

## Appendix 2: Customer Feedback Survey Questions

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### For Households:

To be completed by an adult in the household, on behalf of the household.

### For Businesses:

To be completed by an owner or authorised employee of the business, on behalf of the business.

#### 1. Are you a household or business?

Household   
Business

#### 2. Gender

Male   
Female

*Questions 3 - 5 relate to the internet connection which has been filtered under the pilot trial.*

#### 3. Internet connection

The primary purpose of this internet connection is for:

Business   
Private   
Both

#### 4. Dependent age children

Number of dependent age children (15 years or younger) who use computers on this internet service:

0   
1   
2   
3   
4 or more

## 5. Internet use

I/my family/my business usually access this internet connection:

- Less than 1 hour per day
- 1 - 3 hours per day
- 3 – 5 hours per day
- More than five hours per day

## 6. Setting up the filter

(This question was not asked for one ISP where customers were not required to set up the filter.)

Apart from agreeing to be in the filtering trial, did you have to do anything extra to set up the filtered service?

- No
- Yes

If Yes, how easy was it to set up the filtering service?

- Easy
- Moderately easy
- Difficult
- Very difficult

## 7. Effectiveness

Did the filter allow you or your children to view content that you expected to be blocked?

- Never
- Possibly once or twice
- Definitely sometimes
- Frequently

If yes, describe the content you expected the filter to block but wasn't blocked?

[Free text response]

- Did the filter ever block content that you or your children expected not to be blocked?
- Unsure
- Never
- Possibly once or twice
- Definitely sometimes
- Frequently

If yes, describe the content that was blocked that you expected wouldn't be blocked?

[Free text response]

## 8. Features

What were the features of the filtered service that you MOST liked:

- Easy to use
- Stops access to content I have deemed inappropriate
- Provides choice
- None
- Other

[Free text response]

What were the features of the filtered service that you LEAST liked:

- Hard to use
- Not effective in blocking access to content I have deemed inappropriate
- Did not provide enough choice
- None
- Other

[Free text response]

Were there additional features you would have liked the filter to have?

[Free text response]

**9. Do you have any other comments about the filtered service that you would like to mention?**

[Free text response]

**10. Your experience in using the filter**

Overall, to what extent did the filter meet your needs and those of your family, or your business, in managing your internet experience?

- Did not meet our needs at all
- Generally DID NOT meet our needs
- Unsure, or met our needs some of the time
- Generally DID meet our needs
- The filters met our needs entirely

**11. Based on your experiences to date would you continue to use a filtered service, if you had the choice?**

- Definitely not
- Possibly not
- Not sure
- Possibly yes
- Definitely yes

**12. Were there any unexpected consequences of using this filtered service?**

Yes

No

If Yes, what were the unexpected consequences?

[Free Text Response]