



DWCC Wireless Survey

Introduction - Background & Purpose

Deaf Wireless Canada Committee (DWCC) is an ad-hoc committee endorsed by the Canadian Association of the Deaf-Association des Sourds du Canada (CAD-ASC). DWCC was formed because Deaf and Hard of Hearing Canadian consumers have similar concerns with their wireless plans.

For further information on the DWCC, please visit the About Us webpage on the website to read the committee's profile and its mandate.

We would appreciate your participation in this important survey.

Answering survey questions will allow us get a picture of how much impact the current state of wireless industry has on our daily lives as consumers. While the responses will be helpful for the committee for their analysis, providing your response is voluntary.

Your privacy, confidentiality and trust are important to us. If you have any concerns or questions, you may contact Frank Folino, CAD-ASC President at ffolino@cad.ca.

To take this survey, you must be:

- 1. An adult (18 years or older)**
- 2. A Canadian resident**
- 3. Deaf, hard of hearing, Deaf-Blind, a hearing family member or friend, sign language interpreter**
- 4. Use a smartphone device**
- 5. A customer of Canadian wireless company**

We need your agreement first.

AGREEMENT:

- 1. Do you agree to take the survey?**
 - a. Yes**
 - b. No**

PRIVACY ASSURANCE

Thank you for your time to take part of the survey.

This survey is a web-based questionnaire hosted by Survey Monkey (SM). All of the data collected will be on password-protected computers. There will be no need for the collection of personal data information, for example, your names or email addresses; only your responses will be used for analysis. Two example statements would be:

- a. "50% of survey respondents are Deaf women with data plans and without voice plans; and 37% of them pay an average of \$75.00/month for 2GB."**
- b. "20% of all respondents, with an annual salary of up to \$35,000, is paying a range of \$56.00-\$65.00 per month for 1GB."**

If you do not understand specific word(s) or questions:

- 1. Watch the ASL video for clarification.**
- 2. Visit the DWCC website on the [Terminology webpage](#), to look up a vocabulary in English/French, ASL & LSQ.**
- 3. Look at your wireless bill for clarification.**
- 4. Ask someone for assistance.**

On the behalf of CAD-ASC and DWCC, thank you for your time.

Please read each of questions and ASL/LSQ videos are available for your perusal. The Deaf interpreter will sign each question in the videos online. The questionnaire includes Yes/No questions, open-ended questions requiring your comments, rating questions, and “check all that apply” questions.

This survey will take 15-25 minutes to complete questions; the survey has two parts: Consumer Experience and About You. In the last question, you will have an opportunity to type comments or include a video response.

PART I: CONSUMER EXPERIENCE

LANDLINE & TTY

- 2. Does your household still have a landline?**
 - a. Yes**
 - b. No**

- 3. Within the next 3 years, do you plan to remove the landline in favour of wireline & wireless technology?**
 - a. Yes**
 - b. No**
 - c. I don't know / Unsure**

- 4. Do you own a TTY (tele-type machine)?**
 - a. Yes**
 - b. No**

- 5. In the last five (5) years, your TTY use has:**
 - a. Declined**
 - b. Increase**
 - c. Remain the same**
 - d. I don't know / Unsure**

WIRELESS DEVICES

- 6. Which smartphone device are you currently using?**
 - a. iPhone**
 - b. Android**
 - c. Blackberry**
 - d. Window**
 - e. Others (Enter in text box)**

- 7. What specific model do you have?
(e.g. iPhone 6, Samsung Galaxy III, etc.)**

Enter text: _____

VIDEO COMMUNICATION

- 8. What applications (or known as “apps”) do you use for video communication on your smartphone?
(Check all that apply)**

a. Glide

b. Skype

c. Face Time

d. Other: _____

- 9. Do you use video communication while you are on your smartphone?**

a. Yes

b. No

- 10. Do you use video communication at:**

a. Home

b. Work

c. Both

d. I prefer not to give information

11. What kind of internet connection do you use for video communication (check all that apply):

a. Broadband

(connecting directly with ethernet wire to internet modem; Internet service providers: Shaw cable, Telus ADSL, Rogers hi-speed , MTS Internet , Vidéotron internet, etc.)

b. Home WiFi

(Internet modem connected to wireless router)

c. Public WiFi

(Starbucks, Apple iStore, McDonalds, hotel, school)

d. Mobile data network

(e.g. Rogers Wireless, Telus Mobility, Vidéotron Mobile, Bell Mobile, etc.)

e. I don't know

f. Other (please specify): _____

12. Are you satisfied with the video quality while communicating on a video app with your smartphone?

Please rate the quality of video by circling the answers below each video app.

Glide	Skype	Face Time	Other
Very Blurry (Poor)	Very Blurry (Poor)	Very Blurry (Poor)	Very Blurry (Poor)
Pixelated	Pixelated	Pixelated	Pixelated
Okay	Okay	Okay	Okay
Very Clear & Crisp	Very Clear & Crisp	Very Clear & Crisp	Very Clear & Crisp
I don't know N/A	I don't know N/A	I don't know N/A	I don't know N/A

Other – please specify: _____

WIRELESS SERVICES

- 13. Which wireless service provider are you currently using?**
- a. Rogers**
 - b. Bell**
 - c. Koodo**
 - d. Fido**
 - e. MTS**
 - f. Vidéotron**
 - g. Other: _____**
- 14. Do you have a (1 or 2 year plan) contract with a wireless company for your smartphone?**
- a. Yes**
 - b. No, I have an unlocked smartphone with a monthly data plan**
 - c. No, I have an unlocked smartphone with 1 or 2 year data plan**
 - d. I don't know**
 - e. Other: (Please explain) _____**
- 15. How long is your contract?**
- a. 1 year**
 - b. 2 years**
 - c. Pre-paid plan or month to month**
- 16. Do you have a voice plan on your contract?**
- a. Yes**
 - b. No**
 - c. I don't know / Unsure**

- 17. Do you have a “voice removed”, or “voice credited” plan?**
- a. Yes**
 - b. No**
 - c. I don’t know / Unsure**
- 18. How did you find out about the voice credited plan?**
- a. Friend**
 - b. Advertisement**
 - c. Wireless company store representative**
 - d. I did not know about a voice credited plan**
- 19. Do you have a data plan or data add-on?**
- a. Yes**
 - b. No, my phone is text only.**
- 20. Do you have a Shared or Family Data wireless plan?**
- a. Yes**
 - b. No**
 - c. I don’t know / Unsure**
- 21. If you answered “Yes” to either of #19 or #20, please respond: how many GB of data are you paying on a monthly basis?**
- a. Less than 1 GB**
 - b. 1 GB**
 - c. 2 GB**
 - d. 3 GB**
 - e. I don’t know / Unsure**
 - f. Other (Please write here): _____**

22. What do you use smartphone for?

a. Taking pictures or videos?

b. Video Communications (Skype, Glide, FaceTime, etc.)

c. Downloading, livestreaming, or playing videos or music (YouTube, iTunes, apps, etc.)

d. Social Media (Facebook, Twitter, Instagram, etc.)

e. Emailing

f. Texting

f. Internet surfing

g. Other: _____

23. Do you feel that the amount of data you receive per month meets your current needs?

a. Yes

b. No, I keep going over my limit and pay for more data

c. No, I keep going over my limit and have to pay for more data

d. Going over my limit and pay for more data.

e. No, I keep going over my limit and have to wait the following month to start afresh.

f. I don't know / Unsure

g. Other (Please specify how many GB you pay for monthly) _____

24. How much are you paying for your monthly fees?

- a. \$10.00 - \$25.00/month**
- b. \$116.00 - \$125.00/month**
- c. \$35.00 - \$45.00/month**
- d. \$126.00 - \$135.00/month**
- e. \$46.00 - \$55.00/month**
- f. \$136.00 - \$145.00/month**
- g. \$66.00 - \$75.00/month**
- h. \$146.00 - \$155.00/month**
- i. \$76.00 - \$85.00/month**
- j. \$86.00 - \$95.00/month**
- k. \$96.00 - \$105.00/month**
- l. \$106.00 - \$115/month**
- m. \$146.00- \$155.00/month**
- n. \$156.00+/month**

Other please specify: _____

25. Are you satisfied with your wireless company in terms of cost, data plan, accessibility, and customer service?

Cost	Data Plan	Accessibility	Customer Service
Very Dissatisfied	Very Dissatisfied	Very Dissatisfied	Very Dissatisfied
Poor	Poor	Poor	Poor
Fair	Fair	Fair	Fair
Very Satisfied	Very Satisfied	Very Satisfied	Very Satisfied
Don't Know N/A	Don't Know N/A	Don't Know N/A	Don't Know N/A

PART II: ABOUT YOU

IDENTITY

26. Gender:

- a. Female**
- b. Male**
- c. Other**
- d. I prefer not to give information**

27. Self-identification:

- a. Deaf**
- b. Hard of Hearing**
- c. Late Deafened**
- d. Deaf-Blind**
- e. Hearing (Please answer next question)**
- f. Other**

28. Self-Identification - Hearing Respondents only:

- a. Immediate Family
(Parent, Sibling, Grandparent, CODA)**
- b. Sign Language Interpreter**
- c. Other**

29. Age groups:

- a. 18-24 yrs**
- b. 25-34 yrs**
- c. 35-44 yrs**
- d. 45-54 yrs**
- e. 55-64 yrs**
- f. 65 yrs or older**
- g. I prefer not to provide information**

30. What is your total personal income?

- a. Less than \$24,000**
- b. 25,000 - \$34,000**
- c. \$35,000-\$44,000**
- d. \$45,000-\$54,000**
- e. \$55,00 or more**
- f. I prefer not to provide information**

31. Do you work in an organization that serves Deaf & Hard of Hearing?

- a. Yes**
- b. No**

32. Does your organization have Deaf & Hard of Hearing employees?

- a. Yes**
- b. No**

RESIDENTIAL INFORMATION

33. Which Canadian Province or Territory do you live in?

- a. British Columbia**
- b. Yukon**
- c. Alberta**
- d. Northwest Territories**
- e. Saskatchewan**
- f. Nunavut**
- g. Manitoba**
- h. Ontario**
- i. Quebec**
- j. Newfoundland Labrador**
- k. Nova Scotia**
- l. Prince Edward Island**
- m. New Brunswick**

34. Where do you live?

a. City or metropolitan area with 50, 000 or more people

b. City or town with between 2, 500 – 50,000 people

c. A village with fewer than 2,500 people

d. I am a nomad, living from one city/town to another city/town

e. I prefer not to provide information

35. Which city or town do you live in?

(Leave blank if you do not want to provide information)

Please write here: _____

Your Comments

36. Any more concerns, comments, that you have and want to share with the Canadian Radio- television and Telecommunications Commission (CRTC), Commissioner for Complaints for Telecommunication Services (CCTS) and Canadian Wireless Telecommunications Association (CWTA)?

Thank you

The CAD-ASC and the DWCC appreciate your taking the time to complete this survey. We look forward to sharing results of this survey with the CRTC, CCTS, and CWTA .

After the hearing for Canadian Radio-television Telecommunications Commission Notice of Consultation 2014-134-1, where the survey results will be made public, the information will be posted at this website for review:

www.deafwireless.ca

Any questions, feel free to contact Frank Folino, CAD-ASC President at ffolino@cad.ca or courtesy of:

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