

1. Welcome!

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This study is being conducted by researchers at RWTH Aachen University and the University of Toronto. This survey is open to people in the United States and Canada. Please direct any questions or concerns about the survey to rwth.phone.survey@gmail.com.

This survey is designed to help us understand your mobile phone ownership history in the United States and/or Canada. Completing the entire survey requires approximately between 10-20 minutes. If you complete the survey, you will be eligible to receive one of ten \$10 Amazon.com gift certificates. To begin, please give us some information about yourself.

What is your name? (Only necessary if you wish to be in the drawing for a gift certificate and/or wish to be considered to participate in a followup interview)

***What is your age?**

18-20

20-29

30-39

40-49

50-59

60-69

70 and
over

***What is your gender?**

female

male

***What is your country of residence?**

Canada

United States

***What is your occupation?**

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2. Mobile Phone Survey Page 1

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This study is being conducted by researchers at RWTH Aachen University and the University of Toronto. Please direct any questions or concerns about the survey to rwth.phone.survey@gmail.com.

For the purposes of this survey, please consider phones that you "owned" to be those for which you were a primary user and/or possessor of the phone, regardless of whether you paid for the phone or the service, eg. a phone that you used as part of a family service plan, a business phone that your company paid for, or a phone that you shared with your spouse, a phone you bought solely for your own personal use. Please **DO NOT** include phones for which you were not a primary user or possessor, even if you paid for the phone or the service, eg. a phone that you bought for a family member to use, or a phone that you rented while on vacation.

***1. Thinking back over the course of your life, how many mobile phones have you owned? If you do not remember exactly, please give an approximate number and state that it is approximate.**

2. The following questions 2a-2d are about the mobile phone that you are **CURRENTLY** using (skip to question 3 if you are not currently using a mobile phone).

2a. How did you acquire this phone?

2b. Approximately how long have you owned this phone?

2c. Approximately how long have you been using this mobile phone?

2d. I have:

A service plan for this phone

pay-as-you-go/pre-paid service for this phone

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3. Mobile Phone Survey Page 2

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3. The following 7 questions 3a-3h are about your MOST RECENT PREVIOUS mobile phone. If you are currently using a mobile phone, please think about the phone that preceded it. If you are not currently using a mobile phone but have owned one in the past, please think about the most recent one. (Skip to question 5 if you have not previously owned a mobile phone):

3a. I had:

a service plan for this phone

pay-as-you-go/pre-paid service for this phone

3b. How did you acquire this mobile phone?**3c. What did you do with this phone when you replaced it or stopped using it?**

Kept it

Sold it

Gave it to a friend/family member/personal acquaintance

Donated it

Traded it in to a service provider/retailer for a new phone

Discarded it/threw it away

Recycled it through a phone recycling service or program

Phone was lost/stolen

Other (please explain)

3d. Approximately how long did you own/have you owned this phone, including any

time during which you owned the phone but it was not/no longer in use?

3e. Approximately how long did you use this phone as your primary mobile phone?

3f. If you stopped using this mobile phone and got a new one, what was your MAIN reason for doing so? (Select one)

This phone's battery died/battery life diminished

This phone broke/stopped working (excluding battery)

This phone was lost/stolen

This phone lacked desired technology features or functions of the new phone

I preferred how the new phone looked

A change in service provider required me to change phones

I got a new free or discounted phone for renewing my service contract

Other reason (please explain)

3g. If you stopped using this mobile phone and got a new one, what were your OTHER reasons for doing so? (Select as many as apply)

This phone broke/stopped working (excluding battery)

This phone's battery died/battery life diminished

This phone was lost/stolen

This phone lacked desired technology features or functions of the new phone

I preferred how the new phone looked

A change in service provider required me to change phones

I got a new free or discounted phone for renewing my service contract

Other reason(s) (please explain)

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4. Mobile Phone Survey Page 3

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4. The following 7 questions 4a-4g are about ANY PREVIOUS mobile phone of that you owned other than your current mobile phone and the one prior to it. Think of a single other mobile phone that you have owned and please answer the questions below (skip to next page if have not previously had any other mobile phones):

4a. I had:

a service plan for this phone

pay-as-you-go/pre-paid service for this phone

4b. How did you acquire this mobile phone?**4c. What did you do with this phone when you replaced it or stopped using it?**

Kept it

Sold it

Gave it to a friend/family member/personal acquaintance

Donated it

Traded it in to a service provider/retailer for a new phone

Discarded it/threw it away

Recycled it through a phone recycling service or program

Phone was lost/stolen

Other (please explain)

4d. Approximately how long did you own/have you owned this phone, including any

time during which you owned the phone but it was not/no longer in use?

4e. Approximately how long did you use this phone as your primary mobile phone?

4f. If you stopped using this mobile phone and got a new one, what was your MAIN reason for doing so? (Select one)

This phone's battery died/battery life diminished

This phone broke/stopped working (excluding battery)

This phone was lost/stolen

This phone lacked desired technology features or functions of the new phone

I preferred how the new phone looked

A change in service provider required me to change phones

I got a new free or discounted phone for renewing my service contract

Other reason (please explain)

4g. If you stopped using this mobile phone and got a new one, what were your OTHER reasons for doing so? (Select as many as apply)

This phone broke/stopped working (excluding battery)

This phone's battery died/battery life diminished

This phone was lost/stolen

This phone lacked desired technology features or functions of the new phone

I preferred how the new phone looked

A change in service provider required me to change phones

I got a new free or discounted phone for renewing my service contract

Other reason(s) (please explain)

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This study is being conducted by researchers at RWTH Aachen University and the University of Toronto. Please direct any questions or concerns about the survey to rwth.phone.survey@gmail.com.

***5. What is the approximate total amount of time during your lifetime that you have owned a mobile phone(s)?**

***6. Do you currently share any mobile phones with other people? If so, with whom?**

***7. Have you ever received/purchased a NEW (has not been previously used or owned by anyone else) mobile phone? If so, from where/whom?**

***8. Have you ever received/purchased a USED (previously used or owned by someone else) mobile phone? If so, from where/whom?**

***9. How many mobile phones do you currently use? If you are currently using multiple phones, why and what is each of them for?**

***10. How many mobile phones do you own that are not/no longer being used? Where are they now?**

11. If you own mobile phones that you are not/no longer using, for what reason(s) have you chosen to keep each of them?

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***12. Have you ever purchased a replacement battery for a mobile phone that you owned because the phone's previous battery died or diminished?**

13. Have you ever had a mobile phone that you owned repaired, other than battery replacement? If so, how and where did you get it repaired?

14. Have you have ever discarded (thrown away or disposed of) a mobile phone that you owned, and if so, how and where did you do so?

***15. Have you ever given away (not sold) a mobile phone to a family member, friend, or personal acquaintance? If so, to whom and why?**

***16. Have you ever sold a mobile phone that you owned, and if so, how and to whom?**

***17. Have you ever donated a mobile phone that you owned (eg. to a charity or organization, as part of a collection drive, etc.) and if so, how and to whom?**

***18. Have you ever recycled a mobile phone or parts of a mobile phone that you owned through a phone recycling program or service? If so, how and where did you do so?**

19. Please tell us about an experience you had in acquiring, getting rid of, or replacing a mobile phone.

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7. Thank you!

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This study is being conducted by researchers at RWTH Aachen University and the University of Toronto. Please direct any questions or concerns about the survey to rwth.phone.survey@gmail.com.

Thank you for filling out this survey; we appreciate the time and effort you've made to tell us about your mobile phone use and experience.

***Would you like to be included in the chance to receive one of ten \$10 gift certificates to Amazon.com?**

Yes

No

***Would you be willing to participate in a brief follow-up interview about your answers to this survey? Selected interview participants will have the chance to receive one of three \$50 gift certificates to Amazon.com.**

Yes

No

If you answered "Yes" to either or both of the above questions, please provide a contact email address here. Your contact information will only be seen by the researchers conducting this study, and will not be shared with any other parties under any circumstances. (If you do not provide an email address here, we will be unable to contact you or send you gift certificates.)

This is the end of the survey; we thank you again for your time and effort!

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Done >>