

Confidential

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.

(Space for affixing address label)

It may become necessary to contact you for clarification at a later date.

If you would permit such, could you please provide your telephone number in the blank below?

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

- 1 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.
- 2 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 questionnaire.
- 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 100-8926, Japan
- 5 Please direct any questions to the following numbers:
- 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 **during the past 12 months**, 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 recording content from a PC |
| 2. Mobile (cell) phone (including PHS, Personal digital assistant (PDA) ^{*1}) | 6. Car navigation system ^{*2} | 11. Other intelligent appliances capable of connecting to the Internet |
| 3. Mobile (cell) phone capable of receiving one-segment broadcasts | 7. Car-mounted ETC ^{*3} | |
| 4. Personal computer (PC): How many? _____
How many are equipped with a TV tuner? _____ | 8. TV set capable of connecting to the Internet | |
| | 9. Home-use game console capable of connecting to the Internet | |

(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) **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?** Please **circle only one number that applies.**

* 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, inside as well as outside the home.

* Access from **any equipment (except one at home)**, regardless of ownership, is assumed, including that at libraries and Internet cafés.

- | | |
|---|--------------------------------------|
| 1. At least one person has accessed the Internet. | 2. Nobody has accessed the Internet. |
|---|--------------------------------------|

(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?

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 line ¹ |
| 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. |
| 2. 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 line ¹ |
| 2. ISDN (on-demand connection) ² | 4. Mobile (cell) phone line (except 11 below) ¹ | |

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 |

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)."

Q3 About problems encountered in using the Internet:

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 12 months? (Under each of the “PC (home)” and “Mobile phone (including PHS/PDA)” columns, please **circle all the numbers that apply**. 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 **circle all the numbers that apply.**)

1. Installed an anti-virus program.	8. Installed a firewall ² .
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.	13. Did nothing.
7. Did not open mails, attachments, or HTML files from people I don't know.	

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."

(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 **circle all the numbers that apply.**)

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.
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(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.**)

1. Our children access the Internet by using our PC at home.	2. 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).	

(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.
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Are you using any filtering software on the PC that is used by the children?

1. Yes.	2. No.
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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.
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Are the mobile phones (including PHS/PDA) for the children's use utilizing filtering services?

1. Yes.	2. No.
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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.**)

1. 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.**)

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

Q8 About terrestrial digital TV broadcast

(1) Do you **have any terrestrial digital television receivers**?

1. Yes.	2. No.
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For **those households responding with "1. Yes"**:

Please circle **the number of each piece of equipment you have**.

1. TV equipped with an internal digital tuner	4. Computer equipped with a internal digital tuner, external digital tuner for a computer (except One Seg)
2. 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 responding to (1) with "1. Yes"**:

Are you **able to watch** terrestrial digital TV broadcast? Please **circle only one number that applies**.

(If you have a terrestrial digital TV receiver as well as the antennas, etc. necessary to watch terrestrial digital TV broadcasts, please circle "1. Yes, I am.")

1. Yes, I am.	2. No, I am not.
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Do you **actually watch terrestrial digital TV broadcasts**? Please **circle only one number that applies**.

1. Yes, I do.	2. No, I don't.
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Q9 About cable TV, satellite broadcast:

For cable TV and satellite broadcasts, what do you think is **an appropriate amount to pay for one month**?

Please **circle only one number that applies**.

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	

Q10 About the configuration of your household:

(1) **How many persons** (including yourself) are in your household? Please **enter a number** in the box.

(2) What is **the annual income (for the previous year)** of your household (you and your family combined)?

Please **circle only one number that 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
3. ¥4 – less than 6 million	6. ¥10 – less than 15 million	

(3) What kind of housing does your household live in?

Please **circle only one number that applies**.

1. Detached house	2. Housing complex	3. Other
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Q4. (1) **For each one of those who have used the Internet** during the past 12 months:

What Internet functions or services, and for what purpose(s), have you used during the past 12 months?

(For each of the "PC" and "Mobile phone" columns, please circle all the numbers that apply.)*

Here, "mobile phone" includes PHS and PDA.

	A		B		C		D		E		F		G		H	
	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone
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	1
2. 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	2
3. Sending/receiving email (except mail magazines)	3	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	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	5
6. Viewing a video posting site	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
7. Posting for a video posting site	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
8. 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	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	9
10. Opening or updating a website (except blog)	10	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	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	12
13. Internet auction ^{**17}	13	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	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	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	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	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	18
19. Responding to a questionnaire/survey	19	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	20
21. Online study (e-learning)	21	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	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	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	24
25. Other	25	25	25	25	25	25	25	25	25	25	25	25	25	25	25	25

1) Includes transfer guide and route search service.

(Sub-questions 1 – 3 below are for people aged 15 and above.)

For those responding to (1) above with "15. Purchase or trade of merchandise or services" or "17. Financial Trading":

Sub-question 1:	A		B		C		D		E		F		G		H	
What merchandise or services have you purchased or traded? (For each of the "PC" and "Mobile phone" columns, please circle all the numbers that apply.)*	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone	PC	Mobile phone
1. PCs or PC-related (PCs, peripheral devices, software such as OS [limited to tangible items such as DVD-ROM])	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2. Books, CD/DVD (except electronic books, etc. that are downloaded)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
3. Clothes, accessories	3	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	4
5. Hobby items, sundry goods (toys, game software, music instruments, sports items, stationery items, etc.)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
6. Tickets, coupons (air/train/bus tickets, concert/theater tickets, gift coupons, etc.)	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
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	7
8. Financial trading (banking, buying/selling securities and insurances, etc. via the Internet)	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8
9. Other (furniture, home electric appliances, automobile components, etc.)	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9

Note: Only those aged 15 or above need to answer.

Here, "mobile phone" includes PHS and PDA.

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 during the past 12 months?

(For each of the "PC" and "Mobile phone" columns, please circle only one number that applies.)

Note: Only those aged 6 or above need to answer. Here, "mobile phone" includes PHS and PDA.

	A	B	C	D	E	F	G	H
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, images, pictures, voice, and text.

For those who responded to Q5 with "1. Yes" for PC or mobile phone:

Sub-question 1: What kinds of content have you purchased via the Internet?

(For each of the "PC" and "Mobile phone" columns, please circle all the numbers that apply.)

Note: Only those aged 6 or above need to answer. Here, "mobile phone" includes PHS and PDA.

	A	B	C	D	E	F	G	H
1. 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 past 12 months for items purchased via the Internet?

(For each of the "PC" and "Mobile phone" columns, please circle only one number that applies.)

Note: Only those aged 6 or above need to answer. Here, "mobile phone" includes PHS and PDA.

	A	B	C	D	E	F	G	H
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

(Q6 below is for people aged 15 or above.)

Q6

Do you have contactless e-money* (cyber cash)?

(Please circle all the numbers that apply.)

	A	B	C	D	E	F	G	H
1. Smart card type	1	1	1	1	1	1	1	1
2. Mobile phone type	2	2	2	2	2	2	2	2
3. 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, ICOCA, Pitapa, SUGOCA, Osaifu-keitai, 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 Wireless 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 Protocol. A setup allowing transfer 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.

Confidential

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.

(Space for affixing address label)	Department/Section to which the respondent belongs:	
	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*	1. 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**	1. 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.

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

(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.

- (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, PDA	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.

- (4) Do you **use any Internet services (emailing, viewing websites, etc.)**? Please **circle only one number that applies.**

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	

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

- (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 **circle all the numbers that apply.**

1. 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 applications or registration	8. Collection of consumers' voices and evaluation data
3. 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.

- (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 inhibitors?** Please **circle all the numbers that apply**.

1. 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) e.g., for production management, inventory management, and physical distribution management based on identification of parts or products	1. We use them corporate-wide. 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 e.g., room access control based on person identification and cashless settlement	1. We use them corporate-wide. 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 connection (network-connected cameras, network-connected sensors, etc.) e.g., security system based on network-connected cameras or network-connected human sensors	1. We use them corporate-wide. 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.
[4] Locating devices (mobile (cell) phones, etc.) based on GPS e.g., vehicle operation management based on vehicle location sensing	1. We use them corporate-wide. 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.

Q2 For all companies: About electronic commerce

(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 companies via the Internet.	3. We sell certain items to consumers 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	%
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(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.	9. Other.
5. We can reduce inventory amounts.	

(4) **For all companies:** What do you **consider problems in using electronic commerce today?** What do you **consider inhibitors?** 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 in place yet.	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 ad ¹	2. Banner ad ²	3. Rich media ad ³
4. Sponsorship ad (e.g., tie-up with editing)	5. Linked to a search engine	6. Linked to content ⁴
(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.

(6) 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.

Q3 For all companies: About teleworking:

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.
2. Yes, we do. (not including employees working from home) (Please answer 1 to 3 below.)	4. 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	7. To secure employment of capable people
2. To improve creativity in work that requires the creation of added value	8. To provide better working environments to employees having underprivileged working conditions (physically impaired persons, elderly persons, women who need to nurse children)
3. To provide employees with more elbow room and a healthy life	9. Prevention of global warming such as CO2 reduction by alternatives of transport modality
4. To reduce office costs	10. Preparation for business continuity in emergency situations (earthquakes, new strains of influenza, etc.)
5. To reduce commuting time	11. Other than the above
6. To improve customer satisfaction	

[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
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[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 **circle all the numbers that apply**. For companies choosing "13. Other," please fill in the details in the parentheses.

1. There is no work appropriate for teleworking.	8. Concern about leakage of information.
2. Difficulty in advancing business operations.	9. Problems for responding to external elements such as clients.
3. Uncertain about benefits of introducing teleworking.	10. High cost.
4. Difficulty in evaluating employees.	11. A lot of trouble with setting up a personnel system.
5. Problems for internal communications.	12. Documents are not adequately computerized.
6. Other employees would have to pick up the slack.	13. Other. ()
7. Neither the labor union nor the employees have requested it.	

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 **experienced any of the following security-threatening incidents**, numbered 1 through 8, while using the telecommunications network? Please **circle all the numbers that apply**. **If you have not experienced any of them, please circle 9.**

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 anomaly or 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**.

1. Establishing a security policy	11. Recording access logs
2. Conducting security audits	12. Introducing an authentication technology for checking the user's identification
3. Outsourcing security management	13. Using a cipher (cryptographic) system for data or the network
4. Training employees	14. Monitoring the network
5. Installing an antivirus program on terminals such as PCs (OS, software, etc.)	15. Installing a firewall
6. Installing an antivirus program on the servers	16. Using a proxy (proxy server)
7. Applying security patches to the OS	17. Installing an intrusion detection system (IDS)**
8. Building a virus wall when making an external connection	18. Other security measure
9. Creating a manual for combating viruses	19. None
10. Controlling access by ID and password	

* 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**.

1. 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 **circle only one number that applies.**

1. Yes, we have a full-time CIO.
2. We have a part-time CIO devoting the majority of time to ICT (IT) related work.
3. We have a part-time CIO devoting part of time to ICT (IT) related work.
4. We don't have one today, but plan to have one.
5. 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.

Finally, about your company:

For the questions below, if your financial statements contain the answers, you may choose to attach a copy of the relevant pages instead of filling out that part of the questionnaire. In such a case, please underline the relevant descriptions.

F1 What is your capital (amount invested)? Please **circle only one number that applies.**

- | | | |
|--------------------------------|--|------------------------------|
| 1. Less than ¥10 million | 4. ¥50 - less than ¥100 million | 7. ¥1 - less than ¥5 billion |
| 2. ¥10 - less than ¥30 million | 5. ¥100 - less than ¥500 million | 8. ¥5 billion or more |
| 3. ¥30 - less than ¥50 million | 6. ¥500 million - less than ¥1 billion | |

F2 What is your annual sales volume*? Please enter a number in units of ¥1 million.

								M¥
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* 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 number in units of ¥1 million.

								M¥
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* Please enter the operating profit for Fiscal Year 2008 (April 2008 – March 2009). If it is difficult to do so, then enter the operating profit for the closest fiscal year.

* For banks, please enter the net operating profit; for life insurance companies, enter the base profit; for non-life insurance companies, enter the insurance profit.

F4 What is your personnel cost*? Please enter a number in units of ¥1 million.

								M¥
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* Please enter the personnel cost for Fiscal Year 2008 (April 2008 – March 2009). If it is difficult to do so, then enter the personnel cost for the closest fiscal year.

F5 What is your allowance for depreciation*? Please enter a number in units of ¥1 million.

								M¥
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* Please enter the allowance for depreciation for Fiscal Year 2008 (April 2008 – March 2009). If it is difficult to do so, then enter the personnel cost for the most recent fiscal year.

F6 How many employees* does your company have? Please enter a number.

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* 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.

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.