage of respondents who do not own a smartphone

	COMMONWEALTH OF DOMINICA		GRENADA		ST. KITTS AND NEVIS		SAINT LUCIA		ST. VINCENT AND THE GRENADINES	
	2014	2024	2014	2024	2014	2024	2014	2024	2014	2024
No need for smartphone	20.3	47.9	30.5	49.7	26.7	55.0	35.5	40.7	21.8	53.7
Smartphone too expensive	51.4	22.5	46.9	35.2	43.9	27.6	45.5	10.2	64.3	11.9
I do not use mobile internet service	5.9	5.8	3.3	5.0	8.6	8.2	5.3	28.7	2.8	17.2
My next phone will be a smartphone	11.8	13.8	8.8	3.3	6.8	3.2	7.5	7.2	5.3	14.8

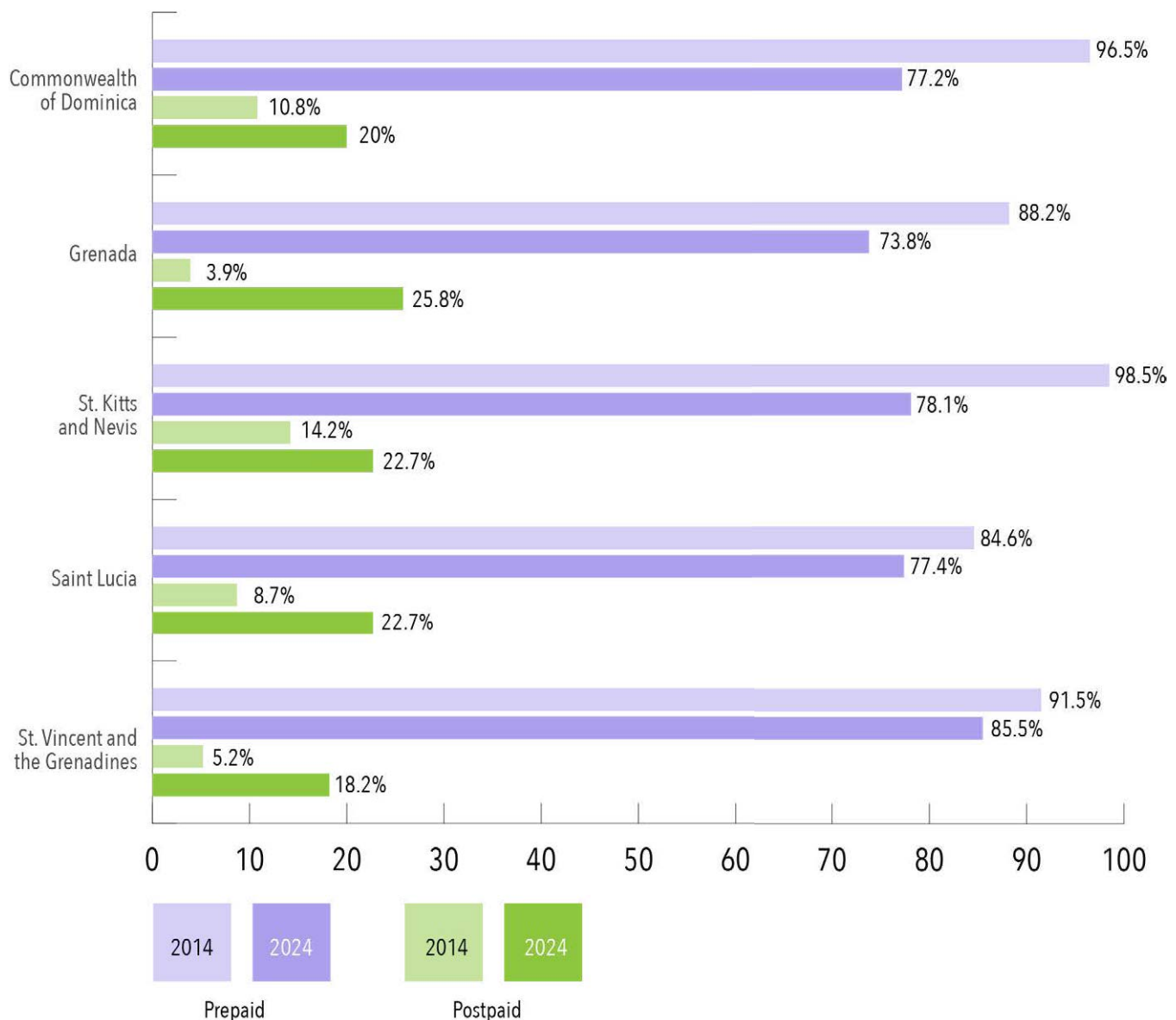
Source: ECTEL DIS 2024

6.6 Individual use of mobile phone service in the previous three months

Prepaid mobile service remained the most subscribed to mobile service by respondents across the Contracting States, similar to 2014. In 2024, respondents subscribing to prepaid mobile services ranged from a low of 73.8 per cent in Grenada to a high of 85.5 per cent in St. Vincent and the Grenadines. In contrast, postpaid subscriptions, though still fewer in number, have grown substantially across all Contracting States since 2014, more than doubling in Grenada, Saint Lucia, and St. Vincent and the Grenadines. This indicates that in the last 10 years, a number of persons have switched from prepaid to postpaid plans which may now be seen as more attractive.

Figure 6.7: Individuals using prepaid and postpaid mobile services

Percentage of total respondents



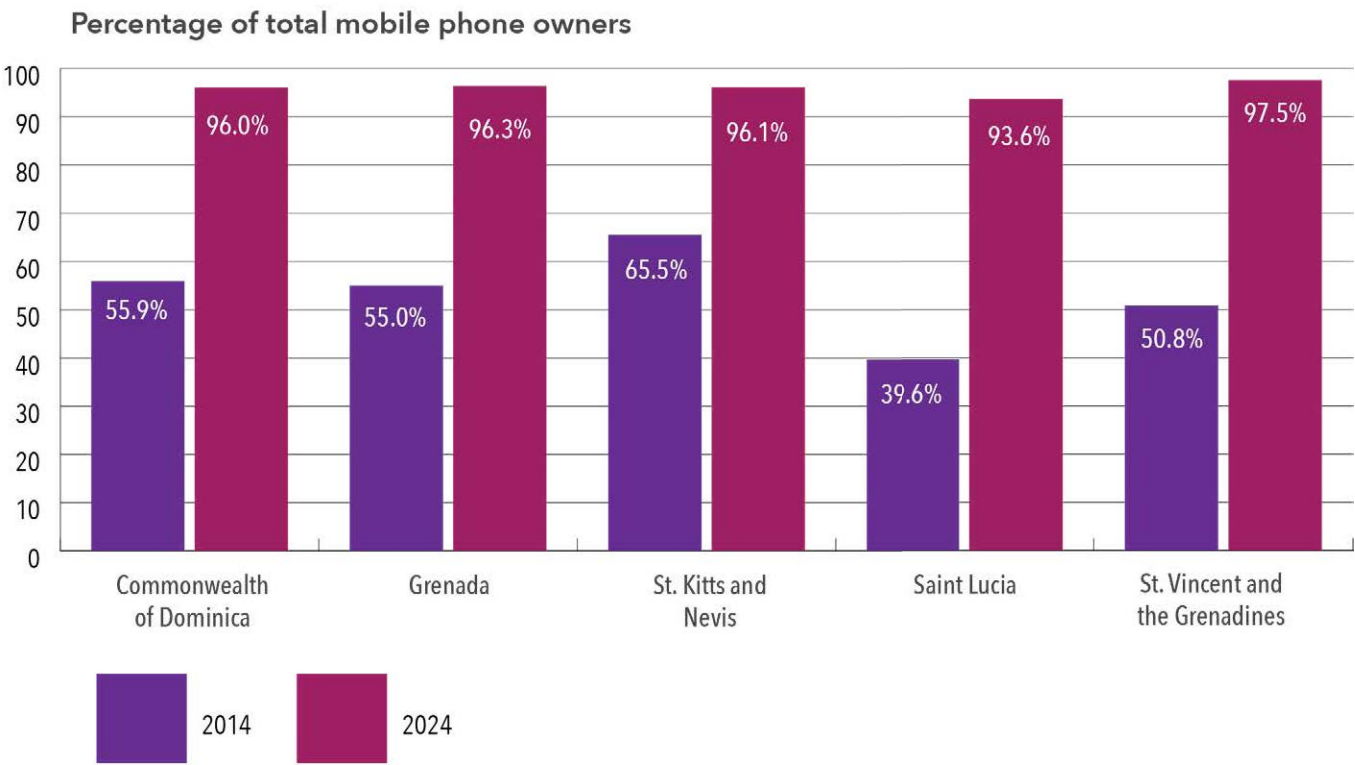
Source: ECTEL DIS 2024

6.7 Use of a mobile phone or smartphone to access the internet

Mobile phone and in particular smartphones are key enablers of internet access as they provide convenient and portable access from virtually anywhere. As of 2024, 4.7 billion individuals or 58 per cent of the world’s population accessed the internet using a mobile phone, making mobile phones the primary method, or in the case of low- and middle-income countries (LMICs) the only method, of accessing internet globally. In addition, 9 per cent or 710 million individuals used a mobile phone that they did not own or have primary use of to access the internet.⁴

In the Contracting States, more than 95.9 per cent of respondents reported using a mobile phone to access the internet in 2024. While the proportion of respondents who used a mobile phone to access the internet was consistent across the Contracting States, an overall increase of 42.5 percentage points was recorded from 2014 to 2024. Significantly, an increase of 54.0 percentage points was reported in Saint Lucia while a smaller but significant increase of 30.6 percentage points was reported in St. Kitts and Nevis. Notably, more than 95.3 per cent of respondents using a mobile phone in 2024 indicated that they used a smartphone. Globally, an estimated 4.4 billion individuals, representing 54 per cent of the global population accessed the internet using a smartphone in 2024. This reflects an increase of 54 per cent or 250 million people, highlighting the growing adoption of smartphones for internet access globally.⁵

Figure 6.8: Use of mobile phone to access the internet



Source: ECTEL DIS 2024

⁴GSMA – The State of Mobile Connectivity 2025.

⁵Ibid

6.8 Barriers to use of mobile or smartphone for internet access

Mobile phones and smartphones can make internet use more convenient and accessible which can in turn promote digital inclusion and equitable access for all citizens. In the Contracting States, for respondents who did not use a mobile phone for internet access, the cost of the service was identified as the primary reason why respondents did not use their mobile phone or smartphones to access the internet. The proportion of respondents who identified the cost of service as a barrier ranged from 16.3 per cent in Grenada to 25.6 per cent in the Commonwealth of Dominica. Both males and females across the Contracting States shared similar perceptions of the cost of the service.

On average, the perception of the cost of the service as a barrier to use of mobile and smartphones for internet access was up by 8.8 percentage points from 2014. The increase was especially pronounced in the Commonwealth of Dominica (13.8 percentage points) and Saint Lucia (16.5 percentage points) but remained relatively unchanged in St. Vincent and the Grenadines (17.0 per cent). The increase was less remarkable in St. Kitts and Nevis (6.8 percentage points).

It is noteworthy that the main barrier to using mobile phones to access the internet in 2014 was a preference for the use of laptops/PCs as reported by more than 39.5 per cent of respondents. However, the preference for use of laptops/PCs has recorded a dramatic decline to less than 4.2 per cent in 2024.

The results highlight the need to address the affordability of mobile broadband service to promote digital inclusion and equitable access to the internet across the Contracting States.

Table 6.3: Main barriers for use of mobile phone or smartphone to access the internet

Percentage of respondents who did not use a mobile phone to access the internet

		Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Mobile broadband service is too expensive	2014	11.8	8.8	10.5	5.1	17.4
	2024	25.6	16.3	17.3	21.6	17.0
Prefer to use a laptop/PC	2014	39.5	58.5	51.6	63.3	43.2
	2024	1.6	4.2	0.0	0.0	1.4

In 2024, the top barrier to using mobile phones to access the internet was the cost of the broadband service.

Source: ECTEL DIS 2024

6.9 Individual access to mobile broadband service

For most respondents, the main method used for accessing mobile broadband internet was Wi-Fi which experienced steady growth since 2014. This could signal that Wi-Fi is more widely available in the Contracting States as the Universal Service Funds continue to launch public Wi-Fi initiatives.

Many respondents across the Contracting States primarily accessed mobile broadband internet using only Wi-Fi in 2024. The proportion of respondents accessing the internet via this medium ranged from 30.5 per cent in St. Kitts and Nevis to 51.0 per cent in Grenada. The growth in the use of only Wi-Fi from 2014 to 2024 was particularly significant in Saint Lucia (14 percentage points) and St. Vincent and the Grenadines (16 percentage points).

The second most popular method for accessing mobile broadband service was mobile data plans (if Wi-Fi was not available), having been selected by an average of 28.4 per cent of the respondents in the Contracting States ranging from 23.6 per cent in St. Kitts and Nevis to 36.9 per cent in the Commonwealth of Dominica. From 2014 to 2024, the proportion of respondents using this option as their primary means of accessing mobile internet increased in all Contracting States with the highest increases being recorded in the Commonwealth of Dominica (21.3 percentage points) and the lowest in St. Kitts and Nevis (2.3 percentage points). This may point to the growth in the number of respondents who value being able to access the internet anytime.

More than 20 per cent of respondents indicated that the main method for accessing mobile broadband internet was using a mobile data plan: postpaid mobile data plans (on average 10.8 per cent) and prepaid mobile data plans (on average 10.5 per cent). With the exception of St. Kitts and Nevis, postpaid mobile data plans as the primary way to use mobile internet increased in all Contracting States from 2014.

The survey results have indicated that the cost of service is the primary barrier to mobile broadband internet service access, it is therefore not surprising that most respondents prefer to use a Wi-Fi connection to possibly avoid mobile data charges and potential data caps, as Wi-Fi would be included in the home or office internet plan and is often available at public hot spots and therefore not pose any additional cost to the user.

>20%

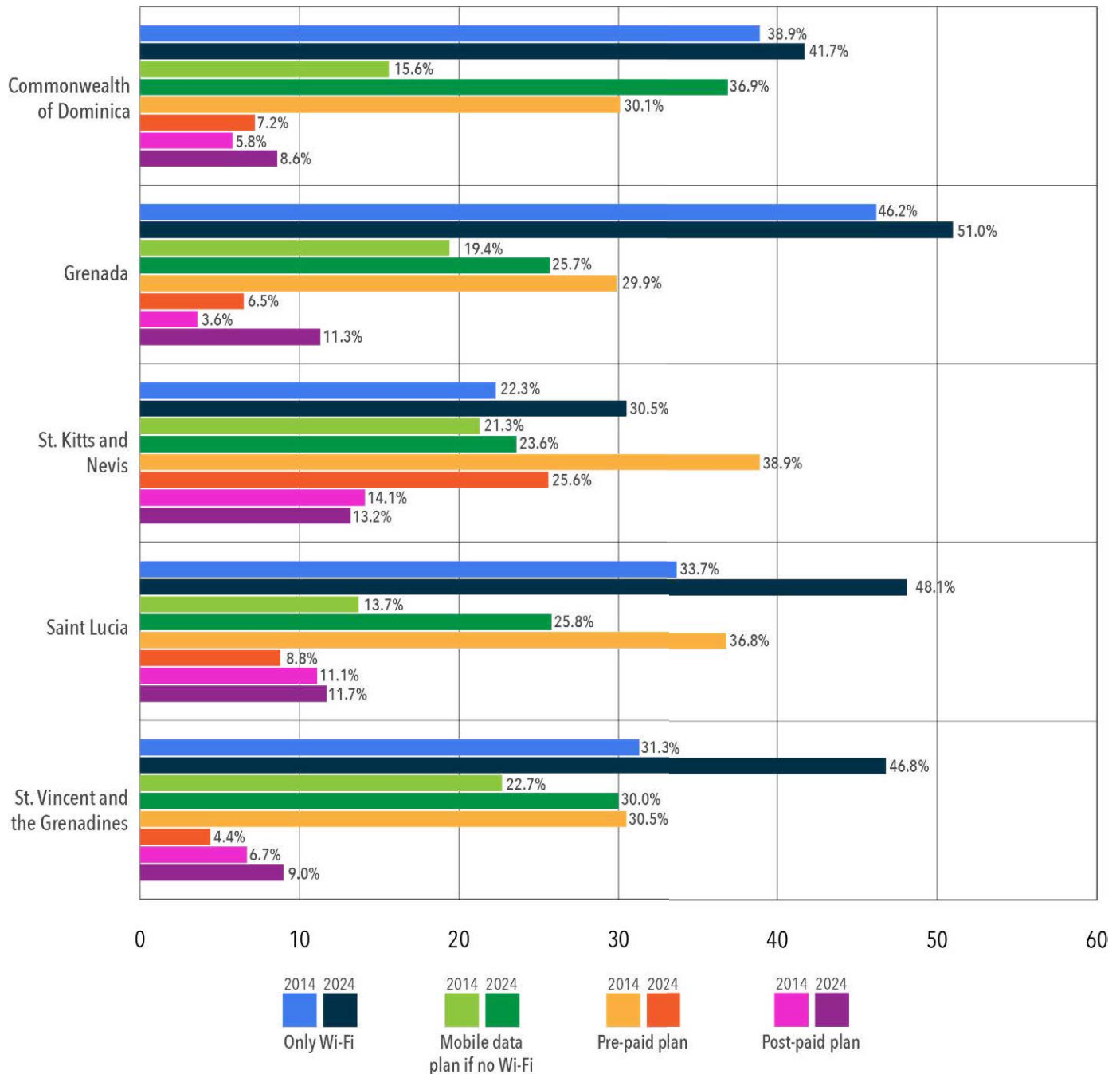
More than 20 per cent of respondents indicated that the main method for accessing mobile broadband internet was using a mobile data plan.



Most respondents accessed mobile broadband internet using only Wi-Fi in 2024.

Figure 6.9: Service used to access mobile broadband internet

Percentage of respondents who use mobile phone to access mobile broadband internet



Source: ECTEL DIS 2024

6.10 Individuals using ICT devices from any location in the previous three months – ICT Skills

The proportion of respondents who indicated that they had not used an ICT device (other than a mobile phone) in the past three months varied significantly across Contracting States. In the Commonwealth of Dominica, nearly half of the respondents (52.1 per cent) reported non-usage, followed by St. Vincent and the Grenadines at 41.7 per cent. In contrast, only 15.7 per cent of respondents in Saint Lucia, 24.6 per cent in St. Kitts and Nevis indicated the same.

Across all the Contracting States respondents aged 50 and over accounted for the largest proportion of respondents not using an ICT device over the previous 3 month ranging from 30 per cent in Saint Lucia to a high of 68.5 per cent in the Commonwealth of Dominica. Conversely, the 15-25 age group reported the lowest non-usage. In Saint Lucia, only 3.9 per cent of respondents aged 15 -25 did not use a device in the previous three months, with a higher proportion of respondents in the Commonwealth of Dominica (28.1 per cent), Grenada (19.2 per cent), St. Kitts and Nevis (20.0 per cent) and St. Vincent and the Grenadines (29.8 per cent) reporting not using a device.

Among those respondents who reported using devices, tablets emerged as the most commonly used device in 4 out of the 5 Contracting States. The Commonwealth of Dominica was the exception, where tablet use (22.1 per cent) was significantly lower than in the other States. In Saint Lucia, tablet use was particularly high at 73.6 per cent, with all age categories recording usage over 75 per cent, except for persons over the age of 50 whose usage though high was lower at 65.8 per cent.

Laptop usage was moderate across the Contracting States, ranging from a low of 25.7 per cent in Grenada to a high of 42.4 per cent in St. Kitts and Nevis. In the Commonwealth of Dominica, laptops emerged as the most used device by respondents at 35.6 per cent. Laptop usage in the Contracting States was generally higher among the younger age groups (15-25 and 26-35). The highest laptop use was observed in the 15-25 age group in the Commonwealth of Dominica (57.7 per cent), Saint Lucia (48.6 per cent) and Grenada (41.9 per cent), while usage was highest in the 26-35 age group in St. Kitts and Nevis (52.7 per cent) and St. Vincent and the Grenadines (33.8 per cent).

Desktop usage was consistently low across all the Contracting States at below 10 per cent of respondents, except for St Kitts and Nevis (20.3 per cent). However, the highest use was recorded in the younger age categories 15-25 age group in Saint Lucia (13.8 per cent) and St Vincent and the Grenadines (16.2 per cent) and in 26-35 age group in the Commonwealth of Dominica (15.8 per cent) and Grenada (14.6 per cent). It should be noted that in St. Kitts and Nevis where overall desktop use was significantly higher than the other Contracting States, the 36-50 age group reported the highest usage at 31.5 per cent followed by the 15-25 age group at 27.2 per cent.

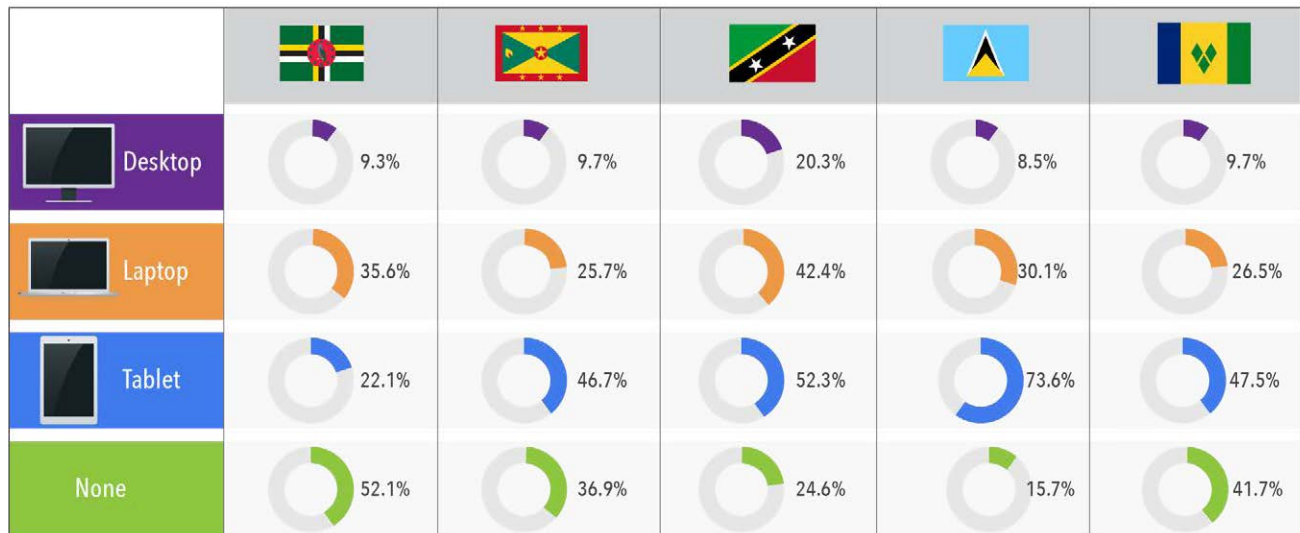
Overall, ICT device usage was highest among individuals aged 15 to 35, whereas the lowest usage rates were consistently reported among respondents over the age of 50. This may indicate a digital divide between the older and younger generations in the Contracting States that will need focused attention by regulators and policy makers.

15-35

ICT device usage was highest among individuals aged 15 to 35.

Figure 6.10: Individuals using ICT devices from any location in the previous three months

Percentage of total respondents



Source: ECTEL DIS 2024

Table 6.4: Individuals using ICT devices from any location in the previous three months by age

Percentage of total respondents

	Commonwealth of Dominica				Grenada				St. Kitts and Nevis				Saint Lucia				St. Vincent and the Grenadines			
	D	L	T	N	D	L	T	N	D	L	T	N	D	L	T	N	D	L	T	N
15-25	12	57.7	29	28.1	13	41.9	56	19.2	13.2	43.8	52.1	20	13.8	48.6	76.5	3.9	16.2	33	55	29.8
26-35	15.8	47	25.6	40.2	14.6	32.5	53.1	28.3	27.2	52.7	55	13.6	10.6	39.9	82.2	5.7	7	33.8	53.6	33
36-50	11.9	41.8	25.8	44.6	11.2	26.1	49.8	31.6	31.5	52.2	58.9	16.2	9	34.6	76.5	11.1	11	32.3	46.3	41.8
50+	4.7	20.8	16.6	68.5	3.9	11.3	35	56.9	9.3	26.7	44.8	40.9	4.5	12.8	65.8	30	5.6	11.8	39.2	56
D - Desktop L - Laptop T - Tablet N - None																				

Source: ECTEL DIS 2024

6.11 Activities performed using ICT devices in the previous three months – ICT skills demonstrated

In addition to affordable access to high quality broadband internet, having relevant ICT skills is also important for digital inclusion and meaningful participation in the digital economy. In the survey, participants were asked to identify the ICT skills that they used regularly and in the previous three-month period.

Across all Contracting States, the most common digital activity carried out using ICT devices in the past three months was participating in social networks ranging from 69 per cent in Commonwealth of Dominica to a high of 93 per cent in Saint Lucia.

The second most common activity was sending messages (email, messaging service, SMS) with attached files. Participation in this activity ranged from 48.4 per cent in Saint Lucia to 67.5 per cent in St Vincent and the Grenadines.

The third most frequent activity varied across the Contracting States. Online banking was ranked third in Grenada (29.0 per cent) and St. Kitts and Nevis (50.4 percent), while purchasing goods or services online ranked third in Saint Lucia and St Vincent and the Grenadines and using copy and paste tools to duplicate or move data, information and content in digital environments ranked third in the Commonwealth of Dominica.

In contrast, more intermediate and advanced activities including programming, coding, creating electronic presentations with presentation software, changing privacy settings and connecting and installing new devices had low participation rates across all the Contracting States. Programming or coding consistently ranked as the least performed activity, followed by presentation software use except in St. Kitts and Nevis, where connecting and installing devices was the second least performed activity.

Interestingly, taking part in online learning did not surpass 20 per cent in any of the Contracting States. St Kitts and Nevis had the highest participation with 20 per cent followed closely by St. Vincent and the Grenadines at 18.3 per cent. Saint Lucia had the lowest participation of 11.7 per cent of respondents using ICT devices for online learning.

Overall, the findings suggest that participating in social networks and the sending of messages are the dominant activities undertaken on ICT devices, while the participation in more intermediate and advanced activities is low. This trend is an area of concern and has been identified as a priority for action across the Contracting States. One such initiative addressing this challenge is the Organization of Eastern Caribbean States (OECS) Skills and Innovation Project (SKIP)⁶. This project seeks to enhance the quality and relevance of post-secondary education programs, including those in Technical and Vocational Education and Training (TVET), with the aim of improving skills development and employment prospects within the Caribbean region. This project came out of the need to address significant skills shortages, an inadequately educated workforce, and mismatches between education and labor market needs, which hinder economic growth.

⁶OECS SKIP - <https://oeecs.int/en/skip>

Table 6.5: Top ranked activities carried out using an ICT device in the previous three months

Percentage of respondents who used an ICT device in the previous three months

Rank	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
1	Participating in social networks (69.4%)	Participating in social networks (84.8%)	Participating in social networks (75.7%)	Participating in social networks (93.0%)	Participating in social networks (86.3%)
2	Sending messages with attachments (67.3%)	Sending messages with attachments (54.4%)	Sending messages with attachments (62.7%)	Sending messages with attachments (48.4%)	Sending messages with attachments (67.5%)
3	Copy & paste in digital environments (42.6%)	Online Banking (29.0%)	Online Banking (50.4%)	Purchasing goods/ services online (25.0%)	Purchasing goods/ services online (27.1%)
4	Purchasing goods/ services online (36.9%)	Purchasing goods/ services online (26.8%)	Purchasing goods/ services online (45.1%)	Online Banking (20.9%)	Copy & paste in digital environments (27.3%)
5	Online Banking (31.4%)	Copy & paste in digital environments (24.7%)	Copy & paste in digital environments (26.0%)	Copy & paste in digital environments (20.2%)	Online Banking (26.3%)

Source: ECTEL DIS 2024



Across all Contracting States, the most common digital activity carried out using ICT devices in the past three months was participating in social networks...

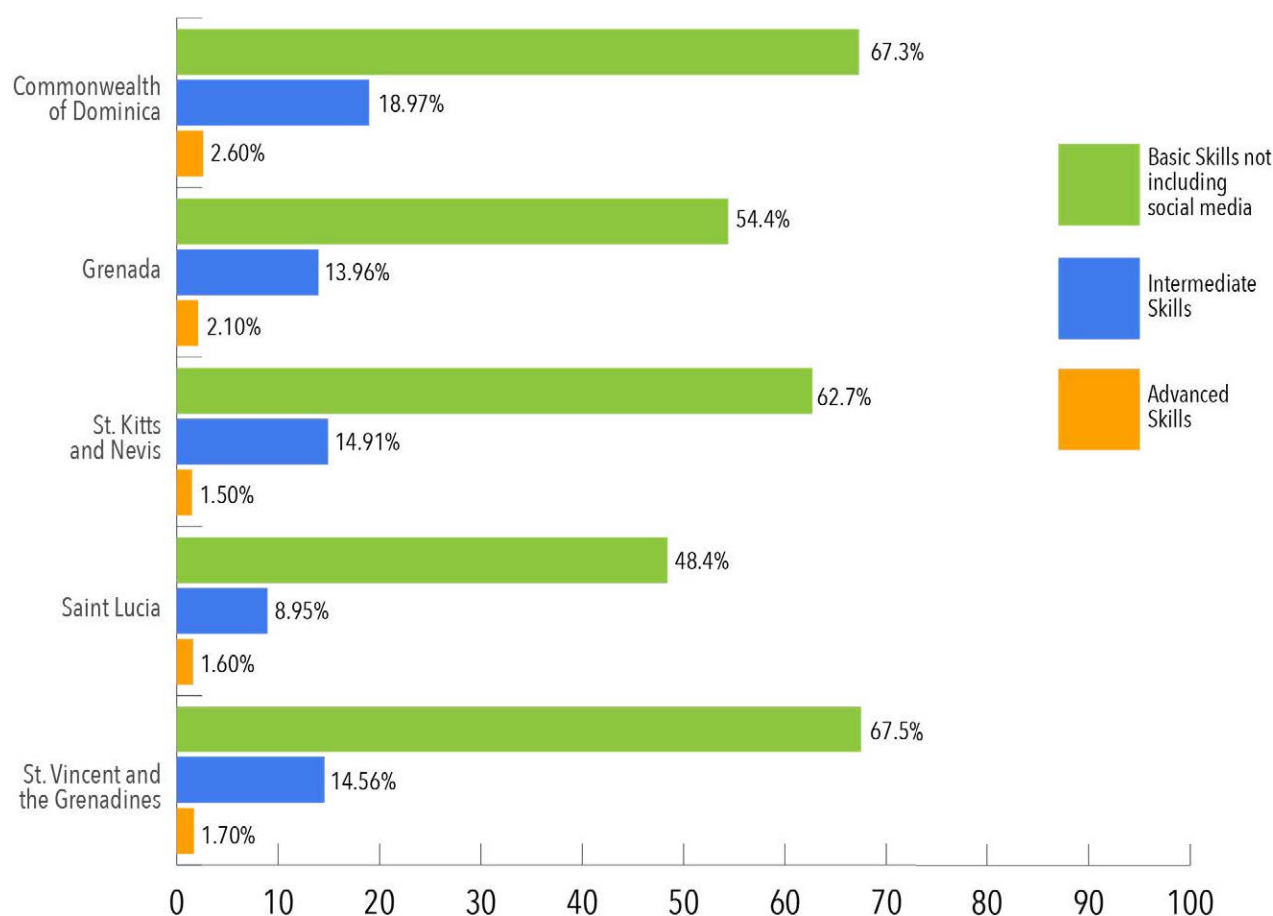
6.12 Individuals with ICT skills, by type of skills

Across the Contracting States, access to the internet, at both the household and individual level is relatively high. However, even for those who use the internet regularly, digital skills remain limited. At most, 67.3 per cent of individuals surveyed in the Commonwealth of Dominica, 54.4 per cent in Grenada, 62.7 per cent in St Kitts and Nevis, 48.4 per cent in Saint Lucia and 67.5 per cent in St. Vincent and the Grenadines indicated that they possessed at least one basic digital skill other than participating on social media. Even less persons surveyed reported having intermediate skills between 8.9 and 19 per cent, and between 1.5 and 2.6 per cent reported having an advanced skill like writing computer programs.

These results have highlighted a significant ICT skills gap across the Contracting States which will need to be addressed and will require collaboration of multiple government and non-governmental agencies. In the Contracting States, the mandate of the Universal Service Funds (USF) has been updated to allow for the funding of projects aimed at addressing the digital skills gap. In addition, other organisations and service providers have also identified this gap and have started offering basic skills training programs to help bridge this divide.

Figure 6.11: Individuals with at least one ICT skill by type of skill

Percentage of respondents who used an ICT device in the previous three months



Source: ECTEL DIS 2024

⁷Basic skills are relatively simple tasks, such as moving a file or folder, or sending an email with an attachment. Intermediate skills include working with spreadsheets, creating electronic presentations or installing and configuring software. Advanced skills include programming or coding.

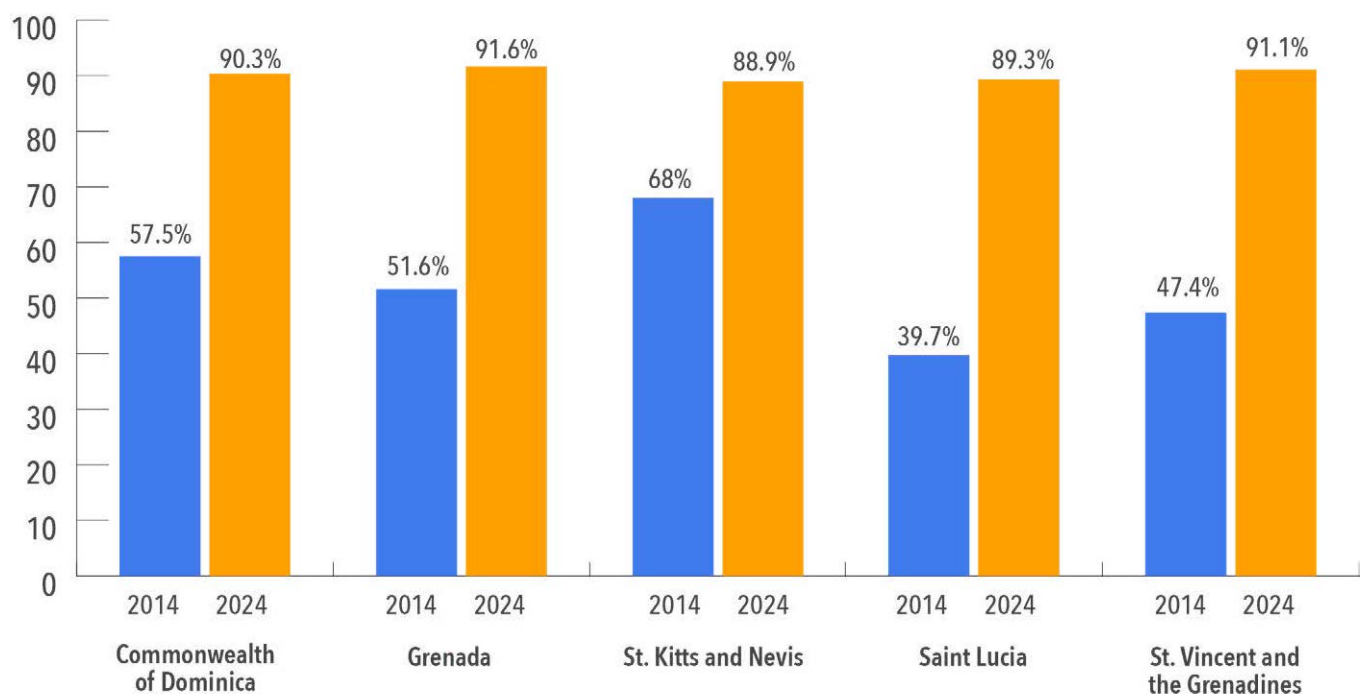
7. Individual Use of the Internet

7.1 Individuals using the Internet in last three months

The use of internet from any location was consistent across the Contracting States in 2024 with reported use by over 88.9 per cent of respondents during that period. While there was little variation in use across the Contracting States in 2024, the proportion of respondents who reported using the internet from any location increased by an average of 37.4 percentage points from 2014. The increase was most significant in Saint Lucia (49.6 percentage points) and least significant in St. Kitts and Nevis (20.9 percentage points) which reported the highest usage in 2014.

Figure 7.1: Use of internet from any location in the last three months by year

Percentage of total respondents



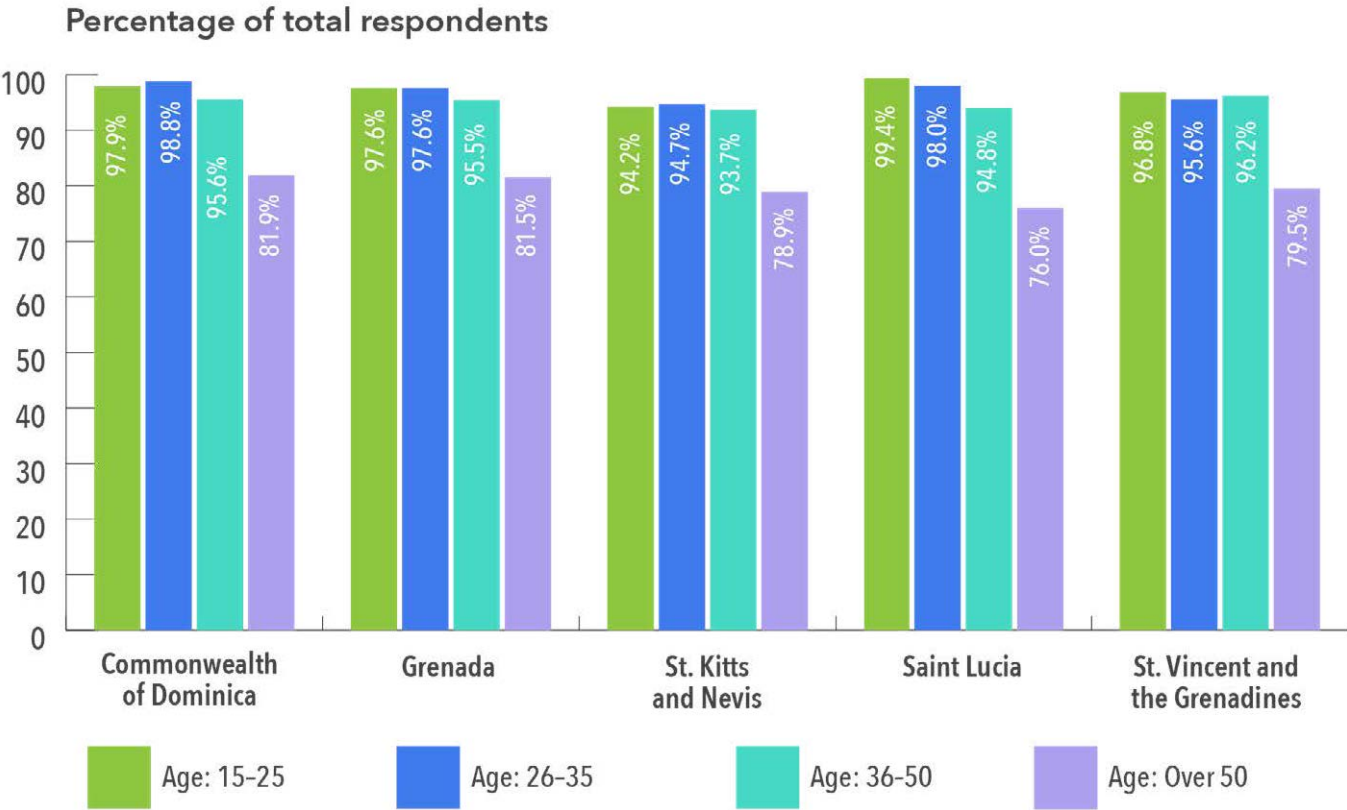
Source: ECTEL DIS 2024

The results suggest that internet use from any location was consistent (more than 94.2 per cent) for persons in the 15-50 age bracket in all the Contracting States. However, less than 81.9 per cent of respondents over the age of 50 used the internet from any location. The highest reported use by respondents in this age bracket was in the Commonwealth of Dominica (81.9 per cent) whilst the lowest was in Saint Lucia (76.0 per cent). Overall, the survey results indicate that barriers to internet use in the Contracting States include lack of interest, lack of skills and confidence, cost of equipment, cost of mobile service, privacy or security concerns and lack of local content. For individuals over 50 years old, the top two barriers were identified as lack of interest and lack of skills and confidence as follows:

- Commonwealth of Dominica – 49.2 per cent reported not needing the internet while 31.0 per cent reported not knowing how to use the internet.
- Grenada – 48.7 per cent reported not needing the internet while 25.9 per cent reported not knowing how to use the internet.
- St. Kitts and Nevis – 38.3 per cent reported not needing the internet while 27.1 per cent reported not knowing how to use the internet.
- Saint Lucia – 51.9 per cent reported not needing the internet while 36.5 per cent reported not knowing how to use the internet.
- St. Vincent and Grenadines – 62.9 per cent reported not needing the internet while 23.4 per cent reported not knowing how to use the internet.

It must be noted that the NTRCs have commenced implementing programmes under the Universal Service Funds to accelerate digital literacy and ICT skills among older citizens. It is expected that such programmes will assist in boosting internet usage for persons over the age of 50.

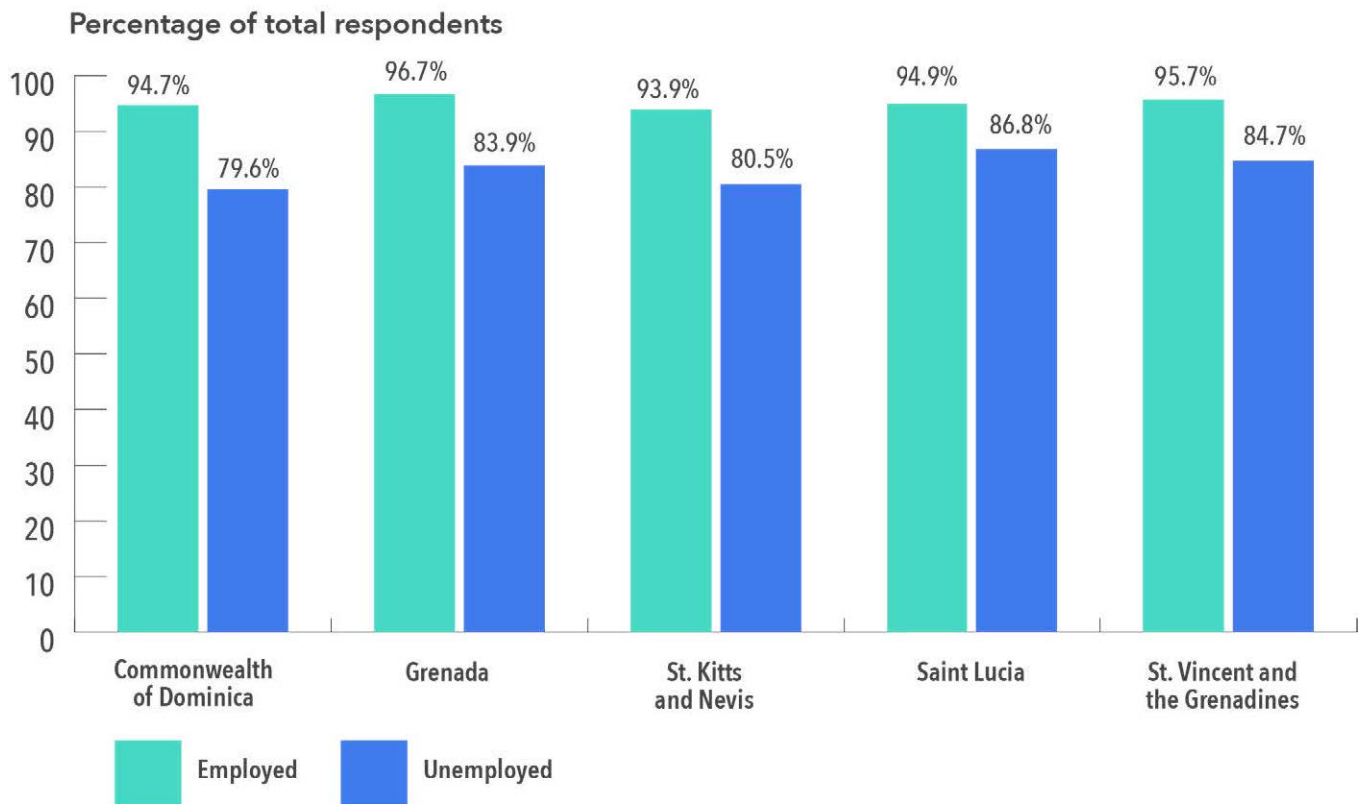
Figure 7.2: Use of internet from any location in the last three months by age



Source: ECTEL DIS 2024

More than 93.9 per cent of employed respondents used the internet from any location. The proportion of employed respondents was highest in Grenada (96.7 per cent) but lowest in St. Kitts and Nevis (93.9 per cent). In contrast, the proportion of unemployed respondents who used the internet from any location ranged from 79.6 per cent in the Commonwealth of Dominica to 86.8 per cent in Saint Lucia. These results represent a noticeable internet usage gap among the employed and unemployed persons ranging from 8.1 percentage points in Saint Lucia to 15.1 percentage points in the Commonwealth of Dominica. The lower usage by unemployed persons could be related to the cost of the service as well as loss of access at work and would point to a need for targeted programs to ensure they are not excluded from the digital economy.

Figure 7.3: Use of the Internet from any location in the last three months by employment status



Source: ECTEL DIS 2024

7.2 Individuals using the internet in the previous three months by location

The majority of respondents reported using the internet primarily at home, work, another person's home, a public facility and while commuting in 2024. Among these five locations, use at home was the most reported (more than 90 per cent across all Contracting States) and was relatively the same across sex, age, education levels and labour force status. Internet usage at home rose by an average of 21.2 percentage points from 2014. The increase was particularly noticeable in the Commonwealth of Dominica (28.5 percentage points), St. Vincent and the Grenadines (28.2 percentage points), Grenada (24.2 percentage points) and Saint Lucia (15.6 percentage points). Respondents in St. Kitts and Nevis reported the highest rate of internet usage in 2014 (81.9 per cent), therefore the rate of increase (9.4 percentage points) from 2014 to 2024 was lower than the other Contracting States.

It is important to note that Universal Service projects which subsidise the cost of broadband internet in targeted homes (underserved communities, remote areas and homes with children) have been implemented in the Contracting States. These projects would be a means of bridging the internet usage gap and would have undoubtedly contributed to the reported increase in internet usage in the Contracting States.

The use of internet at work was also popular across the Contracting States. However, unlike use at home, use at work varied with the lowest use being reported in the Commonwealth of Dominica (37.8 per cent) and the highest in St. Kitts and Nevis (59.6 per cent). While the proportion of males and females who used the internet at work was the same in Saint Lucia, female usage surpassed male usage in all the other Contracting States with the usage gap ranging from 2.0 percentage points in Grenada to 8.9 percentage points in St. Kitts and Nevis. As expected, internet use at work was highest among respondents aged 26-50 but lowest for those aged over 50. It was also relatively higher for respondents with post-secondary and bachelor or higher education. In general, the proportion of respondents who used the internet at work in St. Kitts and Nevis exceeded all the other Contracting States across sex, age, education and labour force status.

A significant proportion of respondents also reported using the internet at another person's home or at a facility open to the public including community access facilities. For the respondents who used the internet at another person's home, use was fairly similar in the Commonwealth of Dominica (23.2 per cent), Grenada (24.4 per cent) and Saint Lucia (22.7 per cent) but higher in St. Kitts and Nevis (43.9 per cent) and St. Vincent and the Grenadines (43.2 per cent). Reported usage at another person's home was consistent across sex, age, education and labour force status in the Commonwealth of Dominica, Grenada and Saint Lucia. However, reported usage in St. Kitts and Nevis surpassed the other Contracting States across these demographics. On the other hand, reported usage in St. Vincent and the Grenadines was similar to St. Kitts and Nevis across sex, age and labour force status but the same as the other Contracting States for education level.

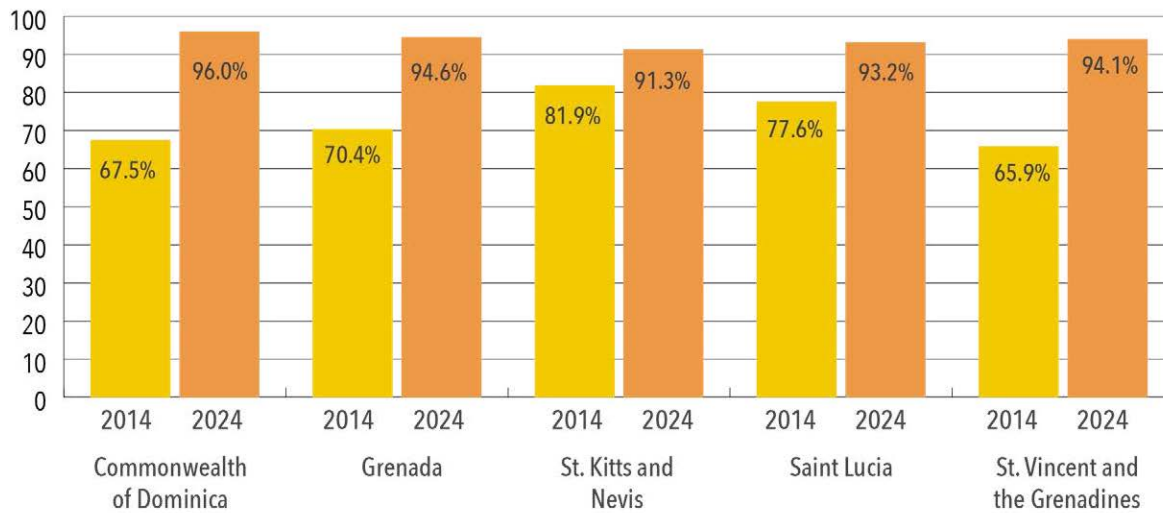
In contrast, use of internet at a public facility was modest in the Commonwealth of Dominica (24.3 per cent), Grenada (25.7 per cent) and St. Kitts and Nevis (22.7 per cent) much higher in St. Vincent and the Grenadines (53.1 per cent) and lower in Saint Lucia (13.9 per cent). These variations were consistent across most demographics. Overall, respondents in St. Vincent and the Grenadines reported more substantial use of internet at a public facility whilst the lowest usage was recorded in Saint Lucia across most of the demographics. Under the CARCIP project and through the Universal Service Fund, St. Vincent and the Grenadines has invested heavily in infrastructure and facilities that promote community access to ICT services. The results suggest that these investments are bearing fruit.

20.7 per cent of respondents reported using the internet while commuting in transport or walking. The proportion of respondents using the internet while commuting was lower in St. Vincent and the Grenadines (12.6 per cent) but above 19.3 per cent in the other Contracting States. The proportion of males and females who used the internet while commuting was almost the same in all the Contracting States except St. Kitts and Nevis where the proportion of males was 8.9 percentage points higher than females. On average, respondents over 50 were least likely to use the internet while commuting (17.0 per cent) followed by respondents aged 15-25 (19.3 per cent), 36-50 (23.1 per cent) and 26-35 (24.3 per cent).

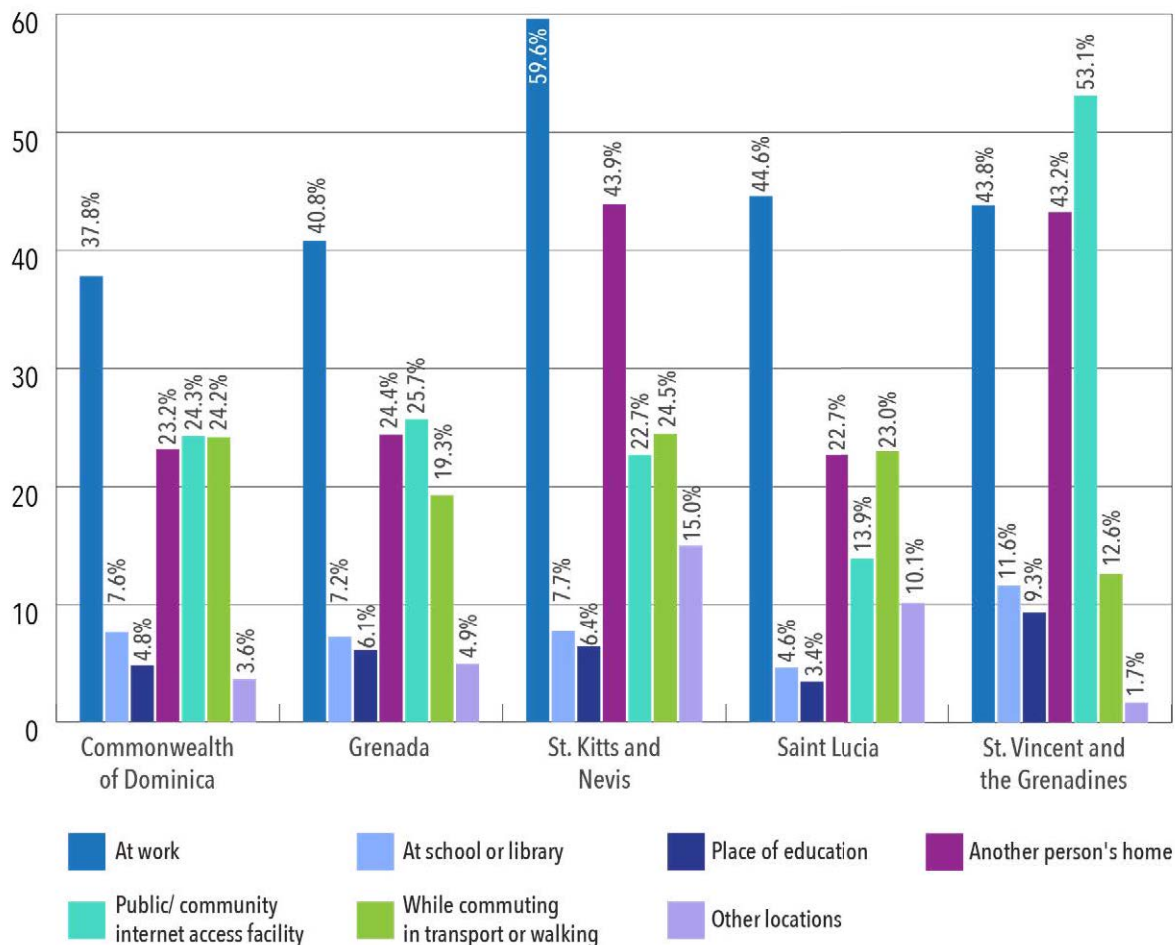
The proportion of respondents who reported using the internet at a school or library was low. Twelve per cent of respondents in St. Vincent and the Grenadines reported using the internet at a school or library relative to 4.6 per cent in Saint Lucia. Not surprisingly, the majority of these respondents were aged 15-25. Reported usage within this age bracket was highest in St. Vincent and the Grenadines (36.2 per cent) and lowest in Saint Lucia (19.4 per cent).

Figure 7.4: Use of the internet in the previous three months by location: at home

Percentage of respondents who used the internet

**Figure 7.5:** Use of the internet in the previous three months by location: all other locations

Percentage of respondents who used the internet



Source: ECTEL DIS 2024

7.3 Individuals using the internet in the previous three months by frequency

For individuals who indicated internet use in the previous three months, the majority reported using it at least once a day. There was little variation across the Contracting States as daily internet usage was reported to have ranged from 91.7 per cent in St. Kitts and Nevis to 96.3 per cent in Saint Lucia.

The proportion of individuals who used the internet at least once a week ranged from 2.7 per cent in Saint Lucia to 7.1 per cent in St. Kitts and Nevis. In St. Kitts and Nevis, respondents across most demographics outperformed all the other Contracting States in weekly internet use except for those who were over 50, unemployed and those not in the labour force.

Figure 7.6: Use of the internet in the last three months by frequency

Percentage of respondents who used the internet

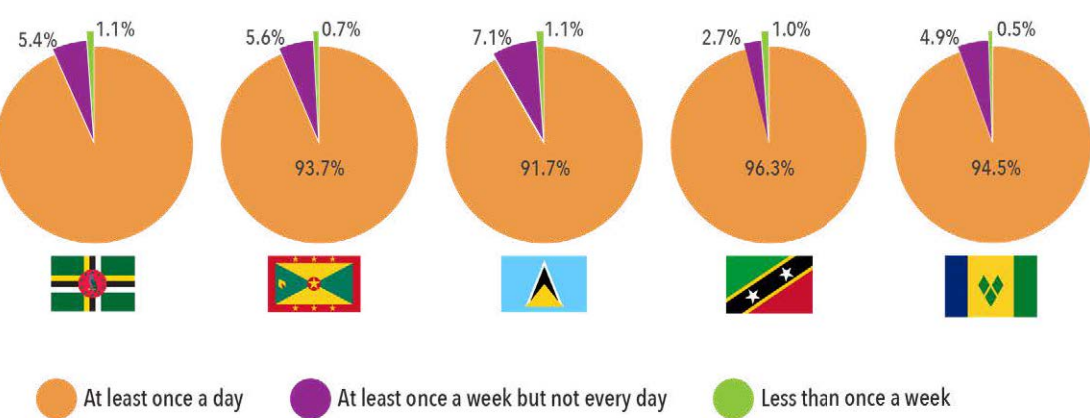
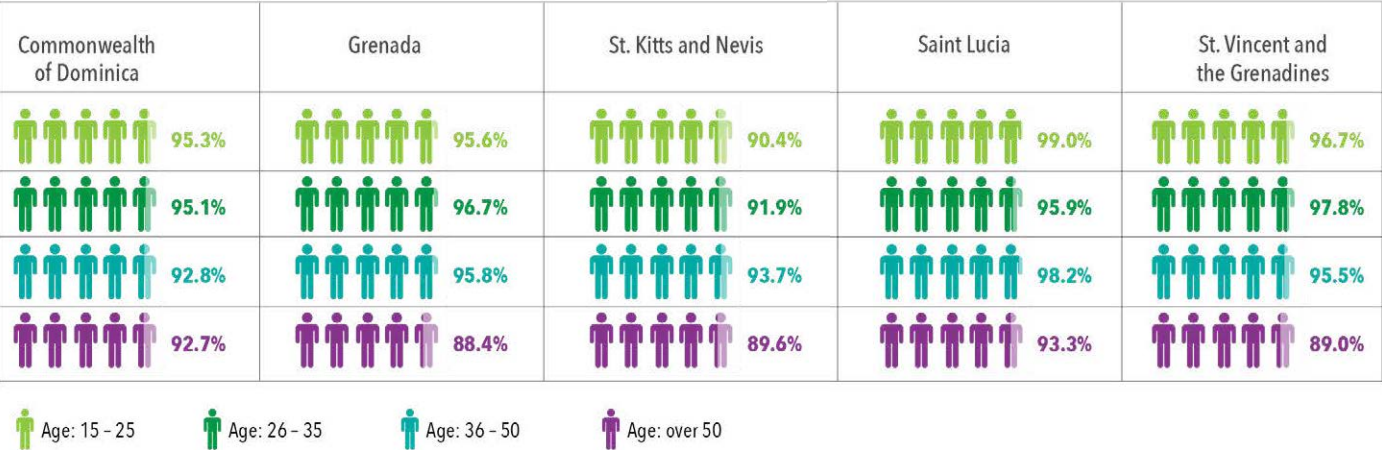


Figure 7.7: Daily use of the internet in the last three months by age

Percentage of respondents who used the internet



Source: ECTEL DIS 2024

7.4 Individuals using the Internet in the previous three months by type of portable device and network

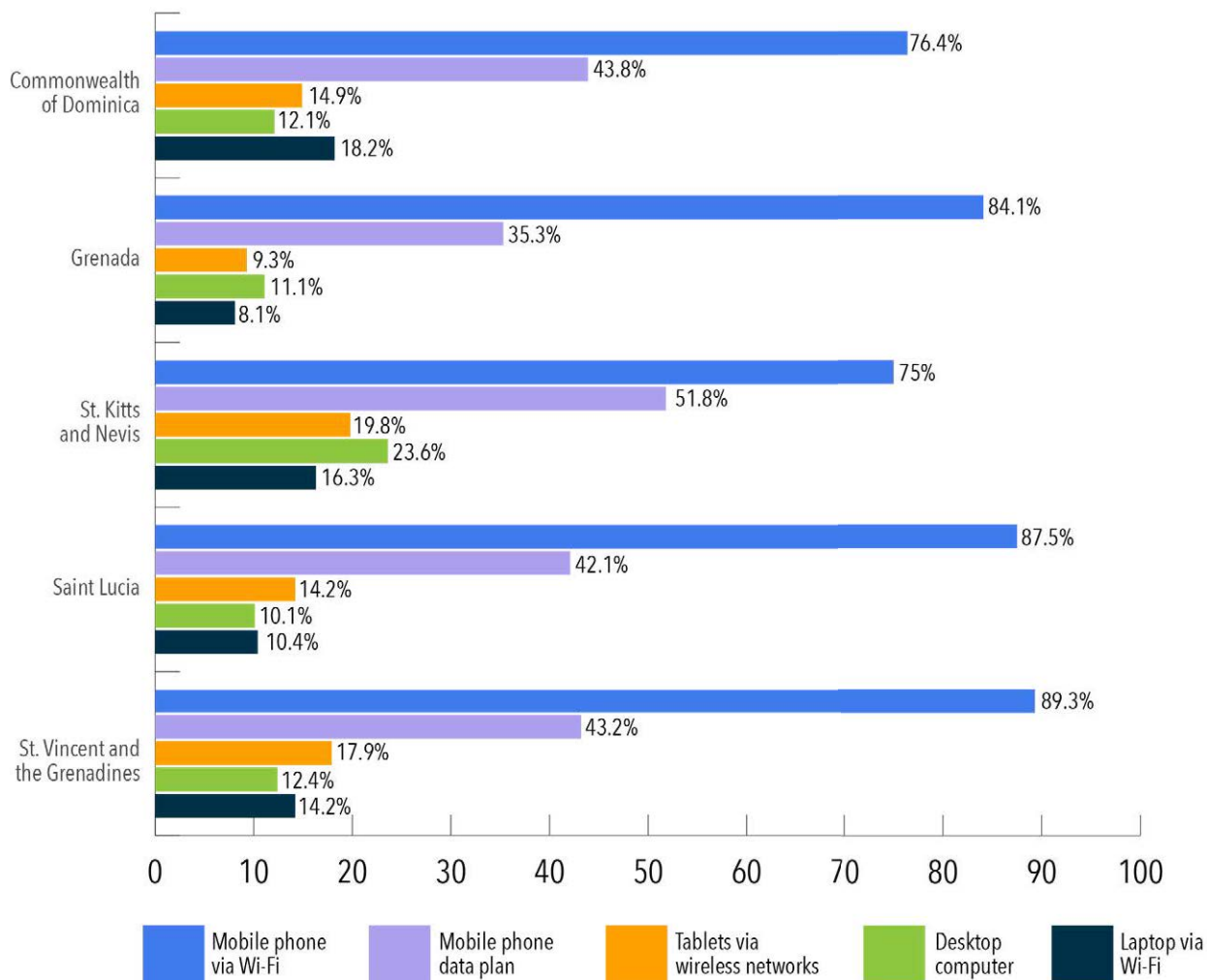
Most respondents used a mobile phone via Wi-Fi to access the internet with reported usage ranging from 75.0 per cent in St. Kitts and Nevis to 89.3 per cent in St. Vincent and the Grenadines. The use of mobile data plans was also relatively prevalent across the Contracting States. The proportion of respondents who accessed the internet using a data plan was highest in St. Kitts and Nevis (51.8 per cent) and lowest in Grenada (35.3 per cent).

A modest proportion of respondents reported using tablets via other wireless networks to access the internet. This medium was relatively more popular in St. Kitts and Nevis (19.8 per cent) and St. Vincent and the Grenadines (17.9 per cent). It appeared to have been moderately popular in the Commonwealth of Dominica (14.9 per cent) and Saint Lucia (14.2 per cent) but less popular in Grenada (9.3 per cent).

Of the respondents who indicated accessing the internet using desktop computers, the highest was recorded in St. Kitts and Nevis (23.6 per cent) whilst the lowest was recorded in Saint Lucia (10.1 per cent). Similarly, only 8.1 per cent of respondents used a laptop (via Wi-Fi) in Grenada compared to 18.2 per cent in the Commonwealth of Dominica.

Figure 7.8: Portable devices and networks used to access the internet

Percentage of respondents who used the internet



Source: ECTEL DIS 2024

Internet Activities

7.5 Individuals using the internet in the previous three months by type of activity

While most respondents reported using the internet every day, usage was often limited to specific activities. Communicating online was the most reported activity with many respondents indicating spending time making calls, participating in social networks and sending and receiving email. It is worth noting that respondents in St. Kitts and Nevis were less likely to spend time online making calls and participating in social networks than respondents in the other Contracting States.

A relatively large proportion of respondents also spent time online seeking information about goods and services and accessing health information. More respondents in St. Kitts and Nevis spent time online seeking information about goods and services (45.1 per cent) whereas Grenada recorded the least respondents (28.4 per cent). The results show that respondents in St. Vincent and Grenadines were more likely to seek health information online (30.3 per cent) relative to only 15.0 per cent in Grenada.

Some respondents indicated spending time online engaging in ecommerce, trade and transactions. An average 24.3 per cent of respondents spent time online purchasing or ordering goods and services while 14.7 per cent spent time online conducting internet banking transactions. On the other hand, only 4.3 per cent and 1.4 per cent spent time online selling goods or services and engaging in online trading respectively. Respondents in St. Kitts and Nevis reported the highest use of the internet for ecommerce, trade and transactions while St. Vincent and the Grenadines reported the lowest use. Thirty-six per cent of respondents in St. Kitts and Nevis purchased or ordered goods and services online while the same was true for only 16.4 per cent of respondents in St. Vincent and the Grenadines. Similarly, St. Kitts and Nevis surpassed all the other Contracting States in internet banking transactions (25.4 per cent).

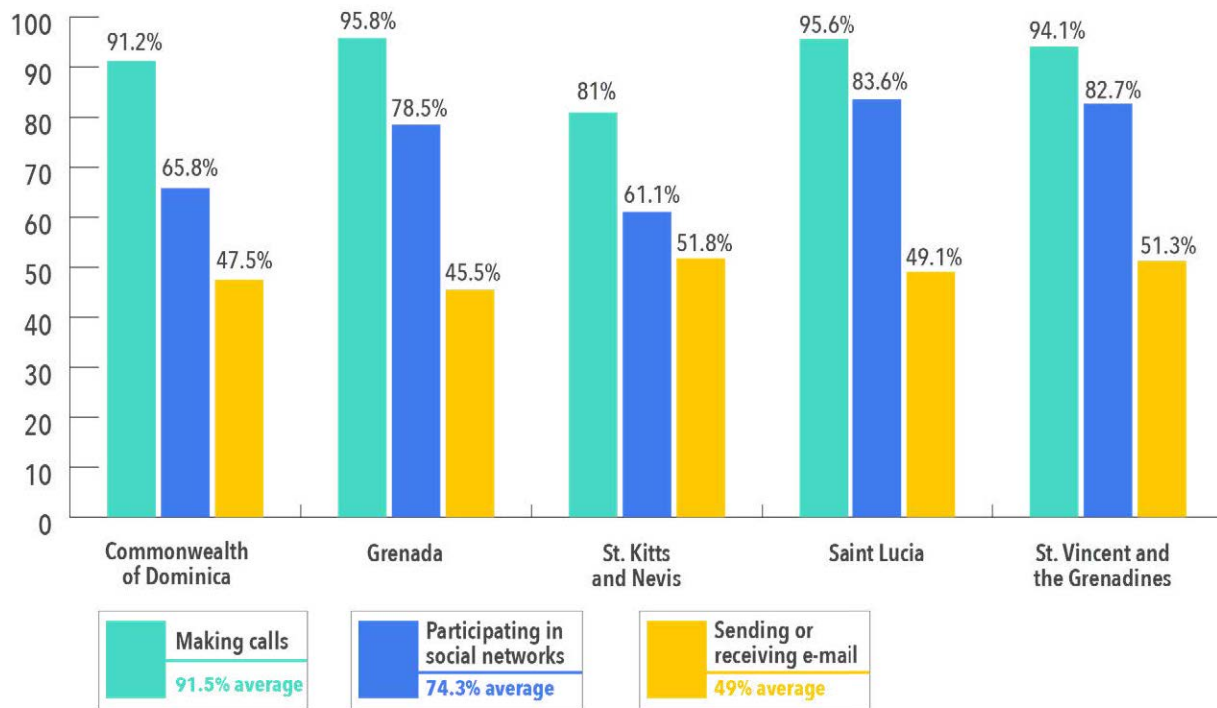
Across the Contracting States, less than 13.5 per cent and 10.4 per cent of respondents reported using the internet for doing homework and for online participation in school. As expected, use of the internet for these activities was much higher for respondents within the 15-25 age category. On average, 31.4 per cent and 21.9 per cent of respondents within this category reported using the internet for doing homework and for online participation in school.

The use of the internet to participate in professional networks ranged from a low of 3.9 per cent in St. Vincent and the Grenadines to a modest 11.5 per cent in Saint Lucia. Very few respondents (on average 4.8 per cent) reported using the internet to look for a job or for sending out applications. Not surprisingly, the average rises to 10.4 per cent for respondents who were unemployed.

Across the Contracting States, internet use appears to be centered on online calling and social media and less on ordering goods and services, online banking or activities that promote income generation. Initiatives that raise awareness of how citizens can use the internet to benefit from the digital economy can assist in accelerating digital inclusion.

Figure 7.9a: Use of the internet in the last three months by type of activity
Communications, civic participation, collaboration

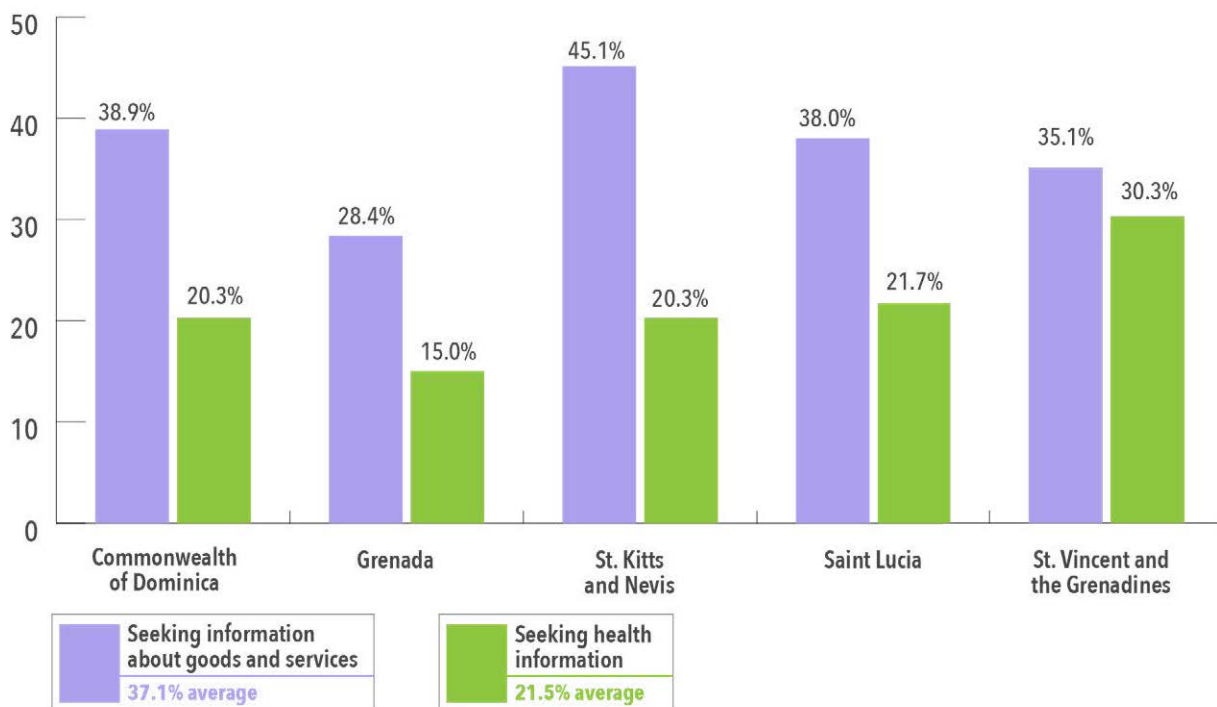
Percentage of respondents who used the internet



Source: ECTEL DIS 2024

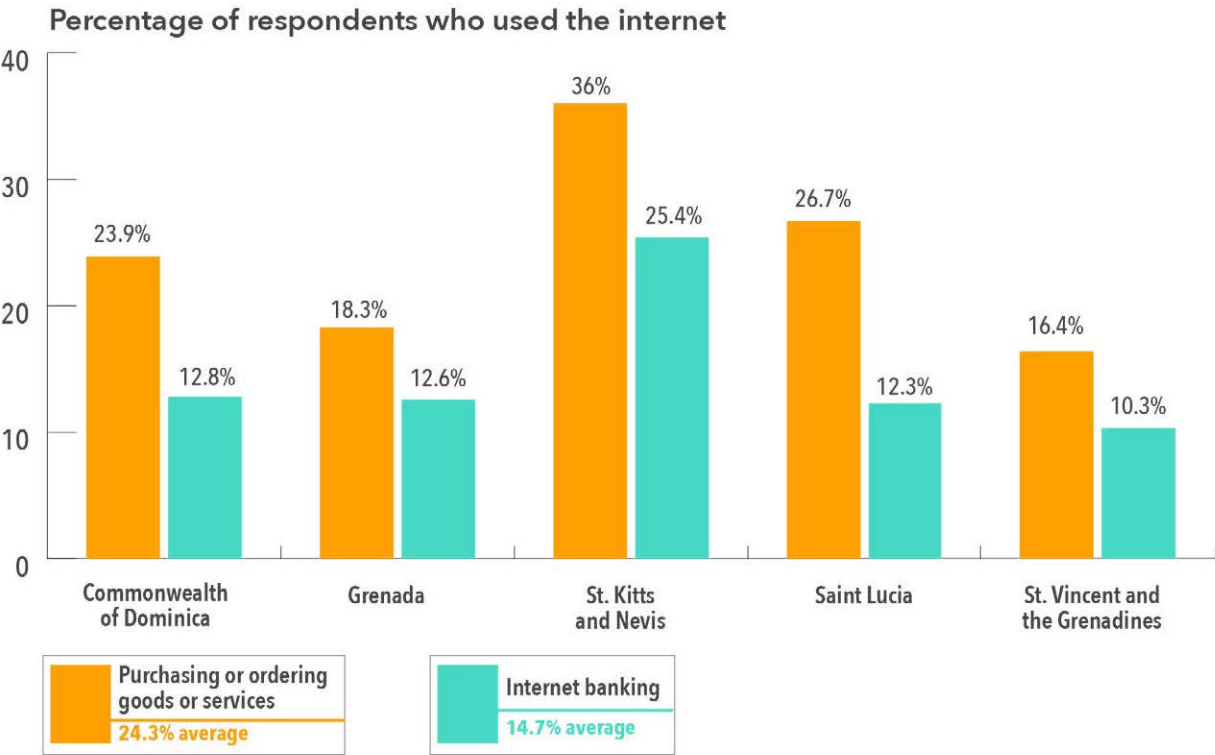
Figure 7.9b: Use of the internet in the last three months by type of activity
Accessing Information

Percentage of respondents who used the internet



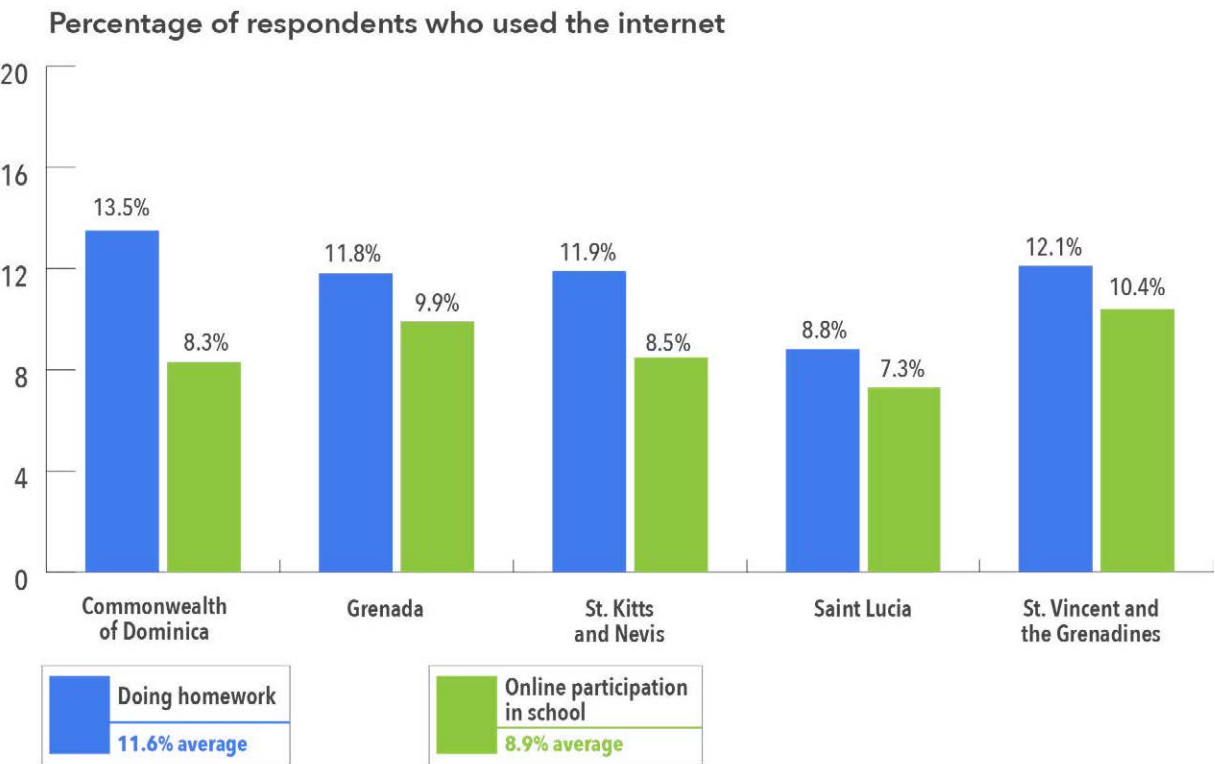
Source: ECTEL DIS 2024

Figure 7.9c: Use of the internet in the last three months by type of activity
Ecommerce, trade and transactions



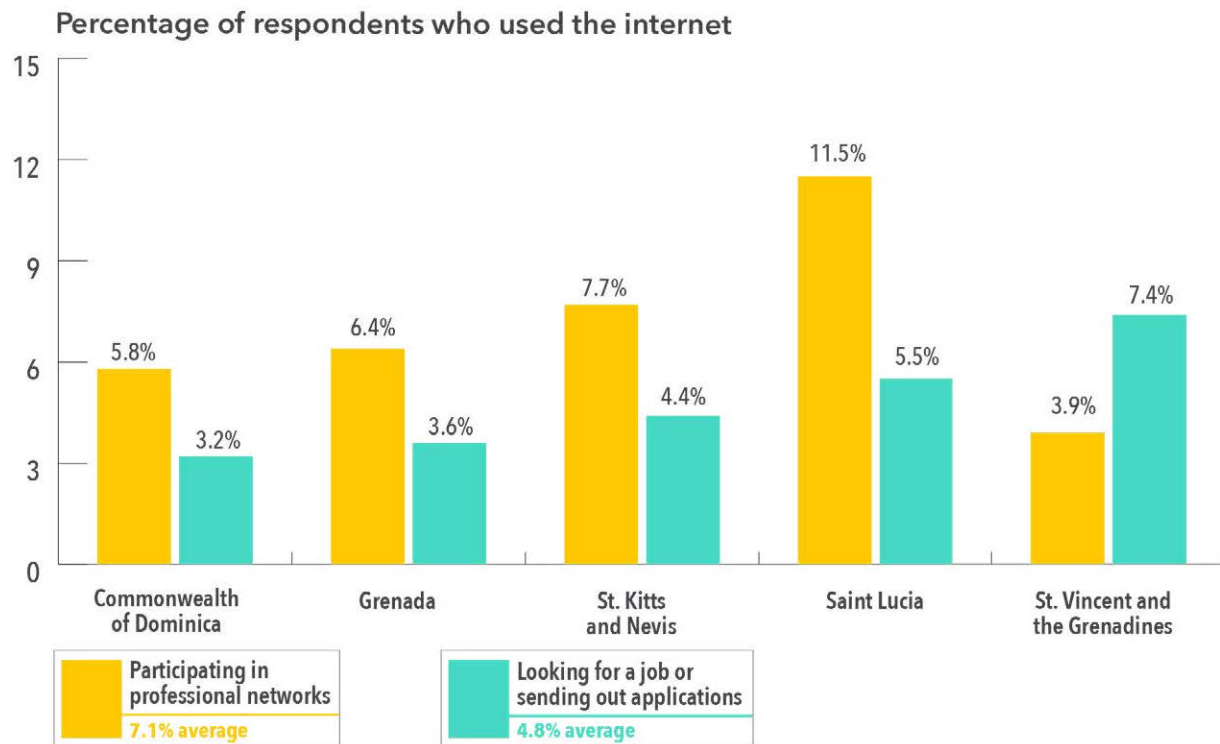
Source: ECTEL DIS 2024

Figure 7.9d: Use of the internet in the last three months by type of activity
Learning



Source: ECTEL DIS 2024

Figure 7.9e: Use of the internet in the last three months by type of activity
Professional Life



Source: ECTEL DIS 2024

7.6 Individuals who purchased goods or services online, by type of good and service purchased

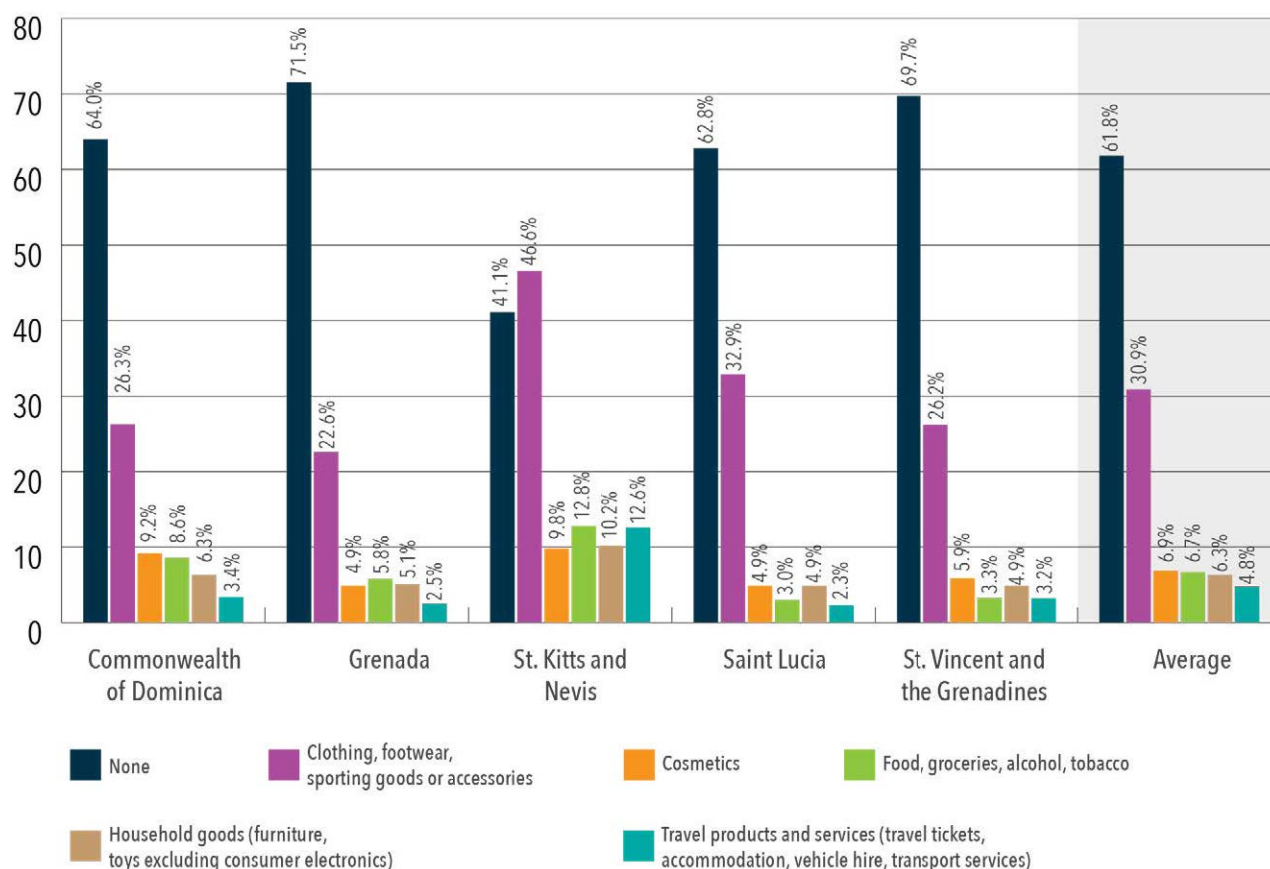
The results indicate that an average of 61.8 per cent of respondents, ranging from 41.1 per cent in St. Kitts and Nevis to 71.5 per cent in Grenada, did not purchase goods or services online. Of the individuals who used the internet to purchase goods and services, the top five most frequently purchased goods and services appeared to have been clothing, cosmetics, food, household goods and travel and services. An average of 30.9 per cent purchased clothing, footwear, sporting goods and accessories across the Contracting States. The total number of respondents using the internet to purchase these goods varied across the Contracting States with respondents in St. Kitts and Nevis (46.6 per cent) most likely to purchase these goods and services online and respondents in Grenada (22.6 per cent) least likely to do so.

The least purchased item was travel products and services. On average, only 4.8 per cent of respondents reported making this purchase.

Few respondents reported purchasing food and groceries online across the Contracting States. Online grocery shopping was most common in St. Kitts (12.8 per cent) and least common in St. Vincent and the Grenadines (3.3 per cent). For other online shopping activities including the purchase of cosmetics, household goods and travel products, St. Kitts and Nevis outperformed all the other Contracting States.

Figure 7.10: Top five goods and services purchased online by type

Percentage of respondents who used the internet



Source: ECTEL DIS 2024

7.7 Individuals who purchased goods or services online by type of payment channel

Recognising the importance of digital financial inclusion to the development of the digital economy, the Contracting States have embarked on several initiatives to promote digital financial inclusion. One of these initiatives includes the development of a framework for digital payments and financial inclusion with the support of the United Nations Capital Development Fund. Another ongoing initiative is the modernisation of the policy, legal and regulatory framework and underlying payment infrastructure to enable innovation and new non-bank digital payment products and services under the World Bank funded CARDTP spearheaded by the Eastern Caribbean Central Bank (ECCB) to facilitate digital financial transactions and alternative payment channels. In the ECCU's Financial Literacy and Financial Inclusion Report it was noted that awareness of both traditional and digital financial products was relatively high while the use of these products was low.

In the Contracting States respondents who purchased goods and services online, generally used traditional forms of payments including credit and debit cards. The use of non-traditional banking options including mobile money was negligible and reported by less than 3 per cent of respondents.

Debit card or electronic bank transfer online was the most popular payment channel for respondents who purchased goods and services online. The use of this payment method was reported by more than 50 per cent of respondents across all the Contracting States but was notably higher in Saint Lucia (76.4 per cent) and in Grenada (73.1 per cent) compared to St. Vincent and the Grenadines (50.2 per cent) and St. Kitts and Nevis (58.3 per cent).

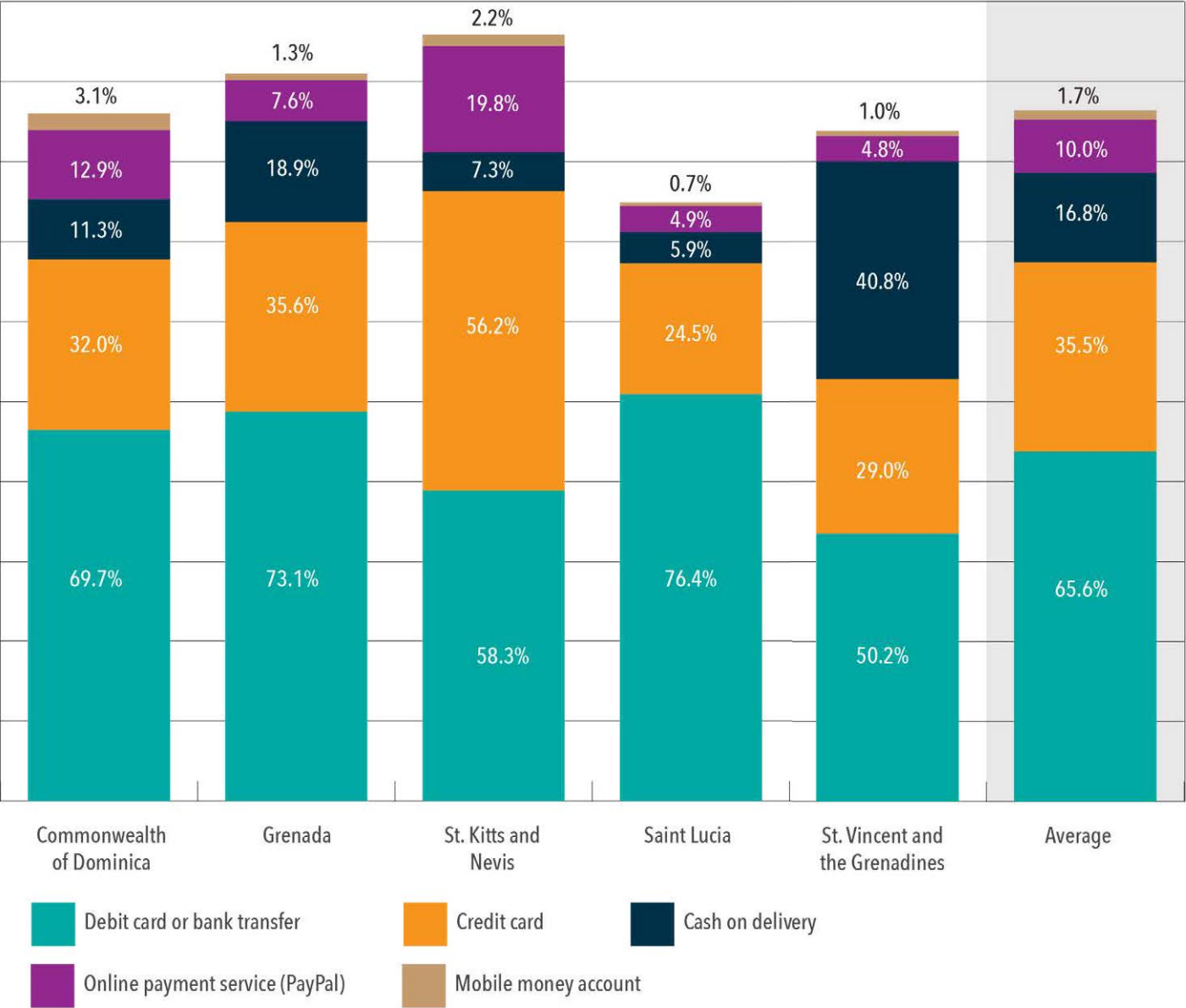
The second preferred payment channel was the use of credit cards. The results show that the proportion of respondents who used credit cards was highest in St. Kitts and Nevis (56.2 per cent). Respondents in the other Contracting States, Saint Lucia (24.5 per cent), St. Vincent and the Grenadines (29.0 per cent), the Commonwealth of Dominica (32.0 per cent) and Grenada (35.6 per cent) appear to have been more conservative in the use of credit cards. It is possible that individuals in St. Kitts and Nevis have greater confidence in using credit cards than in the other Contracting States.

It is observed that the use of cash as a payment channel for online purchases was expectedly low in all the Contracting States except St. Vincent and the Grenadines (40.8 per cent). In fact, this payment channel was the second ranked payment channel for St. Vincent and the Grenadines.

There appears to have been variations in the use of online payment services such as PayPal. While only 4.8 per cent used the service in St. Vincent and the Grenadines, it was used by more than 19.0 per cent in St. Kitts and Nevis. Thirteen per cent of respondents in the Commonwealth of Dominica used this payment channel for online purchases.

These overall results are consistent with the finding that individuals in St. Kitts and Nevis are more likely to purchase goods and services online than the individuals in the other Contracting States.

Figure 7.11: Online purchase of goods and services by type of payment
Percentage of respondents who purchased goods and services online



Source: ECTEL DIS 2024

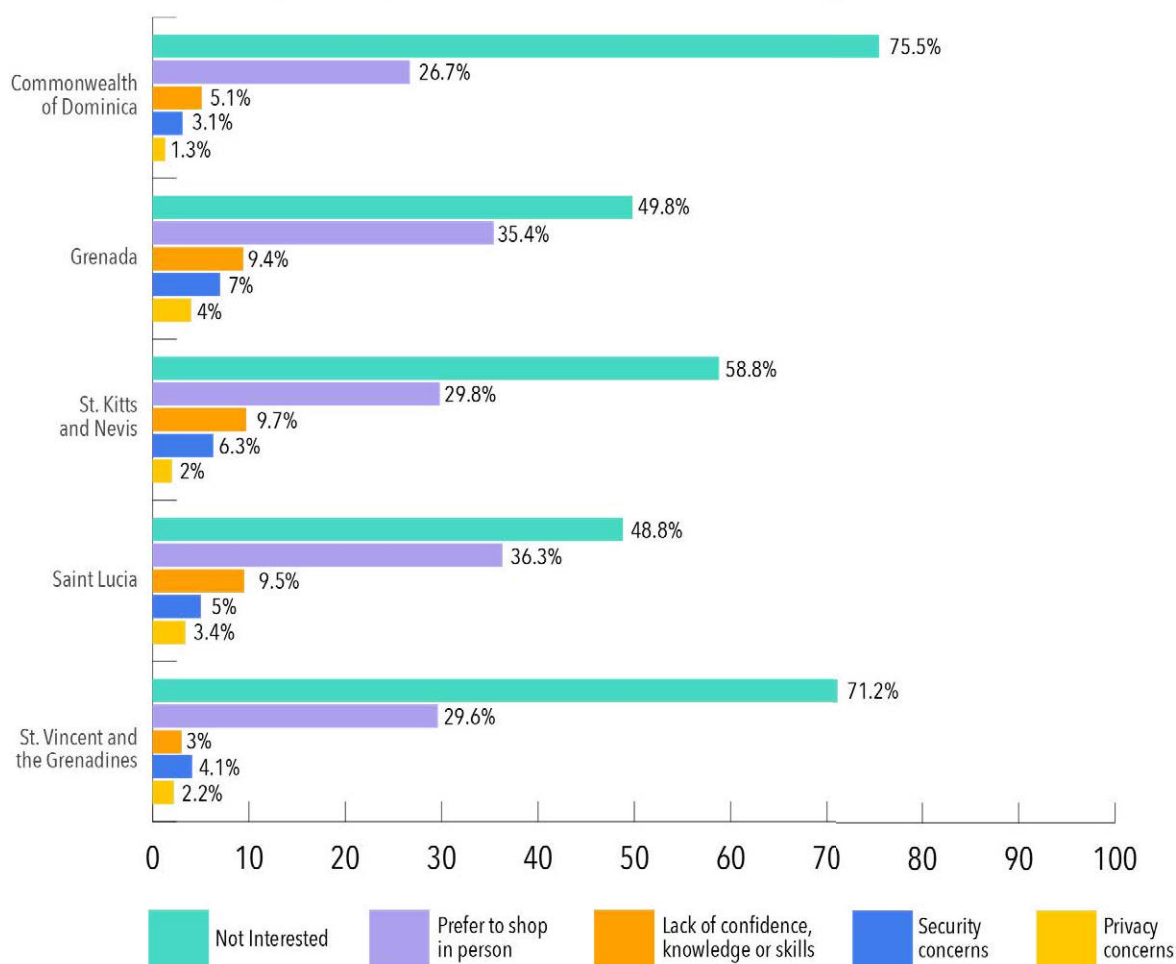
7.8 Barriers to ecommerce activities by type of reason

Except in the case of St Kitts and Nevis (41.1 per cent), across the Contracting States more than 60 per cent of respondents did not purchase goods and services online in the previous three months. The primary barrier appears to have been respondents' lack of interest. On average, 61 per cent of the respondents across the Contracting States indicated a lack of interest in using the internet for online purchasing. Lack of interest was expressed by more than 70 per cent of respondents in St. Vincent and the Grenadines (71.2 per cent) and the Commonwealth of Dominica (75.5 per cent). Fifty-nine per cent of respondents in St. Kitts and Nevis also expressed lack of interest whereas this was the case for less than 50 per cent of respondents in Saint Lucia (48.8 per cent) and Grenada (49.8 per cent). The proportion of respondents who reported lack of interest was highest in the Commonwealth of Dominica and lowest in Saint Lucia.

The second major barrier identified by respondents was the preference for in-person shopping. This appeared to be most common in Saint Lucia (36.8 per cent) and least common in the Commonwealth of Dominica (26.7 per cent). To a lesser extent, lack of confidence, lack of knowledge or skills and security concerns appeared to have been factors affecting online purchase of goods and services. It appears that lack of confidence was a greater factor in St. Kitts and Nevis (9.7 per cent) while security concerns (7.0 per cent) was highest in Grenada.

Figure 7.12: Barriers to ecommerce activities

Percentage of respondents who did not purchase goods and services online



Source: ECTEL DIS 2024

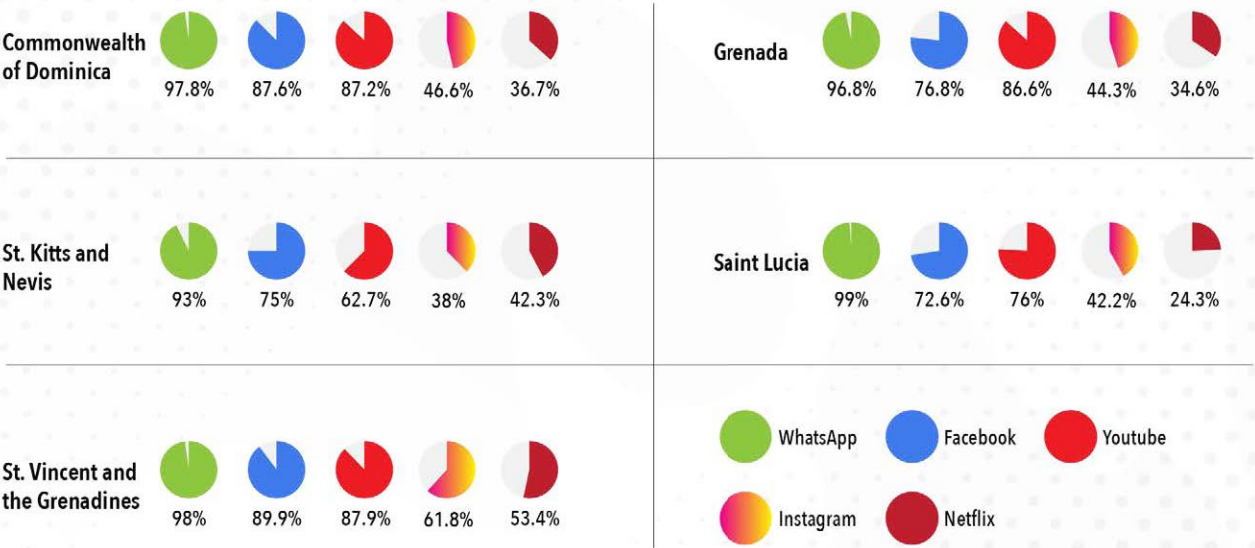
Over-the-Top (OTT) services

7.9 Most used OTT services in last three months

The most popular OTT applications used by respondents were WhatsApp, Facebook, YouTube, Instagram and Netflix. WhatsApp was the most used app by respondents in all Contracting States. Its usage was the lowest in St. Kitts and Nevis (93.0 per cent) and highest in Saint Lucia (99.0 per cent).

Facebook and YouTube were used by an average of 8 out of 10 respondents and Instagram was used by an average 46.6 per cent of respondents across the Contracting States. It was most popular in St. Vincent and the Grenadines (61.8 per cent) and least popular in St. Kitts and Nevis (38.0 per cent). While 53.4 per cent of respondents in St. Vincent and the Grenadines reported using Netflix, it was only used by 24.3 per cent of respondents in Saint Lucia.

Figure 7.13: Top five most used OTT services in the last three months
Percentage of respondents who uses social media



Source: ECTEL DIS 2024

7.10 Main reasons for using OTT applications

The most common OTT application used by respondents was WhatsApp, therefore, unsurprisingly, the main factor influencing OTT use was the affordability of these applications for making calls and messaging for at least 72.3 per cent of respondents. Another reason was having access to more shows than was offered on Cable TV as expressed by an average 33.5 per cent of respondents. Use of these applications was also influenced by the ability to access these application using Wi-Fi, the greater ability to share documents and photos and access video on demand.

Figure 7.14: Main reasons for using OTT applications

Percentage of respondents who use OTT applications



Source: ECTEL DIS 2024

7.11 Barrier to internet use in last three months by type of barrier

On average less than 10 per cent of respondents, ranging from 8.4 per cent in Grenada to 11.1 per cent in St Kitts and Nevis, indicated that they had not used the internet in the previous three months. While this is relatively low, the target is for all citizens to have access to the internet to fulfil the aim of full digital inclusion. It is therefore important to identify the barriers to internet use with the aim of addressing these barriers.

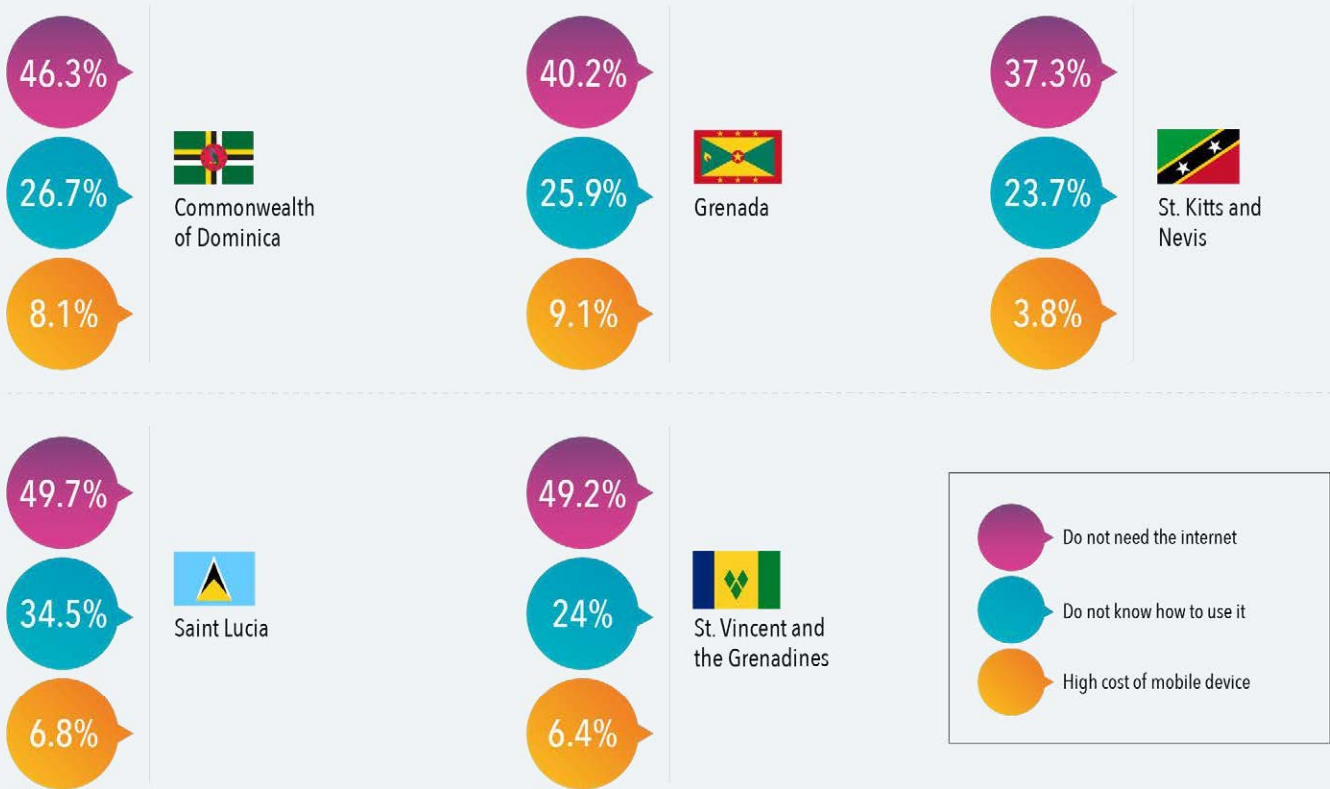
The top two barriers to internet use identified by respondents were lack of interest and lack of knowledge of how to use the internet. Lack of interest was deemed to be the top barrier with an average 44.6 per cent of the respondents across the Contracting States indicating that the internet was not needed as it was neither useful nor interesting. Despite this, respondents in St. Kitts and Nevis were less likely to have an unfavourable perception of the internet’s usefulness (37.3 per cent) whilst more respondents in Saint Lucia (49.7 per cent) had an unfavourable perception of the internet’s usefulness.

An average 27.0 per cent of respondents indicated lack of knowledge of how to use the internet as a barrier. The proportion of respondents who lacked knowledge on the use of the internet was almost uniform across the Contracting States except in Saint Lucia where a higher proportion (34.5 per cent) was reported.

As noted in section 6.13 the survey results have identified a digital skills gap which also acts as a barrier to internet use. The coordinated efforts of multiple agencies is required to identify and implement initiatives to promote digital literacy through ICT skills training to increase confidence and skills in using the internet. Such initiatives can be supported by the Universal Service Funds in the Contracting States.

The cost of a mobile device was also identified as a barrier.

Figure 7.15: Barriers to individual use of the internet by type of barrier
Percentage of respondents not using the internet



Source: ECTEL DIS 2024

8. Security and Privacy

8.1 Experience with cybersecurity incidents in the previous three months and actions taken post cyber security incidents

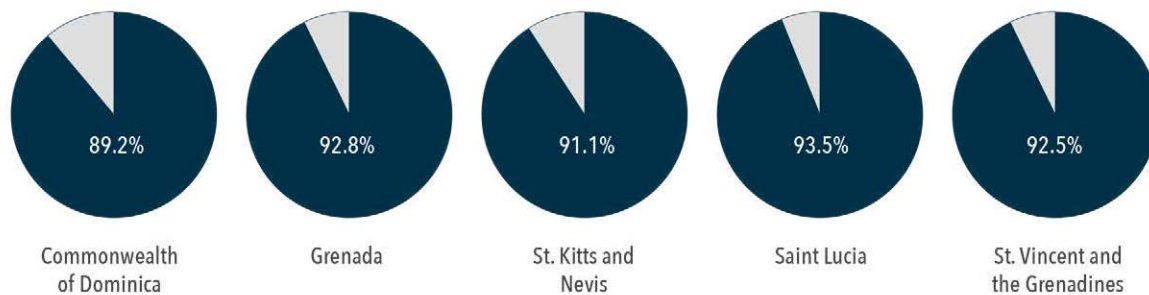
Reports of cybersecurity incidents appears to have been consistently low across the Contracting States as a significant proportion (over 89.2 per cent) of respondents reported not having experienced an issue in the previous three months. Less than 3.6 per cent of respondents reported receiving fraudulent emails or having a virus or other computer infection.

Even so, most of the affected respondents were aware of the actions to be taken following a cybersecurity incident. Respondents across the Contracting States indicated that they had reported the incident to the company through which the incident occurred. In Saint Lucia respondents (41.1 per cent) were most likely to report to the company whilst respondents in Grenada (17.6 per cent) were least likely to report. Respondents also indicated that they had changed their passwords more frequently (28.3 per cent) since the incident. Password change was most common in the Commonwealth of Dominica (38.7 per cent) and least common in Saint Lucia (19.5 per cent).

Respondents across the Contracting States also reported that they had deleted the accounts related to the security incident (on average 16.1 per cent) and installed, upgraded or subscribed to protection software (on average 14.3 per cent). Deletion of the affected account was most likely in Saint Lucia (20.1 per cent) and least likely in St. Kitts and Nevis (10.8 per cent). The least respondents in Grenada (6.7 per cent) reported installing protection software compared to St. Vincent and the Grenadines (17.7 per cent).

Figure 8.1: Respondents experiencing no cyber security incidents over the internet in the last three months

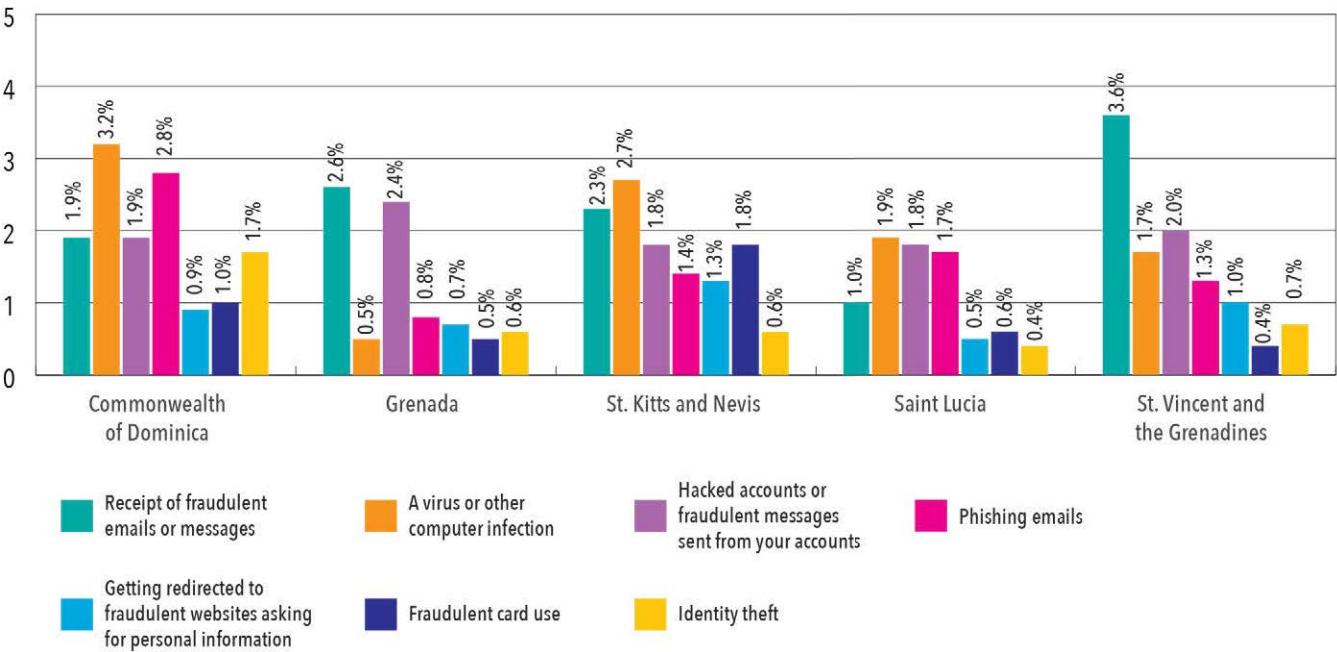
Percentage of total respondents



Source: ECTEL DIS 2024

Figure 8.2: Cybersecurity incidents experienced over the internet in the last three month

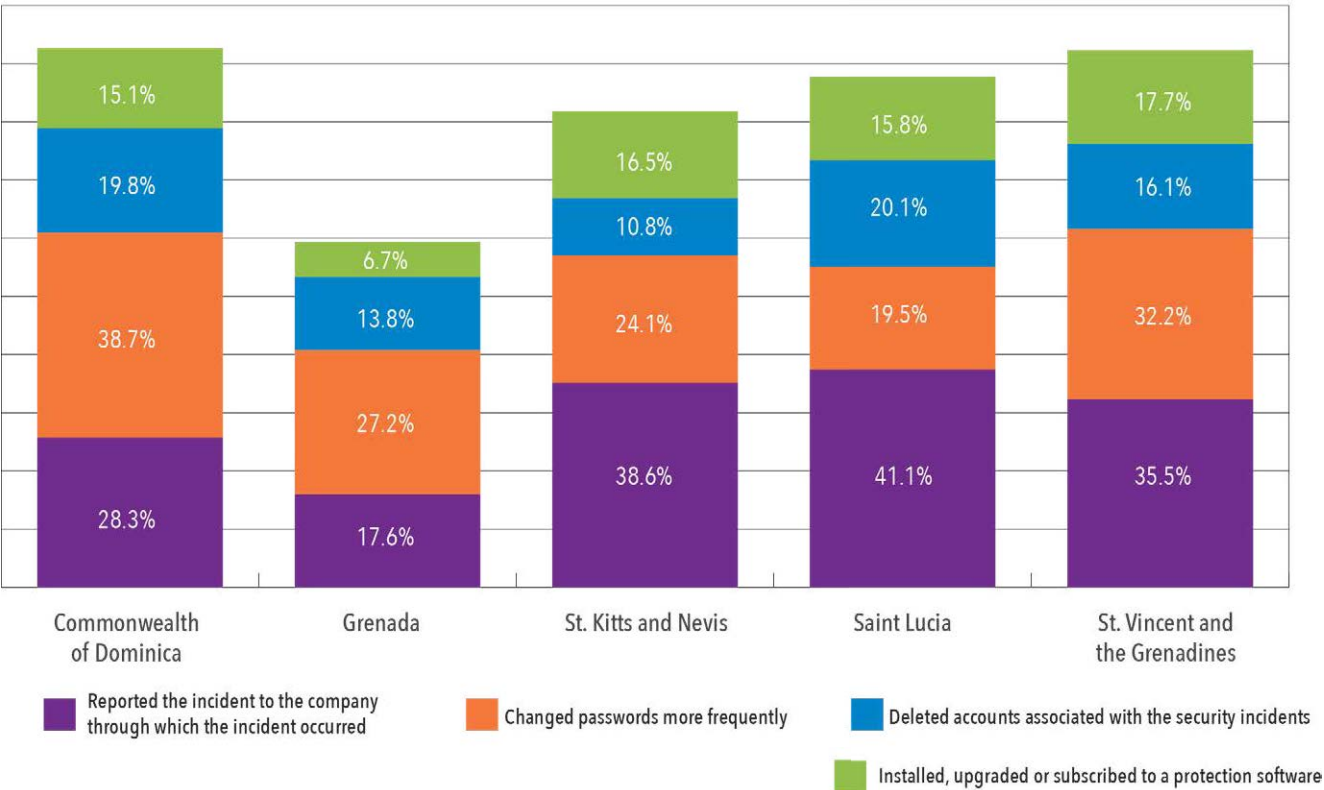
Percentage of total respondents



Source: ECTEL DIS 2024

Figure 8.3: Actions taken following a cybersecurity incident in the last three months

Percentage of respondents who experienced a cybersecurity incident in the last three months



Source: ECTEL DIS 2024

8.2 Methods used to verify identity and protect identity in the past three months

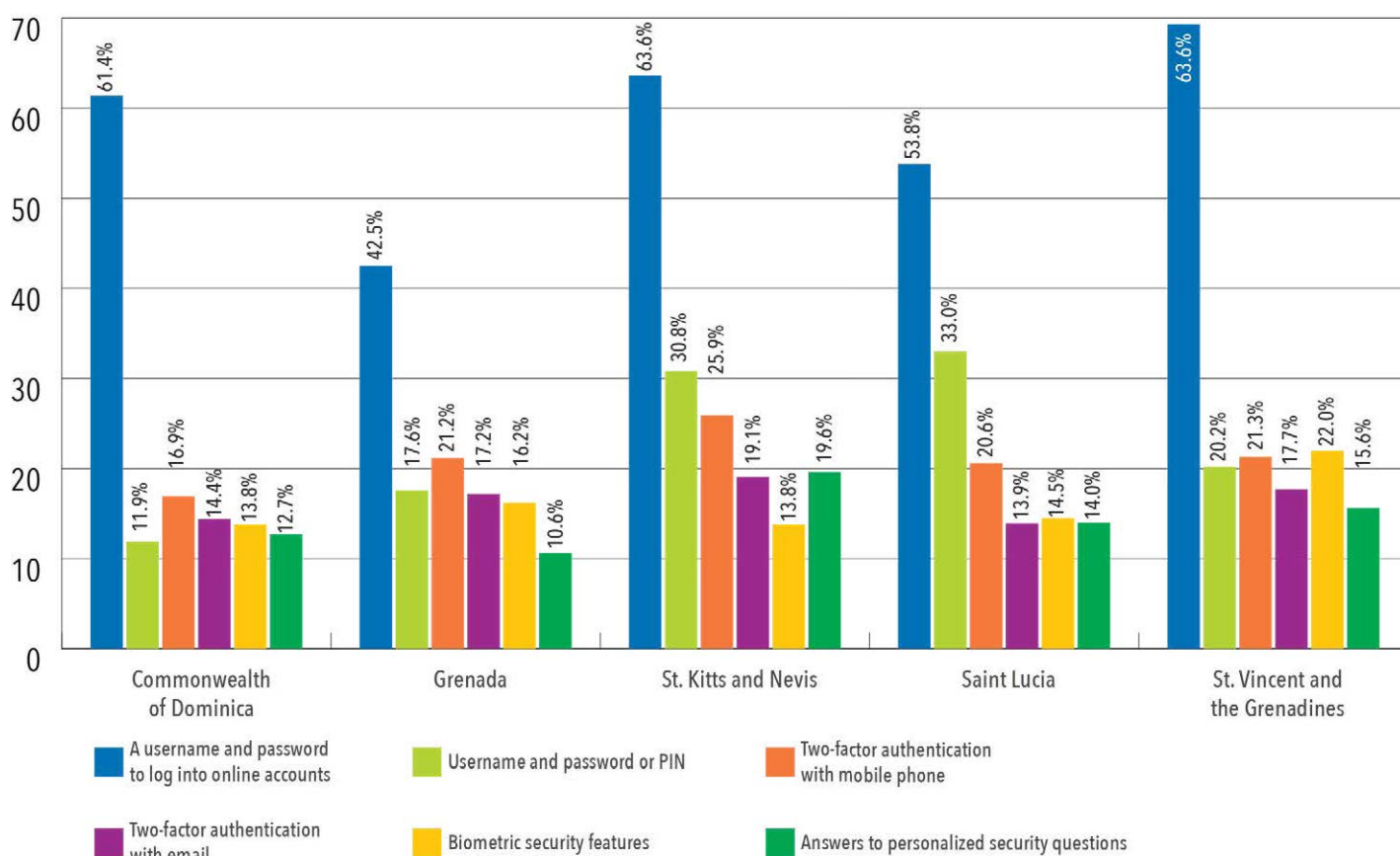
Respondents across the Contracting States reported employing a variety of methods and measures to verify and protect their online identity including using a username and password to log on to online accounts (58.1 per cent), using two-factor authentication with mobile phone (21.1 per cent), using two-factor authentication with email (16.5 per cent), using biometric security features (16.1 per cent) and setting up answers to personalised security questions (14.5 per cent).

Except for Grenada (42.5 per cent), above 50 per cent of respondents in the Contracting States used a username and password to log on to online accounts. While 19.1 per cent of respondents in St. Kitts and Nevis were likely to use two-factor authentication with email, only 13.9 per cent were likely to do so in Saint Lucia. The use of biometric security features was common in St. Vincent and the Grenadines (22.0 per cent) but less common in the Commonwealth of Dominica (13.8 per cent) and St. Kitts and Nevis (13.8 per cent). Setting up answers to personalised security questions was a measure employed by less than 19.6 per cent of respondents in the Contracting States.

The results suggest that there is need for increased sensitisation on how to protect against cybersecurity threats as on average 28 per cent of respondents (with a high of 40.9 per cent in Grenada) do not employ any method to protect against cyber attacks. Although reports of cybersecurity incidents have been low, it is necessary to strengthen awareness and to build the capacity of citizens to mitigate against the risks of cybercrimes. This will require multi-sectoral and multi-agency collaboration.

Figure 8.4: Methods used to verify and protect identity in the last three months

Percentage of total respondents



Source: ECTEL DIS 2024

9. E-waste

9.1 E-waste discarded in the last twelve months

Sustainable Development Goal (SDG) 12 aims to promote sustainable consumption and production patterns to ensure that the livelihoods of current and future generations are sustained. These objectives are expected to be attained through policies and regulations that support resource efficiency, efficient management of economic activities and the implementation of multilateral environment agreements as well as practices that promote a reduction in waste generation. These include reusing, refurbishing and recycling products and designing products for longevity, repairability and recyclability.

While most of the Contracting States still lack specific legislation for e-waste management, some progress has been made on e-waste policies such as the Inter-American Development Bank-supported pilot project in Saint Lucia to establish an Integrated E-Waste Management (IEWM) system to create a circular economy for electronic waste.

In the Contracting States, a majority of respondents reported that they did not dispose electronic equipment in the previous 12 months. The proportion of respondents who reported not discarding equipment was above 78.0 per cent across the Contracting States except in the Commonwealth of Dominica where 74 per cent reported not discarding equipment.

Of those who reported disposing equipment, on average 12.8 per cent of the equipment disposed was mobile equipment. This was followed by televisions (7.3 per cent) and laptops (3.2 per cent). Respondents in St. Vincent and the Grenadines led the other Contracting States in the disposal of mobile equipment (14.5 per cent) followed closely by respondents in the Commonwealth of Dominica (14.3 per cent). Respondents in Commonwealth of Dominica were also most likely to dispose of televisions (10 per cent) and laptops (3.8 per cent).

Although the proportion of respondents who indicated that they have disposed of e-waste was relatively small, the use of mobile phones, televisions and other ICT devices is prevalent in all Contracting States. Therefore, there is need for defined policies to manage e-waste generation in the Contracting States to ensure environmental protection as device uptake and internet usage increases.

Table 9.1: E-waste disposal in the last three months

Percentage of total respondents

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
None	74.2	81.1	78.3	80.1	78.7
Mobile	14.3	11.6	11.8	11.5	14.5
Televisions	10.0	6.3	7.7	6.3	6.1
Laptops	3.8	2.8	3.1	3.1	2.9

Source: ECTEL DIS 2024

9.2 Reason of discarding

The survey results indicate that the main reason for disposal was due to the equipment being broken. The proportion of respondents who discarded equipment for that reason was above 50 per cent in all the Contracting States and ranged from a low of 57.4 per cent in Grenada to 75.5 per cent in St. Kitts and Nevis. A moderate proportion of respondents also reported disposing of the equipment because it was no longer performing as well as desired. Eighteen per cent of respondents in St. Kitts and Nevis disposed of equipment for that reason compared to 34.1 per cent in Grenada.

10. Use of public pay phone

With the widespread use of mobile phones, there has been a drastic reduction in the use of public pay phones in the Contraction States since 2014. On average, only 4.2 per cent of the respondents indicated using a pay phone in 2024 as compared to 65.8 per cent in 2014. This is a more than 60 percentage point decline in the proportion of individuals using a pay phone since 2014.

The most common reason cited for the not using a pay phone is not knowing where to find a pay phone in the Commonwealth of Dominica (92.7 per cent), St. Vincent and the Grenadines (91.1 per cent) and Saint Lucia (59.8 per cent). In St. Kitts and Nevis (79.1 per cent) and Grenada (75.6 per cent) respondents simply indicated that they did not use a payphone.

Of the limited numbers of pay phone users, 8.2 per cent of respondents in Saint Lucia noted using the pay phone if their mobile phone is out of credit and 3.5 per cent in St. Kitts and Nevis cited not having a fixed line or mobile phone. For respondents in the other Contracting States use of pay phones was negligible.

Table 10.1: Use of Public Pay Phone
Percentage of total respondents

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
No, I don't know where to find a public payphone	92.7	24.2	16.5	59.8	91.1
I have not used a public payphone	4.7	75.6	79.1	29.0	6.5
Yes	2.6	0.2	4.3	11.3	2.4

Source: ECTEL DIS 2024

Appendix I

Digital Inclusion and the Sustainable Development Goals (SDGs)

A1.0 Sustainable Development Goals ICT Indicators

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared global blueprint for peace, prosperity, and sustainability for both people and the planet. At its core the 17 Sustainable Development Goals (SDGs), are an urgent call to action by all countries to end poverty and other deprivations by advancing health, education, gender equality, economic growth, and environmental stewardship.

Information and Communication Technologies (ICTs) play a pivotal role in achieving these goals. The International Telecommunication Union (ITU) emphasizes that ICTs act as cross-cutting enablers of progress across all 17 goals, helping to accelerate innovation, reduce inequalities, and promote inclusion. By expanding connectivity and digital solutions, ICTs create opportunities to deliver smarter services, empower communities, and support sustainable growth.

ICTs enable development in several critical ways:

1. **Expanding essential services** – improving access to health, education, financial services, agriculture, and clean energy.
2. **Reducing deployment costs** – making technology accessible in both urban and rural settings.
3. **Increasing awareness and participation** – encouraging public engagement and informed decision-making.
4. **Boosting innovation and efficiency** – fostering productivity across all sectors.
5. **Improving job quality and services** – upgrading skills and creating new employment opportunities.

While ICTs support all goals, the following SDGs are considered most relevant:

- **SDG 4 - Quality Education** – Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
 - » Target 4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship.
 - » Indicator 4.4.1: Proportion of youth and adults with information and communications technology (ICT) skills, by type of skill.
- **SDG 5 - Gender Equality** – Achieve gender equality and empower all women and girls.
 - » Target 5.b: Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.
 - Indicator 5.b.1: Proportion of individuals who own a mobile telephone, by sex.
- **SDG 9 - Industry, Innovation, and Infrastructure** – Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.
 - » Target 9.c: Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2030.
 - Indicator 9.c.1: Proportion of population covered by a mobile network, by technology.

- **SDG 17 - Partnerships for the Goals** – Strengthen the means of implementation and revitalize the global partnership for sustainable development.
 - » Target 17.6: Enhance North-South, South-South, and triangular regional and international cooperation on and access to science, technology, and innovation, and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism.
 - » Indicator 17.6.1: Fixed broadband subscriptions per 100 inhabitants, by speed.
 - » Target 17.8: Fully operationalise the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017, and enhance the use of enabling technology, in particular information and communications technology.
 - Indicator 17.8.1: Proportion of individuals using the Internet.
- **SDG 12 - Responsible Consumption and Production** – Ensure sustainable consumption and production patterns.
 - » Target 12.4: By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.
 - Indicator 12.4.1: (a) Hazardous waste generated per capita; and (b) proportion of hazardous waste treated, by type of treatment.
 - » Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse
 - Indicator 12.5.1: National recycling rate, tons of material recycled.

A2.0 ECTEL Contracting States progress to ICT related SDG targets

A2.1 Proportion of youth and adults with ICT skills, by type of skill (SDG 4)

ICT skills are essential for economic and social well-being. The Sustainable Development Goals Report 2024⁸ indicates that globally, despite a median rate for Internet usage of about 90 per cent, many countries lack essential skills, highlighting a significant gap between access and the ability to use the Internet effectively and safely.

The findings from the DIS 2024 suggest that online calling, participating in social networks and sending messages are the dominant activities undertaken, while the participation in intermediate and advanced activities is low for respondents. Across the ECTEL Contracting States, the data reveal that youth (ages 15–24) generally possess higher levels of ICT skills than adults (25 and over), with the widest gap observed between the two groups in St. Kitts and Nevis and the smallest in the Commonwealth of Dominica. The youth consistently outperform adults in most technical areas, including using copy and paste tools, downloading files, creating electronic presentations, and programming. However, proficiency in more advanced skills such as coding or installing devices remains low for both groups in all the states with the Commonwealth of Dominica (6.4 per cent) having the highest rate of youth with programming skills and St. Vincent and the Grenadines (1.3 per cent) with the lowest for adults.

In all Contracting States, adults showed stronger proficiency in practical applications such as online banking and purchasing goods and services online with more than half of adults in St. Kitts and Nevis (51.5 per cent) reported using online banking.

Social networking is the most widespread activity across all Contracting States, with both youth and adults reporting high participation. Notably, adults slightly outpace youth in Saint Lucia (93.7 per cent compared to 90.3 per cent) and Grenada (86.1 per cent compared 81.3 per cent). Notably, youth participation in online courses is significantly higher than that of adults, with the Commonwealth of Dominica (33.9 per cent) and St. Vincent and the Grenadines (33.3 per cent) recording the highest levels.

⁸The Sustainable Development Goals Report 2024 - <https://unstats.un.org/sdgs/report/2024/The-Sustainable-Development-Goals-Report-2024.pdf>

Table A2.1: Youth and adults using ICT skills

Percentage of respondents who used an ICT device

ICT Skills		Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Using copy and paste tools	Youth	47.7%	32.0%	29.2%	32.0%	35.9%
	Adults	41.0%	21.9%	25.5%	17.2%	24.1%
Sending Messages	Youth	70.7%	66.1%	56.3%	60.9%	78.6%
	Adults	66.3%	50.1%	64.0%	45.3%	63.5%
Using basic arithmetic formulas	Youth	30.1%	15.1%	19.8%	11.4%	11.0%
	Adults	20.3%	12.1%	18.7%	6.1%	10.4%
Connecting and installing new devices	Youth	31.0%	16.4%	4.2%	12.4%	7.8%
	Adults	18.3%	7.8%	9.0%	5.7%	12.2%
Finding, downloading, installing and configuring software	Youth	32.4%	17.8%	15.6%	19.7%	16.2%
	Adults	16.1%	9.7%	8.6%	9.7%	16.6%
Creating electronic presentations	Youth	22.0%	12.2%	11.5%	8.0%	8.4%
	Adults	9.7%	7.1%	12.4%	4.2%	10.7%
Transferring files or applications	Youth	32.8%	21.4%	19.8%	17.0%	17.5%
	Adults	27.2%	13.9%	21.3%	8.5%	16.9%
Setting up effective security measures	Youth	17.2%	15.2%	11.5%	10.0%	12.6%
	Adults	14.5%	11.0%	19.0%	5.8%	13.4%
Changing privacy settings on device, account or application	Youth	17.2%	12.5%	13.5%	9.7%	12.6%
	Adults	14.1%	7.6%	15.1%	6.0%	12.3%
Verifying the reliability of information found online	Youth	24.1%	25.0%	10.4%	13.0%	12.3%
	Adults	25.0%	17.3%	14.1%	10.2%	15.2%
Writing a computer program	Youth	6.4%	3.9%	2.1%	2.3%	2.9%
	Adults	1.4%	1.5%	1.5%	1.4%	1.3%
Online banking	Youth	23.0%	18.2%	43.8%	19.4%	15.5%
	Adults	34.0%	33.0%	51.5%	21.3%	30.2%
Taking part in online learning	Youth	33.9%	25.1%	25.8%	21.4%	33.3%
	Adults	15.9%	12.5%	16.2%	9.3%	12.9%
Purchasing goods and services	Youth	31.0%	24.4%	38.1%	27.0%	18.8%
	Adults	38.7%	27.6%	46.4%	24.5%	30.1%
Participating in social networks	Youth	70.1%	81.3%	72.2%	90.3%	83.8%
	Adults	69.3%	86.1%	76.3%	93.7%	87.1%

Source: ECTEL DIS 2024

Overall, the results of the survey highlight a skills gap indicating while most individuals can use the internet for communication and social networking, fewer possess the intermediate and advanced skills needed for the digital economy. The Contracting States are a long way from the aspirational 2030 SDG targets of at least 70 per cent of the population over the age of 15 having basic digital skills and at least 50 per cent having intermediate digital skills.

A2.2 Proportion of individuals who own a mobile telephone, by sex (SDG 5)

The proportion of individuals who own a mobile phone across the ECTEL Contracting States is high for both men and women, with the Contracting States of the Commonwealth of Dominica (91.9 per cent), St. Kitts and Nevis (90.8 per cent) and Saint Lucia (92.9 per cent) nearing the SDG target of universal ownership (95 per cent).

At the Contracting State level, female ownership ranged from 72.1 to 93.7 per cent and male ownership ranged from 72.8 to 92.2 per cent. The gender parity scores remained close to 1.0 in all Contracting States, reflecting minimal gender disparity. Notably, Grenada (1.03) and Saint Lucia (1.02) show slightly higher ownership among women compared to men. This indicates that women are slightly more likely than men to own a mobile phone across the Contracting States, with the exception of St. Vincent and the Grenadines, where male ownership (72.8 per cent) marginally exceeds female ownership (72.1 per cent).

Table A2.2: Individuals who own a mobile phone
Percentage of total respondents

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines	Average	Global
All respondents who own a mobile phone	91.9	87.0	90.8	92.9	72.4	87.0	78.1
Males who own a mobile phone	91.8	85.8	90.7	92.2	72.8	86.7	81.4
Females who own a mobile phone	92.1	88.4	91	93.7	72.1	87.5	74.8
Gender Parity Score	1.00	1.03	1.00	1.02	0.99	1.01	0.92

Source: ECTEL DIS 2024

In comparison, according to the Progress on the Sustainable Development Goals: The Gender Snapshot 2024⁹, 74.8 per cent of women and 81.4 per cent of men globally own a mobile phone, with a gender parity score of 0.92. Although the global gender gap in ownership has narrowed , women worldwide are still 8 per cent less likely than men to own a mobile phone. In contrast, the ECTEL Contracting States reflect little to no gender disparity with near-parity or even higher ownership among women.

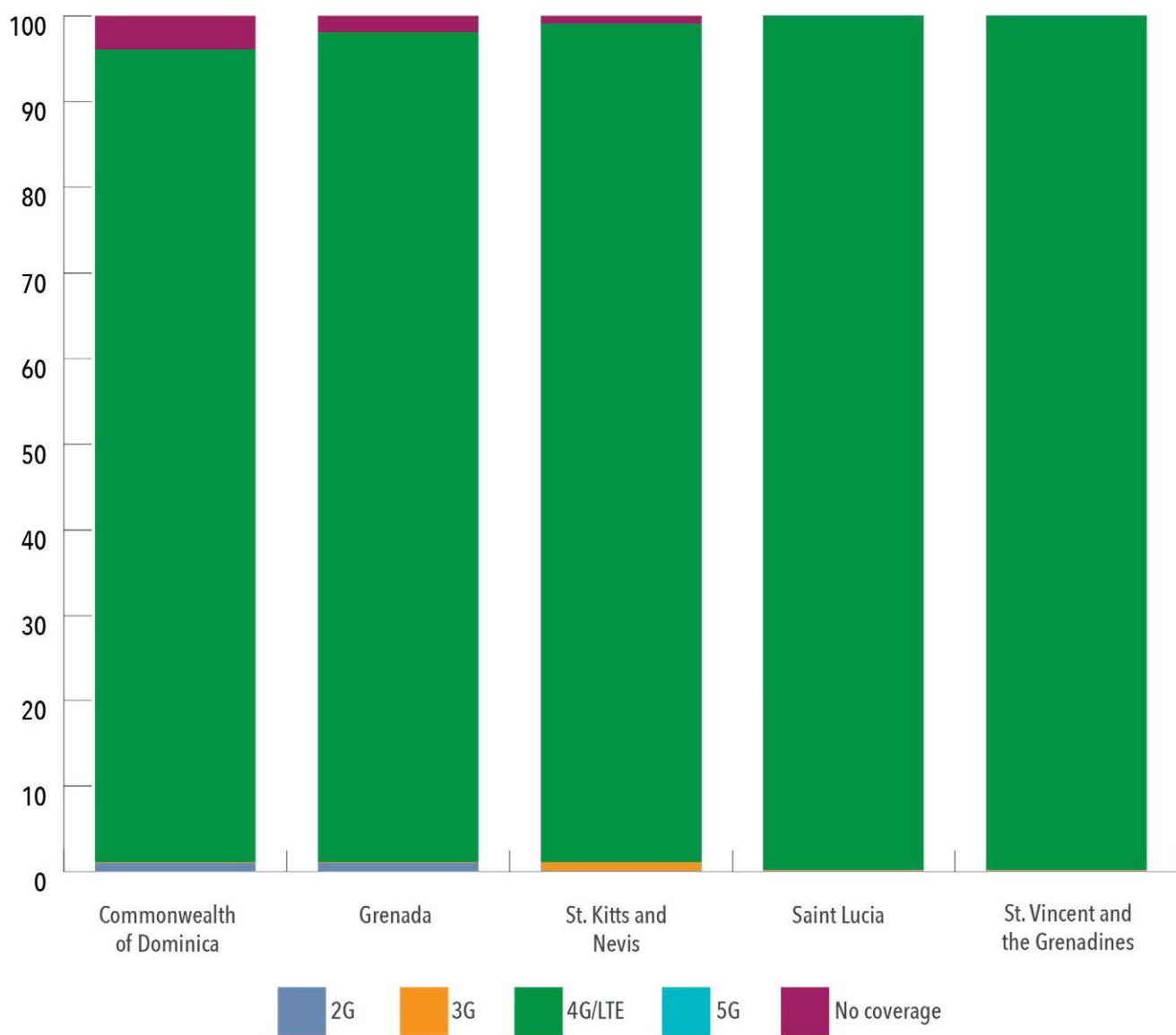
⁹Progress on the Sustainable Development Goals: The Gender Snapshot 2024 - <https://unstats.un.org/sdgs/gender-snapshot/2024/>

A2.3 Proportion of population covered by a mobile network, by technology (SDG 9)

Mobile network coverage is extensive across the ECTEL Contracting States, with nearly all of the population having access to 2G, 3G, and 4G/LTE services. Data from service providers for 2023/2024 period indicate that 2G and 3G networks cover approximately 97 per cent of the population, while 4G/LTE networks reach 98 per cent, with Saint Lucia and St. Vincent and the Grenadines achieving full LTE coverage. The ECTEL Contracting States have all met the SDG target of universal coverage of the population by the latest technology available in the country.

As of 2024, none of the ECTEL Contracting States report 5G coverage. Globally, 5G has expanded rapidly, reaching 51 per cent of the world's population just five years after its commercial launch in 2019; however, this growth is highly uneven, with 84 per cent coverage in high-income countries compared to only 4 per cent in low-income nations. In regions without 5G, 4G remains a strong alternative, covering 92 per cent of the global population.

Figure A2.1: Population covered by a mobile network, by technology



Source: Service Providers and World Bank

A2.4.1 Fixed broadband subscriptions per 100 inhabitants (SDG 17)

According to data reported by service providers in 2024, fixed broadband subscriptions per 100 inhabitants varied across the ECTEL Contracting States. St. Kitts and Nevis recorded the highest penetration rate at 44.5 subscriptions per 100 inhabitants, followed by Grenada (28.1), the Commonwealth of Dominica (29.2) and St. Vincent and the Grenadines (27.8). Saint Lucia lagged behind with 25.9 subscriptions per 100 inhabitants, more than 18 points below St. Kitts and Nevis.

Importantly, fixed broadband penetration for all the Contracting States is well above the global average of 19.6 subscriptions per 100 inhabitants, as published by the ITU in 2024.

Table A2.3: Fixed broadband subscriptions per 100 Inhabitants and household access to fixed broadband

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
Fixed Broadband Subscriptions	21,214	31,811	22,308	47,799	30,858
Population (2023)	72,565	113,173	50,091	184,474	110,960
Fixed Broadband Penetration Rate	29.2%	28.1%	44.5%	25.9%	27.8%
DIS 2024 Household Access to Fixed Broadband	83.0%	76.0%	80.0%	83.2%	84.5%

Source: Service Providers and ECTEL DIS 2024

However, it should be noted that survey data revealed that more than 76 per cent of households across the ECTEL Contracting States reported having a fixed broadband subscription, with St. Vincent and the Grenadines (84.5 per cent) and Saint Lucia (83.2 per cent) recording the highest levels of household access. Interestingly, these two countries also recorded the lowest penetration rates per 100 inhabitants, underscoring the difference between household penetration and population-based penetration rates.

A2.4.2 Proportion of individuals using the Internet (SDG 17)

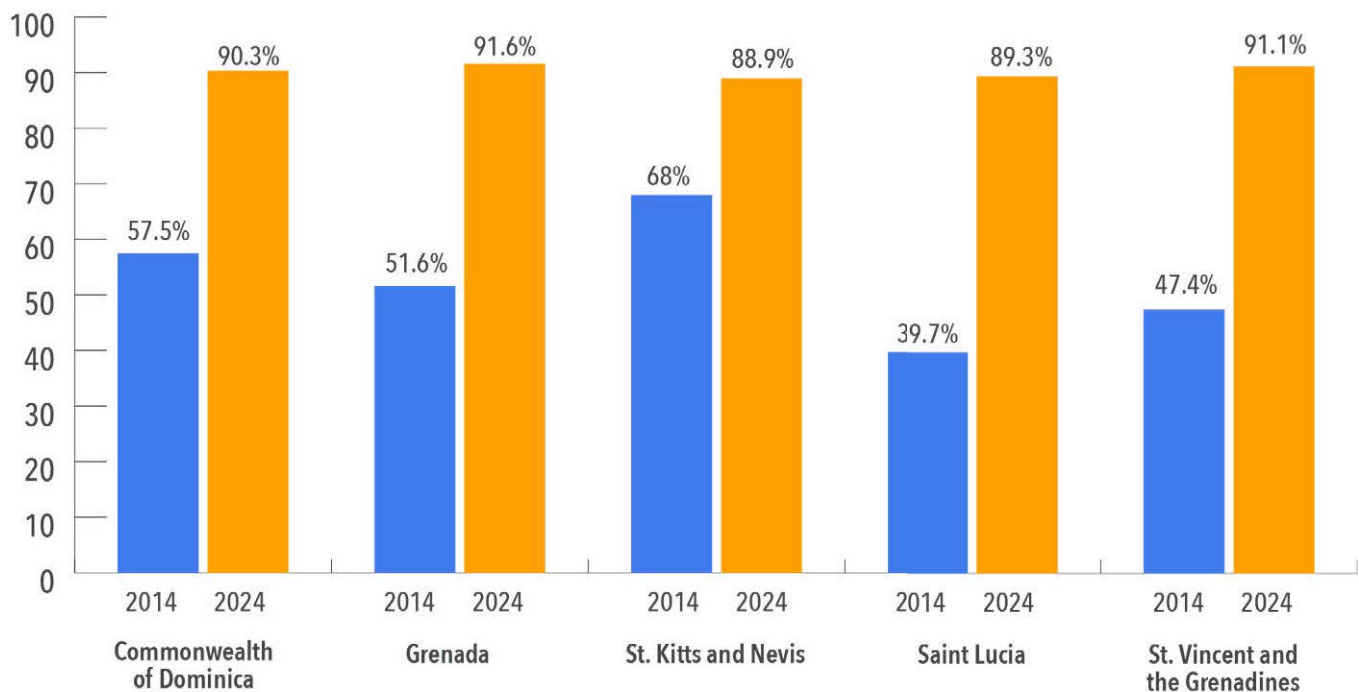
According to the ITU, in 2024, 5.5 billion people were online, representing 68 per cent of the world's population. However, nearly one third of the global population (2.6 billion) remains offline. While global internet use has grown from 40 per cent in 2015 to 68 per cent in 2024, universal usage defined as 95 per cent penetration remains a distant prospect. The SDG Report 2024 highlights that universal use has been achieved or nearly achieved in Australia and New Zealand, Europe and Northern America, while sub-Saharan Africa and Oceania (excluding Australia and New Zealand) are lagging, with only 37 and 33 per cent of people online, respectively.

Across the ECTEL Contracting States, close to 90 per cent of the population reported using the Internet in the previous three months, well above the global average of 68 per cent and approaching the universal usage target of 95 per cent. Grenada recorded the highest recent internet use at 91.6, while St Kitts and Nevis recorded the lowest at 88.9 per cent.

Internet use in the region has escalated significantly in the last 10 years. Saint Lucia experienced substantial growth with usage growing by 50 percentage points followed by St. Vincent and the Grenadines (43.7 percentage points), Grenada (40 percentage points), Commonwealth of Dominica (32.8 percentage points) and St. Kitts and Nevis, which reported the highest usage in 2014, grew 20.9 percentage points.

Figure A2.2: Use of internet from any location in the last three months by year

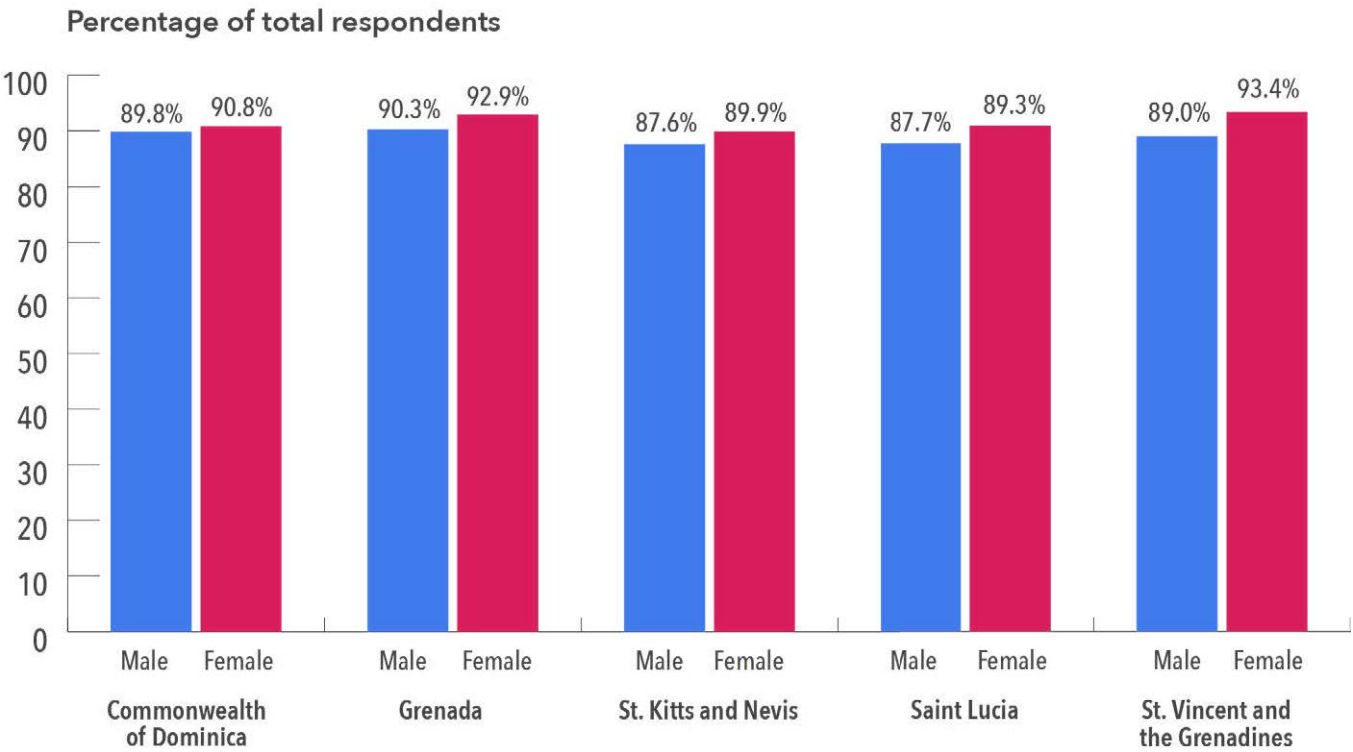
Percentage of total respondents



Source: ECTEL DIS 2024

Globally, 70 per cent of men were online, compared with 65 per cent of women, leaving 189 million more men than women connected in 2024 reflecting the global digital gender gap. In contrast, across the ECTEL Contracting States, women are slightly more likely than men to use the Internet. Male internet usage within the last three months ranged from a low of 87.6 per cent in St. Kitts and Nevis to a high of 90.3 per cent in Grenada, while female usage ranged from 89.9 per cent in St. Kitts and Nevis to a high of 93.4 per cent in St. Vincent and the Grenadines.

Figure A2.3: Individuals who use the Internet, by sex



Source: ECTEL DIS 2024

A2.5 Electronic and Electrical waste (E-waste) (SDG 17)

Target 12.4 of SDG 12 proposed to curb all waste and reduce their release into the environment by 2020 while target 12.5 aims to significantly reduce waste generation through prevention, reduction, recycling and reuse by 2030. Globally, progress made towards the attainment of SDG 12 has been mixed. While there have been advances in the adoption of sustainability policies, the management of waste especially e-waste has been challenging. According to the Sustainable Development Goals Report 2024, the accelerated growth in global e-waste remains a significant challenge with only 22 per cent being collected and managed sustainably in 2022. It is estimated that e-waste generation increased from 6.3 kilograms per capita to 7.8 kilograms per capita in 2022, totalling 62 million metric tons. Collection rates are projected to be above 40 per cent in high income countries but are not adequately recycled. In Latin America and the Caribbean, collection rates are estimated to be below 5 per cent. E-waste generation is forecasted to increase to 10 kilograms per capita per year or 82 million metric tons by 2030.

Across the ECTEL Contracting States, the proportion of respondents who did not discard electronic equipment in the previous 12 months was above 74 per cent. Among those persons who reported disposing of equipment, mobile devices were the most commonly discarded (12.8 per cent on average), followed by televisions (7.3 per cent) and laptops (3.2 per cent). Respondents in St. Vincent and the Grenadines reported the highest level of mobile device disposal (14.5 per cent), while respondents in the Commonwealth of Dominica were most likely to dispose of televisions (10.0 per cent) and laptops (3.8 per cent).

Overall, the proportion of respondents disposing of e-waste was relatively small despite the widespread use of mobile phones, televisions, and other ICT devices. Therefore, there is need for defined policies to manage e-waste recycling and disposal in the Contracting States to ensure environmental protection as device and internet usage increases.

Table A2.4: ICT equipment discarded in the last twelve months

Percentage of total respondents

	Commonwealth of Dominica	Grenada	St. Kitts and Nevis	Saint Lucia	St. Vincent and the Grenadines
None	74.2	81.1	78.3	80.1	78.7
 Mobile	14.3	11.6	11.8	11.5	14.5
 Televisions	10.0	6.3	7.7	6.3	6.1
 Laptops	3.8	2.8	3.1	3.1	2.9

Source: ECTEL DIS 2024

Conclusion

The ECTEL Contracting States have performed well against global benchmarks in ICT coverage, ICT adoption and gender parity in internet use and mobile phone ownership. However, gaps remain in ICT skills and the deployment of next-generation networks such as 5G. Additionally, the growing prevalence of ICT devices raises concerns about e-waste, where disposal is relatively low but is expected to increase with rising device uptake.

Therefore, to sustain and advance the progress made towards the Sustainable Development Goals in the Contracting States requires greater attention and investments in ICT skills training for both youth and adults, expanded digital literacy programmes, modernising infrastructure to ensure affordable, resilient, and equitable access, and well-defined policies for e-waste recycling and disposal. This will assist in strengthening the digital economies, protecting the environment, fostering innovation, and ensuring that all citizens have meaningful connectivity and access while contributing to the achievement of the SDGs.

Appendix II

Digital Inclusion Survey 2024 Questionnaire

Generated by edwinstcather, Jul 27, 2024 15:05
 Questionnaire owned by edwinstcather, May 13, 2024 12:38
 Last modified by edwinstcather, Jul 12, 2024 15:10

Not shared with anyone

Sections: 5, Sub-sections: 23,
 Questions: 210.
 Questions with enabling conditions: 110
 Questions with validation conditions: 19
 Rosters: 1
 Variables: 1



ECTEL - Digital Inclusion Survey for the 2024 V2

SURVEY IDENTIFICATION INFORMATION QUESTIONNAIRE DESCRIPTION

COVER

No sub-sections, No rosters, Questions: 2, Static texts: 1.

SECTION 0: INTRODUCTION

No sub-sections, No rosters, Questions: 7, Static texts: 1.

SECTION 1 - HOUSEHOLD ACCESS AND USE OF ICT SERVICES

Sub-sections: 5, No rosters, Questions: 43, Static texts: 1.

SECTION 2 - INDIVIDUAL ACCESS AND USE OF ICT SERVICES (AGE 15 AND OLDER)

Sub-sections: 1, Rosters: 1, Questions: 64, Static texts: 1, Variables: 1.

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

Sub-sections: 17, No rosters, Questions: 94, Static texts: 2.

APPENDIX A — INSTRUCTIONS

APPENDIX B — CATEGORIES

LEGEND

SURVEY IDENTIFICATION INFORMATION
QUESTIONNAIRE DESCRIPTION

Basic information
<i>Title</i> ECTEL - Digital Inclusion Survey for the 2024 V2

COVER

STATIC TEXT

Questionnaire for Measuring Access and Use of Broadband and ICT Services by Households and Individuals – Digital Inclusion Survey for the ECTEL Contracting States

Country of residence

SINGLE-SELECT

Country

- 03 ☐ Commonwealth of Dominica
- 04 ☐ Grenada, Carriacou and Petite Martinique
- 06 ☐ St Kitts and Nevis
- 07 ☐ Saint Lucia
- 08 ☐ St Vincent and the Grenadines

Name of Parish/District or Census Division

SINGLE-SELECT: CASCADING

Parish

- 10 ☐ City of Roseau
- 11 ☐ Rest of St. George
- 12 ☐ St. John
- 13 ☐ St. Peter
- 14 ☐ St. Joseph
- 15 ☐ St. Paul
- 16 ☐ St. Luke
- 17 ☐ St. Mark
- 18 ☐ St. Patrick
- 19 ☐ St. David
- 20 ☐ St. Andrew
- 10 ☐ St. George
- 11 ☐ Town Of St. George
- 20 ☐ St. John
- 30 ☐ St. Mark
- 40 ☐ St. Patrick

[And 41 other symbols \[3\]](#)

SECTION 0: INTRODUCTION

Name of town/village/community	SINGLE SELECT: CASCADING Community 001001421 ☐ Bath Estate 001002280 ☐ Bellevue Rawle 001003481 ☐ Castle Comfort (north) 001004470 ☐ Charlotte Valley 001005481 ☐ Citronniere 001006070 ☐ City Centre 001007400 ☐ Elmshall 001008410 ☐ Fatima 001009250 ☐ Fond Cole 001010470 ☐ Fortune 001011250 ☐ Glasgow 001012272 ☐ Goodwill 001013293 ☐ Gutter Village 001014220 ☐ Kingshill 001015410 ☐ Louisville 001016240 ☐ Melville Battery And 1714 other symbols [4]
Time Started	DATE: CURRENT TIME time_started

STATIC TEXT

Read the following to the respondent.

Hello, my name is ... I am a field researcher for Data Point Solutions. We are conducting an ECTEL national household survey with the understanding that the information received will be kept confidential and will be used only for the purpose of understanding how and where people access and use cell phones/computers/internet/cable TV etc, and the impact of these items on their lives. Household survey-based data are essential to ECTEL's ability to monitor and report on national and international development goals and targets.

Would you be willing to assist me by participating in the survey?

Record_Sign	SINGLE-SELECT Record_Sign 01 ☐ Record 02 ☐ Signature
If you are willing to participate in the survey, please state your name and agreement? I Ask the respondent to state their name and agreement. E Record_Sign==1	AUDIO Agree_to_interview
Pic of Signature E Record_Sign==2	PICTURE signature

GPS Location	GPSgps N W A
Result of Interview	SINGLE-SELECTResult 01Completed 02Partially completed 03Refused 04No contact

SECTION 1 - HOUSEHOLD ACCESS AND USE OF ICT SERVICES

E !(Result==3 || Result==4)

1. Number of household members including respondent V1 self < 20 M1 Number of household members is too large	NUMERIC: INTEGER s1q1 -----
2. How many children under age 15 are living in this household? V1 self < s1q1 M1 Number of children must be less than the number of persons in the household V2 s1q1 - s1q2 <= 4 M2 This household is not eligible to be interviewed	NUMERIC: INTEGER s1q2 -----
4. Does this household have a radio? HH1	SINGLE-SELECT s1q4 01 ☐ Yes 02 ☐ No

SECTION 1 - HOUSEHOLD ACCESS AND USE OF ICT SERVICES
TELEVISION

5. Does this household have a television? H2 I Respondents are kindly requested to consider only working televisions when providing their answers.	SINGLE-SELECT s1q5 01 ☐ Yes 02 ☐ No
STATIC TEXT <i>Additional question notes -This question is asked of all in-scope households with a television. -Record all multichannel services used by the household (that is, allow multiple responses). -The TV service(s) selected should be working at the time of the survey.</i>	
6. Does this household have any of the following television services? HH13 I Cable TV (CATV) - example flow -Multichannel programming delivered over a coaxial cable for viewing on television sets, example Flow/Digital cable.

 Internet Protocol TV (IPTV) examples in And 1422 other symbols (2) E s1q5==1 V1 (self.Length == 1) (self.Length > 1 && !self.Contains(7)) M1 This option cannot be selected along with another option	MULTI-SELECT s1q6 01 ☐ Cable TV (CATV) 02 ☐ Internet-Protocol TV (IPTV) 03 ☐ Direct-to-home (DTH) satellite services 04 ☐ Fibre-to-the-home TV 05 ☐ Free to Air TV 06 ☐ Other 07 ☐ Do not have television service (Go to Q8)

7. Who is your household's television service provider? E s1q6.ContainsAny(1,2,3,4,5,6)	SINGLE-SELECT s1q7 01 ☐ SAT /Digicel Play 02 ☐ Cable & Wireless /FLOW 03 ☐ Columbus/FLOW 04 ☐ Digicel 05 ☐ Caribbean Cable Communications (CCC)/Digicel Play... 06 ☐ The Cable 07 ☐ Other
8. What are the reasons why you or your household do not subscribe to a service providing access to television channels? E s1q6.ContainsOnly(7)	MULTI-SELECT s1q8 01 ☐ Using Firestick, Roku and other devices for content 02 ☐ Using paid Over the Top (OTT) TV services e.g. Netflix, Disney + etc 03 ☐ Do not need or not interested 04 ☐ Cannot afford the monthly cost of the service 05 ☐ Can watch at another location 06 ☐ Not available in my area 07 ☐ Previously experienced poor customer service 08 ☐ Previously experienced poor quality 09 ☐ Other, specify
Other, specify E s1q8.Contains(9)	TEXT s1q8o

SECTION 1 - HOUSEHOLD ACCESS AND USE OF ICT SERVICES

FIXED LINE TELEPHONE SERVICE

9. Does this household have a fixed telephone line? HH3	SINGLE-SELECT s1q9 01 ☐ Yes 02 ☐ No
---	---

10. Who is your fixed line telephone service provider ? E s1q9==1	SINGLE-SELECT s1q10 01 ☐ Cable & Wireless/FLOW 02 ☐ Digicel/SAT 03 ☐ Caribbean Cable Communications (CCC) 04 ☐ Columbus Communications (FLOW) 05 ☐ Other, specify
Other, specify E s1q10==5	TEXT s1q10o
11. What is the main reason for having a fixed line telephone? E s1q9==1	SINGLE-SELECT s1q11 01 ☐ Fixed line phone is more reliable 02 ☐ To keep the phone number 03 ☐ To make it easy for family and friends to reach us 04 ☐ A fixed phone is necessary 05 ☐ Fixed line can be used if there is a prolonged power outage 06 ☐ A fixed line telephone is needed for internet access 07 ☐ International calls are cheaper from fixed line telephone 08 ☐ Local calls are cheaper from a fixed line telephone 09 ☐ Other, specify
Other, specify E s1q11==9	TEXT s1q11o

SECTION 1 - HOUSEHOLD ACCESS AND USE OF ICT SERVICES

MOBILE

12. Does at least one person in this household have a mobile telephone? HH3	SINGLE-SELECT s1q12 01 ☐ Yes 02 ☐ No
13. Does this household have a smartphone ? E s1q12==1	SINGLE-SELECT s1q13 01 ☐ Yes 02 ☐ No

14. Who is/are the mobile telephone service provider(s) for this household? E s1q12==1	MULTI-SELECT s1q14 01 ☐ Cable & Wireless 02 ☐ Digicel 03 ☐ AisleCom 04 ☐ Epic 05 ☐ Other , specify
Other, specify E s1q14.Contains(5)	TEXT s1q14o
15. What mobile telephone plan do you/head of household most frequently subscribe to? E s1q12==1	SINGLE-SELECT s1q15 01 ☐ Postpaid plan 02 ☐ 1-day prepaid plan 03 ☐ 2-day prepaid plan 04 ☐ 3-day prepaid plan 05 ☐ 5-day prepaid plan 06 ☐ 7-day prepaid plan 07 ☐ 10-day prepaid plan 08 ☐ 30-day prepaid plan 09 ☐ Voice and SMS only plan 10 ☐ I do not subscribe to a plan 98 ☐ Other, specify
Other, specify E s1q15==98	TEXT s1q15o
16. What is the main reason for having a mobile telephone? E s1q12==1	SINGLE-SELECT s1q16 01 ☐ Do not have a fixed line 02 ☐ Mobile phone is more affordable 03 ☐ Mobile phone is more useful 04 ☐ Mobile phone is more reliable 05 ☐ To make it easy for friends and family to reach us 06 ☐ To access the internet 07 ☐ Other, specify ...
Other, specify E s1q16==7	TEXT s1q16o

17. How was your experience of porting a mobile number from one mobile service provider to another in the last twelve (12) months? I To "Port" your phone number means to carry the telephone number you are using from, for example, Digicel to Flow when you switch your telecom provider. E s1q12==1	SINGLE-SELECT s1q17 01 ☐ I have not ported my mobile number in the last twelve (12) months 02 ☐ Difficult, please specify... 03 ☐ Neither difficult nor easy 04 ☐ Easy 05 ☐ Don't know
Other, specify E s1q17==2	TEXT s1q17o

SECTION 1 - HOUSEHOLD ACCESS AND USE OF ICT SERVICES
INTERNET

18. Does this household have the following computer devices? HH4 V1 (self.Length == 1) (self.Length > 1 && !self.Contains(5)) M1 None cannot be selected along with another option	MULTI-SELECT s1q18 01 ☐ Desktop 02 ☐ Laptop 03 ☐ Tablet (or similar handheld computer) 04 ☐ Other 05 ☐ None
Other, specify E s1q18.Contains(4)	TEXT s1q18o

SECTION 1 - HOUSEHOLD ACCESS AND USE OF ICT SERVICES / INTERNET

19. HOW MANY OF THE FOLLOWING COMPUTER DEVICES DOES THIS HOUSEHOLD OWN?

Desktop, specify E s1q18.Contains(1)	NUMERIC: INTEGER s1q19a
Laptop, specify... E s1q18.Contains(2)	NUMERIC: INTEGER s1q19b
Tablet (or similar handheld computer), specify... E s1q18.Contains(3)	NUMERIC: INTEGER s1q19c
Other, specify E s1q18.Contains(4)	NUMERIC: INTEGER s1q19d

20. Does this household have internet access? HH6	SINGLE-SELECT s1q20 01 ☐ Yes 02 ☐ No
---	---

21. How does this household access the internet at home? Please select all that apply. HH11 I Fixed narrowband network, at advertised download speeds below 256 kbit/s:
 -Analogue modem (dial-up via standard telephone line)
 -ISDN (Integrated Services Digital Network)
 -DSL (Digital Subscriber Line)
 -Other symbols (1) E s1q20==1 V1 (self.Length == 1) (self.Length > 1 && !self.Contains(8)) M1 You cannot select dont know and another option at the same time.	MULTI-SELECT s1q21 01 ☐ Dial-up over normal telephone line 02 ☐ ADSL technology 03 ☐ Cable modem 04 ☐ Mobile broadband (3G/4G/5G) via a computer 05 ☐ Mobile broadband (3G/4G/5G) via a mobile phone 06 ☐ Fiber to the Home (FTTH) 07 ☐ Satellite broadband 08 ☐ Don't know 09 ☐ Other, specify
Other, specify E s1q21.Contains(9)	TEXT s1q21o
22. When subscribing to an internet service what is the main factor you consider? E s1q20==1	SINGLE-SELECT s1q22 01 ☐ The maximum download speed 02 ☐ The maximum upload speed 03 ☐ The price of the internet subscription 04 ☐ The fact that the Internet subscription is part of a bundle... 05 ☐ The customer service offered 06 ☐ The cost of installation and equipment 07 ☐ Reliability of the service 08 ☐ There was only one internet service provider when I got the service... 09 ☐ Other 10 ☐ Don't know...

23. Who is your main internet service provider? E s1q20==1	SINGLE-SELECT s1q23 01 ☐ AisleCom 02 ☐ SAT 03 ☐ Spectra 04 ☐ Columbus/FLOW 05 ☐ Cable & Wireless/FLOW 06 ☐ The Cable 07 ☐ Digicel 08 ☐ Caribbean Cable Communications (CCC) 09 ☐ EPIC Communications Inc
24. What is the maximum download speed of the fixed internet package that your household subscribes to? E s1q21.ContainsAny(1,2,3,4,6)	SINGLE-SELECT s1q24 01 ☐ 1Mbits/s to less than 10Mbits/s 02 ☐ 10Mbits/s to less than 30Mbits/s 03 ☐ 30Mbits/s to less than 100Mbits/s 04 ☐ 100Mbits/s to less than 250Mbits/s 05 ☐ 250Mbits/s to less than 500Mbits/s 06 ☐ 500Mbits/s to less than 1Gbits/s 07 ☐ 1 Gbits/s 08 ☐ Other...specify 09 ☐ Don't know
Other, specify E s1q24==8	TEXT s1q24o *****

25. Why does this household not have fixed internet access ? Please select all that apply. (HH14) E s1q20==2	MULTI-SELECT s1q25 01 ☐ Do not need the internet (not useful, not interesting) 02 ☐ Have access to the internet elsewhere 03 ☐ Cost of laptop or tablet is too high 04 ☐ Cost of smartphone is too high 05 ☐ Cost of service is too high 06 ☐ Privacy or security concerns 07 ☐ Internet service is not available in the area 08 ☐ Internet service is available but it does not correspond to household needs (e.g. quality, speed)... 09 ☐ Cultural reasons (exposure to harmful content) 10 ☐ Lack of local content 11 ☐ No electricity in the household 12 ☐ Other reason, specify
Other, specify E s1q25.contains(12)	TEXT s1q25o

26. What would encourage this household to sign up for fixed broadband service? Please select all that apply. E s1q20==2 V1 (self.Length == 1) (self.Length > 1 && !self.contains(10)) M1 Option Nothing cannot be selected along with another option	MULTI-SELECT s1q26 01 ☐ If Broadband access was more affordable 02 ☐ If Broadband connection was more reliable 03 ☐ If Higher broadband speeds were offered 04 ☐ If someone would teach me how to use the internet 05 ☐ If we could access government services online 06 ☐ If we could access local businesses services online 07 ☐ If we could access local educational content 08 ☐ If devices such as computer or tablet was more affordable 09 ☐ If we could not access free Wi-Fi elsewhere 10 ☐ Nothing would get this household to get fixed broadband service 11 ☐ Other , specify.....
Other, specify E s1q26.Contains(11)	TEXT s1q26o

27. Which of the following has this household subscribed to as a bundle ? E s1q20==1	SINGLE-SELECT s1q27 01 ☐ Fixed voice and fixed broadband services 02 ☐ Fixed voice and cable TV services 03 ☐ Fixed broadband and cable TV services 04 ☐ Fixed voice, fixed broadband and cable TV services 05 ☐ Mobile service, fixed broadband and cable TV services 06 ☐ Mobile service, fixed voice, fixed broadband and cable TV services 07 ☐ Mobile and Broadband Bundle 08 ☐ Other, specify..... 09 ☐ Household does not subscribe to a bundle 10 ☐ Don't know
Other, specify E s1q27==8	TEXT s1q27o
28. On average , how much does your household spend on a bundle monthly ? HH16 (see bundles in Q27) E s1q27!=8 V1 self < 2000 self==9999 M1 Number is too large	NUMERIC: DECIMAL s1q28 ----- SPECIAL VALUES 9999 Don't Know

SECTION 2 - INDIVIDUAL ACCESS AND USE OF ICT SERVICES (AGE 15 AND OLDER)

E !(Result--3 || Result--4)

STATIC TEXT

INTERVIEWER SAY: Please give me the names/list the names of all the persons who usually reside in this household 15 years and older. By that, I mean persons 15 and older who SLEEP here most nights a week and share living arrangements with your household starting with Person 1.

Name of Household Members 15 years and older (ENTER FIRSTNAME AND SURNAME) I A household consists of one or more persons living together (i.e. sleeping most nights of a week 4 out of 7) and making common provision for food and other essentials for living. It is important to no And 784 other symbols (3) V1 Npersons15 == s1q1 - s1q2 M1 Number of persons 15 and older must be less than the total number of persons in the household	LIST Name
Name of the Respondent 15 years and older	MULTI-SELECT: LINKED name_of_respondent SOURCE OF CATEGORIES: TEXT LIST QUESTION NAME
VARIABLE Name.Length	DOUBLE Npersons15

SECTION 2 - INDIVIDUAL ACCESS AND USE OF ICT SERVICES (AGE 15 AND OLDER)

Roster: PERSON DETAILS - %ROSTERTITLE%

generated by list question [Name](#)

PersonDetail

29. Age (years)	SINGLE-SELECT s2q29 01 ☐ 15 - 25 02 ☐ 26 - 35 03 ☐ 36 - 50 04 ☐ Over 50
30. Sex	SINGLE-SELECT s2q30 01 ☐ Male 02 ☐ Female
31. Highest educational level. Please select one.	SINGLE-SELECT s2q31 01 ☐ Primary education or lower 02 ☐ Secondary education 03 ☐ Post-secondary non-tertiary education 04 ☐ Short-cycle tertiary education 05 ☐ Bachelor or equivalent 06 ☐ Master or equivalent 07 ☐ Doctoral or equivalent 08 ☐ Other

32. Labour force status. Please select one.	SINGLE-SELECT s2q32 01 ☐ Employee (Private Sector) 02 ☐ Employee (Public Sector) 03 ☐ Self-employed (with employee) 04 ☐ Self-employed (without employee) 05 ☐ Unemployed 06 ☐ Retired 07 ☐ Student 08 ☐ Other
33. Occupation E s2q32!=5	SINGLE-SELECT s2q33 01 ☐ Legislators, Managers 02 ☐ Professionals (Doctors, Lawyers, Accountants, Engineers, Economist) 03 ☐ Technicians and Associate Professionals (Engineering Technician, Police Officers) 04 ☐ Clerical Support workers (Secretaries, typist, Bank Teller, Clerks etc.) 05 ☐ Service and sales workers (House Keepers, Sales Workers etc.) 06 ☐ Skilled agricultural, forestry and fishery workers (Farmers etc..) 07 ☐ Craft and related trades workers (Carpenters, Masons, Plumbers, Painter, Roofers, Handicraft Workers, Jewellers, Tailor) 08 ☐ Plant and Machine Operators and Assemblers (Drivers, Photograph printer, 09 ☐ Elementary Occupations (Cleaner, labourer, garbage collector) 10 ☐ Retired, housewife, student or other

33a. In your/%rosteritle%'s MAIN job, what is (your/%rosteritle%'s) occupation/job title? I Begin typing the occupation of the person, you will see a list. Pick the most appropriate response. (eg. [Cattle farmer; Policeman; Cook; Primary school teacher]) E s2q32!=5 V1 s2q32!=5 M1 If unemployed there should be no occupation	SINGLE-SELECT: COMBO BOX s2q33a 0001 ☐ ABATTOIR KEEPER 0002 ☐ ABBOT 0003 ☐ AC Technician 0004 ☐ ACADEMIC ADMINISTRATOR 0005 ☐ ACCOUNT EXECUTIVE ,ADVERTISING 0006 ☐ ACCOUNTANT 0007 ☐ ACCOUNTING ASSISTANT 0008 ☐ ACCOUNTS CLERK 0009 ☐ ACCOUNTS SUPERVISOR 0010 ☐ ACCOUNTS TECHNICIAN 0011 ☐ ACETYLENE PLANT OPERATOR 0012 ☐ ACTOR 0013 ☐ ACTUARIAL ASSISTANT 0014 ☐ ACTUARY 0015 ☐ ACUPUNCTURIST 0016 ☐ ADMINISTRATIVE MANAGER And 3952 other symbols [2]
34. Disability Status. Difficulty with: V1 self.Length == 1 (self.Length > 1 && !self.Contains(7)) M1 None cannot be selected along with another option	MULTI-SELECT s2q34 01 ☐ Hearing even with a hearing aid 02 ☐ Seeing even if wearing glasses 03 ☐ Remembering and concentrating 04 ☐ Communicating, understanding or being understood 05 ☐ Walking or climbing steps 06 ☐ Self-care such as washing all over or dressing 07 ☐ None
35. Do you/%rosteritle%' own a mobile phone? HH18	SINGLE-SELECT s2q35 01 ☐ Yes 02 ☐ No
36. Have you/%rosteritle%' used a mobile telephone in the last three months? HH 10	SINGLE-SELECT s2q36 01 ☐ Yes 02 ☐ No

37. Which of the following mobile phone services have you/%rosteritle% used in the last three months? Select all that apply. E s2q35==1 V1 self.Length == 1 (self.Length > 1 && !self.Contains(7)) M1 None cannot be selected along with another option	MULTI-SELECT s2q39 01 ☐ Digicel prepaid service 02 ☐ Digicel postpaid service 03 ☐ FLOW prepaid service 04 ☐ FLOW postpaid service 05 ☐ Aislecom 06 ☐ Other (Specify) 07 ☐ I do not subscribe to a mobile phone service
Other, specify E s2q39.Contains(6)	TEXT s1q39o
38. Do you/%rosteritle% own a smartphone? HH18 E s2q35==1	SINGLE-SELECT s2q37 01 ☐ Yes 02 ☐ No
39. Why do you/does %rosteritle% not own a smartphone? Please select one. E s2q37==2	SINGLE-SELECT s2q40 01 ☐ Smart phone too expensive 02 ☐ No need for smartphone 03 ☐ No need for smartphone; I do not use mobile internet service 04 ☐ No need for smart phone; I use tablet for internet access 05 ☐ No need for smart phone; I use laptop/PC for internet access 06 ☐ Data service for smartphone is too expensive 07 ☐ My next phone will be a smartphone 08 ☐ Other, specify.....
Other, specify E s2q40==8	TEXT s2q40o
40. Have you/%rosteritle% used a smartphone in the last three months? HH10	SINGLE-SELECT s2q38 01 ☐ Yes 02 ☐ No
41a. Have you/%rosteritle% used your/%rosteritle%'s mobile phone to access the internet in the past three months? E s2q35==1	SINGLE-SELECT s2q41a 01 ☐ Yes 02 ☐ No

41b. Have you/%roster% used your/%roster%'s smart phone to access the internet in the past three months? E s2q37==1	SINGLE-SELECT s2q41b 01 ☐ Yes 02 ☐ No
42. What is the main reason for not using mobile or smart phone for accessing the Internet? Please select one. E s2q41a==2 s2q41b==2	SINGLE-SELECT s2q42 01 ☐ Mobile internet service is too expensive... 02 ☐ Mobile internet service is too slow... 03 ☐ Screen of mobile phone is too small... 04 ☐ Mobile phone is not practical for doing work... 05 ☐ I prefer to use a tablet for accessing internet... 06 ☐ I prefer to use a laptop/PC for accessing internet... 07 ☐ Other
43. Which best describes how you/%roster% access the internet on your/%roster%'s mobile phone? Please select one. E s2q41a==1	SINGLE-SELECT s2q43 01 ☐ Via pre-paid mobile data plans 02 ☐ Via a post-paid mobile data plan 04 ☐ Only using Wi-Fi 05 ☐ I don't have a data plan but use pay as you go credit on my phone 06 ☐ I use my mobile data plan only if Wi-Fi is not available 07 ☐ Other (specify) 08 ☐ I do not use data service on my phone
Other, specify E s2q43==7	TEXT s2q43a

44. What mobile broadband plan do you/ %rosteritle% subscribe to ? E s2q43==1	MULTI-SELECT s2q44 01 ☐ Postpaid plan 02 ☐ 1-day prepaid plan 03 ☐ 2-day prepaid plan 04 ☐ 3-day prepaid plan 05 ☐ 5-day prepaid plan 06 ☐ 7-day prepaid plan 07 ☐ 10-day prepaid plan 08 ☐ 30-day prepaid plan 09 ☐ Other, specify
Other, specify E s2q44.Contains(9)	TEXT s2q44o
45. If you/%rosteritle% have a mobile broadband plan, do you/%rosteritle% know the data capacity limit you use most often ? E IsAnswered(s2q43) && s2q43==1	SINGLE-SELECT s2q45a 01 ☐ Yes, MB per(day, week, month)... 02 ☐ Yes, GB per (day, week, month)... 03 ☐ Yes, it is unlimited... 04 ☐ I know there are data consumption limits, but I do not really know what it is... 05 ☐ I am not aware of any data consumption limits under my plan... 06 ☐ I don't know the data consumption limit of my plan...
Amount of Bandwidth E s2q45a==1 s2q45a==2	NUMERIC: INTEGER s2q45c
MB per.... E s2q45a==1	SINGLE-SELECT s2q45b1 01 ☐ Day 02 ☐ Week 03 ☐ Month
GB per.... E s2q45a==2	SINGLE-SELECT s2q45b2 01 ☐ Day 02 ☐ Week 03 ☐ Month

46. Have you/%rosteritle% used a computer (desktop, laptop, tablet or similar) from any location in the last three months? Please select all that apply (HH5). V1 self.Length == 1 (self.Length > 1 && !self.Contains(4)) M1 None cannot be selected along with another option	MULTI-SELECT s2q46 01 ☐ Desktop 02 ☐ Laptop 03 ☐ Tablet or mobile device 04 ☐ None of the above
47. Which of the following activities have you/%rosteritle% carried out in the last three months (using mobile device, desktop, laptop, tablet or similar device)? Please select all that apply. HH15 E s2q46.Contains(1) s2q46.Contains(2) s2q46.Contains(3)	MULTI-SELECT s2q47 01 ☐ Using copy and paste tools to duplicate or move data, information and content in digital environments (e.g. with in a document, between devices and on the cloud) 02 ☐ Sending messages (e.g. email, messaging service, SMS) with attached files (e.g. document, picture, video) 03 ☐ Using basic arithmetic formulas in a spreadsheet 04 ☐ Connecting and installing new devices 05 ☐ Finding, downloading, installing and configuring software 06 ☐ Creating electronic presentations with presentation software 07 ☐ Transferring files or applications between a computer and other devices 08 ☐ Setting up effective security measures (e.g. strong passwords, log-in attempt notification) to protect devices and online accounts 09 ☐ Changing privacy settings on your device, account or app to limit the sharing of personal data and information (e.g. name, contact information, photo) 10 ☐ Verifying the reliability of information found online

	11 ☐ Writing a computer program using a specialized programming language (programming or coding in digital environments e.g. computer software, app development) 12 ☐ Online banking 13 ☐ Taking part in online learning 14 ☐ Purchasing goods and services online 15 ☐ Participating in social networks (Whatsapp, facebook, etc..)
48. Have you/has %roster% used internet service from any location in the last three months? (HH7)	SINGLE-SELECT s2q48 01 ☐ Yes 02 ☐ No
49. Where did you/has %roster% use internet service in the last three months? Select all that apply. E s2q48==1	MULTI-SELECT s2q49 01 ☐ At home 02 ☐ At work 03 ☐ At school or library 04 ☐ Place of education 05 ☐ Another person's home 06 ☐ Facility open to the public including community internet access facility 07 ☐ While commuting, in transport or walking 08 ☐ Other locations
50. How often did you/has %roster% typically use the internet service during the last three months (from any location)? Please Select one. E s2q48==1	SINGLE-SELECT s2q50 01 ☐ At least once a day 02 ☐ At least once a week but not every day 03 ☐ Less than once a week (Not every week)

51. How have you/has %rostertitle% used the internet in the last three months ? Please Select all that apply. HH17 E s2q48=1	MULTI-SELECT s2q51 01 ☐ Desktop computer 02 ☐ Mobile phone via the cellular network (data plan) 03 ☐ Mobile phone via other networks (e.g. Wi-Fi, MiFi, Personal Hotspot) 04 ☐ Tablet via the cellular network, using USB key or integrated data SIM card 05 ☐ Tablet via other wireless networks (e.g. Wi-Fi, Mi-Fi, Personal Hotspot) 06 ☐ Portable computer (laptop, notebook, netbook) via the cellular network, using USB key or integrated data SIM card, or cellular phone as modem) 07 ☐ Portable computer via other wireless networks (e.g. Wi-Fi, MiFi, Personal Hotspot) 08 ☐ Other portable devices (e.g. portable games consoles, watches, e-book readers etc.) 09 ☐ Other, specify
Other, specify E s2q51.Contains(9)	TEXT s2q51o
How much do you/%rostertitle% spend on Mobile Voice and Data every month in EC dollars? E s2q43=1 V1 self < 3500 M1 Amount spent is too high	NUMERIC: DECIMAL s2q45b3 ----- SPECIAL VALUES 9998 Don't Know

52. For which of the following activities did you use the internet in the last three months (from any location)? Please select all that apply. (HH9)

E s2q48=1

MULTI-SELECT

s2q52

- 01 ☐ Seeking information about goods and services
- 02 ☐ Seeking health information
- ...
- 03 ☐ Getting information from general government organisations...
- 04 ☐ Related to travel or travel-related accommodation...
- 05 ☐ Downloading software and applications...
- 06 ☐ Reading, downloading newspapers, magazines and electronic books in digital format
- ...
- 07 ☐ Sending or receiving e-mail
- ...
- 08 ☐ Making calls ...
- 09 ☐ Participating in social networks...
- 10 ☐ Making an appointment with a health practitioner via the internet...
- 11 ☐ Interacting with general government organisations...
- 12 ☐ Taking part in consultations or voting to define civic or political issues...
- 13 ☐ Accessing or posting opinions via any device on chat sites, blogs, newsgroups or online discussions...
- 14 ☐ Purchasing or ordering goods or services...
- 15 ☐ Selling goods or services...
- 16 ☐ Internet banking including e-transactions with a bank for payments, transfers or looking up account information...

[And 7 other symbols \[5\]](#)

53. What types of goods or services did you/%r ostertitle% buy or order over the internet in th e last three months ? (HH20) E s2q48==1 s2q47.Contains(14) V1 self.Length == 1 (self.Length > 1 && !self.Contains(1 8)) M1 None cannot be selected along with other options	MULTI-SELECT s2q53 01 ☐ Books, magazines or newsp apers... 02 ☐ Clothing, footwear, sporting goods or accessories... 03 ☐ Computer equipment or par ts (including peripheral equi pment)... 04 ☐ Computer or video games... 05 ☐ Computer software (includi ng upgrades and paid apps but excluding games)... 06 ☐ Cosmetics... 07 ☐ Financial products (includin g shares and insurance)... 08 ☐ Food, groceries, alcohol, tob acco... 09 ☐ Household goods (e.g. furni ture, toys etc. excluding con sumer electronics)... 10 ☐ ICT services excluding softw are... 11 ☐ Medicine... 12 ☐ Movies, short film or images ... 13 ☐ Music products... 14 ☐ Photographic, telecommuni cations or optical equipmen t... 15 ☐ Tickets or bookings for ente rtainment events (sports, th eatre, concerts etc.)... 16 ☐ Travel products and service s (travel tickets, accommoda tion, vehicle hire, transport services etc.)... And 2 other symbols [6]
Other, specify E s2q53.Contains(17)	TEXT s2q53o

54. How did you/does %rosteritle% pay for the goods and services you/%rosteritle% bought over the internet for private use in the last three months? (HH21) E s2q47.Contains(14) !s2q53.Contains(18)	MULTI-SELECT s2q54 01 ☐ Cash on delivery 02 ☐ Credit card online 03 ☐ Debit card or electronic bank transfer online 04 ☐ Mobile money account, specify...(e.g. D-cash) 05 ☐ Online payment service (e.g. PayPal, Google Checkout) 06 ☐ Prepaid gift card or online voucher 07 ☐ Points from rewards or redemption programme (e.g. Air Miles) 08 ☐ Cryptocurrencies such as Bitcoin, Litecoin, Monero, Dogecoin, and Bitcoin Cash 09 ☐ Other, please specify
Other, specify E s2q54.Contains(8)	TEXT s2q54o
55. What are the reasons for not purchasing goods or services for private use over the internet in the last three months? (HH23) E s2q53.Contains(18)	MULTI-SELECT s2q55 01 ☐ Not interested 02 ☐ Prefer to shop in person 03 ☐ Security concerns (e.g. about giving personal details) 04 ☐ Privacy concerns (e.g. about giving personal details) 05 ☐ Technical concerns (about websites, payments or delivery) 06 ☐ Trust concerns (e.g. warranties, receiving or returning products) 07 ☐ Lack of confidence, knowledge or skills 08 ☐ Other reason, specify
Other, specify E s2q55.Contains(8)	TEXT s2q55o

56. What are the reasons for not having used the internet ? (HH19) E s2q48==2	MULTI-SELECT s2q56 01 ☐ Do not need the internet (not useful, not interesting)... 02 ☐ Do not know how to use it... 03 ☐ Cost of internet equipment is too high... 04 ☐ Cost of mobile devices is too high ... 05 ☐ Service charges is too high ... 06 ☐ Privacy or security concerns ... 07 ☐ Internet service is not available in the area... 08 ☐ Cultural reasons (e.g. exposure to harmful content)... 09 ☐ Not allowed to use the internet... 10 ☐ Lack of local content... 11 ☐ Other reason, specify...
Other, specify E s2q56.Contains(11)	TEXT s2q56o
57. Which of the following Over-The-Top Services (OTT) have you/has %rosteritle% used for communication, civic participation and collaboration in the last three months? E s2q47.Contains(15) V1 self.Length == 1 (self.Length > 1 && !self.Contains(24)) M1 None cannot be selected in addition to another option	MULTI-SELECT s2q57 01 ☐ Netflix 02 ☐ Amazon Prime 03 ☐ HBO Max 04 ☐ Disney+ 05 ☐ Hulu 06 ☐ Spotify 07 ☐ WhatsApp 08 ☐ Instagram 09 ☐ Facebook 10 ☐ YouTube 11 ☐ Tik Tok 12 ☐ X(Twitter) 13 ☐ Snapchat 14 ☐ Blue jeans 15 ☐ LinkedIn 16 ☐ Microsoft Teams And 8 other symbols [7]
Other, specify E s2q57.Contains(23)	TEXT s2q57o

58. Why have you/%rosteritle% not used the se services for communication, civic participati on and collaboration in the last three months? BECAUSE: E s2q57.Contains(24)	MULTI-SELECT s2q58 01 ☐ Not familiar with these servi ces 02 ☐ Mobile data is not available i n my mobile plan 03 ☐ Mobile data is too expensive 04 ☐ I do not own a mobile devic e; cost of device is too high 05 ☐ I do not own a smartphone; cost of smartphone is too hi gh 06 ☐ The limit on my data plan do es not allow 07 ☐ I am only able to access min utes on my mobile plan 08 ☐ Quality of my mobile service is poor 09 ☐ Security and privacy concer ns 10 ☐ These services require too much data 11 ☐ I am not interested in these services 12 ☐ Other, specify...
Other, specify E s2q58.Contains(13)	TEXT s2q58o *****
59. What are the main reasons for using OTT */social media applications?: I Over-the-top (media service): This is the most common meaning of OT T in today's world. It refers to media services that deliver content direc tly to viewers over the internet, bypassing traditional cab And 130 other symbols [4] E !s2q57.Contains(24)	MULTI-SELECT s2q59 01 ☐ More affordable for making calls, texting etc 02 ☐ Access to greater shows tha n Cable TV 03 ☐ Access to Video on Demand 04 ☐ Quality of service is better t han using a mobile phone, t elevison etc 05 ☐ Provides better user interfa ce 06 ☐ Ability to share documents a nd photos 07 ☐ Ability to use OTT services u sing Wi-Fi 08 ☐ Other, specify...

Other, specify	TEXT	s2q59o
E s2q59.Contains(8)		

SECTION 2 - INDIVIDUAL ACCESS AND USE OF ICT SERVICES (AGE 15 AND OLDER) / PERSON DETAILS - %ROSTERTITLE%

63. ON AVERAGE, HOW MUCH DO YOU SPEND ON THE FOLLOWING ICT GOODS AND SERVICES ANNUALLY? PLEASE SPECIFY HH16

Software excluding games, computer software packages such as operating systems, applications, programming language –	NUMERIC: INTEGER	s2q63a

	SPECIAL VALUES	
	998 Don't Know	

Games, toys and hobbies – video game software, game apps, gamepads joysticks, electronic games	NUMERIC: INTEGER	s2q63b

	SPECIAL VALUES	
	998 Don't Know	

74. In the last three (3) months, what methods did you/%roster% use to verify your/%roster%'s identity and protect your identity over the internet, on a laptop, computer and mobile services? Please select all that apply. V1 self.Length == 1 (self.Length > 1 && !self.Contains(12)) M1 None cannot be selected along with other options	MULTI-SELECT s2q74 01 ☐ A username and password to log into online accounts 02 ☐ Answers to personalized security questions 03 ☐ Two-step verification with mobile phone 04 ☐ Two-step verification with email 05 ☐ Biometric security features for online functions e.g. facial ID, fingerprints 06 ☐ Password manager programme 07 ☐ Username and password or PIN for access laptop/computer and mobile devices 08 ☐ Enable automatic updates on your operating systems 09 ☐ Manually update your operating systems on a regular basis 10 ☐ Use additional cybersecurity measures beyond the default software 11 ☐ Other, specify ... 12 ☐ None
--	---

Other, specify E s2q74.Contains(11)	TEXT s2q74o
75. In the last three (3) months, what cybersecurity incidents have you/has %rosteritle% experienced over the internet? Please select all that apply. V1 self.Length == 1 (self.Length > 1 && !self.Contains(15)) M1 None cannot be selected along with any other option	MULTI-SELECT s2q75 01 ☐ A virus or other computer infection... 02 ☐ Identity theft... 03 ☐ Other abuse of personal information... 04 ☐ Receipt of fraudulent emails or messages... 05 ☐ Hacked accounts or fraudulent messages sent from your accounts... 06 ☐ Getting redirected to fraudulent websites asking for personal information... 07 ☐ Fraudulent payment card use e.g. credit, debit... 08 ☐ Loyalty program points fraud... 09 ☐ Asked to pay a cyber-ransom ... 10 ☐ Data collection or tracking by online services... 11 ☐ Data collection or tracking by Government... 12 ☐ Threats to personal safety, such as online harassment, stalking, or cyber-bullying... 13 ☐ Phishing emails – where emails appear to be from a well-known source but are in fact scams... 14 ☐ Other, specify... 15 ☐ None...
Other, specify E s2q75.Contains(14)	TEXT s2q75o

76. What actions did you/%rosteritle% take following the cyber security incidents in the last three (3) months? Please select all that apply. E !s2q75.Contains(15) V1 self.Length == 1 (self.Length > 1 && !self.Contains(11)) M1 None cannot be selected along with another option	SINGLE-SELECT: COMBO BOX s2q76 01 ☐ Reported the incident to the company through which the incident occurred... 02 ☐ Reported the incident to your internet service provider ... 03 ☐ Reported the incident to a government authority e.g. police, NTRC... 04 ☐ Changed your internet service provider... 05 ☐ Installed, upgraded or subscribed to a protection software... 06 ☐ Started carefully reading terms and conditions related to subscriptions and applications... 07 ☐ Changed passwords more frequently... 08 ☐ Deleted accounts associated with the security incidents ... 09 ☐ Changed credit or debit card associated with the incidents... 10 ☐ Other, specify... 11 ☐ None ...
Other, specify E s2q76.Contains(11)	TEXT s2q76a

78. Which of the following equipment did you/ %roster% discard or throw away in the last 12 months? Please select all that apply V1 self.Length == 1 (self.Length > 1 && !self.Contains(10)) M1 None cannot be selected along with another option	MULTI-SELECT s2q78 01 ☐ Televisions 02 ☐ Laptops (including tablets and notebooks) 03 ☐ Mobile phones (including smartphones, pagers) 04 ☐ Desktop personal computers (excluding monitors and accessories) 05 ☐ Printers (e.g. scanners, multifunctional, faxes) 06 ☐ Telecommunications equipment (e.g. cordless phones, answering machines) 07 ☐ Small IT Equipment (e.g. routers, mice, keyboards, external drives and accessories) 08 ☐ Gaming systems (console, controllers, games) 09 ☐ Other, please specify 10 ☐ None
Other, specify E s2q78.Contains(9)	TEXT s2q78o
79. What was the main reason you/ %roster% discarded or threw away the equipment? E !s2q78.Contains(10)	SINGLE-SELECT s2q79 01 ☐ It was broken 02 ☐ It was no longer performing as well as desired 03 ☐ It lacked needed features 04 ☐ I no longer needed it 05 ☐ Other, specify.....
Other, specify E s2q79==5	TEXT s2q79o

80. Do you/%roster% use a public pay phone?	SINGLE-SELECT s2q80 01 ☐ Yes, when mobile phone is out of range or battery is dead 02 ☐ Yes, if mobile phone is out of credit 03 ☐ Yes, to make international calls 04 ☐ Yes, because I have no fixed line or mobile phone 05 ☐ No, I don't know where to find a public payphone 06 ☐ I have not used a public pay phone
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SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

section3

E !(Result==3 || Result==4)

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

60. ON AVERAGE, HOW MUCH DO YOU SPEND ON THE FOLLOWING SERVICES MONTHLY? HH16
PLEASE SPECIFY

On average, how much do you spend on the following services monthly? Television	NUMERIC: DECIMAL s2q60a ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
On average, how much do you spend on the following services monthly? Fixed Line	NUMERIC: DECIMAL s2q60b ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
On average, how much do you spend on the following services monthly? Fixed Broadband	NUMERIC: DECIMAL s2q60d ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

61. PLEASE RATE YOUR PERCEPTION OF THE AFFORDABILITY OF THE RATES OR PRICES OF THE FOLLOWING SERVICES:

Perception of the Affordability - Television (Cable TV, IPTV etc.)	SINGLE-SELECT s2q61a 01 ☐ Unaffordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Affordable 04 ☐ Don't Know 05 ☐ Not Applicable
--	--

Perception of the Affordability - Fixed Calls	SINGLE-SELECT s2q61b 01 ☐ Unaffordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Affordable 04 ☐ Don't Know 05 ☐ Not Applicable
Perception of the Affordability - Mobile Calls	SINGLE-SELECT s2q61c 01 ☐ Unaffordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Affordable 04 ☐ Don't Know 05 ☐ Not Applicable
Perception of the Affordability - Mobile SMS	SINGLE-SELECT s2q61d 01 ☐ Unaffordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Affordable 04 ☐ Don't Know 05 ☐ Not Applicable
Perception of the Affordability - Mobile Data Plan	SINGLE-SELECT s2q61e 01 ☐ Unaffordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Affordable 04 ☐ Don't Know 05 ☐ Not Applicable
Perception of the Affordability - Fixed Broadband Plan	SINGLE-SELECT s2q61f 01 ☐ Unaffordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Affordable 04 ☐ Don't Know 05 ☐ Not Applicable

SECTION 3 (FOR HEADS OF A RESPONSIBLE ADULT ONLY)

62. ON AVERAGE, HOW MUCH DO YOU SPEND ON THE FOLLOWING EQUIPMENT ANNUALLY? HH16
PLEASE SPECIFY

Television	NUMERIC: DECIMAL s2q62a ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
Fixed Line	NUMERIC: DECIMAL s2q62b ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
Mobile	NUMERIC: DECIMAL s2q62c ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
Fixed Broadband (Routers, WIFI extenders, cables...etc)	NUMERIC: DECIMAL s2q62d ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

64. PLEASE RATE YOUR PERCEPTION OF THE AFFORDABILITY OF THE FOLLOWING EQUIPMENT.

Television	SINGLE-SELECT s2q64a 01 ☐ Affordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Unaffordable 04 ☐ Don't Know 05 ☐ Not Applicable
Fixed Line	SINGLE-SELECT s2q64b 01 ☐ Affordable 02 ☐ Neither affordable nor unaffordable 03 ☐ Unaffordable 04 ☐ Don't Know

Mobile	SINGLE-SELECT s2q64c 01 ☐ Affordable 02 ☐ Neither affordable nor unaf fordable 03 ☐ Unaffordable 04 ☐ Don't Know
Fixed Broadband	SINGLE-SELECT s2q64d 01 ☐ Affordable 02 ☐ Neither affordable nor unaf fordable 03 ☐ Unaffordable 04 ☐ Don't Know
Software	SINGLE-SELECT s2q64f 01 ☐ Affordable 02 ☐ Neither affordable nor unaf fordable 03 ☐ Unaffordable 04 ☐ Don't Know
Games, toys etc	SINGLE-SELECT s2q64e 01 ☐ Affordable 02 ☐ Neither affordable nor unaf fordable 03 ☐ Unaffordable 04 ☐ Don't Know

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

65. WAS/WERE ANY OF THE FOLLOWING SERVICE (S) DISCONNECTED IN THE LAST TWELVE (12) MONTHS?

Television	SINGLE-SELECT s2q65a 01 ☐ Yes 02 ☐ No 03 ☐ Not Applicable/Do not have this service
Fixed Line	SINGLE-SELECT s2q65b 01 ☐ Yes 02 ☐ No 03 ☐ Not Applicable/Do not have this service

Mobile	SINGLE-SELECT s2q65c 01 ☐ Yes 02 ☐ No 03 ☐ Not Applicable/Do not have this service
Fixed Broadband	SINGLE-SELECT s2q65d 01 ☐ Yes 02 ☐ No 03 ☐ Not Applicable/Do not have this service

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

66. HOW LONG IN HOURS DID IT TAKE BEFORE SERVICE RECONNECTED AFTER LAST DISCONNECT DUE TO NON-PAYMENT OF BILL? PLEASE SPECIFY

Television E s2q65a==1	NUMERIC: INTEGER s2q66a ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
Fixed Line E s2q65b==1	NUMERIC: INTEGER s2q66b ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
Mobile E s2q65c==1	NUMERIC: INTEGER s2q66c ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
Fixed Broadband E s2q65d==1	NUMERIC: INTEGER s2q66d ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

67. USING THE LIST BELOW PLEASE INDICATE IF YOU HAVE EXPERIENCED ANY OF THE FOLLOWING ISSUES WITHIN THE LAST TWELVE (12) MONTHS. PLEASE SELECT ALL ISSUES EXPERIENCED.

STATIC TEXT

Issues Experienced

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY) / 67. USING THE LIST BELOW PLEASE INDICATE IF YOU HAVE EXPERIENCED ANY OF THE FOLLOWING ISSUES WITHIN THE LAST TWELVE (12) MONTHS. PLEASE SELECT ALL ISSUES EXPERIENCED.

FIXED AND MOBILE VOICE

Inability to access the network or service	SINGLE-SELECT s2q67a 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Long wait before call completes	SINGLE-SELECT s2q67b 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Uncompleted calls/Calls are not completed	SINGLE-SELECT s2q67c 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Poor Voice quality	SINGLE-SELECT s2q67d 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Dropped calls	SINGLE-SELECT s2q67e 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Long delays before SMS messages are completed	SINGLE-SELECT s2q67f 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Uncompleted SMS Messages	SINGLE-SELECT s2q67g 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable

Difficulty in porting mobile number	SINGLE-SELECT s2q67h 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Rapid depletion of prepaid credit	SINGLE-SELECT s2q67i 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Expiration of prepaid credit	SINGLE-SELECT s2q67j 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Billing inaccuracy	SINGLE-SELECT s2q67k 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Other, specify....	SINGLE-SELECT s2q67l 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Other specify	TEXT s2q67lo E s2q67l==1

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY) / 67. USING THE LIST BELOW PLEASE INDICATE IF YOU HAVE EXPERIENCED ANY OF THE FOLLOWING ISSUES WITHIN THE LAST TWELVE (12) MONTHS. PLEASE SELECT ALL ISSUES EXPERIENCED.

MOBILE AND FIXED BROADBAND

Inability to access the network or service	SINGLE-SELECT s1q67m 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
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No broadband service	SINGLE-SELECT s1q67n 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Slow web browsing and other internet services	SINGLE-SELECT s2q67o 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Speed test shows a slower speed than what you are paying for	SINGLE-SELECT s2q67p 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Billing inaccuracy	SINGLE-SELECT s2q67q 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Rapid depletion of prepaid credit	SINGLE-SELECT s2q67r 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Expiration of prepaid credit	SINGLE-SELECT s2q67s 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Other, specify...	SINGLE-SELECT s2q67t 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know 04 ☐ Not Applicable
Other specify	TEXT s2q67to

SECTION 3 (FOR HEADS OF A RESPONSIBLE ADULT ONLY)

68. PLEASE RATE YOUR OVERALL SATISFACTION WITH YOUR SERVICE PROVIDER (S) WITH REGARD

TO THE FOLLOWING ISSUES IN THE LAST TWELVE (12) MONTHS.

Fault Report Rate	SINGLE-SELECT s2q68a 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Fault Repair Time	SINGLE-SELECT s2q68b 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Answered customer service call	SINGLE-SELECT s2q68c 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Response time for enquires	SINGLE-SELECT s2q68d 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Satisfaction with enquiry services	SINGLE-SELECT s2q68e 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Satisfaction with billing performance	SINGLE-SELECT s2q68f 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know

SECTION 3 (FOR HEADS OF A RESPONSIBLE ADULT ONLY)

69. IN THE LAST TWELVE (12) MONTHS, HAVE YOU FILED ANY FORMAL COMPLAINT (S) WITH YOUR SERVICE PROVIDER (S) WITH REGARD TO THE FOLLOWING SERVICES?

Television	SINGLE SELECT s2q69a 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Fixed Line	SINGLE SELECT s2q69b 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Mobile Voice	SINGLE SELECT s2q69c 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Mobile Data	SINGLE SELECT s2q69d 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Fixed Broadband	SINGLE SELECT s2q69e 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

70. IF YES, HOW LONG DID IT TAKE THE SERVICE PROVIDER (S) TO RESOLVE THE COMPLAINT IN HOURS?

Time to Complaint Resolution - Television E s2q69a==1	NUMERIC: INTEGER s2q70a ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable
Time to Complaint Resolution - Fixed Line E s2q69b==1	NUMERIC: INTEGER s2q70b ----- SPECIAL VALUES 998 Don't Know 999 Not Applicable

Time to Complaint Resolution - Mobile Voice E s2q69c==1	NUMERIC; INTEGER s2q70c SPECIAL VALUES 998 Don't Know 999 Not Applicable
Time to Complaint Resolution - Mobile Data E s2q69d==1	NUMERIC; INTEGER s2q70d SPECIAL VALUES 998 Don't Know 999 Not Applicable
Time to Complaint Resolution - Fixed Broadband E s2q69e==1	NUMERIC; INTEGER s2q70e SPECIAL VALUES 998 Don't Know 999 Not Applicable

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

71. IF YES, CAN YOU RATE YOUR SATISFACTION WITH THE COMPLAINT RESOLUTION BY YOUR SERVICE PROVIDER (S)?

Television E s2q69a==1	SINGLE-SELECT s2q71a 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Fixed Line E s2q69b==1	SINGLE-SELECT s2q71b 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Mobile Voice E s2q69c==1	SINGLE-SELECT s2q71c 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know

Mobile Data E s2q69d==1	SINGLE-SELECT s2q71d 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Fixed Broadband E s2q69e==1	SINGLE-SELECT s2q71e 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

72. WAS RECOURSE SOUGHT, VIA THE NATIONAL TELECOMMUNICATIONS REGULATORY COMMISSION (NTRC), WITH RESPECT TO ANY UNRESOLVED COMPLAINTS?

Television E s2q69a==1	SINGLE-SELECT s2q72a 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Fixed Line E s2q69b==1	SINGLE-SELECT s2q72b 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Mobile Voice E s2q69c==1	SINGLE-SELECT s2q72c 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Mobile Data E s2q69d==1	SINGLE-SELECT s2q72d 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know
Fixed Broadband E s2q69e==1	SINGLE-SELECT s2q72e 01 ☐ Yes 02 ☐ No 03 ☐ Don't Know

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)

73. IF YES, CAN YOU RATE YOUR SATISFACTION WITH THE NTRC'S RESPONSE WITH RESPECT TO YOUR UNRESOLVED COMPLAINTS?

Television E s2q72a==1	SINGLE-SELECT s2q73a 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Fixed Line E s2q72b==1	SINGLE-SELECT s2q73b 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Mobile Voice E s2q72c==1	SINGLE-SELECT s2q73c 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Mobile Data E s2q72d==1	SINGLE-SELECT s2q73d 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know
Fixed Broadband E s2q72e==1	SINGLE-SELECT s2q73e 01 ☐ Satisfied 02 ☐ Neither satisfied nor dissatisfied 03 ☐ Dissatisfied 04 ☐ Don't Know

SECTION 3 (FOR HEADS OF A RESPONSIBLE ADULT ONLY)

77. PLEASE RATE YOUR CONCERN ABOUT THE POTENTIAL ETHICAL ISSUES, PRIVACY AND SECURITY AND SOCIAL ISSUES ASSOCIATED WITH THE FOLLOWING AI TECHNOLOGIES AND APPLICATIONS.

Chatbot	SINGLE-SELECT s2q77a 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
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Machine Learning	SINGLE-SELECT s2q77b 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
Deep Learning	SINGLE-SELECT s2q77c 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
Speech Recognition	SINGLE-SELECT s2q77d 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
Natural Language processing	SINGLE-SELECT s2q77e 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
Automation	SINGLE-SELECT s2q77f 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
Expert System	SINGLE-SELECT s2q77g 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know

Generative AI	SINGLE-SELECT s2q77h 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
Other, specify	SINGLE-SELECT s2q77i 02 ☐ Unconcerned 03 ☐ Neither unconcerned nor concerned 05 ☐ Concerned 06 ☐ Don't Know
Other, specify E s2q77j==4	TEXT s2q77j

SECTION 3 (FOR HEADS OR A RESPONSIBLE ADULT ONLY)
KNOWLEDGE OF EMERGENCY NUMBERS

STATIC TEXT

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

Police I Insert 998 if Do Not Know	NUMERIC: INTEGER s2q81a
Fire I Insert 998 if Do Not Know	NUMERIC: INTEGER s2q81b
Ambulance I Insert 998 if Do Not Know	NUMERIC: INTEGER s2q81c
Telephone Number: DO NOT ENTER "-" . I ENTER FULL 7 DIGITS INCLUDING COUNTRY CODE. E.G. 285-7732 > Please Insert 999-9999, if No Number is given	TEXT TELEPHONE



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