

## INTERVIEW GUIDE

### INTRODUCTION

Thank you for participating in this interview. As I explained earlier, we are really interested in how people use video streaming, and talking with you helps us to understand that better. So, we really appreciate you taking the time to talk with us. In this interview, I want to focus on your experience with video streaming; so, of course, there are no right or wrong answers. It also means you are more than welcome to tell us if there is something that needs to be improved. The interview should take no more than an hour, depending on how much we talk. And just to get the formalities out of the way, I want to tell you that this interview is voluntary and that you can opt out at any time for any reason. I also want to tell you that everything you say is anonymized; so, if I share some quotes from the interview with my colleagues, they will not know who said them. Finally, I want to ask if I can record the audio from our interview. I'm not going to share the recording with anyone. It's just that it will help me to focus on what you are saying if I don't have to take all my notes while we are talking. You have my guarantee that I will delete the recording when I am done taking note.

### QUESTIONS

1. What animal do you have as a pet?
2. What's his/her name
3. If you don't mind, can I see a photo of him/her?
4. How old is he?
5. Does he like to go outside or stay at home?
6. Who generally takes him out?
7. Does he have any friends already?
8. How did they become friends?
9. When was the last time you took him out?
10. Have you ever encountered any situation when he got cranky and frustrated
11. Would it help if you had an app where you could find playmates for him?
12. Have you used any kind of service for this purpose?
13. How was your experience?
14. Does the pet owner have any influence on the experience?
15. Do you like the current way?

## WRAP-UP

I think I have asked all the questions I could think of. Do you have anything to add that you feel we have not covered?

Then I just want to thank you so much for talking to me. Learning about how you use video streaming will really help us understand how to create the best possible video streaming service. If you think of anything else or you have any questions, you are more than welcome to get in touch. I also want to ask if we can contact you again if we think of other questions or if something is unclear. Is that all right?