

BUSINESS/INSTITUTION QUESTIONNAIRE

Remarks: Respondent should be the owner or manager. If it is the manager, confirm that he is able to talk about the telephony needs of the business or institution.

RESPONDENT NUMBER:										
Town/village:					Date:					
Local Admin. Post:					Time:					
District:					Interviewer:					
Province: Zambézia					Reviewer:					

A. Business or Institution Information

1.	Type of Business or Institution:	
2.	Number of employees/ staff:	
3.	What is your position in this business (or institution)?	
4.	May I ask your age?	
5.	What is your education?	
6.	Record (do not ask)	<input type="checkbox"/> Male <input type="checkbox"/> Female

B. Current alternative communication & associated costs

1.	Since you do not have a phone in this village/town, how do you communicate, especially in regards to your work or business?	<input type="checkbox"/> Travel to another town/village with phone <input type="checkbox"/> Send letter and/or use a messenger <input type="checkbox"/> Go in person <input type="checkbox"/> Use the phone at my workplace which is outside of this location <input type="checkbox"/> Have own mobile, travel to closest signal coverage area <input type="checkbox"/> Others (specify) _____ <input type="checkbox"/> None of the above
<p><i>If respondent answered that he or she goes to another town with a phone to make a call or has own mobile and travels to nearest coverage area, ask the questions 2 – 9 below, and then 11. Otherwise go to question 10 and 11 directly.</i></p>		
2.	What is the name of the village/town where you go most often to make a call and approx. how many kilometres is it?	Name: Approx. km.:
3.	What type of phone is used where you go? Select only one option.	<input type="checkbox"/> Fixed <input type="checkbox"/> Mobile <input type="checkbox"/> Both <input type="checkbox"/> Other (specify) _____
4.	Where is the phone located? (Not applicable for mobile phone owners) Select one from the following options:	<input type="checkbox"/> Stand-alone public payphone <input type="checkbox"/> Phone Kiosk/Business Centre <input type="checkbox"/> Company premise <input type="checkbox"/> Shop with a phone <input type="checkbox"/> Private residence <input type="checkbox"/> Other (specify) _____

5.	How often do you go and use the phone in another town?	<input type="checkbox"/> Number per week _____
6.	Is the majority of the calls you make for business reasons?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.	What is the average amount of money you spend on phone calls?	<input type="checkbox"/> Meticaís per week _____
8.	Usually, how long is the journey to get to a phone (include return trip)?	_____ hours
9.	How much does this journey cost (include return trip)?	_____ Meticaís
10.	You said you would _____ (send a letter, etc.) to communicate with somebody. How much does this alternative means of communicating cost you (per occurrence)?	_____ Meticaís
11.	Imagine your town would receive telephone service tomorrow, what would you choose: to use the public payphone or pay for a private phone just for yourself?	<input type="checkbox"/> Use the public phone (Go to section D) <input type="checkbox"/> Want my own private phone (Go to section C, skip section D and E)

C. Future Demand for PRIVATE Communications Services

1.	Would you prefer a fixed phone or a mobile phone?	<input type="checkbox"/> Fixed <input type="checkbox"/> Mobile
2.	How much would you be willing to pay to buy a handset or install a phone on your premise?	Installation/Handset _____ Meticaís
3.	What are you estimating you would spend per month on usage?	Total usage/month _____ Meticaís
4.	Which payment type would you prefer?	<input type="checkbox"/> Prepaid: no fixed monthly subscription but slightly higher call tariffs <input type="checkbox"/> Postpaid/ Contract: fixed monthly subscription every month regardless of usage, but lower tariffs
5.	Please give an estimate of the breakdown between local calls, national long-distance calls and international calls you would make. Use percentages.	_____ % Local calls (within state) _____ % National long-distance _____ % International calls
6.	How many incoming calls would you expect in a typical day?	_____ incoming calls
7.	What is the main reason for using the phone? (Record only <u>one</u> aspect of the business or organisation which is most reliant on phone access.)	<input type="checkbox"/> Sales <input type="checkbox"/> Management (e.g. communications with head-office) <input type="checkbox"/> Production <input type="checkbox"/> Administration and Finance <input type="checkbox"/> Get market information, prices <input type="checkbox"/> Other (specify) _____ <input type="checkbox"/> Ordering supplies/purchasing <input type="checkbox"/> Marketing

<p>8. Please choose from the following list which additional services you would be interested in. They would be made available at a public business centre.</p> <p>Read out options and select all that apply. Respondents have choice to want None.</p>	<p><input type="checkbox"/> Fax</p> <p><input type="checkbox"/> Internet</p> <p><input type="checkbox"/> E-mail</p> <p><input type="checkbox"/> Computers</p> <p><input type="checkbox"/> Money transfers</p> <p><input type="checkbox"/> Other specify) _____</p> <p><input type="checkbox"/> None</p>
<p>9. From your choices above, are there services you think you need at your own premises instead of at a public business centre?</p> <p>Please select the ones that apply.</p>	<p><input type="checkbox"/> Fax</p> <p><input type="checkbox"/> Internet</p> <p><input type="checkbox"/> E-mail</p> <p><input type="checkbox"/> Computers</p> <p><input type="checkbox"/> Money transfers</p> <p><input type="checkbox"/> Other specify) _____</p> <p><input type="checkbox"/> None</p>
<p><i>If respondent selected INTERNET under question 8 above, go directly to section F. If respondent did not indicate interest in Internet, you do not need to ask section F.</i></p>	

D. Future Demand for PUBLIC Phone Usage

<p>1. How often would you use a public telephone if one was installed in your village/town?</p>	<p><input type="checkbox"/> Number per week _____</p>
<p>2. What is the average amount of money you would spend on phone calls per week?</p>	<p><input type="checkbox"/> Meticais per week _____</p>
<p>3. What is the main reason for using the phone?</p> <p><i>(Read out all options and record only <u>one</u> aspect of the business or organisation which is most reliant on phone access.)</i></p> <p><input type="checkbox"/> Ordering supplies/purchasing</p> <p><input type="checkbox"/> Marketing</p>	<p><input type="checkbox"/> Sales</p> <p><input type="checkbox"/> Management (e.g. communications with head-office)</p> <p><input type="checkbox"/> Production</p> <p><input type="checkbox"/> Administration and Finance</p> <p><input type="checkbox"/> Get market information, prices</p> <p><input type="checkbox"/> Other (specify) _____</p>
<p>4. Where would <u>most</u> of your outgoing calls be made to?</p> <p>Select one only.</p> <p><input type="checkbox"/> Maputo</p> <p><input type="checkbox"/> Other city/town outside province</p> <p><input type="checkbox"/> Province capital</p>	<p><input type="checkbox"/> Call within province</p> <p><input type="checkbox"/> Call within district</p> <p><input type="checkbox"/> International (specify) _____</p> <p><input type="checkbox"/> Others (specify) _____</p>
<p>5. Would you ever receive incoming calls?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No (Go directly to Q8)</p>
<p>6. How often would you receive incoming calls per week?</p>	<p><input type="checkbox"/> Number per week _____</p>
<p>7. Where would <u>most</u> of these incoming calls come from?</p> <p><i>Read options and Select only one.</i></p> <p><input type="checkbox"/> Maputo</p> <p><input type="checkbox"/> Other city/town outside province</p> <p><input type="checkbox"/> Province capital</p>	<p><input type="checkbox"/> Call within province</p> <p><input type="checkbox"/> Call within district</p> <p><input type="checkbox"/> International (specify) _____</p> <p><input type="checkbox"/> Others (specify) _____</p>

<p>8. Please choose from the following list which additional services you would be interested to have at a public telecentre.</p> <p><i>Read out options and select all that apply. Multiple responses are allowed.</i></p>	<p>At Telecentre</p> <p><input type="checkbox"/> Fax</p> <p><input type="checkbox"/> Internet</p> <p><input type="checkbox"/> E-mail</p> <p><input type="checkbox"/> Computers</p> <p><input type="checkbox"/> Money transfers</p> <p><input type="checkbox"/> Other specify)_____</p>
<p><i>If respondent selected INTERNET under question 8 above, go to section F after finishing with E. If respondent did not indicate interest in Internet, you do not need to ask section F.</i></p>	

E. Future Location/ Payphone

<p>1. Would you prefer a phone shop or a stand-alone payphone?</p> <p><input type="checkbox"/> <u>Phone shop</u>: assistance available, pay in cash, possibly closed at night, allows incoming calls and voice-mail</p>	<p><input type="checkbox"/> <u>Stand-alone payphone</u>: Needs paycard, no assistance, 24 h service, possible target of vandalism</p>
<p>2. At which locations would you like to have a public payphone? Select only one.</p> <p><input type="checkbox"/> Shop</p> <p><input type="checkbox"/> Government office</p>	<p><input type="checkbox"/> Post office</p> <p><input type="checkbox"/> Community Centre</p> <p><input type="checkbox"/> At Marketplace</p> <p><input type="checkbox"/> Other (specify)_____</p>
<p>3. What is most important feature of payphone location? Select only one.</p> <p><input type="checkbox"/> Convenient location - easy to get to/accessible</p>	<p><input type="checkbox"/> Privacy (can freely discuss personal matters)</p> <p><input type="checkbox"/> Quiet (I can hear the caller and caller can hear me)</p> <p><input type="checkbox"/> Assistance available</p> <p><input type="checkbox"/> Others (specify)_____</p>

F. Internet Needs

<p>1. You said you are interested in Internet services. What would be the primary reasons for using the Internet? (Select one only)</p>	<p><input type="checkbox"/> E-mailing</p> <p><input type="checkbox"/> Internet research</p> <p><input type="checkbox"/> E-commerce</p> <p><input type="checkbox"/> Own web-page/ Marketing</p> <p><input type="checkbox"/> Other (specify)_____</p>
<p>2. What would you be willing to pay each month to have Internet services available?</p>	<p>Monthly expenditure_____ Meticais</p>
<p>3. What type of information do you think you need the most for your business/institution?</p> <p><i>Read all options.</i></p> <p>Select top 3 priorities, give number of 1-3, 1= most important</p> <p><input type="checkbox"/> Education/training services</p> <p><input type="checkbox"/> Weather</p>	<p><input type="checkbox"/> Government services or programs (e.g. SME assistance, social programs)</p> <p><input type="checkbox"/> Health information</p> <p><input type="checkbox"/> Agricultural product prices and market information</p> <p><input type="checkbox"/> General news & current affairs</p> <p><input type="checkbox"/> Info on micro-finance</p> <p><input type="checkbox"/> Other (specify)</p>

G. Annual Revenue

1.	For a business: Please roughly estimate your annual revenue (money received for goods and/ or services before subtracting costs).	<input type="checkbox"/> Less than 10,000,000 Mts <input type="checkbox"/> 10,000,000 to 15,000,000 Mts <input type="checkbox"/> 15,000,000 to 20,000,000 Mts <input type="checkbox"/> 20,000,000 to 40,000,000 Mts <input type="checkbox"/> 40,000,000 to 80,000,000 Mts
	For an institution: Please roughly estimate your annual budget.	<input type="checkbox"/> 80,000,000 to 100,000,000 Mts <input type="checkbox"/> 100,000,000 to 200,000,000 Mts <input type="checkbox"/> 200,000,000 to 250,000,000 Mts <input type="checkbox"/> 250,000,000 to 500,000,000 Mts <input type="checkbox"/> Above 500,000,000