

# Questionnaire on Use of Telecommunications <<for Households>>

- Communications Usage Trend Survey, Ministry of Internal Affairs and Communications (MIC) (2011) -

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.)
	1 This questionnaire contains questions about how and in what situations
	you (the person whose name appears on the address label) and the
(Space for affixing address label)	members of your household use ICT equipment and services in your daily life.
()	Any member of your household can fill out this questionnaire.
	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, 2011, except otherwise noted.
	4 Please return this questionnaire to the following office:
It may become necessary to contact you for clarification at a later date.	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 100-8786, Japan
If you would permit such, could you please provide your telephone number in the blank below?	5 Please direct any questions to the following numbers:
· · ·	
<u> </u>	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) About the equipment with telecommunications capability you have:

Do you have any of the following equipment (1 - 10)? Please circle all the numbers that apply.

For 2 - 5 and 7 - 10, please indicate the number of items you have.

6. FAX
7. TV set capable of connecting to the Internet (How many?)
8. Home-use game console capable of connecting to the Internet (How many?)
9. Mobile player capable of automatically recording content from a computer
(How many?)
10. Other intelligent appliances capable of connecting to the Internet (How many?

Note 1: 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. Note 2: Please consider ordinary mobile phones and smartphones as separate when answering. The same applies to subsequent questions.

# (2) Do you use wireless LAN<sup>4</sup> in your home? Please circle only one number that applies.

	1. Yes, we do.	3. Currently no, and we have no plans to do so.	
2	2. Currently no, but we plan to introduce it in the future.		
Note:	Wireless LAN includes use in conjunction with wired LAN.		
Sub-que	estion: For those households responding to (2) with "3. Curr	ently no, and we have no plans to do so":	
V	Vhat are the reasons you don' t use wireless LAN?		
F	Please circle all the numbers that apply.		
	<ol> <li>Getting a weak signal due to housing conditions</li> <li>Concern about security</li> <li>Setting it up is troublesome</li> </ol>	<ol> <li>Don't access the Internet so much or there is no need</li> <li>Other</li> </ol>	

# (3) Do you use <u>IP telephony</u><sup>5</sup>? Please <u>circle only one number that applies</u>.

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.

Note 1: Here, the function of "sending/receiving email" dose not include a mail function such as short mail and SMS, which is available only on mobile phones and PHS. Note 2: Here, access using <u>any kind of equipment</u> is assumed, including a computer, a mobile (cell) phone, a PHS, a personal digital assistant (PDA), a smartphone, or a game console. Note 3: Access for <u>any purpose</u> is assumed, including private use and work-related use. Also, access from <u>any place</u> is assumed, inside as well as outside home. Note 4: Access from <u>any equipment (except one at home)</u>, regardless of ownership, is assumed, including that at libraries and Internet cafés.

	<ul> <li>1. At least one person has accessed the Internet.</li> </ul>	2. Nobody has accessed the Internet.	
	r those <b>households responding to (1) with "2. Nobody has ac</b> hat are the reasons you don't access the Internet?	ccessed the Internet":	
	ease circle all the numbers that apply.	[	
	<ol> <li>Don't know how to connect.</li> <li>Telecommunications environment is not developed.</li> <li>Telecommunications charges are too high.</li> <li>Equipment (computer, etc.) is too expensive.</li> <li>Equipment (computer, etc.) is hard to operate.</li> </ol>	<ul> <li>6. There is no information (on the Internet) I need.</li> <li>7. There is no need.</li> <li>8. Don't know much about the Internet.</li> <li>9. Other.</li> </ul>	hose ouseholds sponding to Q2 ), please go to 7 on page 6 in te questionnaire or households, ithout sponding to the ext questions.
W	r those <u>households responding to (1) with "1. At least one pendat equipment was used to access the Internet?</u> ease <u>circle all the numbers that apply.</u>		<u>xi questions.</u>
	1. Computer at home3. Mobile phone/PHS/PD2. Computer outside home4. Smartphone	0A 5. Tablet terminal 7. Or 6. TV set capable of connecting to the Internet	her
	2. ISDN line (on-demand connection) <sup>1*6</sup> 4. Mobile (or Broadband line (Number of subscriptions	s: ) e (always-on connection) <sup>1*6</sup> 5. PHS line <sup>2</sup> cell) phone line (except 12-14 below) <sup>2</sup> 6. Through a data communication s: ) less line (FWA) <sup>*9</sup> 12. 3rd-generation mobile (cell) phone li	ne <sup>2*11</sup>
	15. Other Note 1: ISDN based on optical fiber should be categorized as "9. Optical fiber (FT Note 2: Here, "4. Mobile (cell) phone line (except 12-14 below)," "5. PHS line," and <u>connected to a computer when used</u> , but not to the cases in which the Note 3: Data communication terminal includes all types, such as card-type, stick-ty	d "12. 3rd-generation mobile (cell) phone line" apply to the cases in which they are ay are used by themselves (standalone).	
Su	<ul> <li>ab-question 1: For those households not responding to (4) wi What are reasons you don't use broadband line? Please circle all the numbers that apply.</li> <li>1. Broadband environment is not developed.</li> <li>2. Can't be installed due to housing conditions.</li> <li>3. The procedures are troublesome</li> </ul>	4. Don't use so much or there is no need.	]
Su	<ul> <li>b-question 2: For those households not responding to (4) wi What are reasons you don't use optical fiber? Please circle all the numbers that apply.</li> <li>1. Can't be installed due to housing conditions.</li> <li>2. The procedures are troublesome</li> <li>3. Satisfied with another connection.</li> </ul>	<ul> <li>ith "9. Optical fiber," among those responding with "Broadband li</li> <li>4. Don't use so much or there is no need.</li> <li>5. Other</li> </ul>	<u>1e" (any of 7 -14</u> )

### 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 column of equipment used, please circle all the numbers that apply.

Please circle 10 if you haven't encountered any problem.

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

2) Refers to any program that secretly collects personal information such as access history in a computer 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 computer user to give out a password or a PIN.

### For those households choosing "Have detected a computer virus and have been infected at least once":

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

nder	each	column	of	equipment	used,	please	circle	only	one number	that applies.	

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

For those households choosing "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 column of equipment used, please circle only one number that applies.

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

Note 1: If the OS or the anti-virus program, etc. you have includes an anti-spyware feature, please also circle "3. Installed an anti-spyware program."

Note 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 column of equipment used, please circle all the numbers that apply.

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

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

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.
- 4. Installed an anti-spyware program.
- 7. Did nothing.

Q5 About the use of the Internet by children aged below 18:

### (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 computer at home or a mobile phone (including PHS/PDA)? (Please circle all the numbers that apply for the child of that age.)

(Age of the child)	a. Preschool age child	b. Elementary school (lower grades)	c. Elementary school (upper grades)	a. Junior nign	e. High school or graduates from junior highschool
1. Access the Internet on a home computer	1	1	1	1	1
2. Access the Internet by using a smartphone	2	2	2	2	2
3. Access the Internet by using a mobile phone (targetted at kids)*	3	3	3	3	3
4. Access the Internet by using a mobile phone (other than the above)	4	4	4	4	4
5. Our children do not access the Internet by using the above equipment.	5	5	5	5	5
6. We have no child in any of these age groups.	6	6	6	6	6

\* Mobile phone for children of elementary school and junior high school, including NTT Docomo "Kids' Phone", au "Junior Phone", and softbank mobile "Kodomobile".

(3) Do you know of any filtering software that blocks access to harmful Websites or any filtering services offered by Internet Service Providers or mobile phone companies? Furthermore, are you using any such software or service?

Please circle only one number that applies.

For <u>all hous</u>			
	1. I am quite familiar with it.	2. I have heard of it.	3. I don't know.
	olds whose children aged below og any filtering software on the cor		
	1. Yes.	2. N	lo.
For <u>all hous</u>	eholds: about <u>filtering services</u> :	available on mobile phones	(including PHS/PDA) or smartphones
	1. I am quite familiar with it.	2. I have heard of it.	3. I don't know.
-			<b>using a mobile phone or smartphone:</b> A) or smartphone that is used by the children?
	1. Yes.	2. N	· · · ·
For a new co	one number that applies.		
For a new co	ntract:		
	1. Yes.	2. No.	3. Did not sign a contract during the past 12 months
For change of		2. No.	3. Did not sign a contract during the past 12 months
For change of		2. No. 2. No.	<ul><li>3. Did not sign a contract during the past 12 months</li><li>3. Did not change models during the past 12 months</li></ul>
bout concerns a or those house o you have <u>fear o</u> ease <u>circle only</u> 1. N 2. A	f model: 1. Yes. about using the Internet: <b>cholds responding to Q2 (1)</b> <b>r concerns</b> about using the Intern <b>one number that applies</b> . Iot particularly. ware of security threats, but not c	2. No. with "1. At least one personnet? concerned very much because	3. Did not change models during the past 12 months
bout concerns a bout concerns a circle only 1. N 2. A -3. T -4. C W	f model: 1. Yes. about using the Internet: <b>cholds responding to Q2 (1)</b> <b>r concerns</b> about using the Intern <b>one number that applies</b> . Iot particularly. ware of security threats, but not c aking countermeasures against s	2. No. with "1. At least one person net? concerned very much because ecurity threats, but they are in to the above question with 3 re? t apply. on 6. De c settlement 7. Not ry 8. No	3. Did not change models during the past 12 month son has accessed the Internet" : a we take countermeasures. isufficient and we are a little concerned.

Q7	About the	configuration	of your	household:
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- (1) How many persons (including yourself) are in your household? Please enter a number in the box.
- (2) What is <u>the annual income (for the previous year)</u> of your household (you and your family combined)? Please <u>circle only one number that applies</u>.

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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### <<For each member of your household>> This part of the questionnaire is directed to each member of 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 extra copies 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	Е	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 questions below, please give the answers individually.

### (Please make sure that everyone aged 6 or above fills out this part.)

### Q1 About individual use (overview) of the Internet

(1) Have you <u>used</u> any services based on the <u>Internet</u> (e.g., sending/receiving

	mputer or a mobile phone or viewing a website) <u>during the</u> <u>is</u> ? Please <u>circle only one number that applies.</u>	A	В	С	D	Е	F	G	I	Н
1. Yes	Please go to Q5.	1	1	1	1	1	1	1		1
	1 10000 90 10 001		_		_	_	—	_		

Note 1: Here, function of "sending/receiving email" dose not include mail functions such as short mail and SMS, which are available only for mobile phones and PHS.

Note 2: Not just the Internet services via a computer. Those via a mobile phone, PHS, PDA, smartphone, game console, or any other device should also be included.

Note 3: In addition to personal use, any use such as job-related use should be included, regardless of where you have used the Internet from, inside or outside your home.

Note 4: Uses of the Internet via equipment not owned by your household, such as devices provided in libraries and Internet cafés, should also be included.

(2) For each one of those who have used the Internet during the past 12 months:

А	в	С	D	Е	F	G	Н
	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
	1 2 3 4 5	$ \begin{array}{c ccccccccccccccccccccccccccccccccccc$					

	1: For each one of those who have used the Internet during the past 12 m Which equipment have you mainly used at home? Please circle only one number that applies.	A	В	С	D	Е	F	G	Н
	Please circle only one number that applies.	A	В	С	D	Е	F	G	н
	1 Commuter at home	· · · · · · · · · · · · · · · · · · ·							-
:	1. Computer at home	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
4	3. Smartphone	3	3	3	3	3	3	3	3
	4. Tablet terminal	4	4	4	4	4	4	4	4
	5. TV set capable of connecting to the Internet	5	5	5	5	5	5	5	5
e	<ol><li>Home-use game console capable of connecting to the Internet; other device</li></ol>	6	6	6	6	6	6	6	6
•	7. Have not used the Internet at home	7	7	7	7	7	7	7	7
				LL					
ub-question	2: For each one of those who have used the Internet during the past 12 m	oonthe:							
ub-question 2	Which equipment have you mainly <u>used outside home</u> ?	ionuis.							
	Please circle only one number that applies.	А	В	С	D	E	F	G	H
_									
	1. Computer outside home	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. Smartphone 4. Tablet terminal	3	3	3	3	3	3	3	3
		4	4	4	4	4	4	4	4
	5. Other equipment	5	5	5	5	5	5	5	5
6	6. Have not used the Internet outside home	6	6	6	6	6	6	6	6
How <u>ofte</u> For each	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle	A	e home	O me le home	O De home	e home	ome e home	Ome e home	me
How <u>ofte</u> For each	en have you used the Internet?		At home Outside home	At home Outside home	At home Cutside home	At home Outside home	At home Outside home	At home Coutside home	At home I
How <u>ofte</u> For each only one	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle	A					At home Outside home		me
How <u>ofte</u> For each only one	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle e number that applies	At home Outside home	At home Outside home	At home Outside home	At home Outside home	At home Outside home		At home Outside home	At home
How <u>ofte</u> For each only one	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle e number that applies 1. At least once a day	At home Outside home	At home       Outside home	At home Outside home	At home Outside home	At home Outside home	1 1	At home Outside home	T At home
How <u>ofte</u> For each only one	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle e number that applies 1. At least once a day 2. At least once a week (not every day)	A home At home Outside home	At home Outside home	At home	At home Outside home	At home Outside home	1 1 2 2	At home Outside home	At home
For each	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle e number that applies 1. At least once a day 2. At least once a week (not every day) 3. At least once a month (not every week)	AUntside home0ntside home123344	At home111111	At home           1         1           1         1           1         1	At home Outside home	At home111111	1 1 2 2 3 3	At home Outside home	4t home
How <u>offe</u> For each only one	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle e number that applies". 1. At least once a day 2. At least once a week (not every day) 3. At least once a month (not every week) 4. Less frequently than the above (at least once a year) If you have accessed the Internet either "at home" or "outside home," then only circle a result.	A where a consistence of the second	At home111111	At home           1         1           1         1           1         1	At home Outside home	At home111111	1 1 2 2 3 3	At home Outside home	4t home
How <u>ofte</u> For each only one	<ul> <li><u>en</u> have you used the Internet?</li> <li><u>h of the "At home" and "Outside home" columns, please circle e number that applies</u>.</li> <li>1. At least once a day</li> <li>2. At least once a week (not every day)</li> <li>3. At least once a month (not every week)</li> <li>4. Less frequently than the above (at least once a year)</li> <li>If you have accessed the Internet either "at home" or "outside home," then only circle a rew who have accessed the Internet outside home during the past 12</li> </ul>	A euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide euclide	e e e e e e e e e e e e e e e e e e e	e multiple and the second seco	At home At home Outside home	At home 0utside home 0utside home	1 1 2 2 3 3 4 4	At home 0uside home	4 Home
How <u>ofte</u> For each only one " " ) For those <u>Where h</u>	en have you used the Internet? h of the "At home" and "Outside home" columns, please circle e number that applies". 1. At least once a day 2. At least once a week (not every day) 3. At least once a month (not every week) 4. Less frequently than the above (at least once a year) If you have accessed the Internet either "at home" or "outside home," then only circle a result.	A where a consistence of the second	At home111111	At home           1         1           1         1           1         1	At home Outside home	At home111111	1 1 2 2 3 3	At home Outside home	4 Home
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# Q2 About purposes of using the Internet

(1) For each one of those who have used the Internet during the past 12 months:																				
Wh	nat	Internet functions or services, and for what purpose(s), have you		4	[ ]	E	3		С		D	I	E	Ξ		F		G		H
Fo	r ea	during the past 12 months? ach of the "At home" and "Outside home" columns, please circle numbers that apply <sup>1)</sup> .	At home	Outside home		At home	Outside home	At home	Outside home		At home	Outside home	At home	Outside home		At nome Outside home	At home	Outside home	At home	Outside home
		1. Viewing a company's/government's/public office's website or blog (weblog) <sup>2</sup>	1	1	[	1	1	1	1		1	1	1	1		1 1	1	1	1	1
° 4		2. Viewing somebody's website or a blog (Weblog) <sup>2)*13</sup>	2	2		2	2	2	2		2	2	2	2		2 2	2	2	2	2
Please also respond to Q4.		3. Opening or updating a website or a blog (Weblog) <sup>2)</sup>	3	3		3	3	3	3		3	3	3	3		3 3	3	3	3	3
ase Id to		4. Viewing and posting a microblog <sup>*13</sup>	4	4		4	4	4	4		4	4	4	4		4 4	4	4	4	4
Ple		5. Participating in a social networking service (SNS) <sup>*14</sup>	5	5		5	5	5	5		5	5	5	5		5 5	5	5	5	5
res		6. Viewing and writing on an electronic bulletin board (BBS) <sup>*15</sup> or a chat room <sup>*16</sup>	6	6		6	6	6	6		6	6	6	6		6 6	6	6	6	6
L	5	7. Using video posting/sharing site	7	7		7	7	7	7		7	7	7	7		7 7	7	7	7	7
Please also respond to Q3.	l	8. Online radio/TV program/video distribution service	8	8		8	8	8	8		8	8	8	8		8 8	8	8	8	8
ses		9. Sending/receiving email (except mail magazines)	9	9		9	9	ç	9		9	9	9	9		99	9	9	9	9
lea		10. Receiving a mail magazine (regardless of whether chargeable or free)	10	10		10	10	1	0 10		10	10	10	10	1	0 10	10	0 10	10	10
d dse		11. Exchange or download of electronic files (P2P, *17 FTP, *18 etc.)	11	11		11	11	1	1 11		11	11	11	11	1	1 11	11	11	11	11
2		12. Internet auction <sup>*19</sup>	12	12		12	12	1	2 12		12	12	12	12	1	2 12	12	2 12	12	12
		13. Use of electronic government (national, local) (electronic application, electronic submission, electronic report)	13	13		13	13	1	3 13		13	13	13	13	1	3 13	13	3 13	13	13
	ſ	14. Purchase or trade of merchandise or services (except financial trading and purchase of digital content)	14	14		14	14	1	4 14		14	14	14	14	1	4 14	14	14	14	14
	-	15. Financial trading (Internet banking, <sup>*20</sup> Internet trading, <sup>*A</sup> etc.)	15	15		15	15	1	5 15		15	15	15	15	1	5 15	15	5 15	15	5 15
		<ol> <li>Purchase of digital content (music, voice recording, images/video, game software, etc.)</li> </ol>	16	16		16	16	1	6 16		16	16	16	16	1	6 16	16	6 16	16	6 16
		17. Acquisition of, or listening to, digital content (free)	17	17		17	17	1	7 17		17	17	17	17	1	7 17	17	17	17	17
		18. Application for a quiz or a prize competition, responding to a questionnaire/survey	18	18		18	18	1	8 18		18	18	18	18	1	8 18	18	3 18	18	8 18
		19. Participation in an online game (Internet game)	19	19		19	19	1	9 19		19	19	19	19	1	9 19	19	9 19	19	19
		20. Online study (e-learning)	20	20		20	20	2	0 20		20	20	20	20	2	20 20	20	20	20	20
		21. Stay-home work (teleworking, SOHO)	21	21		21	21	2	1 21		21	21	21	21	2	21 21	21	21	21	21
		22. Job seeking/hunting (gathering information, sending applications, etc.)	22	22		22	22	2	2 22		22	22	22	22	2	22 22	22	2 22	22	22
		23. Web mapping service <sup>3)</sup> (regardless of whether it is at a charge or free)	23	23		23	23	2	3 23		23	23	23	23	2	23 23	23	3 23	23	3 23
		24. Other	24	24		24	24	2	4 24		24	24	24	24	2	24 24	24	1 24	24	24
		Note 1: If you have accessed the Internet either "at home" or "outside home," t	hen o	nly c	circle	ar	umbe	r uno	der the	app	lical	ble col	umn					<u> </u>		

Note 1: If you have accessed the Internet either "at home" or "outside home," then only circle a number under the applicable column. Note 2: Excludes microblog.

### Note 3: Includes transfer guide and route search service.

# (Sub-questions 1 - 4 and (2) below are for people aged 15 and above.)

ub-quest	on 1: For those aged 15 and above responding to (1) above with "14. Purchase or trade of																				
	merchandise or services," "15. Financial trading," or "16. Purchase of digital content".	: 7	A	E	3		С			D			E		F	=		G		ŀ	L
	What merchandise or services have you purchased or traded?	At home	nome	me	ome	a c		ome	a		2	me	ome		me	ome	em	ome		me	ome
	For each of the "At home" and "Outside home" columns, please	t ho	Outside home	At home	Outside home	At home	D lot	Outside home	At home	amore promo		At home	Outside home		At home	Outside home	At home	Outside home		At home	Outside home
	circle all the numbers that apply <sup>1)</sup> .	Ā	ō	A	no	Ā		3	Ā		6	Ā	no		¥	no	Ā	õ		A	no
	Note: Only those aged 15 or above need to answer.	·				-			-				1				-		_		
	<ol> <li>Computers or computer-related (computers, peripheral devices, software such as OS [limited to tangible items such as DVD-ROM])</li> </ol>	1	1	1	1	1	· ۱	1	1		I	1	1		1	1	1	1		1	1
S	2. Books, CD/DVD, Blu-ray Disc (except electronic books, etc. that are downloaded)	2	2	2	2	2	2	2	2	2 2	2	2	2		2	2	2	2 2	2	2	2
services	3. Cosmetics, clothes, accessories	3	3	3	3	3	3 (	3	3	3 3	3	3	3		3	3	З	3	3	3	3
Sel	4. Food stuff (foods, drinks (alcoholic, non-alcoholic))	4	4	4	4	4	1 4	4	4	4	1	4	4		4	4	4	4	Ļ	4	4
dise or	<ol> <li>Hobby items, sundry goods (toys, game software, music instruments, sports items, stationery items, etc.)</li> </ol>	5	5	5	5	Ę	5 !	5	Ę	5 5	5	5	5		5	5	5	5	5	5	5
Merchandise	<ol> <li>Tickets, coupons (air/train/bus tickets, concert/theater tickets, gift coupons, etc.)</li> </ol>	6	6	6	6	6	6 (	6	e	6	6	6	6		6	6	e	6	5	6	6
Me	7. Traveling (applying for a package tour, purchasing items for traveling, etc.)	7	7	7	7	7	7	7	7	1	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	3 8	8	8	8 8	3	8	8		8	8	8	8 8	3	8	8
	9. Other (furniture, home electric appliances, automobile components, etc.)	9	9	9	9	ę	9 9	9	ę	) (	Э	9	9		9	9	ç	9	)	9	9
	10. Software (computer programs) (* those that are downloaded)	10	10	10	10	1	0 1	0	1	0 1	0	10	10		10	10	1	0 10	0	10	10
	11. Music (* those that are downloaded)	11	11	11	11	1	1 1	1	1	1 1	1	11	11		11	11	1	1 1'	1	100000	11
	12. Images/video (* those that are downloaded)	12	12	12	12	1	2 1	2	1	2 1	2	12	12		12	12	1	2 12	2	12	12
t	13. News, weather forecast	13	13	13	13	1	3 1	3	1	3 1	3	13	13		13	13	1	3 13	3	13	13
nte	14. Chargeable mail magazines	14	14	14	14	1	4 1	4	1	4 1	4	14	14		14	14	1	4 14	4	14	14
S	15. Electronic books	15	15	15	15	1	5 1	5	1	5 1	5	15	15		15	15	1	5 15	5	15	15
Digital content	16. Games	16	16	16	16	1	6 1	6	1	6 1	6	16	16		16	16	1	6 16	6	16	16
Ö	17. Ring tones	17	17	17	17	1	7 1	7	1	7 1	7	17	17		17	17	1	7 17	7	17	17
	18. Image for standby screen	18	18	18	18	1	8 1	8	1	8 1	8	18	18		18	18	1	8 18	8	18	18
	19. Web mapping service <sup>2)</sup>	19	19	19	19	1	9 1	9	1	9 1	9	19	19	1	19	19	1	9 19	9	19	19
	20. Other	20	20	20	20	2	0 2	20	2	0 2	0	20	20		20	20	2	0 20	0	20	20
						_			_										_		

Note 1: If you have accessed the Internet either "at home" or "Outside home," then only circle a number under the applicable column Note 2: Includes transfer guide and route search service.

Sub-ques	ion 2: For those aged 15 and above responding to (1) above with "14. Purchase or trade of	f merchandise	or services," "	15. Financial t	rading," or "16	. Purchase c	of digital conter	<u>nt":</u>	
	What settlement (payment) methods have you used for the								
	purchase of merchandise or financial trading via the Internet?	А	в	с	D	Е	F	G	н
	(Please <u>circle all the numbers that apply</u> .)								
	Note: Only those aged 15 or above need to answer.		1		1	1	1	1	1
	1. Credit card (except 2)* 2. Cash on delivery	2	2	2	2	2	2	1	1
	3. Remittance of money at a counter of a bank or a post agency		~	2	2		2	2	
	or through an ATM (bank/postal transfer)	3	3	3	3	3	3	3	3
	4. Payment at a convenience store	4	4	4	4	4	4	4	4
	5. Internet banking, mobile banking <sup>*20</sup>	5	5	5	5	5	5	5	5
	6. Surcharge on telecommunications charge or provider's service	6	6	6	6	6	6	6	6
	charge				-				
	7. Other (Sending money by registrered mail, check, etc.)	7	7	7	7	7	7	7	7
	* Includes payment by a debit card (cash card).								
Sub-ques	ion 3: For those aged 15 and above responding to (1) above with "14. Purchase or trade of	f merchandise	or services," "	15. Financial t	rading," or "16	. Purchase c	of digital conter	<u>nt":</u>	
	What are the reasons for the purchase of merchandise								
	or financial trading via the Internet?	А	в	с	D	Е	F	G	н
	(Please circle all the numbers that apply.)			Ŭ	_	_		<u> </u>	
	Note: Only those aged 15 or above need to answer.	т <u>н – – –</u> т	h	<u> </u>		<u> </u>		<u> </u>	1
	1. I can purchase or trade things regardless of shop business hours.	1	1	1	1	1	1	1	1
	2. I don't have to spend time and money to go to a shop.	2	2	2	2	2	2	2	2
	3. I can easily compare various goods.	3	3	3	3	3	3	3	3
	4. A variety of payment methods are available.	4	4	4	4	4	4	4	4
	5. I can compare prices.	5	5	5	5	5	5	5	5
	6. I can purchase things that only a few shops carry.	6	6	6	6	6	6	6	6
	7. I can read evaluation comments made by other purchasers.	7	7	7	7	7	7	7	7
	8. I am not bothered by shop assistants that nag.	8	8	8	8	8	8	8	8
	9. Other	9	9	9	9	9	9	9	9
:								••••••	
Sub auco	ion 4: For those aged 15 and above responding to (1) above with "14. Durebase	or trada of r							
Sub-ques	ion 4: For those aged 15 and above responding to (1) above with "14. Purchase		nerchandise	e or services	or "16. Pure	chase of dig	gital content"		
Sub-ques	How much is the ceiling amount for each purchase of merchandise	A	B		D	hase of dig	F	G	H
Sub-ques		A	В	С	D	E	F	G	
Sun-dries	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please	A	В	С	D	E	F	G	
Sub-ques	How much is <b>the ceiling amount for each purchase</b> of merchandise and services via the Internet?								At home Louiside home
Sub-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please	A	В	At home Outside home O	At home Outside home	At home I	At home At home	At home Outside home D	At home Outside home
Sup-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? <u>For each of the "At home" and "Outside home" columns, please</u> <u>circle only one number that applies.</u> <sup>1)</sup>	A home Outside home	At home     B       Outside home     B	At home Outside home O	At home       Outside home	At home At home Outside home	At home A loue Outside home	At home Outside home O	At home     L     Outside home
Sur-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? <u>For each of the "At home" and "Outside home" columns, please</u> <u>circle only one number that applies.</u> <sup>1)</sup> <u>Note: Only those aged 15 or above need to answer.</u>	A home Outside home	At home At home Outside home	At home Outside home	At home Outside home	At home At home Outside home	F At home At home outside home	G Outside home Outside home	At home outside home
Sur-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please <u>circle only one number that applies.</u> <sup>1)</sup> <u>Note: Only those aged 15 or above need to answer.</u> 1. Less than ¥1,000	A           At home           0 uside home           0 and a home	At home1111111111111111111111111111111111111111111111111111111111111111111111111111111111111111111111111111111111 <td>C At home Outside home Outside home</td> <td>At home     At home     Outside home</td> <td>At home At home Outside home</td> <td>F 4t home Address Addr</td> <td>G Home Outside home</td> <td>At home outside home</td>	C At home Outside home Outside home	At home     At home     Outside home	At home At home Outside home	F 4t home Address Addr	G Home Outside home	At home outside home
Sur-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>11</sup> <u>Note: Only those aged 15 or above need to answer.</u> 1. Less than ¥1,000 2. ¥1,001 – 3,000	A           Home           4t home           2           3           4           4	B         Af home           1         1           2         2           3         3           4         4	C         autometry           At home         0uside home           1         1           2         2           3         3           4         4	D         Home           4t home         0           3         3           4         4	E 4 4 4 4 4	F         authome           1         1           2         2           3         3           4         4	G         Home           4 Home         0           3         3           4         4	At home           1         1           5         3         3           4         4
Sur-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than ¥1,000 2. ¥1,001 – 3,000 3. ¥3,001 – 5,000 4. ¥5,001 – 10,000 5. ¥10,001 – 20,000	A euclide point a di home a di	B         Home           1         1           2         2           3         3           4         4           5         5	C emote Poisono 1 1 1 2 2 3 3 3 4 4 5 5	D 4 Home 3 3 3 4 4 5 5	E 4t Home 3 3 3 4 4 4 4 2 5 2 3 3 4 4 4 5 2	F         ethome           1         1         2         3         4         4           2         3         3         4         4         5         5	G Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Home Hom	At home           0.005/06 + home           0           3           3           3           3           3           3           3           3           3           3           5           5
Sur-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than $\pm 1,000$ 2. $\pm 1,001 - 3,000$ 3. $\pm 3,001 - 5,000$ 4. $\pm 5,001 - 10,000$ 5. $\pm 10,001 - 20,000$ 6. $\pm 20,001 - 50,000$	A euclidear and the second se	B         encode         encode <thencode< th=""> <thencode< th=""></thencode<></thencode<>	C         euroque person           1         1           2         2           3         3           4         4           5         5           6         6	D         ender         ender <theder< th="">         ender         ender</theder<>	E euclideation and the formation and the formati	F employed and a second and a s	G ewell and the state of the s	At home           1         1           2         2           3         3           4         4           2         2           3         3           4         4           5         2           6         6
Sur-ques	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than ¥1,000 2. ¥1,001 – 3,000 3. ¥3,001 – 5,000 4. ¥5,001 – 10,000 5. ¥10,001 – 20,000	A event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event event	B         europe           1         1           2         2           3         3           4         4           5         5           6         6           7         7	C         emody epistro           1         1           2         2           3         3           4         4           5         5           6         6           7         7	D         ender           9         9           1         1           2         2           3         3           4         4           5         5           6         6           7         7	E automatical and a second se	F         autometer           1         1         2         2         3         3         4         4         5         5         6         6         6         7         7         7	G empower of the state of the s	At home           1         1           2         2           3         3           4         4           5         5           6         6           7         7
Sub-ques	How much is the ceiling amount for each purchase of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>11</sup> Note: Only those aged 15 or above need to answer. 1. Less than $\pm 1,000$ 2. $\pm 1,001 - 3,000$ 3. $\pm 3,001 - 5,000$ 4. $\pm 5,001 - 10,000$ 5. $\pm 10,001 - 20,000$ 6. $\pm 20,001 - 50,000$ 7. $\pm 50,001 - 100,000$ 8. $\pm 100,001$ or more	A           House           4           5           6           7           8	B         4t home           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	C         Home           4         4           5         5           6         6           7         7           8         8	D         Home           4 Home         1         1           2         2         3         3           4         4         5         5           6         6         7         7           8         8         8	E hugger by the second	F employed and a second and a s	G ewell and the state of the s	At home           1         1           2         2           3         3           4         4           5         5           6         6
Sub-ques	How much is the ceiling amount for each purchase of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>(1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than $\pm 1,000$ 2. $\pm 1,001 - 3,000$ 3. $\pm 3,001 - 5,000$ 4. $\pm 5,001 - 10,000$ 5. $\pm 10,001 - 20,000$ 6. $\pm 20,001 - 50,000$ 7. $\pm 50,001 - 100,000$	A           House           4           5           6           7           8	B         4t home           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	C         Home           4         4           5         5           6         6           7         7           8         8	D         Home           4 Home         1         1           2         2         3         3           4         4         5         5           6         6         7         7           8         8         8	E hugger by the second	F         autometer           1         1         2         2         3         3         4         4         5         5         6         6         6         7         7         7	G empower of the state of the s	At home           1         1           2         2           3         3           4         4           5         5           6         6           7         7
Sur-ques	How much is the ceiling amount for each purchase of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>11</sup> Note: Only those aged 15 or above need to answer. 1. Less than $\pm 1,000$ 2. $\pm 1,001 - 3,000$ 3. $\pm 3,001 - 5,000$ 4. $\pm 5,001 - 10,000$ 5. $\pm 10,001 - 20,000$ 6. $\pm 20,001 - 50,000$ 7. $\pm 50,001 - 100,000$ 8. $\pm 100,001$ or more	A           House           4           5           6           7           8	B         4t home           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	C         Home           4         4           5         5           6         6           7         7           8         8	D         Home           4 Home         1         1           2         2         3         3           4         4         5         5           6         6         7         7           8         8         8	E hugger by the second	F         autometer           1         1         2         2         3         3         4         4         5         5         6         6         6         7         7         7	G empower of the state of the s	At home           1         1           2         2           3         3           4         4           5         5           6         6           7         7
	How much is the ceiling amount for each purchase of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than ¥1,000 2. ¥1,001 – 3,000 3. ¥3,001 – 5,000 4. ¥5,001 – 10,000 5. ¥10,001 – 20,000 6. ¥20,001 – 50,000 7. ¥50,001 – 100,000 8. ¥100,001 or more Note 1: If you have accessed the Internet either "at home" or "Outside home,"	A emoty by ensign 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 * then only cit	B           amout HY           1           2           3           4           5           6           7           8           8	C ewoque Woque Woque C ewoque Poptoro C ewoque Poptoro C C ewoque Poptoro C C ewoque Poptoro C C C ewoque Poptoro C C C C C C C C C C C C C	D euoq epgeno 1 1 2 2 3 3 4 4 5 5 6 6 6 6 7 7 8 8 applicable c	E 900 400 400 400 400 400 400 400 400 400	F         automatic           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	G Homeway and the second seco	employee         employee           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8
(2) <u>For</u>	How much is the ceiling amount for each purchase of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>11</sup> Note: Only those aged 15 or above need to answer. 1. Less than $\pm 1,000$ 2. $\pm 1,001 - 3,000$ 3. $\pm 3,001 - 5,000$ 4. $\pm 5,001 - 10,000$ 5. $\pm 10,001 - 20,000$ 6. $\pm 20,001 - 50,000$ 7. $\pm 50,001 - 100,000$ 8. $\pm 100,001$ or more	A emoty by ensign 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 * then only cit	B           amout HY           1           2           3           4           5           6           7           8           8	C ewoque Woque Woque C ewoque Poptoro C ewoque Poptoro C C ewoque Poptoro C C ewoque Poptoro C C C ewoque Poptoro C C C C C C C C C C C C C	D euoq epgeno 1 1 2 2 3 3 4 4 5 5 6 6 6 6 7 7 8 8 applicable c	E 900 400 400 400 400 400 400 400 400 400	F         automatic           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	G Homeway and the second seco	august         august<
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(2) <u>For</u> <u>cont</u> Wha or se	How much is the ceiling amount for each purchase of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. <ol> <li>Less than ¥1,000</li> <li>¥1,001 – 3,000</li> <li>¥3,001 – 5,000</li> <li>¥5,001 – 10,000</li> <li>¥10,001 – 20,000</li> <li>¥20,001 – 50,000</li> <li>¥100,001 or more</li> </ol> Note 1: If you have accessed the Internet either "at home" or "Outside home," those aged 15 and above who have not purchased or traded meent via the Internet during the past 12 months: are the reasons for not using the Internet to purchase merchandise rvices, conduct financial trading, or purchase digital content? Ise circle all the numbers that apply.) 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(2) <u>For</u> <u>cont</u> Wha or se	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than ¥1,000 2. ¥1,001 – 3,000 3. ¥3,001 – 5,000 4. ¥5,001 – 10,000 5. ¥10,001 – 20,000 6. ¥20,001 – 50,000 7. ¥50,001 – 100,000 8. ¥100,001 or more Note 1: If you have accessed the Internet either "at home" or "Outside home," those aged 15 and above who have not purchased or traded me ent via the Internet during the past 12 months: are the reasons for <u>not using</u> the Internet to purchase merchandise rvices, conduct financial trading, or purchase digital content? Ise <u>circle all the numbers that apply.</u> ) Note: Only those aged 15 or above need to answer. 1. There is no need; I am not interested. 2. I would like to buy things after actually seeing them. 3. I am concerned about security when giving out credit card information. 4. I am concerned about protection of personal information. 5. I cannot rest assured about delivery or refund.	A euoque estance H 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 Then only circles erchandise A 1 2 3 4 4 5 5 6 6 7 7 8 8 1 1 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 1 1 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 1 1 1 2 2 3 3 3 4 4 4 5 5 6 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 5 5 5 6 6 7 7 8 8 1 1 1 5 5 6 6 7 7 8 8 1 7 8 8 1 7 8 8 1 7 8 8 1 7 8 8 1 7 8 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1	B         B           00004 Postor         1           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	C         Building           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8   er under the exes, engage            C         1           2         3           4         4           5         5           6         6           7         7           8         8	D www work W W W W W W W W W W W W W W W W W W W	E 9 9 9 9 9 9 9 9 9 9 9 9 9	F emoty W 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 emoty W F 1 2 3 4 4 5 5 6 6 7 7 8 8 1 2 3 4 4 5 5 6 6 7 7 8 8 1 2 3 3 4 4 5 5 6 6 7 7 8 8 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 8 1 7 7 8 8 8 1 7 7 7 8 8 8 1 7 7 7 7 8 8 8 7 7 7 7 7 7 7 7 7 7 7 7 7	G         0       0         0       0         0       0         1       1         2       2         3       3         4       4         5       5         6       6         7       7         8       8	Image: Provide a state of the stat
(2) <u>For</u> <u>cont</u> Wha or se	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than ¥1,000 2. ¥1,001 – 3,000 3. ¥3,001 – 5,000 4. ¥5,001 – 10,000 5. ¥10,001 – 20,000 6. ¥20,001 – 50,000 7. ¥50,001 – 100,000 8. ¥100,001 or more Note 1: If you have accessed the Internet either "at home" or "Outside home," those aged 15 and above who have not purchased or traded me ent via the Internet during the past 12 months: the reasons for <u>not using</u> the Internet to purchase merchandise rvices, conduct financial trading, or purchase digital content? Ise <u>circle all the numbers that apply</u> .) <u>Note: Only those aged 15 or above need to answer.</u> 1. There is no need; I am not interested. 2. I would like to buy things after actually seeing them. 3. I am concerned about protection of personal information. 5. I cannot rest assured about delivery or refund. 6. I cannot find the merchandise or services I want.	A euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euoque euo	B         B           00004         00004           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	C         Building         Bu	D eword event H T 2 2 3 3 4 4 5 5 6 6 7 7 8 8 applicable c med in fina D 1 2 3 4 4 5 6 6 7 7 8 8 2 3 4 4 5 5 6 6 7 7 8 8 2 3 4 4 5 5 6 6 6 7 7 8 8 8 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 8 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 8 2 2 1 1 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 7 8 8 8 2 2 1 1 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 7 8 8 8 2 2 1 1 1 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 7 8 8 8 2 2 1 1 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 7 8 8 8 2 2 1 1 1 2 2 3 3 4 4 5 5 6 6 7 7 7 8 8 8 2 2 1 1 2 2 3 3 4 4 5 5 6 6 6 7 7 7 8 8 8 7 7 7 8 8 8 7 7 7 8 8 7 7 7 8 8 7 7 7 8 8 7 7 7 8 8 8 7 7 7 8 8 8 7 7 7 8 7 7 7 8 8 8 7 7 7 8 8 8 7 7 7 8 8 8 7 7 7 7 8 8 8 7 7 7 8 8 8 7 7 7 8 8 8 8 7 7 7 8 8 8 8 8 7 8 8 8 8 8 8 8 8 8 8 8 8 8	E 9 9 9 9 9 9 9 9 9 9 9 9 9	F ewould beginson 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 Ming, or put F 1 2 3 4 5 6 6 6 7 7 8 8	G euoque Wood W G 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8	Image: New of the second sec
(2) <u>For</u> <u>cont</u> Wha or se	How much is <u>the ceiling amount for each purchase</u> of merchandise and services via the Internet? For each of the "At home" and "Outside home" columns, please circle only one number that applies. <sup>1)</sup> Note: Only those aged 15 or above need to answer. 1. Less than ¥1,000 2. ¥1,001 – 3,000 3. ¥3,001 – 5,000 4. ¥5,001 – 10,000 5. ¥10,001 – 20,000 6. ¥20,001 – 50,000 7. ¥50,001 – 100,000 8. ¥100,001 or more Note 1: If you have accessed the Internet either "at home" or "Outside home," those aged 15 and above who have not purchased or traded me ent via the Internet during the past 12 months: are the reasons for <u>not using</u> the Internet to purchase merchandise rvices, conduct financial trading, or purchase digital content? Ise <u>circle all the numbers that apply.</u> ) Note: Only those aged 15 or above need to answer. 1. There is no need; I am not interested. 2. I would like to buy things after actually seeing them. 3. I am concerned about security when giving out credit card information. 4. I am concerned about protection of personal information. 5. I cannot rest assured about delivery or refund.	A euoque estance H 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 Then only circles erchandise A 1 2 3 4 4 5 5 6 6 7 7 8 8 1 1 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 1 1 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 1 1 1 2 2 3 3 3 4 4 4 5 5 6 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 5 5 5 6 6 7 7 8 8 1 1 1 5 5 6 6 7 7 8 8 1 7 8 8 1 7 8 8 1 7 8 8 1 7 8 8 1 7 8 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1	B         B           00004 Postor         1           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8	C         Building           1         1           2         2           3         3           4         4           5         5           6         6           7         7           8         8   er under the exes, engage            C         1           2         3           4         4           5         5           6         6           7         7           8         8	D www work W W W W W W W W W W W W W W W W W W W	E 9 9 9 9 9 9 9 9 9 9 9 9 9	F emoty W 1 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 emoty W F 1 2 3 4 4 5 5 6 6 7 7 8 8 1 2 3 4 4 5 5 6 6 7 7 8 8 1 2 3 3 4 4 5 5 6 6 7 7 8 8 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 4 5 5 6 6 7 7 8 8 8 1 2 2 3 3 4 4 5 5 6 6 7 7 8 8 8 1 7 7 8 8 8 1 7 7 7 8 8 8 1 7 7 7 7 8 8 8 7 7 7 7 7 7 7 7 7 7 7 7 7	G         0       0         0       0         0       0         1       1         2       2         3       3         4       4         5       5         6       6         7       7         8       8	Image: Provide a state of the stat

# (Questions below are for people aged 6 and above)

Q3 Using images/video and voice recording content:

# (1) For those who responded to Q2 (1) with "7. Using video posting/sharing site" and "8. Online radio/TV program/video distribution service":

(1) For those who responded to Q2 (1) with "7. Using video posting/sharin	g site" an	d "8. Onlin	e radio/TV	program/	video dist	ribution s	ervice":	
What services have you used?								
(Please circle all the numbers that apply.)	Α	В	С	D	Е	F	G	Н
1. Posting-type video sharing service <sup>*B</sup> (On-demand *D)	1	1	1	1	1	1	1	1
2. Posting-type video sharing service *B (Real-time distribution *E)	2	2	2	2	2	2	2	2
3. Broadcast program distribution service <sup>*C</sup> (On-demand <sup>*D</sup> )	3	3	3	3	3	3	3	3
4. Broadcast program distribution service <sup>*C</sup> (Real-time distribution <sup>*E</sup> )	4	4	4	4	4	4	4	4
5. Other	5	5	5	5	5	5	5	5
(2) What equipment is used for the services of (1) above?						_		
(Please circle all the numbers that apply.)	A	В	С	D	E	F	G	Н
1. Computer	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. Smartphone	3	3	3	3	3	3	3	3
4. Tablet terminal	4	4	4	4	4	4	4	4
5. TV set capable of connecting to the Internet	5	5	5	5	5	5	5	5
Sub-question: About equipment which you mainly use for the services of (1) above:								
For each of using "at home" and "Outside home," please enter only t	he one num	<b>her</b> of the fo		nment that a	Innlies			
Tor cach or daining at nome and outside nome, prease enter only t		or the re			ipplies.			
1. Computer 2. Mobile phone 3. Smartphone 4.	Tablet teri	minal 5	5. TV set ca	pable of	6	. Do not us	e at home	
(including PHS, PDA)			connectir	ig to the Int	ernet	(or outside	e home)	
	А	в	С	D	Е	F	G	н
Equipment used at home (please enter only one number)								
Equipment used Outside home (please enter only one number)								
(3) How <u>often</u> have you used the services of (1) above? <u>For each of the "At home" and "Outside home" columns, please circle</u> <u>only one number that applies</u> .		B	C e	D B B B B B B B B B B B B B B B B B B B	E B	F e	G e	H
	At home outside home	At home outside home	At home Outside home	At home outside home	At home outside home	At home outside home	At home outside home	At home outside home
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 accessed the Internet either "at home" or "Outside home," then only circle a	number under	the applicable	e column.					
(4) For those who responded to Q2 (1) with "7. Using video posting/sharin	a site" an	d "8. Onlin	e radio/TV	/ program/	video dist	ribution s	ervice":	
What are the <b>reasons</b> you have used the service via the Internet?								
(Please circle all the numbers that apply.)	А	В	С	D	E	F	G	Н
1. To watch videos, etc. of favorite artists, etc.	1	1 2	1	1	1	1 2	1	1 2
<ol> <li>To watch missed programs</li> <li>To watch topical videos/programs</li> </ol>	3	3	3	3	3	2	3	3
4. To watch videos released only on the specific site	4	4	4	4	4	4	4	4
5. Because I can watch anytime/anywhere I want.	5	5	4 5	5	5	5	5	5
<ol> <li>Because I have no a radio or TV, or it is difficult to listen radio or watch TV here.</li> </ol>	6	6	6	6	6	6	6	6
7. Other	7	7	7	7	7	7	7	7
							'	
Q4 About using social media:								
(1) For those who responded to Q2 (1) with using social media <sup>*F</sup> (any of 3	- 7):							
What are the <b>purposes</b> of using social media services?								
(Please circle all the numbers that apply.)	А	В	С	D	Е	F	G	Н
1. To communicate with acquaintances for a long time	1	1	1	1	1	1	1	1
2. To seek information about things I want to know	2	2	2	2	2	2	2	2
3. To seek people who have the same hobbies/tastes	3	3	3	3	3	3	3	3
4. To introduce information and works of my own	4	4	4	4	4	4	4	4
5. To expand my relationship	5	5	5	5	5	5	5	5
6. To seek people who have the same worries and problems	6	6	6	6	6	6	6	6
7. To join volunteer estivities and essiel estien work	7	-	-	~	7	-		7

7. To join volunteer activities and social action work

8. Other

# (2) What terminals are used for social media services?

(Please circle all the numbers that apply.)	А	В	С	D	Е	F	G	Н
1. Computer	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. Smartphone	3	3	3	3	3	3	3	3
4. Tablet terminal	4	4	4	4	4	4	4	4

	4. Tablet terminal	4	4	4	4	4	4	4	4
Sub-questio	n: About the terminal you mainly use for social media services:								
	For each of using "at home" and "Outside home," please enter only the	he one nur	nber of the	e following ter	minals that a	pplies.			
	1. Computer 2. Mobile phone 3. Smartphone 4. (including PHS, PDA)	Tablet ter	minal	5. TV set o connect	apable of ing to the Ir		6. Do not u (or outsid	se at home le home)	9
		А	В	С	D	Е	F	G	Н
	Terminal used at home (please enter only one number)								
	Terminal used outside home (please enter only one number)								
(3) How <u>o</u>	ften have you used social media services?								
For ea	ch of the "At home" and "Outside home" columns, please circle	Α	В	С	D	Е	F	G	Н
onlv th	he one number that applies.	At home Outside home	At home	At home Outside home	At home Outside home	At home	At home Outside home	At home outside home	At home outside home
	1. At least once a day	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	22	2 2	2 2	2 2
	3. At least once a month (not every week)	3 3	3 3	3 3	3 3	33	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 accessed the Internet either "at home" or "outside home," then only circle a r	number unde	r the applica	ible column.					
	data communication rate plan: r <b>eryone:</b> Do you <u>have</u> the following equipment?	·		n (					
(Please	e <u>circle all the numbers that apply</u> .)	A	В	С	D	E	F	G	Н
]	1. Mobile phone (including PHS, PDA)	1	1	1	1	1	1	1	1
{	2. Smartphone	2	2	2	2	2	2	2	2
	3. Tablet terminal	3	3	3	3	3	3	3	3
	4. Have nothing	4	4	4	4	4	4	4	4
◆ (2) <u>For th</u>	ose who subscribe to service for a mobile phone, smartphone, o	r tablet te	minal (in	cluding the	se whose	parents, e	etc. pay the	e charges)	:
Which	data communication rate plan do you have for								
	nent you mainly use as a data communication tool? e circle only one number that applies.	A	В	С	D	E	F	G	H
	1. Flat-rate fee plan (two-staged)	1	1	1	1	1	1	1	1
	2. Flat-rate fee plan (one-staged (flat))	2	2	2	2	2	2	2	2
	3. Other rate plan (metered-rate, etc.)	3	3	3	3	3	3	3	3
▼ (3) For the	ose who contract a flat-rate fee plan (two-staged):	••		• • • • • •					
	ten does the monthly payment amount reach the ceiling amount of the plan?								
	e circle only one number that applies.	A	В	С	D	E	F	G	H
	1. Every month	1	1	1	1	1	1	1	1
	2. Almost every month	2	2	2	2	2	2	2	2
	3. Very rarely	3	3	3	3	3	3	3	3

### (4) Again, for those who subscribe to a service for a mobile phone, smartphone, or tablet teminal (including those whose parents, etc. pay the charges): Mobile communication volume is increasing sharply due to the rapid spread of smartphones, etc.

What do you think about the movement to review the rate system due to the possibility

of slowing communication speed with the current rate system centered on flat-rate fee plans Please <u>circle only one number that applies.</u>	<sup>??</sup> A	В	С	D	E	F	G	Н
1. I'd prefer the current rate system centered on flat-rate fee plans with the ceiling though there is a possibility of slowing communication speed.	1	1	1	1	1	1	1	1
2. I'd prefer also a metered-rate plan to maintain communication speed.	2	2	2	2	2	2	2	2
3. I have no particular preference	3	3	3	3	3	3	3	3
* A metered-rate plan is a rate system where the higher the data communication ve	olume, the	e higher the ch	arge (includ	ling a rate sy	stem where	e charges bec	ome highe	er in stages).

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).

We would like to send a token of our appreciation (book card [¥500]) to households that return the completed questionnaire by the set dealine.

Finally, please confirm again that you have properly filled out the gender and age entries on Page 6. Please note that, if the gender and age entries on Page 6 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 Smartphone	A mobile phone with functions of a personal mobile information terminal. Web browsing, sending and receiving email, creating and browsing document files, etc. are available in additional to voice calls. OS with opened specification is equipped, and users are freely available to add application software.					
*3 Tablet terminal	A plate-like mobile information terminal operated with a touch panel in the liquid crystal display area. Includes representative examples, such as Sharp's GALAPAGOS and Apple's iPad.					
*4 Wireless LAN	A network sending and receiving data wirelessly. Consists of wireless LAN access points as base units and wireless LAN adapters as extensions (some notebook computers and other equipment have a built-in wireless LAN adapter.)					
*5 IP telephony	A voice-telephone service that uses the Internet Protocol (IP) over a part or the whole of a telecommunications network.					
*6 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.					
*7 DSL	Acronym for Digital Subscriber Line. 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).					
*8 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.					
*9 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.					
*10 BWA	Acronym for Broadband Wireless Access. Data communication service using wireless networking (access) instead of cable transmitting signals. Includes mobile WiMAX (such as UQ Communications's UQWiMAX) and Wireless City Planning's XGP.					
*11 3rd-generation mobile (cell) phone	A digital mobile phone with the IMT-2000 standards. Includes NTT docomo's FOMA series, au's CDMA2000 1x and CDMA 1x WIN series, and Softbank mobile's Softbank 3G series.					
*12 LTE	Acronym for Long Term Evolution. Standards for mobile communications that realize high-speed data communications as the successor to W-CDMA and HSPA standards and called 3.9G. Includes NTT docomo's Xi.					
	Blog is acronym for Weblog. A website composed of day-by-day entries of a diary and others' comments on them, which is continually updated.					
*13 Blog (web log), microblog	Microblog is a kind of blog, in which the blogger posts short messages of approximately 200 words (often called "muttering") by computer, mobile phone, etc. Also called miniblog.					
*14 Social networking service (SNS)	A community site in which members can introduce their friends to each other, thereby expanding their social network. Some sites are open for anyone to join, and some require an introduction from an existing member.					
*15 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.					
*16 Chat	A service that allows people to participate in conversation simultaneously in text form. All the other members can view whatever one member writes.					
*17 P2P	Acronym for Peer to Peer. A setup allowing any individual to share computer files with anyone else via the Internet.					
*18 FTP	Acronym for File Transfer Protocol. A setup allowing transfer of files between user's computer and a server or between arbitrary hosts via the Internet, such as downloading files from a file server to a client.					
*19 Internet auction	A service helping those who want to buy and sell goods over the Internet by means of auction.					
*20 Internet banking, mobile banking	A service allowing a variety of bank processing, such as transfers and balance inquiries via the Internet, and basically available 24 hours a day. Mobile banking is a service used by a mobile terminal, such as mobile phone, conducted over the Internet.					
*A Internet trading	Securities trading and exchange trading conducted over the Internet. Also called online trading.					
*B Posting-type video sharing service	A service allowing unspecified users to watch videos posted by other unspecified users. Includes YouTube, Dailymotion, and Niconico Douga.					
*C Broadcast program distribution service	A service distributing programs via the Internet by governments, TV stations, communications companies, etc. Includes Diet proceedings on the Internet, NHK On-demand, and BeeTV.					
*D On-demand	A setup providing services responding to requests of viewers. A distribution method that is available anytime one wants.					
*E Real-time distribution	A method that distributes videos in real time. Time available for watching is set to be the same as that for the TV program.					
*F Social media	Media formed by users sending information, such as blogs, social networking services (SNS), and video sharing sites. Has characteristics of understanding relationships visually due to a variety of tools for promoting the expansion of relationships among users.					

Questionnaire on Use of Telecommunications <<for Businesses>>

- Communications Usage Trend Survey, Ministry of Internal Affairs and Communications (MIC) (2011) -

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, 2011, 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 100-8786, 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 a communication network:

### (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.

 $^{\star\star}$  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 enter the first three numbers in order of services which you use the most.

First	Second	Third		
1. Wide	e-area Ethernet <sup>1</sup>		4. Leased line <sup>4</sup>	7. Don't know
2. IP-V	'PN <sup>2</sup>		5. Telephone line (dia	lup)
3. Inter	met VPN <sup>3</sup>		6. Other	
, 0	vate network (VPN) services I	based on t	the Internet, which is a public netw	provided by a telecommunications carrier. <i>r</i> ork.
estion 1: V		chose the	ized lines directly interconnecting s	specific places.
lestion 1: V Please circ	What are the reasons you only the second sec	chose the		· · · · · ·
lestion 1: V Please circ 1. Red	What are the reasons you only the second sec	chose the oly. s 7. Av	e first service in (2) above?	· · · · · ·
Please circ 1. Red 2. <sup>With r</sup>	Vhat are the reasons you on the second secon	chose the bly. s 7. Av	e first service in (2) above? vailability of XDSL and FTTH lin	nes 13. Wide provision area
Please circ 1. Red 2. With r 3. Dista	Vhat are the reasons you on the numbers that applied all the numbers that applied of the numbers that applied of the number of t	chose the oly. s 7. Av / 8. Ha 9. Be	e first service in (2) above? vailability of XDSL and FTTH lin aving a good record	nes 13. Wide provision area 14. Introduction of VoIP/IP phones
estion 1: V Please circ 1. Red 2. With r 3. Dista 4. High	Vhat are the reasons you of the numbers that application costs and communication costs eliability and communication quality ance-free fee structure	chose the oly. s 7. Av 8. Ha 9. Be 10. Hi	e first service in (2) above? vailability of XDSL and FTTH lin aving a good record eing a mainstream service	nes 13. Wide provision area 14. Introduction of VoIP/IP phones 15. Using protocol other than IP 16. Other

1. Reducing communication costs	7. Availability of XDSL and FTTH lines	13. Wide provision area	
2. With reliability and communication quality	8. Having a good record	14. Introduction of VoIP/IP phones	
3. Distance-free fee structure	9. Being a mainstream service	15. Using protocol other than IP	
4. High-speed performance	10. High security	16. Other	
5. Maintenance and operation system	11. Recommendation of a carrier/integrator		
<ol><li>Fulfilling supplementary services</li></ol>	<ol> <li>With quality assurance function</li> </ol>		
estion 3: What are the reasons you cho			
lease circle all the numbers that apply	<i>J.</i>	13. Wide provision area	
lease circle all the numbers that apply 1. Reducing communication costs	y. 7. Availability of XDSL and FTTH lines	13. Wide provision area	
<ol> <li>Reducing communication costs</li> <li>With reliability and communication quality</li> </ol>	<ul><li>7. Availability of XDSL and FTTH lines</li><li>8. Having a good record</li></ul>	14. Introduction of VoIP/IP phones	
lease circle all the numbers that apply 1. Reducing communication costs 2. With reliability and communication quality 3. Distance-free fee structure	<ul><li>7. Availability of XDSL and FTTH lines</li><li>8. Having a good record</li><li>9. Being a mainstream service</li></ul>	<ol> <li>14. Introduction of VoIP/IP phones</li> <li>15. Using protocol other than IP</li> </ol>	
<ol> <li>Reducing communication costs</li> <li>With reliability and communication quality</li> </ol>	<ul><li>7. Availability of XDSL and FTTH lines</li><li>8. Having a good record</li></ul>	14. Introduction of VoIP/IP phones	

### (3) Can you connect to your intranets or an inter-company network from outside your company by using a computer, a mobile (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] Computer	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.
smartphone, 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) <u>On which line</u> do you <u>connect to the Internet</u>? Please <u>circle all the numbers that apply.</u> If you don't connect to the Internet, please circle "12. Do not connect."

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	12. Do not connect

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

Q2 About information transmission on the Internet in your company:

(1) Do you have a website in place? Please circle only one number that applies.

1. V	We have one in place. 2. We	e have none in place.					
Sub-question: For companies responding to (1) above with "1. We have one in place.": What are the purposes or uses?							
Please circle all the numbers th							
1. Announcement, advertisement, or display of products and events	4. Corporate profiling; recruiting	<ol> <li>Electronic announcement and reporting (financial statements, etc.)</li> </ol>					

(2) Do you utilize private social media services? Please circle only one number that applies.

1. Yes, we do.	2. No, we don't.						
question: For companies responding to (2) above with "1. Yes, we do.": What are the purposes or uses?							
Please <u>circle all the numbers that apply.</u>							
1. Marketing	3. Periodic dissemination of information	5. Collection of consumers' voices and evaluation data					
2. Announcement, advertisement, or display of products and events	4. Corporate profiling; recruiting	6. Other					

# Q3 About the status of conducting electronic commerce in your company:

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

	or companies via the Internet. 2. We sell certain items to a company or 4. V	We sell certain items to consumers via the Internet (services for computers) We sell certain items to consumers via the Interr (services for mobile phones and smartphones)						
Sub-c	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).  Sub-question: For companies responding to (1) above with 3 or 4:							
	What models do you employ to conduct electronic commerce? Please circle all the numbers that apply.							
	<ol> <li>Online shop (company's own site)</li> <li>Online shop (opening at an online mall)</li> </ol>	3. Sales brokerage54. Online trade	. Other					

### (2) Do you advertise on the Internet? Please circle all the numbers (types of advertisements) that apply.

If not, then please circle "13. We don't."

(Web ad)	(Mobile ad)	
1. Text ad <sup>1</sup>	9. Banner ad	
2. Banner ad <sup>2</sup>	10. Contents matching ad	
3. Rich media ad <sup>3</sup>	11. Mail type ad	
4. Sponsorship ad (e.g., tie-up with editing)		
5. Linked to a search engine	(Other)	
6. Linked to content <sup>4</sup>	12. Other Internet ad	
(Mail ad)		
7. Mail magazine		
8. Direct mailing (DM) (e.g., targeted mailing)	13. We don't.	

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.

 ion: For companies that advertise on the Internet: y do you advertise on the Internet? Please circle all the numb	pers that apply.	
<ol> <li>It is easier to comprehend the effects of advertisements.</li> <li>It is cheaper.</li> </ol>	<ul><li>3. We can advertise by addressing individual consumers' needs.</li><li>4. We can address a larger audience.</li></ul>	

### Q4 About the status of implementing systems or tools based on wireless communication technology in your company: Do you implement the following systems or services based on wireless communication technology? For each question item, please circle only one number that applies.

Wireless communication technology-based systems or tools	Current status or future plans
[1] Electronic tags (RFID tags)	1. We use them corporate-wide.
e.g., for production management, inventory management,	2. We use them partially (depending on offices).
and physical distribution management based on identification of parts or products	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	2. We use them partially (depending on offices).
and cashless settlement	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.
<ul> <li>[3] New-generation devices equipped with network connection (network-connected cameras,</li> </ul>	1. We use them corporate-wide.
network-connected sensors, etc.)	2. We use them partially (depending on offices).
e.g., security system based on network-connected cameras or network-connected human sensors	3. We do not use them today, but plan to use them in the future.
or network-connected numan 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.)	1. We use them corporate-wide.
based on GPS	2. We use them partially (depending on offices).
e.g., vehicle operation management based on vehicle location sensing	3. We do not use them today, but plan to use them in the future.
iocation sensing	4. We do not use them today, and have no plans to use them in the future.

# Q5 About the status of using cloud computing in your company:

	1. Yes, we do, on a company-wide basis.	3. No, we don't, but we pla	an to use it in the future.
		4. No, we don't, and we ha	
		5. We don't know much at	
	· · · · · · · · · · · · · · · · · · ·		sour cloud computing.
	* Technologies that provide computing resources over a network via broad "when necessary, and as much as needed." Saas (Software as a Service		
→Sub-qı	uestion 1: For companies responding to (1) above with "1. Yes, we do, on a Do you also use cloud services for mobile devices?	company-wide basis." or "2.	Yes, we do, in some offices or divisions":
	Please <u>circle only one number that applies</u> .		
	— 1. Yes, we do.	2. No, we don't.	
↓ Sub-q	uestion 2: For companies responding to Sub-question 1 above with What devices do you use for using cloud services for mobile device Please <u>circle all the numbers that apply.</u>		
		ablet terminal	4. Computer 5. Other (including PE
	* Please consider ordinary mobile phones and smartphones as se	eparate when answering.	
→(2) Fo	or companies responding to (1) above with "1. Yes, we do, on a co	mpany-wide basis." or "2.	Yes, we do, in some offices or divisions":
	What services do you use specifically? Please circle all the num	bers that apply.	
	4. Conversion of Information of	ening with clients	
		naring with clients	15. Purchase
	2. File storage/data sharing 9. Business sup	•	16. Production, logistics and store manageme
		d development-related	17. Billing and settlement system
	<ol><li>Enterprise information sharing/portal 11. System develop</li></ol>	oment. website building	<ol><li>Authentication system</li></ol>
		<b>3</b>	
	5. E-mail 12. e-learning	, j	19. Other
		al accounting, personnel a	19. Other
		al accounting, personnel a	19. Other
	6. Schedule sharing 13. Payroll, financia	al accounting, personnel a	19. Other
→(3) Ar	6. Schedule sharing 13. Payroll, financia	al accounting, personnel a ers do, on a company-wide ba	19. Other affairs
→(3) Ar	6. Schedule sharing       13. Payroll, financia         7. Project management       14. Sales on order         nother question for companies responding to (1) above with "1. Yes, we	al accounting, personnel a ers do, on a company-wide bas numbers that apply.	19. Other affairs
<b>∢</b> (3) Ar	6. Schedule sharing       13. Payroll, financia         7. Project management       14. Sales on order         nother question for companies responding to (1) above with "1. Yes, we         What are the reasons you use the services? Please circle all the	al accounting, personnel a ers do, on a company-wide bas <u>numbers that apply.</u> 9. Because it leads to	19. Other affairs sis." or "2. Yes, we do, in some offices or divisi
→ (3) Ar	<ul> <li>6. Schedule sharing</li> <li>7. Project management</li> <li>13. Payroll, financia</li> <li>7. Project management</li> <li>14. Sales on order</li> <li>14. Sales on order</li> <li>14. Sales on order</li> <li>14. Sales on order</li> <li>15. We with "1. Yes, we what are the reasons you use the services? Please circle all the</li> <li>1. Because it is cheaper than the existing system.</li> </ul>	al accounting, personnel a ers do, on a company-wide bas <u>numbers that apply.</u> 9. Because it leads to m. 10. Because it leads	19. Other affairs sis." or "2. Yes, we do, in some offices or divisi higher security against information leakage, etc.
≻(3) Ar	<ul> <li>6. Schedule sharing</li> <li>7. Project management</li> <li>13. Payroll, financia</li> <li>7. Project management</li> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>15. Sales on order</li> </ul> The project management <ul> <li>15. Sales on order</li> </ul> The project management <ul> <li>16. Sales on order</li> </ul> The project managem	al accounting, personnel a ers do, on a company-wide bas <u>numbers that apply.</u> 9. Because it leads to m. 10. Because it leads ny. 11. Because there	19. Other affairs sis." or "2. Yes, we do, in some offices or divisi higher security against information leakage, etc. to stabler operation and higher availability. was a varied service lineup.
≻(3) Ar	<ul> <li>6. Schedule sharing</li> <li>7. Project management</li> <li>13. Payroll, financia</li> <li>7. Project management</li> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> <li>14. Sales on order</li> <li>15. Second the reasons you use the services? Please <u>circle all the circle all t</u></li></ul>	al accounting, personnel a ers do, on a company-wide bas <u>numbers that apply.</u> 9. Because it leads to m. 10. Because it leads ny. 11. Because there 12. Because it cou	19. Other affairs sis." or "2. Yes, we do, in some offices or division b higher security against information leakage, etc. to stabler operation and higher availability. was a varied service lineup. and be introduced quickly.
≯(3) Ar	<ul> <li>6. Schedule sharing</li> <li>7. Project management</li> <li>13. Payroll, financia</li> <li>7. Project management</li> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> The project management <ul> <li>14. Sales on order</li> </ul> What are the reasons you use the services? Please <u>circle all the circle all th</u>	al accounting, personnel a ers do, on a company-wide bas <u>numbers that apply.</u> 9. Because it leads to m. 10. Because it leads ny. 11. Because there 12. Because it cou 13. Because service	19. Other affairs sis." or "2. Yes, we do, in some offices or division higher security against information leakage, etc. to stabler operation and higher availability. was a varied service lineup. Id be introduced quickly. ce is available everywhere.
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► (4) A t	6. Schedule sharing       13. Payroll, financia         7. Project management       14. Sales on order         attack       15. Because it is cheaper than the existing system.         2. Because it was cheaper for introducing a new system         3. Because there is no need to have assets or maintenence system in the compare         4. Because changes of system capacity, etc. are swiftly available.         5. Because system scalability is high.         6. Because reliability of services is high.         7. Because a system vender recommended it.         8. Because it is easy to manage licenses.         further question for companies responding to (1) above with "1. Yes, we Do you find the serveices useful? Please circle all the numbers         1. We find it very useful.       3. We don't fir         2. We find it somewat useful.       4. We see neg         at are the reasons you don't use cloud computing? Please circle         1. It is costly to modify the existing system to introduce cloud computing? Please circle	al accounting, personnel a ers do, on a company-wide bas <u>numbers that apply.</u> 9. Because it leads to m. 10. Because it leads ny. 11. Because it leads ny. 11. Because it leads 12. Because it cou 13. Because servic 14. Because servic 15. Because servic 16. Other e do, on a company-wide bas <u>that apply.</u> nd it very useful. gative effects. e have no plans to use it." <u>cle all the numbers that</u> mputing. 6. Cor compliance system. 7. United	19. Other affairs sis." or "2. Yes, we do, in some offices or divisi o higher security against information leakage, etc. to stabler operation and higher availability. was a varied service lineup. Id be introduced quickly. ce is available everywhere. ame service is available by any devices ce can be suspended at any time. asis." or "2. Yes, we do, in some offices or divis 5. We can't tell the degree of effect. apply. meen about security including information leakage
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# Q6 About the status of implementing teleworking in your company:

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

(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.)

	2. Yes, we do. (not including employees working from hom (Please answer 1 to 3 below.)		, and have no plans to introduce one. //////er [4] below)
, <b>-</b>	* Teleworking refers to the mode of working whereby employe telecommunications network to participate in work as if they where they work, such as <u>stay-home work</u> , <u>mobile work</u> (con sales activity, etc.), and <u>satellite office work</u> (conducting work	were on the premise ducting work via a m	s. It may take a variety of forms, depending on obile information terminal while on the road on a
	For companies choosing "1. Yes, we do. (including e employees working from home)" above:	employees working	from home)" or "2. Yes, we do. (not including
	[1] About what percentage of employees work in $\rightarrow$	teleworking mod	le? Please circle only one number that ap
	1. Less than 5% 3. 10% - les	s than 30%	5. 50% - less than 80%
	2. 5% - less than 10% 4. 30% - les	s than 50%	6. 80% or more
	[2] What are the purposes of introducing telever		a all the numbers that apply
	<ul> <li>[2] What are <u>the purposes of introducing teleworl</u></li> <li>1. To improve efficiency (productivity) of routine work</li> </ul>		oyment of capable people
	<ol> <li>To improve enciency (productivity) of routine work</li> <li>To improve creativity in work that requires the creation of added value</li> </ol>	8. To provide bette	er working environments to employees having underprivilege ons (physically impaired persons, elderly persons, women
	3. To provide employees with more elbow room and a healthy life	0 Provention of a	obal warming such as CO2 reduction through alternative me
	4. To reduce office costs		ving and electricity-saving measures
	5. To reduce commuting time		r business continuity in emergency situations new strains of influenza, etc.)
	6. To improve customer satisfaction	12. Other than the	
	→ [3] Referring to the purposes given in [2] above have Please circle only one number that applies. 1. Great effects 3 N	ot so great effects	ects on the whole? 5 Can't tell the degree of e
		agativa offacto	
		egative effects	
		eleworking with "4.	
	2. Some effects     4 N    →[4] For companies responding to Q6 above about te What are the reasons you don't use teleworking? Place	eleworking with "4. ease <u>circle all the</u>	numbers that apply. For companies choosi
	2. Some effects     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N     4 N	eleworking with "4. ease <u>circle all the</u> 9.	numbers that apply. For companies choosi
	2. Some effects     4 N     4 N     4 →     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4     4	eleworking with "4. ease <u>circle all the</u> 9. 10	numbers that apply. For companies choosi Problems for responding to external elements such as clien High cost.
	<ul> <li>2. Some effects 4 N</li> <li>&gt;[4] For companies responding to Q6 above about the What are the reasons you don't use teleworking? Please fill in the details in the parentheses.</li> <li>1. There is no work appropriate for teleworking.</li> <li>2. Difficulty in advancing business operations.</li> </ul>	eleworking with "4. ease <u>circle all the</u> 9. 10 orking. 11	numbers that apply. For companies choosi Problems for responding to external elements such as clier High cost.
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### \* ICT is an abbreviation for information and communications tech Which of the following do you do?

### Please circle all the numbers that apply.

1. Offer in-house ICT (IT) related training programs	<ol> <li>Give privileges in working time to employees engaged in autonomous study in ICT (IT)</li> </ol>
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

Q8 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</u> <u>experienced any of them</u>, please <u>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) For companies responding to (1) above with "2. Have encountered a computer virus, and have been infected at least once": <u>How many times</u> have you been <u>infected</u> with a virus during the past 12 months? Please <u>circle only one number that applies</u>.

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	<ol> <li>Introducing an authentication technology for checking the user's identification</li> </ol>
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 computers	15. Installing/implementing a firewall
(OS, software, etc.)	16. Using a proxy (proxy server)
6. Installing an antivirus program on the servers	17. Installing/implementing an intrusion detection system (IDS) $$
7. Applying security patches to the OS	18. Installing/implementing Web application firewall
8. Building a virus wall when making an external connection	19. Other security measure
9. Creating a manual for combating viruses	20. 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 certification 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>.

- 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	g and governing information and communication	on strategies as well as business strategies

### Q9 About problems in using a telecommunications network (intranet, inter-company network, the Internet) and inhibitors:

<u>What do you consider problems in using</u> a telecommunications network (intranet, inter-company network, the Internet)? For companies that do not use a telecommunications network today: <u>What do you consider inhibitors?</u> Please <u>circle all the numbers that apply.</u>

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
<ol> <li>Difficulty in restoring operation in the event of a failure</li> </ol>	9. Concern about reliability of authentication technology	14. Other
5. Concern about protection of intellectual property rights	10. Concern anout reliability of electronic settlement	15. No particular problems

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.

 \* Please enter the sales volume for Fiscal Year 2010 (April 2010 – March 2011). 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.

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\* Please enter the operating profit for Fiscal Year 2010 (April 2010 – March 2011). 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.

\* Please enter the personnel cost for Fiscal Year 2010 (April 2010 – March 2011). 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.

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 Please enter the allowance for depreciation for Fiscal Year 2010 (April 2010 – March 2011). 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.



\* No. of employees: No. of people regularly employed in your company as of December 1, 2011 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 2011 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.