

## Background

### Introduction

This survey is being conducted on behalf of Ofcom, the UK regulator for providers of mobile phone, broadband, landline and pay-tv services. We would like to hear about your experience of using your mobile phone while travelling abroad. We are also interested in your experience (if any) of 'unintended roaming' which is when you are in one country and your phone automatically connects to a network in another country, e.g. Northern Ireland customers connecting to a network in Ireland or those living in a coastal area connecting to a network across the sea. Your input will help us understand how customers from the UK use their mobile phones when they are abroad and if they are adversely affected by unintended roaming.

#### SCREENER:

1. Do you use a mobile phone?

**(CODE 1 S/C, CODES 2 AND 3 M/C POSSIBLE)**

- a. No **CLOSE**
- b. Yes, for personal purposes
- c. Yes, for business purposes

#### **ASK IF USE A PHONE FOR BOTH PERSONAL AND BUSINESS PURPOSES (Q1 = 2 AND 3)**

2. Do you use the same phone for both personal and business purposes?
  1. Yes, I only use one phone
  2. No, I use more than one phone

#### **ASK ALL WITH A MOBILE PHONE**

3. Have you travelled outside the UK in the last 12 months? **SINGLE CODE**
  1. Yes
  2. No
4. Do you intend to travel outside the UK in the next 6 months? **SINGLE CODE**
  1. Yes
  2. No
  3. Not sure

5. Who pays the bill for the phone you use [for personal and/or business – SHOW ACCORDING TO RESPONSES AT Q1 AND Q2] purposes?

	Phone used for personal purposes	Phone used for business purposes	Phone used for both purposes
Myself, a family member or friend	1	1	1
My own business	2	2	2
My employer	3	3	3

6. Which of these best describes how your mobile phone(s) is/are paid for?

**SHOW COLUMNS ACCORDING TO Q1 AND Q2**

	Phone used for personal purposes	Phone used for business purposes	Same phone used for both purposes
Monthly contract / SIM only – paying monthly	1	1	1
Prepay / pay as you go - using top-ups	2	2	2
Not sure	3	3	3

**IF HAVE NOT TRAVELLED OUTSIDE THE UK IN THE LAST 12 MONTHS AND DO NOT INTEND TO TRAVEL / ARE NOT SURE WHETHER WILL TRAVEL IN NEXT 6 MONTHS ((Q3 =2) AND (Q4 = 2 OR 3)), GO TO SECTION 3**

**IF HAVE NOT TRAVELLED OUTSIDE THE UK IN THE LAST 12 MONTHS AND INTEND TO TRAVEL IN NEXT 6 MONTHS ((Q3 =2) AND (Q4 =1)), GO TO Q9**

**SECTION 1 – FREQUENCY OF ROAMING**

**ASK ALL WHO HAVE TRAVELLED OUTSIDE THE UK IN THE LAST 12 MONTHS (Q3=1)**

7. We'd like you to think about using a mobile phone when travelling outside the UK. This can be for any purpose (making calls, sending messages and texts, sending emails, accessing the internet, watching video content, playing games etc.). In the last 12 months, which of the following have you done in each of these locations outside the UK?

	Ireland*	To [OTHER] countries <b>within</b> the EU/EEA [include a hover list]	To countries <b>outside</b> the EU/EEA
Used a mobile phone, that I, a family member or a friend pays for personally**	1	1	1
Used a mobile phone, that my own business pays for**	2	2	2
Used a mobile phone that my employer pays for**	3	3	3
Have travelled outside the UK, but did not use a mobile phone for any purpose while travelling in these countries	4	4	4

\*ONLY SHOW THIS COLUMN TO RESPONDENTS LOCATED IN NORTHERN IRELAND (FROM SAMPLE DATA)

\*\*SHOW ROWS ACCORDING TO RESPONSES TO QS 1 & 2

**IF HAVE NOT USED A MOBILE PHONE OUTSIDE THE UK IN ANY LOCATION (Q7 = 4 OR FOR ALL LOCATIONS ASKED ABOUT) GO TO SECTION 3**

**ASK ALL WHO HAVE USED A MOBILE PHONE OUTSIDE THE UK IN THE LAST 12 MONTHS (Q7=1-3)**

8. How many times have you travelled outside the UK in the last 12 months, i.e. since November 2021?

**WRITE IN NUMBER OF TIMES TRAVELLED TO EACH DESTINATION, SHOW DESTINATIONS ACCORDING TO RESPONSES AT Q7 (Q7 = 1 - 3 FOR EACH DESTINATION)**

To Ireland [ONLY SHOW TO RESPONDENTS LOCATED IN NORTHERN IRELAND]	
To [OTHER] countries <b>within</b> the EU/EEA [include a list]	
To countries <b>outside</b> the EU/EEA	

## SHOW TO ALL

Note to scripter: Please include this message at the top of each screen.

Please think about the mobile phone you [have used outside the UK in the last 12 months / intend to use outside the UK in the next 6 months] that is on a UK contract or UK SIM card and not any locally-purchased SIMs.

**IF HAVE A PHONE PAID FOR PERSONALLY / BY A FRIEND / FAMILY MEMBER / OWN BUSINESS AND A PHONE PAID FOR BY EMPLOYER ((Q5 = CODE 1 OR 2) AND = (Q5=CODE 3)) ADDITIONALLY SHOW:**

Please answer for the phone you have used outside the UK that is paid for by your employer.

**ASK IF HAVE TRAVELLED OUTSIDE THE UK (Q3=1) OR HAVE NOT TRAVELLED IN THE LAST 12 MONTHS BUT INTEND TO TRAVEL IN THE NEXT 6 MONTHS (Q3 = 2 AND Q 4 =1).**

**N.B. IF TRAVELLED OUTSIDE THE UK IN LAST 12 MONTHS AND ALSO INTEND TO TRAVEL IN NEXT 6 MONTHS, ASK ABOUT TRAVEL IN LAST 12 MONTHS ONLY.**

### OTHERS GO TO SECTION 3

9. Which of the following activities [did you do / do you intend to do] on your mobile phone while you [were outside the UK during the past 12 months / travel outside the UK in the next 6 months]? **MULTICODE POSSIBLE, APART FROM CODE 9**

	While connected to a mobile network	While connected to Wi-Fi
Make and receive voice calls	1	1
Send and receive SMS texts	2	2
Use social media/messaging apps such as Instagram, WhatsApp, Snapchat	3	3
Access the internet (e.g. Google searches, navigation apps)	4	4
Watch videos (e.g. YouTube)	5	5
Stream music (e.g. Spotify)	6	6
Play games	7	7
Send or receive /Respond to emails	8	8
I do not use a mobile phone via this type of connection when outside the UK <b>(THIS CODE TO BE SINGLE CODE FOR EACH COLUMN)</b>	9	9

10. Before travelling, [did/will] you do any of the following? **M/C POSSIBLE, S/C=9**

Look at your contract to find out whether, when or how much you would be charged to use your mobile outside of the UK	1
Call your provider to find out whether, when or how much you would be charged to use your mobile outside of the UK	2
Look on your provider's website to find out whether, when or how much you would be charged to use your mobile outside of the UK	3
Look on your provider's website for information in general on roaming/ advice on roaming	4
Look online for advice in general on mobile roaming (e.g. Which?, Citizen's Advice, Money Saving Expert)	5
Ask friends/family/colleagues about their experience of using their mobile outside of the UK	6
Look somewhere else (PLEASE WRITE IN)	7
Switch off data roaming on your mobile phone	8
None of the above	9

**THOSE WHO HAVE NOT TRAVELLED IN THE LAST 12 MONTHS GO TO NOTE ABOVE Q12**

**ASK ALL WHO HAVE TRAVELLED IN THE LAST 12 MONTHS AND DID NOT LOOK INTO CHARGING (Q3 = 1 AND Q10 = 9)**

11. Why didn't you look into mobile roaming/take any action before you travelled? **M/C POSSIBLE**

I already knew / thought I knew I would <b>not</b> be charged any extra	1
I already knew / thought I knew <b>what</b> I would be charged for	2
I already knew / thought I knew <b>how much</b> I would be charged	3
I was confident I'd be able to afford whatever I was charged, so I wasn't worried about it	4
I expected my provider to send me a message with details of their charges when I arrived in the country I was travelling to	5
I didn't intend to use my mobile while I was outside the UK	6
I already knew what to do/what to expect when roaming (using my mobile outside the UK)	7
I did not have the time to look into it	8
It didn't occur to me to look into it	9
I didn't know where to look, or who to ask	10
Someone else pays the bill	11
Other (PLEASE WRITE IN)	12

**ASK ALL WHO HAVE NOT TRAVELLED IN THE LAST 12 MONTHS AND INTEND TO TRAVEL IN THE NEXT 6 MONTHS AND WILL NOT LOOK INTO CHARGING (Q3 = 2 AND Q4 = 1 AND Q10 = 9). OTHERS GO TO Q23**

12. Why won't you look into mobile roaming/take any action before you travel? **M/C POSSIBLE**

I already know I will <b>not</b> be charged any extra	1
I already know <b>what</b> I will be charged for	2
I already know <b>how much</b> I will be charged	3
I am confident I'll be able to afford whatever I'll be charged, so I'm not worried about it.	4
I expect my provider to send me a message with details of their charges when I arrive in the country I will travel to	5
I already know what to do/what to expect when roaming	6
I have not had/will not have the time to look into it	7
It hasn't occurred to me to look into it	8
I don't know where to look, or who to ask	9
Someone else pays the bill	10
I'm not sure what I will do yet	11
Other (PLEASE WRITE IN)	12

**ROUTING: IF HAVE NOT TRAVELLED IN THE LAST 12 MONTHS AND INTEND TO TRAVEL IN THE NEXT 6 MONTHS GO TO Q23**

**ASK ALL WHO USED THEIR MOBILE PHONE ABROAD IN LAST 12 MONTHS WHILE CONNECTED TO A MOBILE NETWORK (Q9= CODES 1-8 IN MOBILE NETWORK COLUMN), OTHERS GO TO Q15**

13. When you are outside of the UK, which, if any of the following do you do to keep an eye on the amount of data, voice minutes and texts you have used? **MULTICODE POSSIBLE, APART FROM CODE 5**

1. Use my provider's app
2. Via "settings" on my handset
3. My provider sends me alerts regarding my usage
4. In another way (PLEASE WRITE IN)
5. Do not monitor usage at all (SINGLE CODE)

**ASK ALL WHO DO NOT MONITOR THEIR ROAMING USAGE (Q13 = CODE 5)**

14. Why do you not monitor your mobile roaming usage? **MULTICODE POSSIBLE**

I have plenty of data/text/voice call allowance not to have to worry about going over my limits	1
I don't know how to monitor/check my usage	2
I don't understand what my usage is in relation to doing the things I want to do	3
I am confident that I'll be able to afford whatever I'm charged, so do not need to monitor my usage	4
Someone else pays the bill	5
I wait until I have had an alert from my provider	6
I don't have the time	7
Other (PLEASE WRITE IN)	8

**SECTION 2 – ROAMING ALERTS – ASK ALL WHO HAVE TRAVELLED OUTSIDE THE UK IN THE LAST 12 MONTHS**

Some providers send alerts to their customers to tell them when they are connected to a mobile network outside of the UK and therefore roaming. These alerts are, typically sent via text message, to inform customers of any additional charges they may incur. Providers may also send customers an alert when they are close to reaching their allowance limit and/or have reached their allowance limit.

15. Are you aware of mobile roaming alerts, and do you read them? **SINGLECODE**

1. Yes, I am aware, but I do not read them
2. Yes, I am aware, and I read them
3. No, I am not aware of them

**ASK ALL WHO ARE AWARE OF ALERTS (CODE 1 OR 2 AT Q15)**

16. You said you are aware of mobile roaming alerts. We are interested in how you feel about receiving these even if you do not read them. How do you feel about receiving the following types of mobile roaming alert? **SINGLE CODE EACH ROW**

This type of alert is:	Essential	Helpful	Not very helpful	Annoying	I haven't seen this type of alert
Messages when you first begin to roam informing you of charges	1	2	3	4	5
Daily messages informing of daily roaming charges (where applicable)	1	2	3	4	5
Messages telling you to call a freephone number for more details about charging	1	2	3	4	5
Messages informing you of when a limit is close to being reached	1	2	3	4	5
Messages informing you that a limit has been reached and how to increase your limit/what you would be charged for extra usage.	1	2	3	4	5

**ASK ALL WHO SELECTED ESSENTIAL OR HELPFUL FOR ANY TYPE OF ALERT (Q16 = CODE 1 OR 2)**

17. In what way did you find [some of these] these alerts essential or helpful? **MULTICODE**

1. They are a useful reminder that I may be charged
2. They make me think more carefully about how I use my mobile abroad
3. They inform me about how much I will be charged for using my phone abroad
4. Other (PLEASE WRITE IN)

**ASK ALL WHO SELECTED NOT VERY HELPFUL OR ANNOYING FOR ANY TYPE OF ALERT (Q16 = CODE 3 OR 4)**

18. Why did you find [some of these] these alerts not very helpful or annoying? **MULTICODE**
1. It is too much information
  2. They are confusing/difficult to understand
  3. I don't need to be reminded more than once
  4. I already know what they are telling me
  5. Other (PLEASE WRITE IN)

**ASK ALL WHO READ ALERTS (Q15 = CODE 2)**

19. Did you do any of the following as a result of seeing the information in the alerts?

**MULTICODE POSSIBLE, CODE 12=SC**

Yes, I switched off data roaming	1
Yes, I used less data	2
Yes, I didn't make any calls	3
Yes, I made fewer calls	4
Yes, I didn't send any texts	5
Yes, I sent fewer texts	6
Yes, I only used my phone while connected to Wi-Fi	7
Yes, I purchased a roaming deal from my provider	8
Yes, I bought a SIM card in the country I was visiting	9
Yes, I used my phone for texts/calls/data roaming more than I would otherwise have done as I was more confident about the costs	10
Yes, I did something else (PLEASE WRITE IN)	11
No, I did nothing differently	12

**ASK ALL WHO ARE AWARE OF ALERTS (Q15 = CODE 1-2)**

20. Are you aware you can opt out of receiving mobile roaming alerts? **SINGLECODE**
1. Yes, and I have chosen to opt out
  2. Yes, but I choose to receive them
  3. No, I was not aware you could opt out
  4. No, I was not aware but think it is a useful option

**ASK ALL WHO ARE AWARE OF ALERTS (Q15 = CODE 1-2)**

21. If you decided to opt out of receiving these messages, would you expect this to be temporary (e.g., only for your current period of roaming or until you choose to opt-in again), or permanent? **SINGLECODE**
1. Only for current roaming period
  2. Until I choose to opt back in
  3. Permanent
  4. Not sure



**ASK ALL WHO READ ROAMING ALERTS AND ALSO LOOKED INTO ROAMING CHARGES PRIOR TO TRAVELLING (Q10 = 1-7 AND Q15 = 2)**

22. How did the information in the alerts you received when you were outside the UK compare with the information you researched yourself about when or how much you would be charged to use your mobile outside of the UK? **SINGLE CODE PER ROW**

	Alerts were better	Both the same	Information researched yourself was better
Helpfulness of information	1	2	3
Amount of detail	1	2	3
Timing of receiving the information			
Ease of accessing/convenience	1	2	3
Ease of understanding when you would be charged	1	2	3
Ease of understanding what you would be charged	1	2	3

**ASK IF HAVE TRAVELLED OUTSIDE THE UK IN THE LAST 12 MONTHS OR HAVE NOT TRAVELLED IN THE LAST 12 MONTHS AND INTEND TO TRAVEL IN THE NEXT 6 MONTHS ((Q2= 1) OR (Q3= 2 AND Q4=1))**

23. Do you know what you will be charged for using your mobile phone while in countries outside of the UK? **M/C POSSIBLE**

	In countries within the EU/EEA [include a hover list]	In countries outside the EU/EEA
Yes, I know that I will <b>not</b> be charged any extra if I stay within my allowance/fair usage limit	1	1
Yes, I know I will be charged extra and know how much that will be	2	2
Yes, I know I will be charged extra, but am not sure how much	3	3
Yes, I know that I <b>may</b> be charged if I go over my allowance/fair usage limit	4	4
I know this information for some but not all countries	5	5
I know this information for the countries I have recently visited / plan to visit	6	6
No, I don't know whether I will be charged	7	7
Other – please write in	8	8

**ASK ALL WHO KNOW THEY WILL BE CHARGED / NOT CHARGED (Q23 = CODES 1-6)**

- 24. Do you know how you are charged for using your mobile phone while in countries outside the UK? M/C POSSIBLE. SHOW WITHIN/OUTSIDE EU/EEA ACCORDING TO DESTINATIONS VISITED AT Q7**

	In countries within the EU/EEA [include a hover list]	In countries outside the EU/EEA
It is included in my monthly package/allowance	1	1
I pay an extra fee for each day of use (e.g. £2 per day) to be able to use my UK allowance while abroad	2	2
I pay an extra fee for a specified number of days (e.g. £24 for 14 days)	3	3
I pay a set fee for a specified amount of use (e.g. £3 for 5MB of data)	4	4
I pay per unit of data, per minute of calls, per text	5	5
I only pay if I go over my allowance/fair use policy	6	6
I know there is an extra charge, but not sure how this is calculated	7	7
Other PLEASE WRITE IN	8	8

**ASK ALL WHO KNOW WHAT/HOW THEY WILL BE CHARGED ((Q23 CODE 1 -6) OR (Q24= CODES 1-4, 6 OR 7))**

- 25. Do you know what would happen if you exceeded your allowance /plan limit when using your mobile phone while outside the UK? SINGLECODE**

Yes, I would not be able to use my phone	1
Yes, I would need to buy another bundle or add on	2
Yes, I would need to pay a surcharge on top of what I normally pay per unit of data per minute of calls per text	3
No, I don't know what would happen	4

### **SECTION 3 – UNINTENDED ROAMING – SHOW ALL**

In areas close to a country border, 'unintended roaming' can occur. This is when a mobile phone connects to a network in a neighbouring country, rather than the country that the customer is located in. As the mobile service is then being provided via a provider in the neighbouring country, this can result in the customer being charged as if they had entered the neighbouring country.

Unintended roaming can occur when you are abroad or when you are in the UK. In the UK it is common in the area close to Northern Ireland's border with Ireland and occasionally occurs on the south coast of England, with phones connecting to networks in France.

#### **ASK ONLY THOSE WHO LIVE IN NI, AS DETERMINED BY SAMPLE DATA**

26. Which, if any, of the following do you have in place regarding unintended roaming onto networks in Ireland? **M/C POSSIBLE, S/C=9,10**

1. Ireland roaming is treated as UK usage but with a roaming fair use policy (e.g. not exceeding 25MB data per month)
2. Ireland roaming is treated as UK usage and the roaming fair use policy doesn't apply
3. Any charges for roaming onto networks in Ireland that go over the fair use data limit are paid back automatically
4. I can claim back any charges for roaming in Ireland over the fair use data limit
5. I can roam 'regularly' in Ireland without an extra charge, provided I do not roam too often e.g. for more than half the days in a 4 month period.
6. My tariff includes usage on all EU/EEA networks
7. I have adjusted my phone settings to only connect to networks in Northern Ireland
8. Other (PLEASE WRITE IN)
9. I haven't done anything
10. Not sure

#### **ASK ALL WHO USE A MOBILE PHONE**

27. Have you experienced unintended roaming in the last 12 months? **MC POSSIBLE, SC=3**

1. Yes, when travelling outside of the UK (England / Scotland / Wales / Northern Ireland)
2. Yes, within the UK (England / Scotland / Wales / Northern Ireland)
3. No, I have not experienced this or not aware I have experienced this

#### **ASK ALL WHO HAVE EXPERIENCED UNINTENDED ROAMING (Q27=CODE 1 OR 2)**

28. Where did the unintended roaming occur? **M/C POSSIBLE**

1. Outside the UK (England / Scotland / Wales / Northern Ireland) – I connected unexpectedly to a network in a different country e.g. connecting to a neighbouring country while on holiday/business or connecting to the nearest country while on a ship
2. Ireland/Northern Ireland border regions – due to living/working there
3. Ireland/Northern Ireland border regions when on holiday
4. English coast – e.g. connecting to a French network
5. Other (PLEASE WRITE IN)

**ASK ALL WHO HAVE EXPERIENCED UNINTENDED ROAMING (Q27 = CODE 1 or 2)**

29. Did you experience any consequences because of this? **M/C POSSIBLE**

	Unintended roaming on the Ireland/ Northern Ireland border	Unintended roaming on the English coast	Outside the UK
Yes, I was charged additional fees by my provider	1	1	1
Yes, my services were restricted by my provider	2	2	2
Yes, I was charged additional fees but got a refund from my provider	3	3	3
Yes, I restricted my usage in order to avoid being charged/charged more than I wanted to be	4	4	4
No, I was notified that I was roaming and that my tariff/plan covered roaming in that country	5	5	5
No, I was notified that I was roaming, but they didn't charge me	6	6	6
No, I did not experience any consequences	7	7	7

**ASK THOSE WHO HAVE EXPERIENCED UNINTENDED ROAMING (Q27 CODE 1 or 2)**

30. What, if anything, have you done to prevent unintended roaming? **FOR ANYONE CODING 1 – 8 AT Q26 ADD** “in addition to the measures you said you have in place regarding unintended roaming onto networks in Ireland”? **M/C POSSIBLE**

1. I turn my roaming off when travelling/am near a border
2. I always have my roaming turned off
3. I contact my provider before travelling
4. I set a bill limit before travelling
5. I do something else (PLEASE WRITE IN)
6. I don't do anything to avoid unintended roaming

**SECTION 4 – EXPERIENCE OF ROAMING IN NI**

**ASK ALL WITH EXPERIENCE OF UNINTENDED ROAMING IN NI AND ALL WHO LIVE IN NI (Q28 = CODE 2-4 / NI AS DETERMINED BY SAMPLE DATA)**

31. In the last 12 months, how frequently have you experienced expected and unexpected roaming to networks in Ireland when in Northern Ireland? **S/C PER COLUMN**

	Expected	Unexpected
Daily	1	1
At least once a week	2	2
At least once a month	3	3
Less often	4	4
Never	5	5

**ASK THOSE WHO HAVE EXPERIENCED EITHER TYPE OF ROAMING IN NI (Q31 = CODE 1-4)**

32. How do you feel when you experience [this type/these types according to response at Q31] of roaming? **S/C PER COLUMN**

	Expected	Unexpected
It's extremely frustrating/annoying	1	1
It's a little frustrating/annoying	2	2
It's just something I have to accept/ deal with	3	3
It doesn't affect me at all	4	4
Other (PLEASE WRITE IN)	5	5

**ASK ALL WHO SAY BOTH OR EITHER TYPE OF ROAMING IS FRUSTRATING/ANNOYING (Q32 = 1 OR 2) M/C POSSIBLE**

33. What do you find particularly frustrating/annoying about this type of roaming?

	Expected	Unexpected
The impact it has on my bill		
The time it takes to resolve with my provider (e.g. to contact them and get a refund)	1	1
The frequency of it happening	2	2
The repeated messages I receive from my provider informing me that I am roaming	3	3
The quality of the service / coverage issues on my provider's network	4	4
Other (PLEASE WRITE IN)	5	5

## SECTION 5 – AWARENESS OF CUSTOMER PROTECTIONS

### ASK ALL WITH A MOBILE PHONE

#### ASK ALL

34. Do you know how to switch off data roaming on your mobile? **SINGLECODE**
1. Yes
  2. No, but one of my family / friends / colleagues knows how to do it for me
  3. No, but I can find out (e.g. by searching online)
  4. No

#### ASK ALL

35. Are you aware of the emergency number in the EU? (i.e. the equivalent of dialling 999 in the UK) **SINGLECODE**
1. Yes, and aware that the number to dial is 112
  2. Aware there is a number, but was not sure what the number was
  3. Not aware there was a number

## SECTION 6 – DATA CAP AND BILLS LIMIT – ASK ALL WHO HAVE USED THEIR MOBILE OUTSIDE THE UK IN THE LAST 12 MONTHS Q7=1-3

### OTHERS GO TO Q42

Until the end of June 2022, there was a default data roaming spend limit, which was set at £45 (excluding VAT) per month. This was set under the UK Roaming Regulations and meant that your provider had to notify you when you reached 80% and again at 100% of the limit, and it could only be exceeded with your express consent.

36. When you travelled outside the UK, were you aware that your roaming data use would be automatically capped at £45 (excluding VAT) per month by your mobile provider?

#### **SINGLECODE**

Yes, I was aware that the default limit was £45 (excluding VAT) per month	1
I was aware there was a default limit but was not sure what it was	2
No, I was not aware there was a default limit	3

### ASK THOSE AWARE OF THE DEFAULT DATA ROAMING LIMIT (Q36 = CODES 1-2) OTHERS GO TO Q41

37. Did you ever reach 80% and/or 100% of your data roaming limit? **SINGLECODE**
1. Yes, reached 80% but did not get to 100%
  2. Yes reached 100%
  3. No, did not reach 80% **GO TO Q40**
  4. Don't know **GO TO Q40**

**ASK THOSE WHO REACHED THE 80% AND/OR 100% LIMIT (Q41 = CODES 1-2)**

38. Did you receive notification from your provider when you reached 80% and/or 100% of your data roaming limit? **MULTICODE ALLOWED**

1. Yes, received notification at 80%
2. Yes, received notification at 100%
3. No, did not receive any notification when I reached 80%
4. No, did not receive any notification when reached 100%
5. No, had opted out of notifications
6. Don't know

**ASK THOSE WHO WERE NOTIFIED OF REACHING THE 80% AND/OR 100% LIMIT (Q38 = CODES 1-2)**

**OTHERS GO TO Q40**

39. How helpful did you find these alerts? **SINGLECODE**

1. Essential
2. Helpful
3. Not very helpful
4. Annoying

**ASK THOSE AWARE OF THE DEFAULT DATA ROAMING £45 (EXCLUDING VAT) PER MONTH LIMIT (Q36 = CODE 1)**

40. Do you think that an automatic £45 (excluding VAT) per month default data roaming limit was the right amount? **SINGLECODE**

1. Yes
2. No, it is too low
3. No, it is too high

**ASK ALL WHO USE THEIR MOBILE OUTSIDE THE UK AND WERE NOT AWARE OF THE PREVIOUS LIMIT (Q36=3) OR AWARE BUT DID NOT REACH LIMIT (Q37 = 3 OR 4) OR AWARE AND REACHED 80% AND/OR 100% BUT DID NOT RECEIVE NOTIFICATION (Q38 = 3 OR 4)**

41. How useful would an automatic cap on overall spend/amount of use of data, texts and calls be to you when abroad? **SINGLECODE PER ROW**

	Very useful	Quite useful	Not very useful	Not at all useful
Overall spend/usage	1	2	3	4
Data	1	2	3	4
Texts	1	2	3	4
Calls	1	2	3	4

**ASK ALL WITH A MOBILE PHONE**

42. Are you aware that you are already able to set your own overall spend limit for any data, calls and texts on your mobile, outside of your allowance/package? **SINGLECODE PER COLUMN**

	In the UK	Outside the UK
Aware and have set my own limit	1	1
Aware adjust my own set limit as needed	2	2
Aware but have not set my own limit	3	3
I didn't know you could do that	4	4

**ASK THOSE WHO ARE AWARE YOU CAN SET YOUR OWN LIMIT BUT HAVE NOT DONE SO [IN THE UK AND/OR OUTSIDE THE UK – SHOW ACCORDING TO RESPONSE AT Q41] (Q42 = CODE 3)**

43. Why have you chosen not to set a spend limit? **SINGLE CODE PER COLUMN**

	In the UK	Outside the UK
I have unlimited data / voice / text allowances in my contract	1	1
I have sufficient data / voice / text allowances that I am never likely to exceed my limits	2	2
I don't know how to	3	3
It is too time consuming	4	4
Other reason (PLEASE WRITE IN)	5	5

**ASK THOSE WHO WERE PREVIOUSLY UNAWARE YOU CAN SET YOUR OWN LIMIT (Q42 = CODE 4)**

44. Would you find it helpful to have a spend limit on your mobile that you could increase or decrease according to your needs? **S/C**

Yes	1
No	2



**ASK ALL WITH A MOBILE PHONE**

45. Which mobile network are you on?

**M/C POSSIBLE**

EE/BT Mobile	1
Giff-Gaff	2
iD Mobile	3
Lebara	4
Lycamobile	5
O2	6
Sky Mobile	7
Tesco Mobile	8
Three	9
Virgin Mobile	10
Vodafone	11
Other (WRITE IN)	12
Don't know	13

**ASK ALL WITH A MOBILE PHONE**

46. Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment.

*SINGLE CODE*

	Per week	Per Year
1	Up to £199	Up to £10,399
2	From £200 to £299	From £10,400 to £15,599
3	From £300 to £499	From £15,600 to £25,999
4	From £500 to £699	From £26,000 to £36,399
5	From £700 to £999	From £36,400 to £51,999
6	From £1,000 to £1,499	From £52,000 to £77,999
7	£1,500 and above	£78,000 and above
8	Don't know	
9	Refused	

**ASK ALL WITH A MOBILE PHONE**

47. Could you please tell us whether you or anyone in your household currently receives any of the following benefits?

*MULTICODE OK FOR CODES 1-11*

Income Support	1
Income-based Jobseeker's Allowance	2
Pensions Credit (Guaranteed Credit)	3
Pensions Credit (no Guaranteed Credit)	4
Employment and Support Allowance (ESA)	5
Universal Credit (and household has other earnings).	6
Universal Credit (and household has no other earnings).	7
Personal Independence Payment (PIP)	8
Carer's allowance	9
Disability Living Allowance (DLA)	10
Other - (please type in below)	11
None of these - Do not receive any of these benefits	12
Don't know	13
Prefer not to say	14

**ASK ALL WITH A MOBILE PHONE**

48. Ofcom is interested in talking to people in further depth about their experiences of using their mobile outside the UK. Would you be willing to be re-contacted to take part in a 30-minute interview about your experiences?

- Yes 1 **PLEASE PROVIDE CONTACT DETAILS**
- No 2 **CLOSE**