

Annex: List of the questions (in bold types those whose results are reported)

SET 1: GPS, streaming, use of social networks

If the person has used the Internet in the last three months

- 01. Do you use GPS services or online maps (e.g., Waze, Google Maps, Michelin, Citymapper, etc.)? (Yes, no, don't know/refusal)**
- 02. Do you use free video streaming services (YouTube, Dailymotion, Twitch, etc.)? (Yes, no, don't know/refusal)**
- 03. Do you use social networks (Facebook, Twitter, TikTok, Snapchat, etc.)? (Yes, no, don't know/refusal)**

SET 2: General use of Internet

If the person has used the Internet in the last three months

Over the past three months, excluding professional use, have you used the Internet (including via applications) for the following activities? [Regardless of the location of use; Multiple answers possible]

- 01. Sending and receiving emails**
02. Making phone calls (or video calls) over the Internet, for example via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, or Zoom...
- 03. Creating a profile or posting messages on social networks (Facebook, Twitter, Instagram, Snapchat, etc.)**
- 04. Using instant messaging, i.e., exchanging messages, for example via Skype, Messenger, WhatsApp, Viber, or Snapchat.**
05. Searching for information on products and services (transport schedules, online catalogs, etc.).
- 06. Reading newspapers, magazines, or visiting news websites.**
- 07. Expressing opinions on civic or political issues via websites or social media (Facebook, Twitter, Instagram, YouTube, etc.).**
- 08. Participating in online consultations or votes on civic or political issues (urban planning, signing a petition, etc.).**
09. Downloading or listening to music (online radio, music streaming, etc.).
10. Watching television on the Internet (live or replay) on TV channel websites (TF1, France 3, W9, MCM, etc.)
11. Watching on-demand videos from commercial services (Netflix, HBO GO, Amazon Prime Video, Apple TV, etc.).
12. Watching videos from sharing services (YouTube, etc.)
13. Playing or downloading games.
- 14. Listening to or downloading podcasts.**
- 15. Searching for health-related information (e.g., about a disease, injuries, nutrition, or health improvement)**
- 16. Making an appointment with a healthcare practitioner (from a hospital, health center, etc.)**
- 17. Accessing an online personal medical record**
- 18. Using other health services instead of going to the hospital or consulting a doctor (getting a prescription or consultation online, etc.).**
19. Selling products and services on online sites or applications (eBay, Leboncoin, Facebook Marketplace, etc.).
20. Accessing your bank account.

SET 3: Online courses

If the person has used the Internet in the last three months

Regarding learning via the Internet (whether for private or professional use), over the past three months, have you personally done any of the following activities? Multiple answers possible

- 1. Taking online courses**
- 2. Using training materials other than online courses (audiovisual materials, online learning software, e-books, learning apps, etc.)**
- 3. Exchanging with teachers or students using online audio or video tools (Zoom, MS Teams, Google Classroom, etc.)**

SET 4: Online finance

If the person has used the Internet in the last three months.

In the last three months, for private purposes, have you carried out the following financial activities on a website or application

- 01. Take out insurance (including travel insurance when you buy a plane ticket).**
- 02. Take out a loan, mortgage or borrow from a bank or other financial provider.**
- 03. Buy or sell shares, bonds, units in investment funds or other financial assets.**

SET 5: Use of administrative services online

If the person has used the Internet in the last three months.

Over the past twelve months, excluding professional use, have you used the website or application of a public administration or service for any of the following reasons? [Excluding emails; multiple answers possible]

- 01. Access your personal data held by public authorities or services (information about your pension rights, your health, etc.).**
- 02. Access information in public databases or registers (availability of books in libraries, land registers, company registers, etc.)**
- 03. Obtain administrative information (services, benefits, rights, legal provisions, opening hours, etc.)**
- 04. Have you downloaded or printed official forms from the website or app of a government agency or public service?**
- 05. Did you request official documents or certificates (diploma, birth, marriage, or death certificate, divorce certificate, proof of residence, criminal record extract, etc.)**
- 06. Did you request benefits or entitlements (retirement pension, unemployment benefits, family allowances, school or university enrollment, etc.)**
- 07. Did you make other requests, claims, or complaints (report a theft to the police, file a complaint with the courts, request legal aid, initiate civil proceedings in court, etc.)**