

Mobile Phone Replacement Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about the most recent time you replaced your main mobile phone within the past 12 months. All questions are optional. Do not include phone numbers, account details, device identifiers or private contents from either phone.

1. When did you replace your main phone?

- ☐ Within the past month
- ☐ More than 1 to 3 months ago
- ☐ More than 3 to 6 months ago
- ☐ More than 6 to 12 months ago
- ☐ I have not replaced it within 12 months
- ☐ Not sure

2. What was the main reason for replacing it?

- ☐ It stopped working
- ☐ Damage affected its use
- ☐ Battery performance no longer met my needs
- ☐ Software or app support no longer met my needs
- ☐ I wanted different features
- ☐ A contract or purchase offer
- ☐ It was lost or stolen
- ☐ Another reason
- ☐ Not sure

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3. Before replacement, how well could the previous phone still handle your everyday tasks?

- ☐ Very well
- ☐ Somewhat well
- ☐ Neither well nor poorly
- ☐ Somewhat poorly
- ☐ Very poorly
- ☐ I could not assess it
- ☐ Not sure

4. Which best describes your consideration of repair?

- ☐ I repaired it before eventually replacing it
- ☐ I sought repair information but did not repair it
- ☐ I considered repair without seeking information
- ☐ I did not consider repair
- ☐ Repair did not apply to my situation
- ☐ Not sure

5. Which best describes the replacement phone when you obtained it?

- ☐ New
- ☐ Professionally refurbished
- ☐ Previously used, not described as refurbished
- ☐ Not sure
- ☐ Prefer not to answer

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6. What happened to the previous phone?

- ☐ I still keep it
- ☐ Someone else now uses it
- ☐ I sold or traded it in
- ☐ I gave it to a collection or recycling service
- ☐ It was lost or stolen
- ☐ Another outcome
- ☐ Not sure

7. What information would have helped you decide whether to keep, repair, or replace that phone?
