

Questionnaire on Use of Telecommunications << for Households>>

- Telecommunications Usage Trend Survey, Ministry of Internal Affairs and Communications (MIC) (2009) -

This survey is approved under the Statistics Act.

The information obtained through this questionnaire will not be used for purposes other than creating a statistical report. Accurate and complete information would be appreciated

	(In filling out this questionnaire, please note the following.)
(Space for affixing address label)	 This questionnaire contains questions about how and in what situations you (the person whose name appears on the address label) and the members of your household use ICT equipment and services in your daily life. For the definitions for the terms marked with an asterisk (*) followed by a number, please refer to the glossary found on the last page of this questionnair
	3 Please indicate the facts as of December 31, 2009, except otherwise noted.4 Please return this questionnaire to the following office:
	Economic Research Office, International Policy Division, Global ICT Strategy Bureau, Ministry of Internal Affairs and Communications 2nd Bldg. of the Central Common Government Office, 2-1-2 Kasumigaseki, Chiyoda-ku. Tokyo
It may become necessary to contact you for clarification at a later date.	5 Please direct any questions to the following numbers:
If you would permit such, could you please provide your telephone number in the blank below	?
-	6 The above organization is entrusted by MIC to conduct this survey.

<<For your entire household>> The questions below are for your entire household and are directed to the head (or equivalent) of the household.

- Q1. About the ICT equipment you have or use:
- (1) Do you have any of the following equipment (1 11) with telecommunications capability?

Please circle all the numbers that apply.

For "4. PC", please indicate the number of PCs you have.

Note: Do not circle any equipment that you have not used at all <u>during the past 12 months</u>, even if you have it, nor any which has been procured by the company you work for.

	1. Fixed-line telephone	5. FAX	10. Mobile player capable of automatically
	Mobile (cell) phone (including PHS,	6. Car navigation system*2	recording content from a PC
	Personal digital assistant (PDA)*1)		11. Other intelligent appliances
	Mobile (cell) phone capable of receiving one-segment broadcasts	7. Car-mounted ETC ^{*3}	capable of connecting to the Internet
	— 4. Personal computer (PC): How many?	8. TV set capable of connecting	to the Internet
	How many are equipped with a TV tuner?	Home-use game console capa connecting to the Internet	able of
•			

(2) For households having two or more PCs:

Are they interconnected, either wirelessly or with cables (forming a home LAN)?

Please circle all the numbers that apply.

- 1. Interconnected with cables
- 2. Interconnected wirelessly
- 3. Not interconnected
- (3) Do you use IP telephony*4? Please circle only one number that applies.
 - 1. Yes, we do.

- 3. Currently no, and we have no plans to do so.
- 2. Currently no, but we plan to introduce it in the future.

- Q2. About the use of the Internet:
- (1) <u>Has any member of your household (except children below 6 years of age) accessed the Internet (sending/ receiving email, visiting a Website, etc.) during the past 12 months?</u> Please <u>circle only one number that applies.</u>
 - * Here, access using any kind of equipment is assumed, including a PC, a mobile (cell) phone, a PHS, a personal digital assistant (PDA), or a game console.
 - * Access for any purpose is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use. Also, access from any place is assumed, including private use and work-related use.
 - * Access from any equipment (except one at home), regardless of ownership, is assumed, including that at libraries and Internet cafés.

(2) For those households responding to (1) with "1. At least one person has accessed the Internet":

What equipment was used to access the Internet?

1. At least one person has accessed the Internet.

Please circle all the numbers that apply.

- 1. PC at home 2. PC outside the home

3. Mobile phone/PHS/PDA

4. Other

→(3) For those responding to (2) with "1. PC at home":

How did you connect to the Internet through your home computer?

Please circle all the numbers that apply.

Narrow-band connection

1. Telephone line (dialup)

3. ISDN (always-on connection) 2*5

5. PHS line¹

2. Nobody has accessed the Internet.

2. ISDN (on-demand connection) 2*5

4. Mobile (cell) phone line (except 11 below)¹

Broadband connection

6. Cable TV (CATV) line

8. Fixed wireless line (FWA)*7

10. DSL*9

7. Optical fiber (FTTH line)*6

9. BWA access service *8

11. 3rd-generation

mobile (cell) phone line 1*10

Other

12. Other

- 1) Here, "4. Mobile (cell) phone line (except 11 below)," "5. PHS line," and "11. 3rd-generation mobile (cell) phone line" apply to the cases in which they are connected to a PC when used, but not to the cases in which they are used by themselves (standalone).
- 2) ISDN based on optical fiber should be categorized as "7. Optical fiber (FTTH line)."

(4) Another question for those responding to (2) with "1. PC at home":

[1] Do you plan to switch to a different line or lines? Please circle only one number that applies.

—1. Yes, we do.

3. No, we don't have any plans to do so.

Under study.

4. Don't know.

► [2] If you have circled "1. Yes, we do." in [1] above,

what kinds of connection do you have in mind? Please circle all the numbers that apply.

Narrow-band connection

1. Telephone line (dialup)

3. ISDN (always-on connection)²

5. PHS line¹

2. ISDN (on-demand connection)²

4. Mobile (cell) phone line (except 11 below)

Broadband connection

6. Cable TV (CATV) line

8. Fixed wireless line (FWA)

10. DSL

7. Optical fiber (FTTH line)

9. BWA access service

11. 3rd-generation mobile (cell) phone line ¹

2) ISDN based on optical fiber should be categorized as "7. Optical fiber (FTTH line)."

¹⁾ Here, "4. Mobile (cell) phone line (except 11 below)," "5. PHS line," and "11. 3rd-generation mobile (cell) phone line" apply to the cases in which they are connected to a PC when used, but not to the cases in which they are used by themselves (standalone).

For those households responding to Q2 (1) with "1. At least one person has accessed the Internet":

Have you encountered any of the following problems while using the Internet during the past 12months? (Under each of the "PC (home)" and "Mobile phone (including PHS/PDA)" columns, please <u>circle all the numbers that apply</u>. Please circle 10 if you haven't encountered any problem.)

	PC (home)	Mobile phone (including PHS/PDA)
Have detected a computer virus but have not been infected.	1	1
Have detected a computer virus and have been infected at least once.	2	2
Have received a spam mail (except phony invoice mails).	3	3
Have received a phony invoice mail.	4	4
Unauthorized access ¹	5	5
Leak of personal information through spyware, etc. ²	6	6
Personal slander on the web (electronic bulletin board, etc.).	7	7
Phishing ³	8	8
Other (infringement on copyright, etc.).	9	9
Have had no problems.	10	10

- 1) Refers to any incident in which somebody or some program breaks into a computer system without permission to cause some anomaly or abuse its resources.
- 2) Refers to any program that secretly collects personal information such as access history in a PC and transmits it outside.
- 3) Refers to a pseudo-fraud act of pretending to be a legitimate mail from, or a website of, an existing company and prompting the PC user to give out a password or a PIN.

For people who chose "Have detected a computer virus and have been infected at least once"

Sub-question 1: How many times have you been infected with a PC virus during the past 12 months?

Under each of the "PC (home)" and "Mobile phone (including PHS/PDA)" columns, please circle only one number that applies.

	PC (home)	Mobile phone (including PHS/PDA)
Once	1	1
Twice	2	2
Three times	3	3
Four times	4	4
Five times or more	5	5

► For people who chose "Have received a spam mail (except phony invoice mails)" or "Have received a phony invoice mail":

Sub-question 2: How frequently have you received such mails?

Under each of the "PC (home)" and "Mobile phone (including PHS/PDA)" columns, please circle only one number that applies.

	PC (home)	Mobile phone (including PHS/PDA)
10 or more a day	1	1
5 – 9 a day	2	2
2 – 4 a day	3	3
About 1 a day	4	4
About 1 every 3 days	5	5
About 1 a week	6	6
Less than 1 a week	7	7

- Q4 About security measures taken in using the Internet:
- (1) For those households responding to Q2 (1) with "1. At least one person has accessed the Internet":

Which of the following security measures have you taken against viruses, unauthorized accesses, etc. during the past 12 months? (Please <u>circle all the numbers that apply</u>.)

1. Installed an anti-virus program.

2. Subscribed to an anti-virus service offered by the provider, etc.

9. Used a firewall service offered by the provider, etc.

3. Installed an anti-spyware program 1.

10. Used different passwords for different accounts.

4. Updated the OS or the browser.

11. Changed passwords at certain intervals.

5. Made backups of files, etc.

12. Other.

6. Updated the mail software; Switched to different mail software.

o. Opdated the mail software, Owitehed to different i

13. Did nothing.

8. Installed a firewall².

7. Did not open mails, attachments,

or HTML files from people I don't know.

(2) Another question for those households responding to Q2 (1) with "1. At least one person has accessed the Internet":

Which of the following measures have you taken against spam mails during the past 12 months?

(Under each of the "PC (home)" and "Mobile phone (including PHS/PDA)" columns, please circle all the numbers that apply.)

	PC (home)	Mobile phone (including PHS/PDA)
Chose a complex mail address.	1	1
Used the function of rejecting designated mails.	2	2
Used the function of accepting only designated mails.	3	3
Changed the email address at certain intervals.	4	4
Other.	5	5
Did nothing.	6	6

(3) A further question for those households responding to Q2 (1) with "1. At least one person has accessed the Internet":

Which of the following measures have you taken to protect personal information during the past 12 months? (Please <u>circle all the numbers that apply.</u>)

1. Refrained from putting personal information
on the web such as a bulletin board.

5. Refrained from carelessly downloading from a website.

2. Refrained from using a website with a prize competition.

6. Other.

3. Refrained from entering credit card numbers.

7. Did nothing.

4. Installed an anti-spyware program.

Q5 About filtering software:

(1) Are there children aged below 18 in your household?

1. Yes.	2. No.

(2) For those households responding to (1) with "1. Yes":

Do the children that are below 18 in your household access the Internet by using a PC at home or a mobile phone (including PHS/PDA)? (Please circle all the numbers that apply.)

- Our children access the Internet by using our PC at home.
 Our children access the Internet by using a mobile phone (including PHS/PDA).
- 3. Our children do not access the Internet by using our PC at home or a mobile phone (including PHS/PDA).

¹⁾ If the anti-virus program, etc. you have includes a anti-spyware feature, please also circle "3. Installed an anti-spyware program."

²⁾ Refers to a system which protects a computer from unauthorized attacks from outside. If the OS or the anti-virus program, etc. you have includes the firewall feature, please also circle "8. Installed a firewall."

(3) Do you know of any filtering software that blocks access to harmful Websites or any filtering services offered by mobile phone (including PHS/PDA) companies? Furthermore, are you using any such software or service? (Please circle only one number that applies.) About filtering software available on the PC: 1. I am quite familiar with it. 2. I have heard of it. 3. I don't know. Are you using any filtering software on the PC that is used by the children? 1. Yes. 2. No. About filtering services available on mobile phones (including PHS/PDA): 1. I am quite familiar with them. 2. I have heard of them. 3. I don't know. Are the mobile phones (including PHS/PDA) for the children's use utilizing filtering services? 1. Yes. 2. No. Q6. About concerns about using the Internet: For those households responding to Q2 (1) with "2. At least one person has accessed the Internet": Do you have fear or concerns about using the Internet? (Please circle only one number that applies.) 1. Not particularly. 2. Aware of security threats, but not concerned very much because we take countermeasures. -3. Taking countermeasures against security threats, but they are insufficient and we are a little concerned. -4. Concerned. → For households who responded to the above question with 3 or 4:

What kinds of concerns do you have?

(Please circle all the numbers that apply.)

Protection of personal information	6. Deluge of illegal or harmful information
2. Reliability of means of electronic settlement	7. Not sure whether the mails I sent actually reached their addressees
3. Protection of intellectual property	8. Not sure how far I should go as to security measures
4. Virus infection	9. Security threats are too complicated for me to comprehend
5. Reliability of authentication technology	10. Other

Q7 About the reasons for not using the Internet:

For all households:

In what way are you dissatisfied with the Internet, or what are the reasons for not using the Internet?

(Please circle all the numbers that apply.)

Not dissatisfied. Information retrieval takes a lot of work.	6. Telecommunications charges are too high.7. There is no information (on the Internet) I need.
Connection is slow.	8. There is no need.
4. Equipment (PC, etc.) is too expensive.5. Equipment (PC, etc.) is hard to operate.	9. Don't know much about the Internet.10. Other.

Q8 Abc	out terrestrial digital TV broadca	est					
(1)	Do you have any terrestrial digi	ital television receivers?					
	1. Yes.	2. No.					
	For those households re	esponding with "1. Yes":					
		of each piece of equipment you have.					
	TV equipped with an internal digital tuner						
	Recorder equipped with an internal digital tuner 5. Set-top box for CATV (contract with a CATV company)						
	3. External digital tuner						
(2)	For those households respond		the same and the standing				
	• ———	-	etc. necessary to watch terrestrial digital TV broadcasts				
	1	. Yes, I am. 2. No	o, I am not.				
	Do you <u>actually watch ter</u>	restrial digital TV broadcasts? Please circl	e only one number that applies.				
	1	. Yes, I do. 2. No.	o, I don't.				
	out cable TV, satellite broadcas						
	or cable TV and satellite broadcast: lease circle only one number tha	s, what do you think is an appropriate amou	unt to pay for one month?				
	case divide only one names	т аррисо.					
	1. Less than ¥1,000	3. ¥3,001 - 5,000	5. ¥7,001 and more				
	2. ¥1,001 - 3,000	4. ¥5,001 - 7,000					
L							
Q10 Ab	pout the configuration of your ho	ousehold:	—				
(1) <u>How</u>	rmany persons (including yoursel	f) are in your household? Please <u>enter a nur</u>	mber in the box.				
(2) Wha	it is the annual income (for the p i	revious year) of your household (you and you	ur family combined)?				
Pl	lease <u>circle only one number tha</u>	t applies.					
	1. Less than ¥2 million	4. ¥6 – less than 8 million	7. ¥15 – less than 20 million				
	2. ¥2 – less than 4 million	5. ¥8 – less than 10 million	8. ¥20 million or more				
L	3. ¥4 – less than 6 million	6. ¥10 – less than 15 million					
(3) What	kind of housing does your househousehousehousehousehousehousekousekousekousekousekousekousekousek	old live in?					
PI	lease circle only one number tha	t applies.					
	1. Detached house	2. Housing complex	3. Other				

<< For each member of your household>> This part of the questionnaire is directed to each memberof your household.

Please have each member of your household aged 6 or above fill out this part of the questionnaire. If it is not feasible to do so (e.g., because he/she is just a schoolboy/schoolgirl), then the head of the household is requested to fill it out.

If there are more than 8 members aged 6 or above in your household, then please notify us so that we can send you extracopies of the questionnaire.

	Please indicate the gender and age of each member of your household aged 6 or above.	A (Head of household)	В	С	D	E	F	G	Н
	Gender (Circle either one.)	Male Female	Male Female	Male Female	Male Female	Male Female	Male Female	Male Female	Male Female
	Age (Enter a number in years)								
		For	the aues	tions belo	ow. pleas	e aive th	e answer	s individu	ıallv.
					, p	<u> </u>			
	(Please make sure that everyone aged 6 or abo	ove fills	out th	is part.)				
Q1.	Which of the following ICT equipment have you used during the past	А	В	С	D	Е	F	G	Н
	12 months? (Please circle all the numbers that apply.)						•		• •
	1. Personal computer (PC)	1	1	1	1	1	1	1	1
	2. Mobile (cell) phone (including PHS, PDA)	2	2	2	2	2	2	2	2
	3. None	3	3	3	3	3	3	3	3
Q2 (1)	Have you used any services based on the Internet (e.g., sending/receivin	g							
. ,	emails via a PC or a mobile phone or viewing a website) during the past		В	_	D	_	F		
	12 months? (Please circle only one number that applies.)	Α	В	С	D	Е	F	G	Н
	1. Yes	1	1	1	1	1	1	1	1
	2. No Please go to Q6.	2	2	2	2	2	2	2	2
	* Not just the Internet services via a PC. Those via a mobile phone, PHS, PDA, ϱ	game consol	e, or <u>any oth</u>	er device sh	nould also be	included.			
	(Those who responded to Q2. (1) above with "2 Q2. (2) through Q5.)	2. No,"	please	go to G	Q6, skip	ping q	uestion	S	
♦ (2)	For each one of those who have used the Internet during the past 12	months:							
(2)	How often have you used the Internet, regardless of where?	A	В	С	D	Е	F	G	Н
	(For each of the "PC" and "Mobile phone" columns, please circle	one	one	one	ono	one	lone	one	one
	only one number that applies*.)	PC Mobile phone	PC Mobile phone	PC Mobile phone	PC Mobile phone	PC Mobile phone	PC Mobile phone	PC Mobile phone	PC Mobile phone
	Here, "mobile phone" includes PHS and PDA.	M	Mo	Mo	Mo	Mo	Mo	M	Mo
	1. At least once a day	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1
	2. At least once a week (not every day)	2 2	2 2	2 2	2 2	2 2	2 2	2 2	2 2
	3. At least once a month (not every week)	3 3	3 3	3 3	3 3	3 3	3 3	3 3	3 3
	4. Less frequently than the above (at least once a year)	4 4	4 4	4 4	4 4	4 4	4 4	4 4	4 4
	* If you have used either a PC or a mobile phone (but not both) to access the Internet, th	en do not cir	cle any numb	ers under th	e column for	the device v	which was not	used to	
	access the Internet. This note applies to all the questions after this point for which you	are requeste	ed to answer	individually fo	or PC and m	obile phone.			
(3)	For each one of those who have used the Internet during the past 12	months:							
	What equipment have you used to access the Internet during the past 12								
	months?	Α	В	С	D	E	F	G	Н
	(Please <u>circle all the numbers that apply</u> .)								
	1. PC	1	1	1	1	1	1	1	1
	2. Mobile phone (including PHS, personal digital assistant (PDA))	2	2	2	2	2	2	2	2
	3. TV set capable of connecting to the Internet	3	3	3	3	3	3	3	3
	4. Home-use game console capable of connecting to the Internet; other device	4	4	4	4	4	4	4	4

(4)	For those who have accessed the Internet using a PC during the pas	t 12 month	s:						
	Where have you accessed the Internet by using a PC?	Α	В	С	D	Е	F	G	ŀ
	(Please circle all the numbers that apply.)								
	1. Home	1	1	1	1	1	1	1	
	2. School	2	2	2	2	2	2	2	
	3. Work place	3	3	3	3	3	3	3	
	4. Public facility (public office, library, community hall, etc.)	4	4	4	4	4	4	4	
	5. Airport, station	5	5	5	5	5	5	5	
	6. In a moving vehicle	6	6	6	6	6	6	6	
	7. Catering establishment such as restaurant and coffee shop (except 8)	7	7	7	7	7	7	7	
	8. Internet café	8	8	8	8	8	8	8	
	9. Accommodation facility such as a hotel	9	9	9	9	9	9	9	
	10. Other	10	10	10	10	10	10	10	
	* "2. School" applies to pupils and students that use the Internet during a course, etc. at an eleme	entary school, a j	junior high sch	ool, a high sch	nool, a college/	university, or a	nyinstitute of h	igher education	on.
\downarrow	* "3. Work place" applies also to those who use the Internet to work out of their home and teacher	rs, lecturers, and	l professors, a	nd any membe	ers of school st	aff who use the	eInternet at a s	chool, etc.	
1) Fo	r those who responded to (4) above with "1. Home":								
ub-que									
ub-que	from your home computer?								
	(Please <u>circle only one number that applies</u> .)	Α	В	С	D	E	F	G	
			1	1	1	1	1	1	
	I I Yes							2	
	1. Yes 2. No	2	2	2	2	1 2 1	2		
•••••	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi	, and 3rd-gen		ile telephone		vided in e	ating esta		:s
	2. No *Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.)	months:	on a pub	lic wireles	s LAN pro	vided in e	ating esta	blishment	s
	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)?	months: ices based A	on a pub	lic wireless	s LAN pro	vided in e	ating esta	blishment G 1	:s
	2. No *Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.)	months:	on a pub	lic wireles	s LAN pro	vided in e	ating esta	blishment	ss E
Ţ	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.) - 1. Yes 2. No Please go to Q4.	months: ices based A	on a pub	lic wireless	s LAN pro	vided in e	ating esta	blishment G 1	s
	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.) -1. Yes 2. No Please go to Q4.	months: ices based A	on a pub	lic wireless	s LAN pro	vided in e	ating esta	blishment G 1	s
	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.) -1. Yes 2. No Please go to Q4. sestion 1: Where have you used the Internet?	months: ices based A	on a pub	lic wireless	s LAN pro	vided in e	ating esta	blishment G 1	E E
	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.) 1. Yes 2. No Please go to Q4. sestion 1: Where have you used the Internet? (Please circle all the numbers that apply.)	months: ices based A 1 2	on a pub	ile telephone lic wireles:	B lines. S LAN pro D 1 2	vided in e	ating esta	blishment G 1 2	ss E
	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.) -1. Yes 2. No Please go to Q4. sestion 1: Where have you used the Internet? (Please circle all the numbers that apply.) 1. Public place such as an airport or a station	months: ices based A 1 2	on a pub	lic wireless C 1 2	B lines. S LAN pro 1 2 D 1	vided in e	ating estal	blishment G 1 2	E E
	2. No *Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.) -1. Yes 2. No Please go to Q4. sestion 1: Where have you used the Internet? (Please circle all the numbers that apply.) 1. Public place such as an airport or a station 2. Eating establishment (restaurant, coffee shop, etc.)	months: ices based A 1 2	on a pub B 1 2	ile telephone lic wireless C 1 2	D 1 2	vided in e	F 1 2	blishment G 1 2	
	2. No * Refers to any of cable TV, optical fiber (FTTH), fixed wireless (FWA), DSL For each one of those who have used the Internet during the past 12 Have you used, during the past 12 months, any Internet connection servi (restaurants, etc.), hotels, or public places (airports, stations, etc.)? (Please circle only one number that applies.) 1. Yes 2. No Please go to Q4. Rose who responded to Q3 with "1. Yes": estion 1: Where have you used the Internet? (Please circle all the numbers that apply.) 1. Public place such as an airport or a station 2. Eating establishment (restaurant, coffee shop, etc.) 3. Accommodation facility such as a hotel	months: ices based A 1 2 A 1 2 3	on a pub B 1 2 B 1 2 3	ile telephone C 1 2 C 1 2	B LAN pro D 1 2 D 1 2 3	vided in e E 1 2 E 1 2 3	F 1 2 F 1 2 3	blishment G 1 2 G 1 2 3	s
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hat Internet functions or services, and for what purpose(s), have you	Α	В	С	D	E	F	G	Н
sed during the past 12 months?	oue	one	oue	one	aue	one	oue	
or each of the "PC" and "Mobile phone" columns, please circle	PC Mobile phone	S						
Il the numbers that apply.*)	Mobi							
ere, "mobile phone" includes PHS and PDA.								
1. Viewing somebody's website or a blog (Weblog) *11	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1
Viewing a company's/government's/public office's website or blog (weblog)	2 2	2 2	2 2	2 2	2 2	2 2	2 2	2
3. Sending/receiving email (except mail magazines)	3 3	3 3	3 3	3 3	3 3	3 3	3 3	3
4. Viewing an electronic bulletin board (BBS) *12 or a chat room *13	4 4	4 4	4 4	4 4	4 4	4 4	4 4	4
5. Writing into a BBS or participating in a chat	5 5	5 5	5 5	5 5	5 5	5 5	5 5	5
6. Viewing a video posting site	6 6	6 6	6 6	6 6	6 6	6 6	6 6	6
7. Poting for a video posting site	7 7	7 7	7 7	7 7	7 7	7 7	7 7	7
Receiving a mail magazine (regardless of whether chargeable or free)	8 8	8 8	8 8	8 8	8 8	8 8	8 8	8
9. Participating in a social networking service (SNS) *14	9 9	9 9	9 9	9 9	9 9	9 9	9 9	9
10. Opening or updating a website (except blog)	10 10	10 10	10 10	10 10	10 10	10 10	10 10	10
11. Opening or updating a blog	11 11	11 11	11 11	11 11	11 11	11 11	11 11	11
12. Exchange or download of electronic files (P2P *15, FTP *16, etc.)	12 12	12 12	12 12	12 12	12 12	12 12	12 12	12
13. Internet auction *17	13 13	13 13	13 13	13 13	13 13	13 13	13 13	13
14. Use of electronic government (national, local) (electronic application, electronic submission, electronic report)	14 14	14 14	14 14	14 14	14 14	14 14	14 14	14
15. Purchase or trade of merchandise or services (except purchase of digital content and financial trading) If yes, please also answer sub-questions 1-3 and Q4 (2). If no, please answer Q4 (3) below.	15 15	15 15	15 15	15 15	15 15	15 15	15 15	15
16. Acquisition of, or listening to, digital content (music, voice recording images/video game software etc.) (regardless of whether there is a charge)	16 16	16 16	16 16	16 16	16 16	16 16	16 16	16
,17. Financial trading (net banking *18, net trading *19, etc.) If yes, please also answer sub-questions 1-3. If no, please answer Q4 (3) below.	17 17	17 17	17 17	17 17	17 17	17 17	17 17	17
18. Application to a quiz or a prize competition	18 18	18 18	18 18	18 18	18 18	18 18	18 18	18
19. Responding to a questionnaire/survey	19 19	19 19	19 19	19 19	19 19	19 19	19 19	19
20. Participation in an online game (net game)	20 20	20 20	20 20	20 20	20 20	20 20	20 20	20
21. Online study (e-learning)	21 21	21 21	21 21	21 21	21 21	21 21	21 21	21
22. Stay-home work (teleworking, SOHO)	22 22	22 22	22 22	22 22	22 22	22 22	22 22	22
23. Job seeking/hunting (gathering information, sending applications, etc.)	23 23	23 23	23 23	23 23	23 23	23 23	23 23	23
24. Web mapping service 1) (regardless of whether it is at a charge or free)	24 24	24 24	24 24	24 24	24 24	24 24	24 24	24
25. Other	25 25	25 25	25 25	25 25	25 25	25 25	25 25	25
Includes transfer guide and route search service.								
م (Sub-questions 1 – 3 below are for people aged 15 ar	nd above	e.)						
For those responding to (1) above with "15. Purchase or trade			r services	s"or "17	Financial	Trading"		
Sub-question 1:	A	В	C	D	E	F	G	
What merchandise or services have you purchased or traded?	PC	PC ile phone	PC ile phone	PC ile phone	PC	PC ile phone	PC ile phone	
•	PC epho	PC e ph	PC lie pho	PC lie pho	PC lie pho	PC e ph	PC lie pho	1000

Q4. (1)

p-question 1:	-	4		В		(D		E	=		F		3	ı	Н
What merchandise or services have you purchased or traded?		phone		phone			phone		phone			phone		phone		phone		anoqu
(For each of the "PC" and "Mobile phone" columns, please	PC	le ph	S	le ph		S	le ph	S	le ph		PC	le ph	PC	le ph	S	le ph	S	2
circle all the numbers that apply.*)		Mobile		Mobile			Mobile		Mobile			Mobile		Mobile		Mobile		-11111111
Note: Only those aged 15 or above need to answer.	, "m	obile	phor	e" i	ncl	udes	PHS	and	l PD	Α.								-
PCs or PC-related (PCs, peripheral devices, software	1	1	1	1		1	1	1	1		1	1	1	1	1	1	1	
such as OS [limited to tangible itemssuch as DVD-ROM])		'	1	'			•	•	•		•			•	Ľ	'	'	
2. Books, CD/DVD (except electronic books, etc.	2	2	2	2		2	2	2	2		2	2	2	2	2	2	2	
that are downloaded)	L		_				_					_			Ľ			
3. Clothes, accessories	3	3	3	3		3	3	3	3		3	3	3	3	3	3	3	
4. Food stuff (foods, drinks (alcoholic, non-alcoholic))	4	4	4	4		4	4	4	4		4	4	4	4	4	4	4	
5. Hobby items, sundry goods (toys, game software,	5	5	5	5		5	5	5	5		5	5	5	5	5	5	5	
music instruments, sports items, stationery items, etc.)	٦	J	3	J		J	3	J	, J		7	3	3	3		3	3	
6. Tickets, coupons (air/train/bus tickets,	6	6	6	6		6	6	6	6		6	6	6	6	6	6	6	
concert/theater tickets, gift coupons, etc.)	Ľ	ŭ					Ů)	Ŭ			Ľ	Ŭ		
7. Traveling (applying for a package tour, purchasing items for traveling, etc.)	7	7	7	7		7	7	7	7		7	7	7	7	7	7	7	
8. Financial trading (banking, buying/selling securities	8	8	8	8		8	8	8	8		8	8	8	8	8	8	8	
and insurances, etc. via the Internet)	Ľ	J	O	U		٥	J	U	0		5	J		J	Ľ	3		
Other (furniture, home electric appliances, automobile components, etc.)	9	9	9	9		9	9	9	9		9	9	9	9	9	9	9	,

Sub-question 2: What settlement (payment) methods have you used for the purchase of merchandise or financial trading via the Internet? (Please gircle all the numbers that apply.) 1. Credit card (except 2) 2. Cash on delivery 3. Remittance of money at a counter of a bank or a post agency or through an ATM (bank/postal transfer) 4. Payment at a convenience store 4. Payment at a convenience store 5. Internet banking (via PC), mobile banking ⁷³ (via a mobile phone) 6. Surcharge on telecommunications charge or provider's service charge 7. Other (Sending money by registrered mail, check, etc.) 7. To 7,	For those responding to (1) above with "15. Purchase or trade of m	erchandi	se or servi	ces"or "17	′ Financia	ıl Trading'	٠.		
Purchase of mechandise or financial rading via the Internet? Pinase gircle all the numbers that apply. Note: Only those aged 15 or above need to answer. 1. Credit card (except 2)" 2. Cash on delivery 2 2 2 2 2 2 2 2 2		CIONATION	<u> </u>	000 01 17	. i ilianola	ir rrading	_		
Purchase of mechandise or financial rading via the Internet? Pinase gircle all the numbers that apply. Note: Only those aged 15 or above need to answer. 1. Credit card (except 2)" 2. Cash on delivery 2 2 2 2 2 2 2 2 2			_						ſ
Rease circle at the numbers that apply. Note: Only those aged 15 or above need to answer.		Α	В	C	D	E	F	G	
1. Credit card (except 2)* 2. Cash on delivery 2. Cash on delivery 2. Cash on delivery 3. Remittance of money at a counter of a bank or a post agency or through an ATM (bank/postal transfer) 3 3 3 3 3 3 3 3 3	i .	· Only the	se aged 1	or above	need to an	swer			L
2. Cash on delivery 3. Remittance of money at a counter of a bank or a post agency or through an ATM (bank/postal transfer) 4. Payment at a convenience store 5. Internet banking (via a mobile phone) 6. Surcharge on telecommunications charge or provider's service charge 7. Other (Sending money by registered mail, check, etc.) 7. To 7.		1				1	1	1	
3. Remittance of money at a counter of a bank or a post agency or through an ATM (bank) postal transfer) 4. Payment at a convenience store 5. Internet banking (via PC), mobile banking ** 4. Payment at a convenience store 6. Surcharge on telecommunications charge 6. Surcharge on telecommunications charge 7. Other (Sending money by registered mail, check, etc.) 7. Tother (Sending money by registered mail, check, etc.) 7. Tother (Sending money by registered mail, check, etc.) 7. Tother (Sending money by registered mail, check, etc.) 8. Understanding to (1) above with **15. Purchase or trade of merchandise or services** What are the reasons for the purchase of merchandise or services** (Please circle all the numbers that apply.) Note: Only those aged 15 or above need to answer. 1. I can purchase or trade things regardless of shop business hours. 1. I can purchase or trade things regardless of shop business hours. 1. I can purchase or trade things regardless of shop business hours. 1. I can purchase or trade things regardless of shop business hours. 1. I can purchase or trade things regardless of shop business hours. 1. I can purchase or trade things regardless of shop business hours. 1. I can purchase or trade things regardless of shop business hours. 1. I can compare various goods. 2. I don't have to spend time and money to go to a shop. 2. I don't have to spend time and money to go to a shop. 3. I can easily compare various goods. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3	i	2				2	2	2	
a post agency or through an ATM (bank/postal transfer) 4. Payment at a convenience store 4. Payment at a convenience store 5. Internet banking (via PC), mobile banking 200 (via a mobile phone) 6. Surcharge on telecommunications charge or provider's service charge 7. Other (Sending money by registered mail, check, etc.) 7. Other (Sending money by registered mail, check, etc.) 7. To	· · · · · · · · · · · · · · · · · · ·								
4	: 1	3	3	3	3	3	3	3	
5. Internet banking (via PC), mobile banking ²⁰² (via a mobile phone) 6. Surcharge on telecommunications charge or provider's service charge 7. Other (Sending money by registered mail, check, etc.) 7. Includes payment by a debit card (cash card). For those responding to (1) above with "15. Purchase or trade of merchandise or services" or "17. Financial Trading"; Sub-question 3. What are the reasons for the purchase of merchandise or financial trading via the Internet? (Please circle all the numbers that apply.) Note: Only those aged 15 or above need to answer. 1. I can purchase or trade things repardless of shop business hours. 2. I don't have to spend time and money to go to a shop. 3. I can easily compare various goods. 4. A variety of payment methods are available. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4	, , , , , ,	4	Δ	4	4	4	4	1	ł
(via a mobile phone) 6. Surcharge on telecommunications charge or provider's service charge 7. Other (Sending money by registered mail, check, etc.) 7. Other (Sending money by registered mail, check, etc.) 7. To the responding to (1) above with "15. Purchase or trade of merchandise or services" or "17. Financial Trading"; Sub-question 3 What are the reasons for the purchase of merchandise Or financial trading via the Internet? (Please circle all the numbers that apply) Note: Only those aged 15 or above need to answer. 1. I can purchase or trade things regardless of shop business hours. 1. I can purchase or trade things regardless of shop business hours. 2. I don't have to spend time and money to go to a shop. 3. I can easily compare various goods. 3. I can easily compare various goods. 4. A variety of payment methods are available. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4. 4	,				T		-		ł
6. Surcharge on telecommunications charge or provider's service charge or trade of merchandise or services or "17. Financial Trading": **Includes payment by a debit card (cash card). **For those responding to (1) above with "15. Purchase or trade of merchandise or services or "17. Financial Trading": **Sub-question 3 **What are the reasons for the purchase of merchandise or financial trading via the Internet? **(Please circle all the numbers that apply.) **Note: Only those aged 15 or above need to answer.* 1. I can purchase or trade things regardless of shop business hours. 2. I don't have to spend time and money to go to a shop. 3. I can easily compare various goods. 4. A variety of payment methods are available. 5. I can compare prices. 6. I can purchase things that only a few shops carry. 6. 6. 6. 6. 6. 6. 6. 6. 6. 6. 6. 6. 6. 6		5	5	5	5	5	5	5	
or provider's service charge 7. Other (Sending money by registrered mail, check, etc.) 7. Other (Sending money by registrered mail, check, etc.) 1. Includes payment by a debit card (cash card). For those responding to (1) above with "15. Purchase or trade of merchandise or services" or "17. Financial Trading": Sub-question 3 What are the reasons for the purchase of merchandise Or financial trading via the Internet? (Please gircle all the numbers that apply.) Note: Only those aged 15 or above need to answer. 1. Lan purchase or trade things regardless of shop business hours. 1. Lan purchase or trade things regardless of shop business hours. 1. Lan purchase or trade things regardless of shop business hours. 2. I don't have to spend time and money to go to a shop. 2. 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2									
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For those responding to (1) above with "15. Purchase or trade of merchandise or services" or "17. Financial Trading": Sub-question 3				ш			•		L
Sub-question 3 What are the reasons for the purchase of merchandise or financial trading via the Internet? Note: Only those aged 15 or above need to answer.									
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Please circle all the numbers that apply.	or financial trading via the Internet?								
1.1 can purchase or trade things regardless of shop business hours. 1		. Only the							ļ
2. I don't have to spend time and money to go to a shop. 3. I can easily compare various goods. 3		<u> </u>		or above					ı
3. I can easily compare various goods. 4. A variety of payment methods are available. 5. I can compare prices. 6. I can purchase things that only a few shops carry. 7. I can read evaluation comments made by other purchasers. 8. I am not bothered by shop assistants that nag. 9. Other Question 4 (2) is for those aged 15 or above. Outpurchase of the PC and "Mobile phone" columns, please circle only one number that applies.)* Note: Only those aged 15 or above need to answer. Note: Only those aged 15 or above need to answer. Note: Only those aged 15 or above need to answer. Here, "mobile phone" includes PHS and PDA. 1	I can purchase or trade things regardless of shop business hours.	1	1	1	1	1	1	1	
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4. A variety of payment methods are available. 5. I can compare prices. 6. I can purchase things that only a few shops carry. 7. I can read evaluation comments made by other purchasers. 8. I am not bothered by shop assistants that nag. 9. Other Question 4 (2) is for those aged 15 or above. C4(2) For those responding to (1) above with "15. Purchase or trade of merchandise or services": How much (including consumption taxes) have you spent during the past 12 months on the purchase of merchandise and services via the Internet? For each of the "PC" and "Mobile phone" columns, please circle only one number that applies.)* Note: Only those aged 15 or above need to answer. Here, "mobile phone" includes PHS and PDA. 1	3. I can easily compare various goods.	3	3	3	3	3	3	3	
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Q4(3)

Q5 For each one of those who have used the Internet during the past 12	months:							
Have you purchased any chargeable digital content* via the Internet	A	В	С	D	Е	F	G	Н
during the past 12 months?			-		-	90	-	
(For each of the "PC" and "Mobile phone" columns, please circle	PC Mobile phone							
only one number that applies.)	Mobil							
Note: Only those aged 6 or above need to answer. Here, "mo	bile phor	ne" includ	es PHS a	nd PDA.				
1. Yes	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1
2. No Please go to Q6.	2 2	2 2	2 2	2 2	2 2	2 2	2 2	2 2
* Refers to any information downloaded via the Internet such as computer programs,								
	agoo, pio							
For the south area and add to OF with "4 Yee" for DC or mobile whom								
For those who responded to Q5 with "1. Yes" for PC or mobile phone:	Α	В	С	D	Е	F	G	Н
Sub-question 1: What kinds of content have you purchased via the Internet?	-		-		-	-		
(For each of the "PC" and "Mobile phone" columns, please	PC Mobile phone							
circle all the numbers that apply.)	Mobile							
: · · · · · · · · · · · · · · · · · · ·		phone" inc						
Software (computer programs)	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1
2. Music	2 2	2 2	2 2	2 2	2 2	2 2	2 2	2 2
3. Images/video	3 3	3 3	3 3	3 3	3 3	3 3	3 3	3 3
4. News, weather forecast	4 4	4 4	4 4	4 4	4 4	4 4	4 4	4 4
5. Chargeable mail magazines	5 5	5 5	5 5	5 5	5 5	5 5	5 5	5 5
6. Electronic books	6 6	6 6	6 6	6 6	6 6	6 6	6 6	6 6
7. Games	7 7	7 7	7 7	7 7	7 7	7 7	7 7	7 7
8. Ring tones	8 8	8 8	8 8	8 8	8 8	8 8	8 8	8 8
9. Image for standby screen	9 9	9 9	9 9	9 9	9 9	9 9	9 9	9 9
10. Web mapping service*	10 10	10 10	10 10	10 10	10 10	10 10	# #	# #
11. Other	11 11	11 11	11 11	11 11	11 11	11 11	# #	# #
* Includes transfer guide and route search service.								
For those who responded to Q5 with "1. Yes" for PC or mobile phone:								
		.				_		
Sub-question 2: How much (including consumption taxes) have you spent during the	A	В	С	D	E	F	G	H
past 12 months for items purchased via the Internet?	PC ile phon	PC	PC ile phon	C	PC ile phon	PC sile phon	PC ile phon	PC
(<u>For each of the "PC" and "Mobile phone" columns</u> , please <u>circle</u> only one number that applies.)	4ob	qop	PC Mobile phone	PC Mobile phone	PC Mobile phone	PC Aobile phone	PC Mobile phone	PC Aobile phone
	Here. "mol	bile phone						
1. Less than ¥500	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1
2. ¥501 – 1,000	2 2	2 2	2 2	2 2	2 2	2 2	2 2	2 2
3. ¥1,001 – 2,000	3 3	3 3	3 3	3 3	3 3	3 3	3 3	3 3
4. ¥2,001 – 5,000	4 4	4 4	4 4	4 4	4 4	4 4	4 4	4 4
5. ¥5,001 – 10,000	5 5	5 5	5 5	5 5	5 5	5 5	5 5	5 5
6. ¥10,001 – 20,000	6 6	6 6	6 6	6 6	6 6	6 6	6 6	6 6
7. ¥20,001 – 30,000	7 7	7 7	7 7	7 7	7 7	7 7	7 7	7 7
8. ¥30,001 – 50,000	8 8	8 8	8 8	8 8	8 8	8 8	8 8	8 8
9. More than ¥50,000	9 9	9 9	9 9	9 9	9 9	9 9	9 9	9 9
(OC below is for morals and 45 and beaut)	<u> </u>							
(Q6 below is for people aged 15 or above.)								
Do you have contactless e-money* (cyber cash)?	Α	В	С	D	Е	F	G	н
(Please circle all the numbers that apply.)						-		•
[]								
1. Smart card type	1	1	1	1	1	1	1	1
2. Mobile phone type	2	2	2	2	2	2	2	2
Combined with smart card train pass	3	3	3	3	3	3	3	3
4. None	4	4	4	4	4	4	4	4
* Edy, nanaco, WAON, iD, Smartplus, QUICPay, Suica, PASMO, TOICA, ICO	CA, Pitapa	, SUGOCA,	Osaifu-kei	taı, etc.				

This is the end of the questionnaire.

Please place the completed questionnaire into the enclosed envelope and send it back to us (there is no need to affix a postage stamp).

Thank you very much.

We would like to send you a token of our appreciation (book card [¥500]) in exchange of the completed questionnaire.

Finally, please confirm again that you have properly filled out the gender and age entries on Page 7.

Please note that, if the gender and age entries on Page 7 are not properly filled out, the entire questionnaire may become invalid, and as a result, we may not be able to send you any token of appreciation.

<Glossary>

Term	Meaning
*1 personal digital assistant (PDA)	A computer of the size of an appointment organizer or smaller that serves as an electronic secretary managing personal information such as schedules, address lists, and memos and that is capable of remotely accessing email, the Internet, and an intranet via a mobile (cell) phone or a PHS. Does not include notebook computers.
*2 car navigation system	A system which detects the location of an automobile by means of signals sent from a satellite and displays it, together with its direction, on a map on a screen.
*3 car-mounted ETC	A car-mounted terminal capable of communicating with the toll gate of a highway, allowing the driver to go through it without stopping the car (electronic toll collection: ETC).
*4 IP telephony	A voice-telephone service that uses the Internet Protocol (IP) over a part or the whole of a telecommunications network.
*5 ISDN line	Acronym for Integrated Services Digital Network. A generic term for a digital telecommunications network that integrates telephony, facsimile (FAX), telex, data communications, etc.
*6 optical fiber (FTTH line)	A data communications service, based on optical fiber, which has a potential for high-speed transmission. Optical fiber is a cable made of glass that is used as a transmission path in optical telecommunications.
*7 fixed wireless line (FWA)	Acronym for Fixed Wirelss Access. A wireless communication system in which each subscriber installs an antenna on his/her building through which wireless communication is established with base stations of telecommunications companies.
*8 BWA	Acronym for Broadband Wireless Access Data communication service using wireless networking (access) instead of cable transmitting signals. Includes mobile WiMAX and XGP.
*9 DSL	A technology that uses existing telephone lines to realize high-speed transmission, thereby enabling high-speed Internet connection. Includes ADSL, VDSL, HDSL, and SDSL.
(for reference) ADSL	Acronym for Asymmetric Digital Subscriber Line. A high-speed telecommunications scheme which realizes transmission speeds of several Mbps to tens of Mbps using existing telephone subscriber lines that connect individual homes to telephone exchange stations. With ADSL, the transmission speeds (upward from, and downward to, the subscriber) are not equal (i.e., asymmetric).
*10 3rd-generation mobile (cell) phone	Includes NTTDoCoMo's FOMA, au's CDMA 1X WIN, and Softbank mobile's 700 Series or above.
*11 blog (web log)	A website composed of day-by-day entries of a diary and others' comments on them, which is continually updated.
*12 electronic bulletin board service (BBS)	A service providing an electronic bulletin board. Once a member writes onto a bulletin board, all the members can view it and add responses to it.
*13 chat	A service that allows people to participate in conversation simultaneously in text form. All the other members can view whatever one member writes.
*14 social networking service (SNS)	A community site in which members can introduce their friends to each other, thereby expanding their social network. In many cases, one needs to be introduced by an existing member to join the community.
*15 P2P	A setup allowing any individual to share computer files with anyone else via the Internet.
*16 FTP	Acronym for File Transfer Protcol. A setup allowing tranfer of files between hosts via the Internet.
*17 Internet auction	A setup for auction opened over the Internet.
*18 net banking	A setup allowing a variety of bank processing and transactions to take place over the Internet.
*19 net trading	Securities trading conducted over the Internet.
*20 mobile banking	A setup allowing a variety of bank processing and transactions to take place by means of various Internet services utilized through a mobile (cell) phone, etc.



Questionnaire on Use of Telecommunications << for Businesses>>

- Telecommunications Usage Trend Survey, Ministry of Internal Affairs and Communications (MIC) (2009) -

This survey is approved under the Statistics Act.

The information obtained through this questionnaire will not be used for purposes other than creating a statistical report. Accurate and complete information would be appreciated.

	Department/Section to which the respondent belongs:	
(Space for affixing address label)	Name of the respondent	
	Telephone number of the respondent	

(In filling out this questionnaire, please note the following)

- 1. Please indicate the facts as of December 31, 2009, except as otherwise noted.
- 2. Please return this questionnaire to the following office:

Economic Research Office, International Policy Division, Global ICT Strategy Bureau, Ministry of Internal Affairs and Communications

2nd Bldg. of the Central Common Government Office, 2-1-2 Kasumigaseki, Chiyoda-ku. Tokyo 100-8926, Japan

- 3. Please direct any questions to the following office:
- 4. The above organization is entrusted by MIC to conduct this survey.
- Q1 About the status of building and using a communication network and the Internet:
- (1) Do you have a computer-based communication network in place? For each question item, please circle only one number that applies.

Company communication network	Current status or future plans
[1] Intranet*	We have a corporate-wide intranet in place.
	2. We have a partial intranet in place (depending on offices).
	3. We have none in place today, but plan to build one.
	4. We have none in place, and have no plans to build one.
[2] Inter-company network**	We have a corporate-wide inter-company network in place.
	2. We have a partial inter-company network in place (depending on offices).
	3. We have none in place today, but plan to build one.
	4. We have none in place, and have no plans to build one.

^{*} Means a network within the same premises or between one office and another office, other offices, or the headquarters of the same company.

(2) For companies giving a positive answer (1 or 2) to (1) above: Which of the following services do you mainly use?

Please circle only one number that applies.

1. Wide-area Ethernet ¹	4. Leased line ⁴	7. Telephone line (dialup)
2. IP-VPN ²	5. Frame relay ⁵	8. Other
3. Internet VPN ³	6. Cell relay ⁶	9. Don't know

- 1) Wide-area network services based on a combination of switching hubs, which are used on Ethernet (LAN protocol).
- 2) High-security virtual private network (VPN) services based on a closed IP network provided by a telecommunications carrier.
- 3) Virtual private network (VPN) services based on the Internet, which is a public network.
- 4) Telecommunications services based on monopolized lines directly interconnecting specific places.
- 5) Telecommunications services in which data is transmitted in units of frames of variable lengths.
- 6) Telecommunications services in which data is transmitted in units of cells of a fixed length.

^{**} Means a network between one company and another company or other companies.

(3) Can you connect to your intranets or an inter-company network from outside your company by using a PC, amobile (cell) phone, or a personal digital assistant (PDA)? For each question item, please circle only one number that applies.

Device (terminal)	Current status or future plans
[1] PC	1. Yes, we can.
	2. No, we cannot, but we plan to make it possible.
	3. No, we cannot, and we have no plans to make it possible.
[2] Mobile (cell) phone, PHS,	1. Yes, we can.
PDA	2. No, we cannot, but we plan to make it possible.
	3. No, we cannot, and we have no plans to make it possible.

(4) Do you <u>use any Internet services (emailing, viewing websites, etc.)</u>? Please <u>circle only one number that applies.</u>

1. We use them corporate-wide. 3. We do not use them today, but plan to use them in the future.

2. We use them partially (depending on offices). 4. We do not use them today, and have no plans to use them in the future.

(5) For companies responding to (4) above with 1 or 2:

How do you connect to the Internet?

Please circle all the numbers that apply.

1. Telephone line (dialup)
5. Optical fiber (FTTH line)
9. Leased line
2. ISDN (on-demand connection) 6. Fixed wireless line (FWA)
10. Satellite line
3. ISDN (always-on connection) 7. BWA access service
11. Other
4. Cable TV (CATV) line
8. DSL

(6) On average, about how many people, or what percentage of employees, are assigned to one terminal for connection to your intranet, an inter-company network, or the Internet? Please circle only one number that applies.

1. 1 or more (100% or more)	3. 3 (30 – 49%)	5. 5 or more (less than 25%)
2. 2 (50 – 99%)	4. 4 (25 – 29%)	6. no such terminals provided (0%)

(7) Do you have a website or a business blog in place? For each sub-question, please circle only one number that applies.

Website:Business blog:1. We have one in place.1. We have one in place.2. We have none in place.2. We have none in place.

(8) For companies responding to either of the items in (7) above with 1 (yes): What are the purposes or uses? Please <u>circle all the numbers that apply.</u>

Announcement, advertisement, or display of products and events	4. Corporate profiling; recruiting	7. Electronic announcement and reporting (financial statements, etc.)
2. Periodical dissemination of information	5. Acceptance of applicationsor registration	8. Collection of consumers' voices and evaluation data
Advice or notification of invoices and usage data	6. Polls or surveys	9. Other

(9) Do you use (view, analyze) consumer-operated blogs or SNS for marketing?

Please circle only one number that applies.

1. Yes, often. 3. Not very much.

2. Yes, sometimes. 4. No.

^{*} ISDN based on optical fiber should be categorized as 5. Optical fiber (FTTH line).

- (10) Do you use any "Software as a Service" (SaaS) provided by an Application Service Provider (ASP)? Do you find it useful? If not, do you plan to use it in the future? Please circle only one number that applies.
 - 1. Yes, we do, and we find it very useful.
- 5. Yes, we do, but we can't tell the degree of effect.
- 2. Yes, we do, and we find it somewhat useful.
- 6. No, we don't, but we plan to use it in the future.
- 3. Yes, we do, but we don't find it very useful.
- -7. No, we don't, and we have no plans to use it.
- 4. Yes, we do, but we see negative effects.
- 8. We don't know much about SaaS.
- ► For companies responding to (10) above with "7. No, we don't, and we have no plans to use it": What are the reasons you don't use SaaS? Please circle all the numbers that apply.
 - 1. It is costly to modify the existing system to introduce SaaS.
- 5. Concern about stability of the network
- 2. The introduction of SaaS would compromise our compliance system. 6. Concern about security

3. Increased communication costs

- 7. Other
- 4. We can't customize the application to meet our needs.
- (11) What do you consider problems in using a telecommunications network (intranet, inter-company network, the Internet)? For companies that do not use a telecommunications network today : What do you consider inhibiters? Please circle all the numbers that apply.

Difficulty in establishing security measures	6. Concern about virus infection	11. Low level of security awareness among employees
2. Increased costs of operation, management, and maintenance	7. Difficulty in reaping benefits	12. High cost of telecommunication
3. Lack of staff for operation, management, and maintenance	8. Difficulty in quantitatively evaluating benefits	13. Low speed of telecommunication
4. Difficulty in restoring operation in the event of a failure	9. Concern about reliability of authentication technology	14. Other
5. Concern about protection of intellectual property rights	10. Concern about reliability of electronic settlement	15. No particular problems

(12) Do you use any systems or services based on Information & Communications Technology (ICT) tools such as electronic tags and contactless smart cards? For each question item, please circle only one number that applies.

ICT-based system or tools	Current status or future plans	
[1] Electronic tags (RFID tags)	We use them corporate-wide.	
e.g., for production management, inventory management, and physical distribution management based on identification of parts or products	2. We use them partially (depending on offices).	
	3. We do not use them today, but plan to use them in the future.	
·	4. We do not use them today, and have no plans to use them in the future.	
[2] Contactless smart cards	1. We use them corporate-wide.	
e.g., room access control based on person identification and cashless settlement	2. We use them partially (depending on offices).	
	3. We do not use them today, but plan to use them in the future.	
	4. We do not use them today, and have no plans to use them in the future.	
[3] New-generation devices equipped with network	We use them corporate-wide.	
connection (network-connected cameras, network-connected sensors, etc.)	2. We use them partially (depending on offices).	
e.g., security system based on network-connected cameras	3. We do not use them today, but plan to use them in the future.	
or network-connected human sensors	4. We do not use them today, and have no plans to use them in the future.	
[4] Locating devices (mobile (cell) phones, etc.)	We use them corporate-wide.	
based on GPS	2. We use them partially (depending on offices).	
e.g., vehicle operation management based on vehicle	3. We do not use them today, but plan to use them in the future.	
location sensing	4. We do not use them today, and have no plans to use them in the future.	

(1) Do you procure or sell anything (parts, materials, products, or services) via the Internet*? Please circle all the numbers that apply.

1. We procure certain items from a company or 3. We sell certain items to consumers via the Internet. companies via the Internet 2. We sell certain items to a company or companies via the Internet. 4. None of the above. In this section, the term "Internet" includes not only the Internet based on a public network but also any network based on the TCP/IP protocol (used by the Internet) (such as a leased line based on TCP/IP). (2) For companies responding with 2 or 3 to (1) above: About what percentage of the sales amount for the items put on the Internet actually came from the sales via the Internet (companies and consumers) in fiscal 2008? % about

(3) For companies responding with 2 or 3 to (1) above: Why do you sell items via the Internet? Please circle all the numbers that apply.

1. It is efficient because there is no need to have a physical shop.

6. We can accurately grasp the attributes of individual consumers.

2. We can get new customers from a wide range.

7. We can place effective advertisements.

3. We can reduce the amount of indirect work for handling transactions. 8. We can handle items that do not sell well.

4. We can reduce the costs of physical distribution.

5. We can reduce inventory amounts.

For all companies: What do you consider problems in using electronic commerce? For companies that do not use electronic commerce today: What do you consider inhibiters? Please circle all the numbers that apply.

1. Construction of such a system requires expert knowledge.

9. Electronic commerce is not compatible with traditional business practice.

2. Telecommunications protocols, etc. vary from industry to industry.

10. Telecommunications speeds are low.

3. Formats of forms and data vary from industry to industry.

11. Telecommunications charges are high.

4. Security measures are not sufficiently robust.

12. There are no appropriate settlement methods.

5. Large investment is required for equipment

13. There is no need to introduce electronic commerce.

6. Running costs of such an information system are high.

14. Other.

7. Legal and social mechanisms for regulation of electronic commerce are not

15. We don't see any problems

8. Suppliers/customers are not adequately computerized.

16. Don't know.

(5) For all companies: Do you advertise on the Internet? Please circle all the numbers (types of advertisements) that apply.

If not, then please circle "10. We don't."

(Web ad) 1. Text ad1

2. Banner ad²

3. Rich media ad3

4. Sponsorship ad (e.g., tie-up with editing)

5. Linked to a search engine

6. Linked to content4

(Mail ad)

7. Mail magazine

8. Direct mailing (DM) (e.g., targeted mailing)

(Other)

9. Other Internet ad 10. We don't.

- 1) Ad using text only.
- 2) Graphical web advertising that links to another website when clicked.
- 3) Ad using voice and images, e.g., with a display moved around by the movement of the mouse, or with a streaming-based motion picture.
- 4) Ad that analyzes Web content or key words and displays materials related to the content.

For companies that advertise on the Internet: Why do you advertise on the Internet? Please circle all the numbers that apply.

- 1. It is easier to comprehend the effects of advertisements.
 - 3. We can advertise by addressing individual consumers' needs.

2. It is cheaper.

4. We can address a larger audience.

Do you use a teleworking* scheme? Please circle only one number that applies.

Note: If you use it, please circle 1 or 2, depending on whether the types of teleworking you have used include employees working from home or not

- . 1. Yes, we do. (including employees working from home) (Please answer 1 to 3 below.)
- 3. No, we don't, but plan to introduce one.
- Yes, we do. (not including employees working from home) (Please answer 1 to 3 below.)
- No, we don't, and have no plans to introduce one. (Please answer 4 below)
- * Teleworking refers to the mode of working whereby employees located outside the premises of your company can use a telecommunications network to participate in work as if they were on the premises. It may take a variety of forms, depending on where they work, such as stay-home work, mobile work (conducting work via a mobile information terminal while on the road on a sales activity, etc.), and satellite office work (conducting work in an office other than your company's offices).

For companies choosing "1. Yes, we do. (including employees working from home)" or "2. Yes, we do. (not including employees working from home)" above:

[1] About what percentage of employees work in teleworking mode? Please circle only one number that applies.

 1. Less than 5%
 3. 10% - less than 30%
 5. 50% - less than 80%

 2. 5% - less than 10%
 4. 30% - less than 50%
 6. 80% or more

→ [2] What are the purposes of introducing teleworking? Please circle all the numbers that apply.

- 1. To improve efficiency (productivity) of routine work
- 2. To improve creativity in work that requires the creation of added value
- value
 3. To provide employees with more elbow room and a healthy life
- 4. To reduce office costs
- 5. To reduce commuting time
- 6. To improve customer satisfaction

- 7. To secure employment of capable people
- To provide better working environments to employees having underprivileged working conditions (physically impaired persons, elderly persons, women who need to nurse children)
- 9. Prevention of global warming such as CO2 reduction by alternatives of transport modality
- 10. Preparation for business continuity in emergency situations (earthquakes, new strains of influenza, etc.)
- 11. Other than the above
- →[3] Referring to the purposes given in [2] above have you seen any effects on the whole?

Please circle only one number that applies.

- 1. Great effects 2. Some effects 3. No effects
- ➤ [4] For companies responding to Q3 above about teleworking with "4. No, we don't, and have no plans to introduce one": What are the reasons you don't use teleworking? Please <u>circle all the numbers that apply</u>. For companies choosing "13. Other," please fill in the details in the parentheses.
 - 1. There is no work appropriate for teleworking.
 - 2. Difficulty in advancing business operations.
 - 3. Uncertain about benefits of introducing teleworking.
 - 4. Difficulty in evaluating employees.
 - 5. Problems for internal communications.
 - 6. Other employees would have to pick up the slack.7. Neither the labor union nor the employees have requested it.
- 8. Concern about leakage of information.
- 9. Problems for responding to external elements such as clients.
- 10. High cost.
- 11. A lot of trouble with setting up a personnel system.
- 12. Documents are not adequately computerized.
- 13. Other.
- (

Q4 For all companies: About what you do for employees' ICT* (IT) training:

* ICT is an abbreviation for information and communications technology and is synonymous with IT.

Which of the following do you do?

Please circle all the numbers that apply.

- 1. Offer in-house ICT (IT) related training programs
 5. Give privileges in working time to employees engaged in autonomous study in ICT (IT)
- 2. Send employees to external ICT (IT) related training programs 6. Give employees ICT (IT) related skills tests
- 3. Subsidize employees' autonomous study in ICT (IT) 7. Offer other kinds of training
- 4. Give awards to employees obtaining ICT (IT) related qualifications 8. Do nothing
- Q5 For companies using a telecommunications network (intranet, inter-company network, or the Internet): About security measures:
- (1) During the past 12 months, have you <u>experienced any of the following security-threatening incidents</u>, numbered 1 through 8, while using the telecommunications network? Please <u>circle all the numbers that apply</u>. <u>If you have not experienced any of them, please circle 9.</u>
 - 1. Have encountered a computer virus, but have not been infected 6. Unauthorized alteration of a website
 - 2. Have encountered a computer virus, and have been infected at least once 7. Deliberate or inadvertent leakage of information
 - 3. Unauthorized access* 8. Other problems
 - 4. Used as a relay or a springboard for spam mail 9. None
 - 5. DoS (DDos) attack**
 - * Any incident in which somebody or some program breaks into the office's computer system without permission to cause some anomalyor abuse its resources.
 - ** An attack that renders a system unable to provide its services by sending an enormous quantity of packets to the server and resulting in the system going down.
- (2) If you have circled "2. Have encountered a computer virus, and have been infected at least once" in (1) above, how many times have you been infected with a virus during the past 12 months? Please circle only one number that applies.
 - 1. Once 3. Three times 5. Five times or more
 - 2. Twice 4. Four times
- (3) What measures for ensuring data security or combating viruses on telecommunications networks are you taking? Please circle all the numbers* that apply.
 - Establishing a security policy
 - 2. Conducting security audits
 - 3. Outsourcing security management
 - 4. Training employees
 - 5. Installing an antivirus program on terminals such as PCs (OS, software, etc.)
 - 6. Installing an antivirus program on the servers
 - o. Installing an antivirus program on the serv
 - 7. Applying security patches to the OS8. Building a virus wall when making an external connection
 - 9. Creating a manual for combating viruses
 - 10. Controlling access by ID and password

- 11. Recording access logs
- 12. Introducing an authentication technology for checking the user's identification
- 13. Using a cipher (cryptographic) system for data or the network
- 14. Monitoring the network
- 15. Installing a firewall
- 16. Using a proxy (proxy server)
- 17. Installing an intrusion detection system (IDS)**
- 18. Other security measure
- 19. None
- Regardless of whether "3. Outsourcing security management" applies or not, please circle all the numbers that apply, even partially, directly or indirectly by utilizing an external service or through outsourcing.
- ** Including an intrusion prevention system (IPS).
- (4) Which of the following measures do you take regarding protection of personal information? Please circle all the numbers that apply.
 - Obtain privacy mark certifi
 6. Provide training
 - 2. Establish a privacy policy 7. Narrow the supplier selection criteria (checking for privacy mark certification)
 - 3. Appoint an officer for protection of personal information 8. Other measures
 - 4. Narrow down personal information to be kept 9. No particular measures
 - 5. Reconstruct the system or restructure the organization

(5)	Do you have a Chief Information Officer (CIO)*? Please <u>circle only one number that applies</u> .					
	 Yes, we have a full-time CIO. We have a part-time CIO devoting the majority of time to ICT (IT) related work. We have a part-time CIO devoting part of time to ICT (IT) related work. We don't have one today, but plan to have one. We don't have one today, and have no plans to have one. * Executive officer responsible for coordinating and governing information and communication strategies as well as business strategies.					
	g and s	govogoa		o do nom do salameto analogica.		
For	nlly, about your company: the questions below, if your financial statemer es instead of filling out that part of the question					
F1	What is your capital (amount invested)? Please <u>cir</u>	cle only one n	umber that applies.			
	1. Less than ¥10 million 2. ¥10 - less than ¥30 million 3. ¥30 - less than ¥50 million	5. ¥100 - le	4. ¥50 - less than ¥100 million 7. ¥1 - less than ¥5 billion 5. ¥100 - less than ¥500 million 8. ¥5 billion or more 6. ¥500 million - less than ¥1 billion			
F2	What is your annual sales volume*? Please enter a	a number in unit	s of ¥1 million.			
		M¥	 Please enter the sales volume for Fiscal Year 2008 (April 2008 – March 2009). If it is difficult to do so, then enter the sales volume for the closest fiscal year. For banks, please enter the current income; for life insurance companies, enter the premium income; for non-life insurance companies, enter the net premium income. 			
F3	What is your operating profit*? Please enter a num	ber in units of ¥	1 million.			
		M¥	2009). If it is difficult to do s fiscal year.* For banks, please enter the	rofit for Fiscal Year 2008 (April 2008 – March o, then enter the operating profit for the closest net operating profit; for life insurance companies, -life insurance companies, enter the insurance prof		
F4	What is your personnel cost*? Please enter a number	ber in units of ¥	1 million.			
		M¥	·	cost for Fiscal Year 2008 (April 2008 – March o, then enter the personnel cost for the closest		
F5	What is your allowance for depreciation*? Please e	enter a number i	n units of ¥1 million.			
		M¥		or depreciation for Fiscal Year 2008 (April 2008 – to do so, then enter the personnel cost for the most		
F6	How many employees* does your company have?	Please enter a	number.			

This is the end of the questionnaire. Please place the completed questionnaire into the enclosed envelope and send it back to us (there is no need to affix a postage stamp).

No. of employees: No. of people regularly employed in your company as of December 1, 2009 or the closest closing date for salary calculation. Of part-timers, temporary workers, and day laborers, those who are on contract with a term equal to or longer than 1 month and those who worked 18 or more days in each of October and November 2009 and are

employed on the day of the survey are included in this count.

Thank you very much.