

TV AND VIDEO QUESTIONNAIRE Q4 22

POINT TOPIC V. 1.0

- 1) Do you stream TV/video at home using your internet connection? (Y/N/DK) If No or DK then go to 5
- 2) If Y “What channels do you watch and how often?” (read the list and tick all that apply)

Service	Every day	Several programmes a week	Rarely/ not often	Never
a) Netflix				
b) Prime Video				
c) Disney+				
d) Apple TV+				
e) Sky				
f) BBC iPlayer				
g) Britbox				
h) YouTube				
i) NOW (previously known as Now TV)				
j) ITV hub				
k) All4				
l) Freeview Live				
m) Paramount+				
n) Other				

- 3) Thinking about how you use your TV set or monitor to watch video, which of the following streaming devices/services do you use? (read the list and tick all that apply)
 1. Google Chromecast
 2. Amazon Fire TV Stick
 3. Roku Streaming Stick
 4. Freeview Box
 5. YouView Box
 6. Netgem Box
 7. Sky Box
 8. Virgin TV Box
 9. BT TV Box
 10. Android TV Box
 11. I stream directly from my Smart TV
 12. Other (please specify)
- 4) Do you have a TV/video bundle with your ISP broadband subscription? (Y/N/DK)
- 5) Who is your broadband provider? (prompt with BT, Sky, Virgin, TalkTalk, Plusnet, EE, Vodafone, Shell Energy Broadband, Hyperoptic, KCOM, or another)

- 6) What broadband speed package do you subscribe to ? (prompt with up to 24 Mbps, 25 Mbps - 100 Mbps, 100 Mbps or greater)
 - A) Is your service provided over full fibre to the home (FTTH) technology? (Y/N/DK)

- 7) Have you changed your broadband service provider in the last 6 months? (Y/N/DK) If N or DK go to question 8.
 - a) If yes, who was your previous broadband provider? ((prompt with BT, Sky, Virgin, TalkTalk, Plusnet, EE, Vodafone, Shell Energy Broadband, Hyperoptic, KCOM, or another)
 - b) On a scale of 1 to 5 (1 being not at all and 5 being completely influenced my decision making) how much did a broadband service provider offering a bundled TV service affect your decision to change providers?

- 8) How likely would you be to change your broadband provider if the new provider was able to offer all/most of the video you watch as a bundled subscription, with one bill that would cover all the services and devices you use? (Not at all, somewhat, very)