Hello,

The **Brazilian Internet Steering Committee (CGI.br)** is conducting a survey that aims to map technology uses by the population, and Quaest Consultoria e Pesquisa, a research institute in Belo Horizonte, was hired to conduct this survey.

The survey takes about 15 minutes. To facilitate your participation, the system allows you to enter and exit the questionnaire as many times as necessary. All you have to do is click again on the link.

We reiterate that your participation in this survey is voluntary, and that Quaest follows the ethics code for market research and the ISO 20252 standards. Therefore, your individual responses will be kept absolutely confidential in our database, and will not be passed on or disclosed without your permission.

Do you agree to participate?

1. Yes **(CONTINUE)**

2. No **(END)**

# DEMOGRAPHIC QUESTIONS

**PNADC1.** Including you, how many people live in your household?
|____|____| **PERSON(S)**

### PROGRAM: CREATE A CHART WITH X ROWS, WHERE "X" IS THE ANSWER TO PNADC1 ###

**CHART.** For each resident, starting with men and then women, from oldest to youngest, please indicate first name, sex, age, whether the person owns a cell phone, and whether the person used the Internet in the last three months.

**PNADC1Name.** Let's start with everyone's first name, beginning with the men and then the women, from oldest to youngest.

**PNADC1A.** What is the sex of each resident?

**PNADC1B.** How old is each resident? If there are babies under 1 year old, enter the age = 1.

**PNADC1C.** For each resident, indicate whether or not they own a cell phone.

**PNADC1D.** For each resident, indicate whether or not they used the Internet in the last 3 months.

| Resident | First name (PNADC1) | Sex (PNADC1A) | | Age (PNADC1B) | Owns a cell phone? (PNADC1C) | | Used the Internet in the last three months? (PNADC1D) | |
|---|---|---|---|---|---|---|---|---|
| | | Female | Male | | Yes | No | Yes | No |
| 1 | | 1 | 2 | \|__\|__\| | 1 | 2 | 1 | 2 |
| 2 | | 1 | 2 | \|__\|__\| | 1 | 2 | 1 | 2 |
| ... | | 1 | 2 | \|__\|__\| | 1 | 2 | 1 | 2 |
| 10 | | 1 | 2 | \|__\|__\| | 1 | 2 | 1 | 2 |

**LEVEL OF EDUCATION.** Up to which year did you attend and finish school?
*In this question, it is possible to choose only one alternative.*

| | | | |
|---|---|---|---|
| Can read/write, but did not attend school | 2 | 7th grade or 8th year of Elementary Education | 10 |
| Preschool or 1st grade of Elementary Education | 3 | 8th grade or 9th year of Elementary Education | 11 |
| 1st grade or 2nd year of Elementary Education | 4 | 1st year of High School | 12 |
| 2nd grade or 3rd year of Elementary Education | 5 | 2nd year of High School | 13 |
| 3rd grade or 4th year of Elementary Education | 6 | 3rd year of High School | 14 |
| 4th grade or 5th year of Elementary Education | 7 | Incomplete Tertiary Education | 15 |
| 5th grade or 6th year of Elementary Education | 8 | Complete Tertiary Education | 16 |
| 6th grade or 7th year of Elementary Education | 9 | | |

**PNADC2.** Do you attend school or university? If your classes are currently suspended, please answer yes. [Single Answer]

| | |
|---|---|
| Yes | 1 |
| No | 2 |

**CB4.** Now, let's talk about the head of the household. What is the level of education of the head of the household, i.e., the person who contributes most of the household income?

| Current nomenclature | POINTS | Previous nomenclature |
|---|---|---|
| Illiterate/Incomplete Elementary I Education | 0 | Illiterate/Incomplete Primary Education |
| Complete Elementary I Education/ Incomplete Elementary II Education | 1 | Complete Primary Education/Incomplete Middle Education |
| Complete Elementary II Education /Incomplete Secondary Education | 2 | Complete Middle Education/Incomplete Secondary Education |
| Complete Secondary Education/Incomplete Tertiary Education | 4 | Complete Secondary Education/ Incomplete Tertiary Education |
| Complete Tertiary Education | 7 | Complete Tertiary Education |

# GENERAL MODULE

**A4.** Does your household have access to the Internet? [Single Answer]

| A | Yes | 1 |
|---|-----|---|
| B | No | 2 |

**A7.** What is the main type of connection used to access the Internet in your household? [Single Answer]

| A | Connection via telephone lines (DSL) that keeps line busy during use | 1 |
|---|---|---|
| B | Connection via telephone lines (DSL) that does not keep line busy during use | 2 |
| C | Cable or fiber optic connection | 3 |
| D | Radio connection | 4 |
| E | Satellite connection | 5 |
| F | 3G or 4G modem connection | 6 |
| G | Does not know | 8 |

**C5.** In the last 3 months, did you use the Internet on the following devices?
### PROGRAM: DO NOT ACCEPT CODE 2 (NO) OR 8 (CANNOT REMEMBER) IN ALL ITEMS ###
*In this question, you can only choose one alternative per item.*

|   |   | Yes | No | Cannot remember |
|---|---|-----|----|-----------------|
| A | Desktop computers | 1 | 2 | 8 |
| B | Portable computers | 1 | 2 | 8 |
| C | Tablets | 1 | 2 | 8 |
| D | Mobile phones | 1 | 2 | 8 |
| E | Game consoles | 1 | 2 | 8 |
| F | Television sets | 1 | 2 | 8 |

**C4.** On average, how often did you use the Internet in the last 3 months?
*In this question, you can only choose one alternative.*

| A | Every day or almost every day | 1 |
|---|---|---|
| B | At least once a week | 2 |
| C | At least once a month | 3 |
| D | Less than once a month | 4 |

### ONLY FOR THOSE WHO USED THE INTERNET ON COMPUTERS OR TELEPHONES (CODE 1 IN ITEMS "A", "B", "C" OR "D" OF C5) ###

**C4A.** In the last 3 months, were you able to use the Internet: [Single Answer]

| A | Whenever you wanted or needed to | 1 |
|---|---|---|
| B | Most of the times you wanted or needed to | 2 |
| C | Some of the times you wanted or needed to | 3 |
| D | Only a few times you wanted or needed to | 4 |

### ONLY FOR THOSE WHO DID NOT USE THE INTERNET WHENEVER THEY WANTED OR NEEDED TO (CODE 2, 3, 4 or 5 IN C4A) ###

**C4B.** If you were not able to use the Internet in the last 3 months whenever you wanted or needed to, what was the reason? [Single Answer per Item]

| | | Yes | No | Cannot remember |
|---|---|---|---|---|
| A | Did not have a computer or mobile phone available | 1 | 2 | 8 |
| B | The Internet data plan ran out | 1 | 2 | 8 |
| C | Internet speed was not enough | 1 | 2 | 8 |
| D | Did not know how to do something on the Internet | 1 | 2 | 8 |
| E | Another reason | 1 | 2 | 8 |

### ONLY FOR THOSE WHO USED THE INTERNET ON A MOBILE PHONE (CODE 1 IN ITEM D OF C5) ###

**J3A.** When you used the Internet on your mobile phone in the last 3 months, which of the connection types below did you use?
### PROGRAM: DO NOT ACCEPT CODE 2 (NO) OR 8 (DOES NOT KNOW) IN ALL ITEMS ###
*In this question, you can only choose one alternative per item.*

| You used... | Yes | No | Cannot remember |
|---|---|---|---|

| A | 3G or 4G connection | 1 | 2 | 8 |
|---|---|---|---|---|
| B | Wi-Fi connection | 1 | 2 | 8 |

### FOR EVERYONE ###

**C8.** Which of the following activities did you carry out on the Internet in the last 3 months? You:
*In this question, you can only choose one alternative per sentence.*

|  |  | **Yes** | **No** | **Cannot remember** |
|---|---|---|---|---|
| B | Searched for health-related information or health services | 1 | 2 | 8 |
| G | Carried out an e-government service, such as issuing documents, filling out and sending in forms, or paying taxes and fees | 1 | 2 | 8 |
| H | Searched for financial information, made payments, or carried out other financial transactions | 1 | 2 | 8 |

**I1A.** Which of the following activities did you carry out in the last 3 months, regardless of the device used? [Single Answer per Item]

| ### PROGRAM: ALTERNATE ITEMS ### | | **Yes** | **No** | **Cannot remember** |
|---|---|---|---|---|
| A | Copying or moving a file or folder, for example, on a computer or in the cloud | 1 | 2 | 96 |
| B | Using copy and paste tools to duplicate or move content, for example, within a document or message | 1 | 2 | 96 |
| C | Attaching a document, image or video to instant messages, e-mails, or SMS | 1 | 2 | 96 |
| D | Using formulas in a spreadsheet | 1 | 2 | 96 |
| E | Connecting or installing new wired or wireless devices, such as modems, printers, cameras, or microphones | 1 | 2 | 96 |
| F | Installing computer software or mobile apps | 1 | 2 | 96 |
| G | Creating slide presentations | 1 | 2 | 96 |
| H | Transferring files or applications between devices, including via the cloud | 1 | 2 | 96 |
| I | Creating computer software or mobile phone applications using a programming language | 1 | 2 | 96 |
| J | Adopting security measures, such as strong passwords or two-factor authentication, to protect devices and online accounts | 1 | 2 | 96 |

| K | Changing privacy settings on your devices, accounts, or apps to limit the sharing of personal data, such as your name, contact information, or photos | 1 | 2 | 96 |
|---|---|---|---|---|
| L | Verifying the reliability of information found online | 1 | 2 | 96 |

# ELECTRONIC WASTE MODULE

### FOR EVERYONE ###

**LE1.** Using your own words, what do you understand to be the meaning of the term "electronic waste"? [open, 200 characters]

|_____|

*Now, we are going to talk about the personal electronic devices you own, regardless of whether they are working or not.*

**LE2.** Among the following electronic devices, which ones do you currently own, regardless of whether they are working or not, or whether they are in use or not? [Single Answer per item]

| Yes | 1 |
|-----|---|
| No  | 2 |

### ONLY FOR THOSE WHO OWN THIS ITEM (CODE 1 "YES" IN LE2) ###

**LE3.** And how many_____ [TYPE OF DEVICE] do you own? [NUMERICAL]
|___|

### ONLY FOR THOSE WHO OWN ONE OF THIS ITEM (LE3=1) ###

**LE4A.** Was this _____ [TYPE OF DEVICE] purchased used or second-hand, that is, it has already had another owner? [Single Answer]

| Yes               | 1  |
|-------------------|----|
| No                | 2  |
| Cannot remember   | 96 |

### ONLY FOR THOSE WHO OWN MORE THAN ONE OF THIS ITEM (LE3>1) ###

**LE4B.** Were any of these_____ [TYPE OF DEVICE] purchased used or second-hand, that is, they have already had other owners? [Single Answer]
### PROGRAM: ALLOCATE TO THE SAME VARIABLE AS ABOVE ###

| Yes               | 1  |
|-------------------|----|
| No                | 2  |
| Cannot remember   | 96 |

**LE5.** How did you get the second-hand _____ [TYPE OF DEVICE]? [Single Answer]

| I received it from a relative, friend or other person close to me | 1 |
|---|---|
| I received it from an entity or social program | 2 |
| I personally bought it from someone else | 3 |
| I personally bought it at a physical store | 4 |
| I bought it online from someone else | 5 |
| I bought it on the Internet from an online store | 6 |
| I bought it some other way | 7 |

**LE6A.** Is this _____ [TYPE OF DEVICE] working and being used? [Single Answer]

| Yes, it is working and being used | 1 |
|---|---|
| No, it is not working or it is not being used | 2 |
| Does not know | 97 |

**LE6B.** Are all of these_____ [TYPE OF DEVICE] working and being used? [Single Answer]
### PROGRAM: ALLOCATE TO THE SAME VARIABLE AS ABOVE ###

| Yes, they are working and being used | 1 |
|---|---|
| No, some _____ [type of device] are not working or being used | 2 |
| Cannot remember | 96 |

**LE7.** Regarding your last change of mobile phone, which of the following reasons do you consider to be the main one? [Single Answer]

| The last one broke | 1 |
|---|---|
| The battery of the last one broke | 2 |
| The last one did not run an app I wanted or needed | 3 |
| I wanted a new cell phone | 4 |
| The last one was passed on to someone else in the family | 5 |
| The last one was lost or stolen | 6 |

| | | 7 |
|---|---|---|
| Another reason | | 7 |

### FOR EACH ITEM, FILL LE2 TO LE7 IN THE SEQUENCE ###

| | TYPE OF DEVICE | LE2. | LE3. | LE4. | LE5. | LE6. | LE7. |
|---|---|---|---|---|---|---|---|
| A | Mobile phones | [SA] | [SA] | [SA] | [SA] | [SA] | [SA] |
| B | Portable computers (laptops or notebooks) | [SA] | [SA] | [SA] | [SA] | [SA] | - |
| C | Fixed computers (desktop) | [SA] | [SA] | [SA] | [SA] | [SA] | - |
| D | Tablets | [SA] | [SA] | [SA] | [SA] | [SA] | - |
| E | Television sets | [SA] | [SA] | [SA] | [SA] | [SA] | - |
| F | Game console (video game) | [SA] | [SA] | [SA] | [SA] | [SA] | - |
| G | Printers or scanners | [SA] | [SA] | [SA] | [SA] | [SA] | - |
| H | VCR, CD, DVD or Blu-Ray players | [SA] | [SA] | [SA] | [SA] | [SA] | - |

### FOR EVERYONE ###

**LE8.** In the last 12 months, did you discard or throw away any _____ [type of device]? [Single Answer]

| Yes | 1 |
|---|---|
| No | 2 |

### ONLY FOR ITEMS THAT WERE DISCARDED (CODE 1 "YES" IN LE8) ###

**LE9.** At the time of disposal, was this _____ [type of device] working? [Single Answer]

| Yes | 1 |
|---|---|
| No | 2 |
| Cannot remember | 96 |

**LE10.** Had this _____ [type of device] ever been fixed before being discarded? [Single Answer]

| Yes, once | 1 |
|---|---|
| Yes, more than once | 2 |
| Never | 3 |

| Cannot remember | 96 |
| --- | --- |

**LE11.** What is the main reason why this _____ [type of device] had never been fixed? [Single Answer]

| Does not know where there is a technical service center | 1 |
| --- | --- |
| Cannot afford to pay for repair | 2 |
| The technical service center said that there was no repair needed | 3 |
| Already planned to discard it | 4 |
| Another reason | 5 |

**LE12.** What was the mode of discard of your last _____ [type of device]? [Single Answer]

| Threw it in the regular trash | 1 |
| --- | --- |
| Threw it in the recyclable trash | 2 |
| Left it at an electronics collection point | 3 |
| Returned it to the manufacturer or seller under warranty | 4 |
| Donated it to another person or institution | 5 |
| Sold it | 6 |
| Discarded it in another way | 7 |
| Cannot remember | 96 |

| | | LE8. | LE9. | LE10. | LE11. | LE12. |
| --- | --- | --- | --- | --- | --- | --- |
| A | Mobile phones | [SA] | [SA] | [SA] | [SA] | [SA] |
| B | Portable computers (laptops or notebooks) | [SA] | [SA] | [SA] | [SA] | [SA] |
| C | Fixed computers (desktops) | [SA] | [SA] | [SA] | [SA] | [SA] |
| D | Tablets | [SA] | [SA] | [SA] | [SA] | [SA] |
| E | Television sets | [SA] | [SA] | [SA] | [SA] | [SA] |
| F | Game consoles (video game) | [SA] | [SA] | [SA] | [SA] | [SA] |
| G | Printers or scanners | [SA] | [SA] | [SA] | [SA] | [SA] |

| H | VCR, CD, DVD or Blu-Ray players | [SA] | [SA] | [SA] | [SA] | [SA] |
|---|---|---|---|---|---|---|
| I | Computer peripherals and accessories, such as monitors, keyboards, mice, webcams, stabilizers, and external power supplies or batteries | [SA] | [SA] | [SA] | [SA] | [SA] |

### ONLY FOR THOSE WHO HAVE SOME ITEM THAT IS NOT WORKING (CODE 2 IN SOME ITEM OF LE6) ###

**LE13.** Thinking about any _____ [type of device] that is still in your possession and you intend to discard, what is the main reason why it has not been discarded yet? [Single Answer]

| Does not know the right way to discard it | 1 |
|---|---|
| Does not know where there is a collection point | 2 |
| The collection point is far away or difficult to reach | 3 |
| Another reason. Which one? _____ | 4 |
| Does not have a_____ [TYPE OF DEVICE] that they want to discard | 99 |

### PROGRAM: ASK, INDIVIDUALLY AND IN SEQUENCE, ONLY FOR THE ITEMS THAT ARE NOT WORKING OR IN USE (CODE 2 "NO" IN LE6) AND FOR ITEM "I" ###

|   |   | **LE13.** |
|---|---|---|
| A | Mobile phones | [SA] |
| B | Portable computers (laptops or notebooks) | [SA] |
| C | Fixed computers (desktop) | [SA] |
| D | Tablets | [SA] |
| E | Television sets or flat screen monitors | [SA] |
| F | Game consoles (video game) | [SA] |
| G | Printers or scanners | [SA] |
| H | VCR, CD, DVD or Blu-Ray players | [SA] |
| I | Computer peripherals and accessories, such as monitors, keyboards, mice, webcams, stabilizers, and external power supplies or batteries | [SA] |