

# Detailed tables

I'd like to read you a number of statements and ask you to please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement: Internet technologies are fundamentally changing how Canadians communicate and how businesses operate They are fundamentally changing the telecommunications business and will continue to do so in the future ?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	495 41%	61 38%	53 46%	31 38%	189 42%	121 41%	41 44%	152 43%	224 46%	118 33%	237 41%	258 42%
Agree	638 53%	92 58%	60 52%	40 49%	245 54%	154 52%	45 49%	186 53%	246 51%	202 57%	307 53%	331 53%
Disagree	30 2%	1 1%	2 1%	2 2%	12 3%	10 3%	3 3%	7 2%	11 2%	10 3%	18 3%	12 2%
Strongly disagree	12 1%	2 1%	1 1%	3 4% D	2 0	2 1%	2 3% D	4 1%	3 1%	4 1%	7 1%	5 1%
Neither agree nor disagree	10 1%	1 1%	0 -	3 4% D	1 0	3 1%	1 1%	3 1%	0 -	7 2% H	4 1%	6 1%
Don't know/Refused	16 1%	2 1%	0 -	3 4%	4 1%	5 2%	1 1%	0 -	3 1%	12 3% GH	8 1%	8 1%
TOPBOX & LOWBOX SUMMARY												
Agree (TopBox)	1133 94%	153 97% C	114 98% C	70 86%	435 96% C	275 93%	86 93%	338 96% I	470 96% I	319 91%	544 94%	589 95%
Neither (MidBox)	10 1%	1 1%	0 -	3 4% D	1 0	3 1%	1 1%	3 1%	0 -	7 2% H	4 1%	6 1%
Disagree (LowBox)	42 3%	3 2%	2 2%	5 6%	14 3%	13 4%	5 5%	12 3%	14 3%	14 4%	25 4%	17 3%

# Detailed tables

I'd like to read you a number of statements and ask you to please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement: Forcing only traditional telephone companies to submit their prices for VOIP services in advance to the CRTC and wait for approval is an unfair restriction on their ability to compete ?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	155 13%	20 13%	13 11%	16 20%	62 14%	35 12%	9 9%	34 10%	74 15%	45 13%	87 15%	68 11%
Agree	584 49%	81 51%	59 51%	37 45%	207 46%	149 50%	51 55%	194 55%	230 47%	157 45%	268 46%	316 51%
Disagree	319 27%	35 22%	31 26%	19 24%	122 27%	86 29%	26 28%	90 26%	130 27%	98 28%	158 27%	161 26%
Strongly disagree	76 6%	12 8%	3 3%	4 5%	35 8%	15 5%	6 7%	23 7%	28 6%	24 7%	38 6%	38 6%
Neither agree nor disagree	27 2%	5 3%	6 5% EF	0 -	12 3%	4 1%	0 -	2 1%	13 3%	12 3% G	12 2%	15 2%
Don't know/Refused	39 3%	5 3%	5 4%	5 7%	16 3%	6 2%	1 1%	8 2%	14 3%	16 5%	18 3%	21 3%
TOPBOX & LOWBOX SUMMARY												
Agree (TopBox)	739 62%	101 64%	72 62%	53 64%	270 59%	184 62%	59 64%	228 65%	304 62%	202 57%	355 61%	385 62%
Neither (MidBox)	27 2%	5 3%	6 5% EF	0 -	12 3%	4 1%	0 -	2 1%	13 3%	12 3% G	12 2%	15 2%
Disagree (LowBox)	395 33%	47 30%	34 29%	24 29%	158 35%	101 34%	32 35%	113 32%	158 32%	122 35%	196 34%	199 32%

# Detailed tables

I'd like to read you a number of statements and ask you to please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement: With respect to VOIP services, all service providers, including established telephone companies like Bell Canada, should be subject to the same regulatory rules ?

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	456 38%	52 33%	43 37%	34 41%	163 36%	128 43%	35 38%	123 35%	198 41%	131 37%	224 39%	232 37%
Agree	670 56%	96 60%	66 57%	40 49%	271 60%	144 48%	54 58%	208 59%	263 54%	195 55%	309 53%	361 58%
Disagree	51 4%	8 5%	4 3%	1 1%	17 4%	18 6%	3 3%	15 4%	19 4%	16 5%	28 5%	22 4%
Strongly disagree	12 1%	0 -	1 1%	5 7% ABDEF	1 0	5 2% D	0 -	2 1%	3 1%	7 2%	11 2% K	1 0
Neither agree nor disagree	5 0	1 1%	1 1%	1 1%	0 -	2 1%	0 -	3 1%	2 0	1 0	3 1%	2 0
Don't know/Refused	5 0	1 1%	1 1%	1 1%	2 0	0 -	1 1%	1 0	2 0	2 0	5 1%	1 0
TOPBOX & LOWBOX SUMMARY												
Agree (TopBox)	1126 94%	148 93%	110 94%	74 90%	435 96% E	271 92%	89 96%	331 94%	462 95%	326 93%	533 92%	593 96% J
Neither (MidBox)	5 0	1 1%	1 1%	1 1%	0 -	2 1%	0 -	3 1%	2 0	1 0	3 1%	2 0
Disagree (LowBox)	63 5%	8 5%	5 4%	6 8%	18 4%	23 8% D	3 3%	17 5%	23 5%	23 7%	40 7% K	24 4%

# Detailed tables

I'd like to read you a number of statements and ask you to please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement: I have no hesitation in switching telecommunications suppliers if prices o services are not competitive with others in the market ?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	328 27%	40 25%	35 30%	20 25%	112 25%	94 32%	26 28%	95 27%	145 30%	86 24%	162 28%	166 27%
Agree	574 48%	81 51%	54 46%	35 43%	228 50%	130 44%	47 51%	196 56%	232 48%	143 41%	303 52%	271 44%
Disagree	214 18%	28 17%	17 14%	18 22%	89 19%	47 16%	16 17%	45 13%	78 16%	89 25%	84 15%	130 21%
Strongly disagree	54 5%	6 4%	5 5%	6 8%	16 4%	20 7%	1 1%	13 4%	22 5%	19 5%	22 4%	33 5%
Neither agree nor disagree	19 2%	3 2%	2 2%	2 3%	8 2%	1 0	2 2%	3 1%	7 1%	9 2%	5 1%	13 2%
Don't know/Refused	11 1%	1 1%	3 2%	0 -	2 0	4 1%	1 1%	0 -	3 1%	7 2%	3 1%	7 1%
TOPBOX & LOWBOX SUMMARY												
Agree (TopBox)	902 75%	121 76%	89 76%	55 67%	340 75%	224 76%	73 79%	291 83%	377 77%	229 65%	466 80%	437 70%
Neither (MidBox)	19 2%	3 2%	2 2%	2 3%	8 2%	1 0	2 2%	3 1%	7 1%	9 2%	5 1%	13 2%
Disagree (LowBox)	269 22%	34 21%	22 19%	24 30%	105 23%	67 23%	16 17%	58 17%	100 21%	108 31%	106 18%	163 26%

# Detailed tables

I'd like to read you a number of statements and ask you to please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement: Telecommunications companies play a critical role by enabling advances in business and consumer communications, helping to support overall growth in the economy ?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	285 24%	45 28%	14 12%	19 23%	105 23%	81 27%	22 23%	86 24%	126 26%	72 20%	142 24%	144 23%
Agree	760 63%	90 56%	84 72%	51 62%	300 66%	180 61%	57 61%	228 65%	311 64%	217 62%	364 63%	397 64%
Disagree	101 8%	19 12%	6 5%	4 5%	35 8%	27 9%	11 11%	27 8%	37 8%	36 10%	45 8%	55 9%
Strongly disagree	16 1%	1 1%	3 3%	3 4%	5 1%	3 1%	1 1%	4 1%	3 1%	9 3%	13 2%	3 0
Neither agree nor disagree	26 2%	3 2%	7 6%	5 6%	5 1%	4 1%	2 3%	5 1%	8 2%	12 3%	11 2%	15 2%
Don't know/Refused	12 1%	2 1%	2 2%	0 -	6 1%	1 0	1 1%	2 1%	3 1%	6 2%	6 1%	6 1%
TOPBOX & LOWBOX SUMMARY												
Agree (TopBox)	1046 87%	135 85%	98 84%	70 85%	405 89%	260 88%	78 85%	314 89%	436 89%	289 82%	505 87%	540 87%
Neither (MidBox)	26 2%	3 2%	7 6%	5 6%	5 1%	4 1%	2 3%	5 1%	8 2%	12 3%	11 2%	15 2%
Disagree (LowBox)	117 10%	20 12%	9 8%	7 9%	39 9%	31 10%	11 12%	31 9%	40 8%	45 13%	59 10%	58 9%

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*As you may or may not know, the Canadian Radio-television and Telecommunications Commission, or CRTC, is the federal government agency that regulates telecommunications and broadcasting services in Canada. In a recent ruling, the CRTC decided that Voice over Internet Protocol services provided by traditional telephone companies will be regulated like traditional phone service is today. In particular, the prices charged by the traditional telephone companies for VoIP services must receive prior CRTC approval, while those charged by other service providers such as local cable companies will not. With this in mind, please tell me whether you strongly agree, agree, disagree, or strongly disagree with each of the following statements relating to the CRTC's regulation of VoIP services: Traditional telephone companies should be allowed to compete and offer lower prices for VoIP services than their competitors if they want to, without interference from the CRTC ?*

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	276 23%	35 22%	26 23%	27 33% D	99 22%	67 23%	21 23%	88 25%	111 23%	76 22%	160 28% K	116 19%
Agree	627 52%	79 50%	70 60% E	42 51%	241 53%	144 49%	52 56%	183 52%	257 53%	184 52%	288 50%	339 55%
Disagree	229 19%	40 25% BC	15 13%	9 11%	86 19%	67 23% BC	13 14%	68 19%	90 19%	69 20%	104 18%	125 20%
Strongly disagree	50 4%	4 3%	3 3%	3 3%	23 5%	12 4%	6 7%	12 3%	21 4%	17 5%	23 4%	27 4%
Don't know/Refused	18 1%	1 1%	3 2%	1 1%	6 1%	6 2%	1 1%	2 1%	8 2%	6 2%	5 1%	12 2%
TOPBOX & LOWBOX SUMMARY												
Agree (Top2Box)	903 75%	114 72%	96 83% AE	69 85% AE	340 75%	211 71%	73 79%	270 77%	368 75%	260 74%	448 77%	455 73%
Disagree (Low3Box)	279 23%	44 28% BC	18 15%	11 14%	109 24% B	78 26% BC	19 21%	80 23%	112 23%	86 24%	127 22%	153 25%

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*As VOIP services are beginning to come into the market, do you feel that your competitive choices will be enhanced ?*

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Yes - VOIP will create more choice	935 78%	130 82%	90 78%	66 81%	353 78%	224 76%	72 78%	282 80%	386 79%	265 75%	454 78%	481 78%
No - VOIP will not make any difference	239 20%	25 16%	20 17%	14 17%	95 21%	66 22%	20 21%	69 19%	91 19%	75 21%	115 20%	124 20%
Don't know/Refused	26 2%	3 2%	6 5% D	2 2%	7 2%	6 2%	1 1%	1 0	11 2% G	13 4% G	11 2%	14 2%

# Detailed tables

*The CRTC also determines which services provided by local telephone companies it will regulate. For those services it regulates, the CRTC determines how and where the services can be provided and what prices are to be charged for those services. Knowing this, please tell me whether you strongly agree, agree, disagree, or strongly disagree with each of the following statements: In order to create greater competition, traditional telephone companies should not be required to obtain the CRTC's approval to provide bundles of communications services that include VOIP services just as their competitors are able to provide these bundles without CRTC approval ?*

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	169 14%	19 12%	14 12%	15 18%	57 12%	52 18%	12 13%	37 11%	72 15%	57 16%	97 17% K	72 12%
Agree	646 54%	85 54%	69 60%	37 46%	251 55%	156 53%	48 52%	201 57%	256 53%	186 53%	307 53%	339 55%
Disagree	312 26%	45 28%	28 24%	23 28%	123 27%	70 24%	23 25%	103 29%	124 25%	83 23%	137 24%	175 28%
Strongly disagree	51 4%	7 4%	4 4%	2 2%	14 3%	15 5%	9 10% D	9 3%	26 5%	15 4%	31 5%	20 3%
Don't know/Refused	22 2%	3 2%	1 1%	5 6% BE	10 2%	3 1%	1 1%	1 0	9 2%	11 3% G	9 2%	14 2%
TOPBOX & LOWBOX SUMMARY												
Agree (Top2Box)	815 68%	104 66%	83 72%	52 64%	307 68%	208 70%	60 64%	238 68%	328 67%	243 69%	404 70%	411 66%
Disagree (Low3Box)	363 30%	51 32%	32 28%	24 30%	137 30%	85 29%	32 35%	112 32%	150 31%	98 28%	167 29%	195 32%



# Detailed tables

The CRTC also determines which services provided by local telephone companies it will regulate. For those services it regulates, the CRTC determines how and where the services can be provided and what prices are to be charged for those services. Knowing this, please tell me whether you strongly agree, agree, disagree, or strongly disagree with each of the following statements: Traditional telephone companies should be not be prevented from offering VOIP promotions to customers of their competitors ?

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Strongly agree	194 16%	27 17%	16 14%	14 18%	65 14%	52 18%	19 20%	44 12%	93 19%	56 16%	108 19%	86 14%
Agree	736 61%	98 62%	81 69%	44 54%	290 64%	170 57%	53 57%	222 63%	290 60%	217 62%	341 59%	394 64%
Disagree	226 19%	30 19%	16 14%	17 21%	86 19%	62 21%	16 17%	80 23%	84 17%	61 17%	110 19%	115 19%
Strongly disagree	30 3%	3 2%	1 1%	1 1%	11 2%	11 4%	4 4%	6 2%	13 3%	10 3%	16 3%	14 2%
Don't know/Refused	15 1%	1 1%	2 2%	5 6% ADE	3 1%	2 1%	1 1%	0 -	7 1% G	8 2% G	5 1%	10 2%
TOPBOX & LOWBOX SUMMARY												
Agree (Top2Box)	929 77%	125 79%	97 83%	59 72%	355 78%	222 75%	72 77%	266 76%	383 79%	274 78%	449 77%	480 77%
Disagree (Low3Box)	256 21%	32 20%	17 15%	18 22%	97 21%	73 25% B	20 21%	86 24%	97 20%	71 20%	127 22%	129 21%

# Detailed tables

*If you were to switch your local telephone service to a competitor's VOIP service, the CRTC currently prohibits traditional telephone companies from contacting you for one year to offer you special promotions or offers on any service they provide and to encourage you to switch back. Thinking about your interests as a consumer, do you believe this is a good or bad policy ?*

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
Good policy	400 33%	48 30%	46 39%	30 37%	141 31%	105 36%	29 32%	158 45% HI	154 32% I	85 24%	206 36%	193 31%
Bad policy	768 64%	101 64%	64 55%	49 61%	306 67% B	187 63%	61 66%	192 54%	317 65% G	256 73% GH	360 62%	408 66%
Neither good nor bad	24 2%	7 4% DE	5 4% E	2 2%	6 1%	3 1%	2 2%	0 -	12 3% G	11 3% G	9 2%	15 2%
Don't know/Refused	9 1%	3 2%	2 2%	0 -	2 1%	1 0	1 1%	3 1%	4 1%	2 0	5 1%	4 1%

*As you may know, companies like [ONTARIO: "Primus, Vonage, Rogers and Cogeco"; QUEBEC: "Bell, Primus, Vonage, Cogeco and Videotron"; WEST: "Primus, Vonage, Shaw, and Navigata" ATLANTIC: Primus, Vonage] are already offering these Voice over Internet Protocol or VoIP services. Additional companies, including other cable and traditional telephone companies, are also poised to enter this market. Because VOIP is new, there are questions about what kinds of regulations are most appropriate for the CRTC to implement going forward. An example is in the area of social regulations, which ensures that all VoIP service providers offer 9-1-1 and other public interest services. Do you believe that the CRTC should be responsible for ensuring that all VOIP service providers offer these 'social' types of services like 911 emergency service, or should it be up to each individual provider?*

Proportions/Mean: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K

\* small base

		REGION						AGE			GENDER	
	TOTAL	BC	ALB	SK/MN	ONT	QUE	ATL	18-34	35-54	55+	Male	Female
		A	B	C	D	E	F	G	H	I	J	K
Base: All respondents												
Unweighted Base	1200	156	122	72	454	300	96	252	603	335	600	600
Weighted Base	1200	159	116	81*	455	296	93*	352	488	352	580	620
CRTC should be responsible	741 62%	110 69% E	76 65% E	47 58%	294 65% E	156 53%	58 63%	216 62%	315 65% I	203 58%	365 63%	375 61%
Individual provider should be responsible	385 32%	36 22%	31 27%	28 35%	136 30%	125 42% ABD	29 31%	110 31%	147 30%	127 36%	183 32%	201 32%
Don't know/Refused	75 6%	13 8%	10 8%	6 7%	25 5%	16 5%	5 6%	26 7%	26 5%	22 6%	31 5%	43 7%