

Survey on Equipment and Use of Information and Communication Technologies (ICT) in Households (ICT_H) 2024.

Questionnaire

Constitution, characteristics and purpose

The Survey on Equipment and Use of Information and Communication Technologies in Homes (ICT_H 2024) is a statistical investigation carried out by the National Institute of Statistics (INE), following the recommendation of the Statistical Office of the European Union (EUROSTAT).

This research is aimed at households in order to obtain comparative data on the availability of equipment to communicate and obtain or send information, as well as on the use that household members make of said technologies.

Legislation

Statistic Secret

Personal data obtained by statistical services, both directly from informants and through administrative sources, will be protected and will be protected by statistical secrecy (art. 13.1 of the Law of Public Statistical Function of May 9, 1989, (LFEP)). All statistical personnel will have the obligation to preserve statistical secrecy (art. 17.1 of LFEP).

Obligation to provide data

Laws 4/1990 and 13/1996 establish an obligation to provide the data requested for the preparation of this Statistics.

Statistical services may request data from all natural and legal persons, national and foreign persons, residents in Spain (art. 10.1 of LFEP).

All natural and legal persons that provide data must answer truthfully, accurately, completely and within the deadlines to the questions ordered in due form by the statistical services (art. 10.2 of LFEP). To ensure compliance with these regulations, the LFEP (art. 48) grants the INE sanctioning capacity

Very serious infringements will be sanctioned with fines of **3.005,07 a 30.050,61 euros**. Serious infringements will be sanctioned with fines of **300,52 a 3.005,06 euros**. Minor infringements will be sanctioned with fines of **60,10 a 300,51 euros** (art. 51.1, 51.2 y 51.3 of LFEP).

I.- HOUSEHOLD COMPOSITION

Application. In dwellings of the first interview or dwellings of successive interviews in which there is NO information available on any member of the household, H1a will be formulated. For dwellings in successive interviews in which there IS information on persons in the previous interview, H1b will be formulated.

H1a. Tell me the first and last names of all persons currently living in this household. Do not forget to include children or persons temporarily absent.

H1b. Are the people living in this dwelling...?

Interviewer, read only the names.

Application. During questions H1, H2 and H3:

Each person's data will be recorded in three text boxes, one for the first name and the others for the two last names.

- The application presents activated buttons:
 - o "Add persons" by means of the text boxes.
 - o "Delete person" by means of a cross.
 - o "Continue" to confirm all persons and move on to the next screen.

H2. Tell me if there are any other person who currently have NO PRINCIPAL RESIDENCE and are now in this dwelling, even temporarily.

Interviewer: if there is any person, it should be added below.

H3. Indicate informant person.

Interviewer: select the household questionnaire respondent from the table below. If the informant is not a member of the household, select the option "other person".

Application: In this and subsequent questions, all persons included in the previous question (the table of household members up to this point) will be presented. In this question H3, a new response option "Other person" is included. Only one response will be allowed.

	<u>Informant</u>
Name1 Surname1 Surname2.....	<input type="checkbox"/>
Name2 Surname1 Surname2.....	<input type="checkbox"/>
Name3 Surname1 Surname2.....	<input type="checkbox"/>
...	
Name4 Surname1 Surname2.....	<input type="checkbox"/>
Another person.....	<input type="checkbox"/>

Application: The person initially indicated as the informant of the household questionnaire (Block I) should not be modified. If the person indicated is changed, then the application will present again from question H4, forcing the rest of the questions of the Block to be completed again.

H4. Does any of the above persons work as a live-in domestic worker in another household?

	<u>YES</u>	<u>NO</u>
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6

Application: Persons marked with YES in this question are NOT surveyable members and therefore no longer appear in the following questions

H5. Do any of these persons have another dwelling that they consider their usual residence, but are temporarily here for study, work, illness or travel?

	<u>YES</u>	<u>NO</u>
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6

Application: Persons marked YES in this question are NOT surveyable members and therefore no longer appear in the following questions.

H6. Sex

Interviewer: only as if in doubt.

	<u>MAN</u>	<u>WOMAN</u>
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2.....	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Name Surname1 Surname2	<input type="checkbox"/> 1	<input type="checkbox"/> 6

H7. Please tell me the year of birth of each person.

Interviewer: try to collect the year of birth and if the birthday has already passed for each household member. If this is not possible, the respondent does not remember the above information, fill in the age.

	<u>Year</u>	<u>In the current year, has your birthday already passed?</u>		<u>Age</u>
		<u>YES</u>	<u>NO</u>	
Name Surname1 Surname2.....	<input type="text"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="text"/>
Name Surname1 Surname2.....	<input type="text"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="text"/>
Name Surname1 Surname2.....	<input type="text"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="text"/>
Name Surname1 Surname2.....	<input type="text"/>	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="text"/>

Application: In order to move on to the next question, either the year of birth and birthday or the "Age" must be filled in for each person. If for a person both data are filled in (year of birth and passed birthday, and age) and are not consistent, an error message will be displayed and it will not be allowed to continue.

H8. Please tell me for the following people in your household what was their activity status.

Interviewer: Only for people aged 16 and over. If you indicate more than one activity, please indicate the one you consider to be the main one

	<u>Working</u>	<u>Unemployed</u>	<u>Student</u>	<u>Another situation</u>
Name Surname1 Surname2 (age).	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Name Surname1 Surname2 (age).	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Name Surname1 Surname2 (age).	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Name Surname1 Surname2 (age).	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Application: Next, question H9 relating to the Type of household (TIP_H) is incorporated. The situation will be treated according to the number of existing household members (i.e., those for whom NO has been answered in questions H4 and H5).

If the number of household members is one, then question H9 will not be asked- option 1) of the question will be ticked. If the number of household members is two, options 2), 3) and 5) will be presented and, finally, if the number of household members is three or more, options 2), 4) and 5) will be presented. Formally, we will have:

- IfTOT_MH=1 => TIP_H = 1 → go to select the person to be surveyed.
- IfTOT_MH = 2 → options 2, 3 and 5 will be asked (disable 1 and 4).
- IfTOT_MH >= 3 → options 2, 4 and 5 will be asked (disable 1 and 3).

H9. For the purpose of characterising your household type, could you tell me which of the following alternatives reflects the composition of your household?

- | | |
|---|----------------------------|
| One-person household..... | <input type="checkbox"/> 1 |
| Single parent living with a child..... | <input type="checkbox"/> 2 |
| Couple without children living together in the household..... | <input type="checkbox"/> 3 |
| Couple with children living together at home..... | <input type="checkbox"/> 4 |
| Other type of household..... | <input type="checkbox"/> 5 |

H10. SELECTION OF THE PERSON TO BE SURVEYED

Application: Once H10 is marked, the Household Questionnaire is completed and Block I ends. At this point, the application proceeds to sort the surveyable persons by age and selects one of them (the person to be surveyed) according to the programmed Kish Table, displaying the identity of the person on the screen.

Interviewer, read to the informant 'The person randomly selected to answer the individual questionnaire is:'

1. NAME
2. PERSON N°
3. Household identify
4. Total surveyable people
5. Questionable number

As may be:

A) If the person selected matches the person you are interviewing, go ahead.

B) If it is not the person you are interviewing, inform him/her of this. Ask who of the two of you knows best the blocks on equipment and Internet in the household and on children's use of computers and Internet. If it is the respondent, complete these blocks with him/her. If he/she is the selected person and is not present, ask for the right time to ask him/her the questions, and before ending the interview, do not forget to ask for a contact telephone number.

II.- EQUIPMENT OF THE MAIN HOUSEHOLD IN INFORMATION AND COMMUNICATION TECHNOLOGIES PRODUCTS

Interviewer, read to the informant: 'Next, I am going to ask you whether the household has access to some ICT products such as computer, Internet, etc. Please note that we only refer to the main dwelling and should include appliances under repair and purchased or ordered, even if not yet installed. It is also included if they are rented or otherwise made available to the dwelling'.

'The dwelling is considered to have some of these products, provided that they are available to some of its members, even if they are not available to all of them'.

1. Do you have any of the following products in your household?

	<u>YES</u>	<u>NO</u>	<u>NS/NR</u>
a) Desktop or laptop computer (not including tablet)	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 9
b) Tablet	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 9
c) Landline telephone	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 9
d) Mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 6	<input type="checkbox"/> 9

III.- HOME INTERNET ACCESS

Interviewer, read to the informant: "This module is aimed at households and deals with Internet access for all household members regardless of the type of device used (computers, tablets, mobile phones or other Internet-connected devices)".

If any member of the household has access to the Internet from home, e.g., via mobile phone.... the household is considered to have Internet access.

2. Do you or any member of your household have access to the Internet in the dwelling, via any fixed or mobile device? (Including any mobile phone in the dwelling with Internet access, e.g., WhatsApp, YouTube...)

- YES ☐ 1 → go to question 3
- NO ☐ 6 → if there ARE children aged 10-15 years, move to Block IV; if there ARE NOT, move to Block V
- DK/NA ☐ 9 → if there ARE children aged 10-15 years, move to Block IV; if there ARE NOT, move to Block V

3. What type of Internet connection do they use in the household?

- a) Fixed broadband connection (ADSL, cable network, fibre optic, satellite, public WiFi, WiMax, ...) regardless of whether also connected via mobile data ☐ 1
- b) Only broadband connection through mobile data via mobile phone, via USB modem or card (e.g., in laptops) ☐ 2
- c) Do not know/No answer ☐ 9

Application: *If there are minors between 10 and 15 years of age, move on to Block IV; if there are no persons in that age range, move on to Block V.*

IV.- COMPUTER AND INTERNET USE BY CHILDREN (10 TO 15 YEARS OLD)

Interviewer, read to the informant: *"Next I am going to ask you some questions about computer and internet use by 10-15 year olds".*

Application: *In this block of questions (4-6), all household members aged 10-15 years inclusive will be introduced. The 3 questions relating to the first child will be asked, then the second and so on.*

Introduction: The followings question will be referred to..... (Name + Surname1 + Surname2 of the minor n° []))

4. Has (child's name) used the computer/tablet in the last 3 months? (At home, at school ...)

YES ☐ 1

NO ☐ 6

DK/NA ☐ 9

5. Has (child's name) used the Internet from anywhere in the last 3 months? (At home, at school ...)

YES ☐ 1

NO ☐ 6

DK/NA ☐ 9

6. Does (child's name) have a mobile phone?

YES ☐ 1

NO ☐ 6

DK/NA ☐ 9

Application: *If there is another minor, move on to the Introduction of the next minor and successive questions 4 to 6. If not, move on to Block V.*

V.- USE OF MOBILE PHONE AND INTERNET BY THE SELECTED PERSON

Interviewer, read to the informant: Please, the following questions of the questionnaire are addressed to the selected person (First name+Last name1+Last name2+age), to his/her use of the Internet and his/her different activities, only this person can answer the rest of the questions of the questionnaire'.

7. Do you use a mobile phone?

YES ☐ 1

NO ☐ 6

Interviewer, read to the informant: Next, I am going to ask you questions related to your use of the Internet. Please note that we are referring to accessing the Internet from anywhere and with any device (personal computer, laptop or handheld device, including mobile phone of any kind)'.

If the interviewee is in doubt about what is considered 'using or accessing the Internet', read: 'is the use of devices with access to the Internet communication network to search for, consult, send or receive information and to buy or order products, by scrolling through web pages'.

8. When was the last time you used the Internet?

- a) In the last 3 months ☐ 1 → go to question 9
- b) More than 3 months and less than 1 year ago ☐ 2 → go to Block VI
- c) More than 1 year ago ☐ 3 → go to Block XI
- d) Never used it ☐ 4 → go to Block XI

9. On average, how often have you used the Internet in the last 3 months?

- a) Several times a day ☐ 1
- b) Daily or almost daily (but not several times a day) ☐ 2
- c) At least once a week, but not daily ☐ 3
- d) Less than once a week ☐ 4

10. In general, please indicate your degree of trust on the Internet

- Little or nothing ☐ 1
- Rather ☐ 2
- Plenty ☐ 3

'Please tell me if in the last 3 months you have used the internet via any device (including apps) for any of the following activities for private purposes':

11. Related to communication:

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Receiving or sending e-mails | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Telephoning or video-calling over the Internet (using apps such as WhatsApp, Skype, Zoom, Facetime, MS Teams, Webex) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) Participate in social networking (create a user profile, post messages or other contributions to Facebook, Tik Tok, X, Instagram) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| d) Using instant messaging (e.g., via WhatsApp, Skype, Messenger) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

12. Related to access information:

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------------|----------------------------|
| a) Seeking information on goods or services | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Reading news, newspapers or current affairs magazines online | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

13. Political and social participation activities:

	<u>YES</u>	<u>NO</u>
a) Expressing opinions on civic or political issues on websites or social media (e.g., Facebook, X, Instagram, YouTube)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Taking part in online consultations or voting on civic or political issues (e.g., consultations on urban planning, signing a petition, etc.).	<input type="checkbox"/> 1	<input type="checkbox"/> 6

Interviewer, read to the informant: 'Remember that we asked if you have used the Internet for the following activities in the last 3 months and for particular reasons'.

14. Related to entertainment:

	<u>YES</u>	<u>NO</u>
a) Listen to music (e.g. from Internet radio or streaming) or download music (Youtube Music, Spotify, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Watch programmes broadcast on the Internet (live or deferred) from television channels (ATRESplayer, Movistar +, OrangeTv, etc.).	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Watch movies or videos on demand from commercial companies (Netflix, HBO Max, Prime Video, Disney+, Apple TV, Sky, Showtime)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
d) Watch video content from sharing sites (YouTube, Instagram, TikTok, Twitch)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
e) Play or download games (Steam, Candy Crush, Preguntados)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
f) Listen to or download podcasts (Spotify, Podimo, Ivoox, etc)	<input type="checkbox"/> 1	<input type="checkbox"/> 6

15. Health-related:

	<u>YES</u>	<u>NO</u>
a) Seek information on health topics (e.g., injuries, illnesses, nutrition, health improvement, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Make an appointment with a doctor via a website or mobile app (e.g., hospital, health care facility, physiotherapist, psychotherapist, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Access personal health files online	<input type="checkbox"/> 1	<input type="checkbox"/> 6
d) Access other health services through a website or mobile app instead of having to go to the hospital or visit a doctor (e.g., getting a prescription or an online consultation, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 6

16. Other Internet activities (within the last 3 months and for private reasons):

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Selling goods or services (transaction or deal done online (e.g., through Amazon, Vinted, FNAC, eBay, Facebook, Wallapop) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Internet banking (including mobile banking) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

17. And if so, for educational, professional or private purposes, have you undertaken any of the following e-learning activities in the last 3 months?

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Take an online course (or part of an online course) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Using e-learning material other than a full course (e.g., audiovisual material, e-texts, learning platforms). | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) Communicate with teachers or students using online audio or video tools (e.g., Zoom, Microsoft Teams, Google Meet). | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

Application: If in question 17 answer in any item YES (1), go to question 18. If in question 17 answer NO (6) in all items, go to question 19.

18. What was the purpose of the learning activities have you participated in the last three months?

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) For formal education purposes (within the education system or regulated education, e.g. school or university) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) For professional or work-related purposes | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) For private purposes | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

VI.- PROBLEMS FOUND WHEN DELETING AN ACCOUNT

19. Have you ever opened an account or signed up for a free app or web service? (p. e. Facebook, TikTok, Twitch, Glovo, Tinder, Amazon, Spotify, Steam ...)

YES ☐ 1 → go to question 20

NO ☐ 6 → go to Block VII

20. Have you deleted or attempted to deleted (close/eliminate) your account from a free app or web service in the last three months?

YES ☐ 1 → go to question 21

NO ☐ 6 → go to Block VII

21. Have you had trouble trying to delete your account from a free app or web service in the last three months?

YES ☐ 1

NO ☐ 6

VII.- USE OF E-GOVERNMENT

Interviewer, read to the informant: This module asks about the use of websites or applications of public authorities (e.g., government and/or judiciary at national, regional and local level) and the use of public services via the internet.

Contacts via manually typed e-mails should be excluded.

Websites or applications of public authorities or public services include websites related to citizens' obligations (e.g., tax declaration, notification of change of address...), entitlements (e.g. social benefits...), official documents (e.g. national identity card, birth certificate...), public educational services (e.g. public libraries, information on enrolment in public schools or universities...), and health services (e.g. public hospital services...).

22. Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?

	<u>YES</u>	<u>NO</u>
a) Accessed information stored about you by public authorities or public services (e.g., pension, health, working life, fines, ...)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Accessed information from public databases or registers (e.g., information about availability of books in public libraries, cadastral registers, enterprise registers, electoral census, ...)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Obtained information (e.g., about services, benefits, entitlements, laws, taxes, schedules, ...)	<input type="checkbox"/> 1	<input type="checkbox"/> 6

23. Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?

YES ☐ 1
NO ☐ 6

24. Have you made any appointment or reservation via a website or app with public authorities or public services (e.g., reservation of a book in a public library, application for admission to selective examinations, appointment with a government servant or a state healthcare provider) for private purpose in the last 12 months?

YES ☐ 1
NO ☐ 6

25. Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?

- YES ☐ 1
NO ☐ 6

26. Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Requested official documents or certificates (e.g., graduation, birth, marriage, divorce, death, residence certificates, police or criminal records) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Requested benefits or entitlements (e.g., pension, unemployment, child allowance, enrolment in schools, universities) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) Made other requests, claims or complaints (e.g., report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

Application: If in question 26 you answer '1' (YES) in any item, go to question 29. If in question 26 you answer '6' (NO) in all items, go to question 27.

27. But, did you need to apply for any official documents or make any of the claims mentioned in the previous question, in the last 12 months?

- YES ☐ 1 → go to question 28
NO ☐ 6 → go to question 29

28. What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------------|----------------------------|
| a) Lack of skills or knowledge (e.g., did not know how to use the website/app or it was too complicated to use) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Concerns about the security of personal data or unwillingness to pay online (credit card fraud) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) Another person did it on my behalf (e.g., consultant, adviser, relative) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| d) Other reason | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

Application: If in questions 22 or 26 you answer '1' (YES) in any item or if in question 22, 23, 24, or 25 you answer '1' (YES) go to question 29. Otherwise go to Block VIII.

29. Have you had any of the following problems using a website or app of public authorities or public services in the last 12 months?

	<u>YES</u>	<u>NO</u>
a) The website or app was difficult to use (not user-friendly, the wording was not clear, the procedure was not well explained)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Technical problems when using the website or app (very slow loading, it crashed)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Problems when using the electronic signature or electronic identifier (eID)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
d) Problems accessing the service with the Smartphone or Tablet (the device is not compatible, applications are not available)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
e) Other Issues	<input type="checkbox"/> 1	<input type="checkbox"/> 6

VIII.- USE OF E-COMMERCE

Interviewer, read to the informant: "Next, I am going to ask you questions about purchases of goods or services made by you over the Internet (website or app) made for private reasons. This includes the purchase of used or new goods as well as services from private persons taking into account that the contact and purchase agreement, both from businesses and private persons (e.g. Airbnb, Facebook Marketplace, Home Away.....), must be made through an intermediary website or app. Payment does not have to be made online (this includes any payment system in use)."

"Excluded are purchases made for business purposes, purchases made free of charge, orders placed via email, WhatsApp, phone calls or closed in person."

30. When did you last buy or order, via a website or Internet application, any goods or services from companies or private persons for private use?

- a) Within the last 3 months ☐ 1
- b) Between 3 months and a year ago ☐ 2
- c) More than 1 year ago ☐ 3
- d) I have never bought or ordered online ☐ 4

Application: *If in question 30 you answered option '1' go to question 31. If, on the Other hand, in question 30 you answered option '2' or '3' or '4' and in question 8 you answered '1' (used the Internet in the last 3 months) go to question 35 (financial activities). Otherwise go to Block XI.*

31. Did you buy any of the following goods, in physical form, via a website or app for private use in the last 3 months? Include online purchases from enterprises or private persons, including used goods.

	<u>YES</u>	<u>NO</u>
a) Clothes (including sport clothing), shoes or accessories (e.g., bags, jewelry)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Sports goods (excluding sport clothing)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Children toys or childcare items (e.g., nappies, bottles, baby strollers)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
d) Furniture, home accessories (e.g., carpets or curtains) or gardening products (e.g., tools, plants)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
e) Music as CDs, vinyl's, etc. or films or series as DVDs, Blu-ray etc.	<input type="checkbox"/> 1	<input type="checkbox"/> 6
f) Printed books, magazines or newspapers	<input type="checkbox"/> 1	<input type="checkbox"/> 6
g) Computers, tablets, mobile phones or accessories	<input type="checkbox"/> 1	<input type="checkbox"/> 6
h) Consumer electronics (e.g., TV-sets, stereos, cameras) or household appliances (e.g., washing machines)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
i) Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
j) Deliveries from restaurants, fast-food chains, catering services	<input type="checkbox"/> 1	<input type="checkbox"/> 6
k) Food or beverages from stores or from meal-kits providers	<input type="checkbox"/> 1	<input type="checkbox"/> 6
l) Cosmetics, beauty or wellness products	<input type="checkbox"/> 1	<input type="checkbox"/> 6
m) Cleaning products or personal hygiene products (e.g., toothbrushes, handkerchiefs, washing detergents, cleaning cloths)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
n) Bicycles, mopeds, cars, or other vehicles or their spare parts	<input type="checkbox"/> 1	<input type="checkbox"/> 6
o) Other physical goods	<input type="checkbox"/> 1	<input type="checkbox"/> 6

32. Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) Internet subscriptions or mobile phone connections	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Subscriptions to the supply of electricity, water, gas, etc.	<input type="checkbox"/> 1	<input type="checkbox"/> 6

33. Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) A transport enterprise e.g., local bus, train, flight ticket, taxi ride (e.g., Cabify, Uber, Free Now) or with a private person by payment (Blablacar, Amovens)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Enterprises such as hotels or travel agencies or with a private person by payment (Airbnb, HomeAway, Logitravel)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Event tickets (concerts, cinema, sports, fairs, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
d) eBooks or audiobooks as downloads (including updates)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
e) Software downloads, including downloads of updates for smartphones, tablets, electronic equipment, etc.	<input type="checkbox"/> 1	<input type="checkbox"/> 6
f) Games as downloads (including updates) or virtual in-game items (games downloaded from Steam, Nintendo eShop, Instant Gaming, Play Store, Microsoft Store)	<input type="checkbox"/> 1	<input type="checkbox"/> 6

34. Have you subscribed by payment to any of the following products through a website or app for private purposes in the last 3 months? It includes both new and existing subscriptions.

	<u>YES</u>	<u>NO</u>
a) Music, streaming or downloads (Spotify, Youtube Music, Amazon Music)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Movies or series, streaming or downloads (Netflix, HBO Max, Prime Video, Disney+, Apple TV, Sky)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) eBooks, online magazines or newspapers (digital format)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
d) Online games, including games downloaded for smartphones, computers, tablets or consoles (Game Pass, Nintendo Switch Online, PlayStation Now, Google Stadia, GeForce Now)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
e) Apps related to health or fitness	<input type="checkbox"/> 1	<input type="checkbox"/> 6
f) Other apps (e.g., related to learning languages, travelling)	<input type="checkbox"/> 1	<input type="checkbox"/> 6

35. Have you carried out any of the following financial activities via the Internet for private purposes in the last 3 months? (Excluding transactions carried out by e-mail)

	<u>YES</u>	<u>NO</u>
a) Subscribe to insurance policies or renew existing ones, including those offered as a package together with another service (e.g. travel insurance offered together with an airline ticket)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Take a loan, mortgage or arrange credit from Banks or Other financial providers	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Buy or sell shares, bonds, units in funds or other financial assets	<input type="checkbox"/> 1	<input type="checkbox"/> 6

IX.- INTERNET OF THINGS

Interviewer, read to the informant 'Next I am going to ask you questions about the use of devices or systems connected to the Internet for private purposes that can connect with each other to offer advanced services; e.g. remote control of devices, adjusting settings, giving instructions on tasks to be performed, receiving information from the device, etc.'

36. Have you used any of the following internet-connected devices or systems for private purposes in the last three months?

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Connected systems for energy management in your home, thermostats, lights, plugs, or other solutions | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Connected home security systems, such as alarms, smoke detector, security cameras, door locks | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) Connected appliances, such as robot vacuum cleaners, refrigerators, ovens, coffee machines, gardening or irrigation tools | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| d) A virtual assistant in the form of a Smart speaker or app such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

Application: *If in question 36 answer NO (6) in all items, go to question 37. If answer YES (1) on any item, go to question 39.*

37. Do you know of the existence of such devices or systems connected to the Internet?

- YES ☐ 1 → go to question 38
- NO ☐ 6 → go to question 39

38. For which of the following reasons have you not used devices or systems connected to the Internet for private purposes?

	<u>YES</u>	<u>NO</u>
a) I didn't need to use those connected devices/systems	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) Excessively high costs	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) Lack of compatibility with Other devices or systems	<input type="checkbox"/> 1	<input type="checkbox"/> 6
d) Lack of skills to use such devices or systems	<input type="checkbox"/> 1	<input type="checkbox"/> 6
e) Concern for the privacy and protection of personal data generated by those devices or systems	<input type="checkbox"/> 1	<input type="checkbox"/> 6
f) Security concerns (e.g. device or system being hacked)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
g) Safety or health concerns for the use of the device (it may lead to an accident, injury, or health problem)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
h) Other reasons	<input type="checkbox"/> 1	<input type="checkbox"/> 6

39. Have you used any of the following internet-connected devices in your home for private purposes in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) A TV connected to the Internet (Smart TV, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 6
b) A video game console connected to the Internet	<input type="checkbox"/> 1	<input type="checkbox"/> 6
c) A home audio system or smart speakers connected to the Internet (Alexa, Google Home)	<input type="checkbox"/> 1	<input type="checkbox"/> 6

40 Have you used any of the following internet-connected devices in your home for private purposes in the last 3 months?

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------------|----------------------------|
| a) A smart watch, a fitness band, connected glasses or headphones, safety trackers, internet-connected clothing and shoes, other internet-connected accessories | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Internet-connected devices for monitoring blood pressure, blood sugar level, body weight (e.g. smart scales), assistive robots or other internet-connected devices for health and medical care | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) Internet-connected toys (including children and adults), such as toy robots, drones, or dolls | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| d) A car with built-in wireless Internet connection | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

Application: If answer YES (1) in any of the items of questions 36, 39 or 40, go to question 41. Otherwise, go to Block X.

41. Have you had any of the following issues with the devices or systems listed above in the last 3 months?

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------------|----------------------------|
| a) Security or privacy issue (e.g., you were hacked, issues with protecting your own or your family's personal data generated by these devices) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| b) Safety or health problems (e.g., the use of the device or system caused an accident, injury, or health problem) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| c) Difficulty with using the device (e.g., setup, installation, connection, compatibility with other devices) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |
| d) Other issues (e.g. connection issues, support issues) | <input type="checkbox"/> 1 | <input type="checkbox"/> 6 |

X.- GREEN ICT

Application: This module will be answered by respondents who have used the Internet in the last three months (item 1 of question 8).

Interviewer, read to the informant. 'The following questions are related to the recycling of any device (computer, tablet, mobile phone or other connected devices'.

42. What did you do with your last mobile phone or smartphone when you replaced it or stopped using it?

- a) It is still in my house, but it is not currently used ☐ 1
- b) I sold it or gave it away to someone else ☐ 2
- c) It has been deposited at an e-waste collection or recycling point (including dropping it off at the establishment) ☐ 3
- d) It has been thrown away, but not at an e-waste collection or recycling point) ☐ 4
- e) I never had one or it is the first one I have and I continue to use it ☐ 5
- f) Other ☐ 6

43. What did you do with your last laptop or tablet when you replaced it or stopped using it?

- a) It is still in my house, but it is not currently used ☐ 1
- b) I sold it or gave it away to someone else ☐ 2
- c) It has been deposited at an e-waste collection or recycling point (including dropping it off at the establishment) ☐ 3
- d) It has been thrown away, but not at an e-waste collection or recycling point) ☐ 4
- e) I never had one or it is the first one I have and I continue to use it ☐ 5
- f) Other ☐ 6

44. What did you do with your last desktop computer when you replaced it or stopped using it?

- a) It is still in my house, but it is not currently used ☐ 1
- b) I sold it or gave it away to someone else ☐ 2
- c) It has been deposited at an e-waste collection or recycling point (including dropping it off at the establishment) ☐ 3
- d) It has been thrown away, but not at an e-waste collection or recycling point) ☐ 4
- e) I never had one or it is the first one I have and I continue to use it ☐ 5
- f) Other ☐ 6

XI.- TELEWORKING

45. Please tell me, are you currently employed?

Interviewer, read to the informant: 'You are considered to be working even if you were temporarily absent from work, if you maintain the contractual relationship (holidays, leave, etc.).'

- YES ☐ 1 → go to question 46
NO ☐ 6 → go to Block XII

Interviewer, read to the informant: 'Telework is remote work carried out through the exclusive or predominant use of computer, telematics and telecommunication means and systems. The work is carried out non-face-to-face outside the office and can be done from home, in co-working centers... where there is an Internet connection'.

46. Would your main job allow you to telework?

- Yes, totally or almost totally ☐ 1 → go to question 47
Yes, partially ☐ 2 → go to question 47
No, my job requires my 100% presence ☐ 6 → go to Block XII

47. And are you currently teleworking?

- YES ☐ 1 → go to question 48
NO ☐ 6 → go to Block XII

48. In general, what percentage of your working time is spent teleworking?

- a) Teleworking every day, without coming to the workplace (100%) ☐ **1**
- b) Teleworking every day, occasionally coming to the workplace. ☐ **2**
- c) Teleworking 4 days a week (between 80% and less than 100%) ☐ **3**
- d) Teleworking 3 days a week (between 60% and less than 80%) ☐ **4**
- e) Teleworking 2 days a week (between 40% and less than 60%) ☐ **5**
- f) Teleworking 1.5 days a week (between 30% and less than 40%) ☐ **6**
- g) Teleworking less than 1.5 days a week (less than 30%) ☐ **7**

49. On a scale of 0 to 10, with 0 being very negative and 10 being very positive, how would you rate your experience with teleworking?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

XII.- SOCIO-ECONOMIC CHARACTERISTICS OF THE SELECTED PERSON

50. What is your country of birth?

Application: include in the drop-down list the list of countries proposed at the address <http://www.ine.es/daco/daco42/clasificaciones/paisesyterritorios.xls> to which the "code 966, Former Spanish territories" will be added.

Interviewer: select the country mentioned by clicking on it in the drop-down list. You can scroll through the list of countries by pressing an alphabetical key: you will be placed in the first country (in alphabetical order) whose name begins with that letter. Country of birth is considered to be the country of habitual residence of the person's mother at the time of birth, according to the national borders in force (and not according to the borders in force at the time of birth).

COUNTRY.....

51. What is your nationality?

Interviewer: read all four options, ticking only one of them.

- | | | |
|-------------------|----------------------------|---------------------|
| Spanish | <input type="checkbox"/> 1 | → go to question 53 |
| Foreing | <input type="checkbox"/> 2 | |
| Spanish and other | <input type="checkbox"/> 3 | → go to question 53 |
| None | <input type="checkbox"/> 4 | → go to question 53 |

52. Please tell me the country of primary nationality, if you have more than one foreign nationality

Application: include in the drop-down list the list of countries proposed in the address <http://www.ine.es/daco/daco42/clasificaciones/paisesyterritorios.xls> (without any addition, in this case and the code '108', Spain, will be deleted).

Interviewer: select the country by clicking on it in the drop-down menu. You can scroll through the list of countries by pressing an alphabetical key: you will be placed on the first country (in alphabetical order) whose name begins with that letter.

'If you have more than one nationality, please indicate the nationality of an EU country if available'.

FOREING COUNTRY.....

53. What is your legal civil status?

- | | |
|-----------|----------------------------|
| Single | <input type="checkbox"/> 1 |
| Married | <input type="checkbox"/> 2 |
| Widowed | <input type="checkbox"/> 3 |
| Separated | <input type="checkbox"/> 4 |
| Divorced | <input type="checkbox"/> 5 |

Application: If in question H9 of Block I you have answered $TIP_H = 1, 2$ or 3 the flow of the survey should lead to question 54, pointing to question 54:

- If $TIP_H=1$, then $P54=6$
- If $TIP_H=2$, then $P54=6$
- If $TIP_H=3$, then $P54=1$
- If $TIP_H=4$, then $P54=1$

Otherwise (i.e., if in H9 you have answered $TIP_H = 5$) continue with question 54.

54. Irrespective of your legal status, are you currently living with a partner?

- | | |
|-----|----------------------------|
| YES | <input type="checkbox"/> 1 |
| NO | <input type="checkbox"/> 6 |

55. What are your highest level of education?

Interviewer: Write in the item and tick the appropriate option. The respondent should specify enough in his/her answer to allow correct coding

-
- | | |
|--|----------------------------|
| Illiterate and incomplete primary education | <input type="checkbox"/> 0 |
| Primary education | <input type="checkbox"/> 1 |
| First stage of Secondary Education and similar (Elementary Baccalaureate, EGB, ESO) | <input type="checkbox"/> 2 |
| Second stage of Secondary Education and similar (Upper Baccalaureate, BUP, Baccalaureate, FPI, Intermediate Vocational Training...) | <input type="checkbox"/> 3 |
| Non-higher postsecondary education (CoPN3) | <input type="checkbox"/> 4 |
| Higher Vocational Training (FPPI) and university degrees of duration equal to or greater than 2 years | <input type="checkbox"/> 5 |
| University degrees of 240 ECTS credits (Bologna), university diplomas, own university degrees of expert or specialist and similar | <input type="checkbox"/> 6 |
| University degrees of more than 240 ECTS credits (Bologna), graduates, master's degrees and specialties in Health Sciences by the residence system and similar | <input type="checkbox"/> 7 |
| Doctoral Degree | <input type="checkbox"/> 8 |
| Unable to encode | <input type="checkbox"/> 9 |

Application: If in question P45 you answered YES (1) "have worked," then in question 56 only options '1', '2', '3' and '4' will be active. Otherwise, if you answered NO (6), "have not worked," only options '0', '5', '6', '7', '8' y '9' will be active.

56. Which of the following is your main relationship to the activity?

- | | | |
|------------------------------------|----------------------------|-----------------------|
| Working as an employee | <input type="checkbox"/> 1 | → go to question 57 |
| Self-employed with employees | <input type="checkbox"/> 2 | } → go to question 58 |
| Self-employed without employees | <input type="checkbox"/> 3 | |
| Working in family support (unpaid) | <input type="checkbox"/> 4 | |
| Unemployed | <input type="checkbox"/> 5 | } → go to question 61 |
| Student | <input type="checkbox"/> 6 | |
| Retired or early retired | <input type="checkbox"/> 7 | |
| Permanently disabled | <input type="checkbox"/> 8 | |
| Housework | <input type="checkbox"/> 9 | |
| Another situation | <input type="checkbox"/> 0 | |

Application: After completing this question, this information shall be contrasted with the information that must be included in question H8 referring to the selected person. The information that must appear in question H8 of the dwelling referring to the selected person must be: If P56= '1', '2', '3, or '4' then H8='1'; If P56= '5' then H8= '2'; If P56= '6', then H8='3' and, finally, if P56= '7', '8', '9' or '0' then H8= '4'.

Application: If in question P56 you answer option '1' question 57 is asked; if you answer option '2', '3' or '4' question 58 is asked. Finally, if you answer option '0', '5', '6', '7', '8' or '9' question 61 is asked.

57. Please indicate what type of employment relationship you have at your main job

- | | |
|---|----------------------------|
| Permanent contract (or permanent employment relationship) | <input type="checkbox"/> 1 |
| Temporary contract | <input type="checkbox"/> 2 |

58. Please indicate what type of working day you have in your main job

- | | |
|-----------|----------------------------|
| Full-time | <input type="checkbox"/> 1 |
| Part-time | <input type="checkbox"/> 2 |

59. What is the main activity of the establishment where you work?

Interviewer: Write down the literal and tick the appropriate option. The respondent should specify enough in his/her answer to allow correct coding. If the respondent is in doubt about the meaning of this question, some examples can be given, such as: car manufacturing, restaurant, bank, hairdresser...

-
- | | |
|---|-----------------------------------|
| Agriculture, livestock, forestry and fisheries | <input type="checkbox"/> A |
| Mining and quarrying | <input type="checkbox"/> B |
| Manufacturing industry | <input type="checkbox"/> C |
| Electricity, gas, steam and air conditioning supply | <input type="checkbox"/> D |
| Water supply, sewerage, waste management and remediation activities | <input type="checkbox"/> E |
| Construction | <input type="checkbox"/> F |
| Wholesale and retail trade, repair of motor vehicles and motorbikes | <input type="checkbox"/> G |
| Transport and storage | <input type="checkbox"/> H |
| Hotels and restaurants | <input type="checkbox"/> I |
| Information and communications | <input type="checkbox"/> J |
| Financial and insurance activities | <input type="checkbox"/> K |
| Real estate activities | <input type="checkbox"/> L |
| Professional, scientific and technical activities | <input type="checkbox"/> M |
| Administrative and support service activities | <input type="checkbox"/> N |
| Public administration, defence, compulsory social security | <input type="checkbox"/> O |
| Education | <input type="checkbox"/> P |
| Health and social work activities | <input type="checkbox"/> Q |
| Arts, entertainment and recreation | <input type="checkbox"/> R |
| Other service activities | <input type="checkbox"/> S |
| Activities of households as employers | <input type="checkbox"/> T |
| Activities of international organisations and agencies | <input type="checkbox"/> U |
| Do not know or cannot be coded under any of the above | <input type="checkbox"/> 9 |

60. In your main job, what is the occupation or type of work you do?

Interviewer: Write down the literal and tick the appropriate option according to the classification table in the manual. The respondent should specify sufficiently for correct coding. If the respondent is in doubt about the meaning of this question, some examples can be given such as: bus driver, construction worker, university lecturer.

60 (a) Interviewer: Code according to ISCO_08 (2 digits)|_|_|

60 (b) Interviewer: The worker's occupation is:

- | | |
|------------|----------------------------|
| Manual | <input type="checkbox"/> 1 |
| Non-manual | <input type="checkbox"/> 6 |

60 (c) Interviewer: The worker's occupation is:

- | | |
|---------------|----------------------------|
| ICT worker | <input type="checkbox"/> 1 |
| Other workers | <input type="checkbox"/> 6 |

61. Could you please give me the approximate range of your household's net monthly income (i.e., after deductions for taxes, social security contributions and other similar payments)? Please include all sources of income (if more than one), taking into account (for income from employment) the proportionate share of special payments and other extraordinary income received on a regular basis.

Interviewer: enter the declared interval. The sum of the regular income received by all members of the household at present should be counted, whether or not this income is contributed in full or in part to the household expenses. In calculating the amount of this monthly income, the following shall be taken into account:

- For income from employment, the pro-rata amount of regular income not received on a monthly basis (special payments and other extraordinary income received on a regular basis) must be added to the monthly amount
- For self-employment income, deductible expenses, withholdings or instalments must be deducted from the amount of monthly income.

- | | |
|--------------------------------|----------------------------|
| Less than 1.200 euros | <input type="checkbox"/> 1 |
| 1.200 to less than 1.900 euros | <input type="checkbox"/> 2 |
| 1.900 to less than 2.700 euros | <input type="checkbox"/> 3 |
| 2.700 to less than 3.900 euros | <input type="checkbox"/> 4 |
| 3.900 o and more | <input type="checkbox"/> 5 |
| DK/NA | <input type="checkbox"/> 6 |

62. Are you limited or considered limited because of a health problem to do the activities that people usually do? You would say that it is:

- | | | |
|---------------------------|----------------------------|-----------------------------------|
| Severely limited | <input type="checkbox"/> 1 | → go to question 63 |
| Limited, but not severely | <input type="checkbox"/> 2 | → go to question 63 |
| Nothing limited | <input type="checkbox"/> 3 | → <i>End of the questionnaire</i> |

63. Have you been affected by this limitation for at least the last six months?

- | | |
|-----|----------------------------|
| YES | <input type="checkbox"/> 1 |
| NO | <input type="checkbox"/> 6 |

NOTE

References to products and trademarks included in the questionnaire are for the purpose of clarification and understanding of the questions and are not intended to promote the use of these products.