

# July 2015 NTIA Internet Use Survey

Final Version

**CMPINT** This month we are asking some additional questions about the Internet, computers, mobile phones, tablets, and other connected devices. First, we will ask what types of computers and other devices [you/members of your household] currently use. Please focus on devices [you/members of your household] currently have access to, and have used at least occasionally during the past six months. We are interested in devices used at any location, whether at home, work, school, a library, or anywhere else.

**DESKTP** [Do you/Does anyone in this household, including you,] use a desktop computer? *(If needed)* A desktop is a personal computer that is too large or heavy to be frequently moved from place to place. *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**LAPTOP** What about a laptop or notebook? [Do you/Does anyone in this household] use a laptop or notebook computer? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**TABLET** What about a tablet or e-book reader? *(If needed)* [Do you/Does anyone in this household] use a tablet or e-book reader? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**MPHONE** What about a cellular phone or smartphone? *(If needed)* [Do you/Does anyone in this household] use a cellular phone or smartphone? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**WEARAB** [Do you/Does anyone in this household] use a wearable, Internet-connected device such as a smart watch or glasses? Examples include an Apple Watch, Microsoft Band, or Google Glass. *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**TVBOX** [Do you/Does anyone in this household] use a smart TV, or a TV-connected device such as a game system or Internet-based video system? Examples include an Xbox, Apple TV, Playstation, Roku, or a Blu-Ray player that can access the Internet. *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INTINT** Next, we will ask where [you/members of your household] currently use the Internet. Please focus on places where [you/members of your household] have used the Internet at least occasionally during the past six months. People can use the Internet in many places, such as at work, school, or a library. Internet use includes a wide variety of activities, from checking email or browsing the Web to watching videos or using mobile apps. We are interested in all forms of Internet use on all types of devices, including the ones we just discussed.

**INHOME** [Do you/Does anyone in this household, including you,] use the Internet at home? *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**If any PEMLR[1-16] == 1 or 2 (anyone in the household is employed), go to INWORK**

**Else go to INSCHL**

**INWORK** What about at work? [Do you/Does anyone in this household] use the Internet at work? *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INSCHL** What about at school? [Do you/Does anyone in this household] use the Internet at school? Please count students only, and do not include online classes. *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INCAFE** What about at a coffee shop or other business that offers Internet access? *(If needed)* [Do you/Does anyone in this household] use the Internet while at a coffee shop or other business that offers Internet access? *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INTRAV** What about while traveling between places? *(If needed)* [Do you/Does anyone in this household] use the Internet while traveling between places? *(If yes & is multi-person household) Who is that?*

*Enter persons by line number (1-16)*

**INLICO** What about at a library, community center, park, or other public place? *(If needed)* [Do you/Does anyone in this household] use the Internet at a library, community center, park, or other public place? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**INELHO** What about at someone else's home? *(If needed)* [Do you/Does anyone in this household] use the Internet at someone else's home? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**INOTHR** [Do you/Does anyone in this household] use the Internet at some other location we haven't covered? *(If yes & is multi-person household)* Who is that?

*Enter persons by line number (1-16)*

**If HRNUMHOU > 1 & (total persons where any IN\* == 1) < HRNUMHOU (this is a multi-person household and not everyone was reported as using the Internet), go to NETCHK**

**Else if any INHOME[1-16] == 1 (anyone goes online at home), go to HOMSU**

**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to OUTMOB**

**Else go to NONINT**

**NETCHK** Based on your responses, it sounds like *(list names where all IN\* != 1)* [does/do] not use the Internet. [Does/Do] [he/she/these people in your household] use the Internet from any location, and for any purpose? *(If additional users)* Who uses the Internet from any location, and for any purpose?

*Fill appropriate lines if necessary; locations of use will be allocated*

**If any INHOME[1-16] == 1 (anyone goes online at home), go to HOMSU**

**Else if any IN\*[1-16] == 1 (anyone goes online anywhere), go to OUTMOB**

**Else go to NONINT**

**HOMSU** You mentioned that [you/someone in this household/members of this household] use[s] the Internet at home. When going online at home, [do you/does someone in this household/do members of this household] connect to the Internet using:

*Read and select all that apply*

- (1) A plan bought from a company that provides Internet service?
- (2) A plan bought from a public agency, nonprofit, or cooperative that provides Internet service?
- (3) Internet service provided for an entire apartment building, condominium, campus, or other community and included in housing costs?
- (4) Publicly-available Internet service provided at no charge?
- (5) Some other method of Internet access?

**HOMFAC** Which of the following is the most important factor to [you/your household] regarding your Internet service at home?

*Read and select best match*

- (1) Internet service speed
- (2) Reliability of Internet service
- (3) Affordability
- (4) Customer service or technical support
- (5) Mobility or ability to use service outside the home
- (6) Monthly data limits
- (7) Some other factor

**HOMTE** I am going to read a list of ways that people access the Internet from their homes. Keep in mind that some people connect from home in more than one way. At home, [do you/does anyone in this household] access the Internet using:

*Read and select all that apply*

*If respondent indicates "Wi-Fi," add: Do you know what kind of Internet service is connected to the Wi-Fi in your household?*

- (1) Mobile Internet service or a data plan for a cellular phone, smartphone, tablet, laptop, or other device? *(If needed)* This type of Internet service is provided by a wireless carrier, and may be part of a package that also includes voice calls from a cellular phone or smartphone. **(Go to BUNDLE)**
- (2) High-speed Internet service installed at home, such as cable, DSL, or fiber-optic service? *(If needed)* This type of Internet service is often provided by a cable company or phone company. **(Go to BUNDLE)**
- (3) Satellite Internet service? **(Go to BUNDLE)**
- (4) Dial-up service? **(Go to OUTMOB)**
- (5) Some other service? **(Go to TEOTHR)**

**TEOTHR** What other service?

*Enter verbatim response*

**BUNDLE** [Do you/Does anyone in this household] have Internet as part of a “bundle” through your Internet service provider?

- (1) Yes           **(Go to BUNSV)**
- (2) No           **(Go to OUTMOB)**

**BUNSV** Which services besides Internet are included in the bundle?

*Read and select all that apply*

- (1) TV channels
- (2) Home telephone service
- (3) Mobile phone service
- (4) Home security or monitoring
- (5) Some other service

**If BUNSV5 == 1, go to BUOTHR**  
**Else go to OUTMOB**

**BUOTHR** What other service?

*Enter verbatim response*

**OUTMOB** This question is about how [you/members of this household] use the Internet outside the home. While away from home, [do you/does anyone in this household] access the Internet using a mobile Internet service or a data plan for a cellular phone, smartphone, tablet, laptop, or other device? *(If needed)* This type of Internet service is provided by a wireless carrier, and may be part of a package that also includes voice calls from a cellular phone or smartphone.

- (1) Yes
- (2) No

**If OUTMOB == 1 & all {INWORK, INSCHL, INCAFE, INTRAV, INLICO, INELHO, INOTHR}[1-16] == 2 (no one goes online outside the home), go to OUTCHK**  
**Else go to USEINT**

**OUTCHK** Earlier you mentioned that [you/members of your household] only use the Internet at home, but you've also indicated that [you use/someone in your household uses] mobile Internet service or a data plan to go online outside the home. Which is correct?

*OUTMOB and locations of use will be allocated accordingly.*

- (1) Only use the Internet at home
- (2) Use a mobile Internet service or a data plan to go online outside the home, in addition to using the Internet at home

**USEINT** *Random age 15+ Internet user in household (any IN\*[1-16] == 1 & PRTAGE >= 15) NAME selected for this series of questions. If all Internet users are under 15 years old, skip to UHHINT.*

We are interested in learning about the applications and services people commonly use with the Internet. [(If is multi-person household) We have randomly selected one member of your household for this section.] Consider how [you personally/NAME] currently use[s] the technologies we've been discussing, whether at home or any other location, and using any connected device. Please focus on activities [you have/NAME has] done online at least occasionally during the past six months.

**EMAIL** [Do you/Does NAME] use email?

- (1) Yes
- (2) No

**TEXTIM** What about texting or instant messaging? [Do you/Does NAME] use a texting or instant messaging service?

- (1) Yes
- (2) No

**SOCIAL** What about social networking? (If needed) [Do you/Does NAME] use social networks such as Facebook or Twitter?

- (1) Yes
- (2) No

**CONFER** What about participating in video or voice calls, or video conferencing, over the Internet? (If needed) [Do you/Does NAME] participate in video or voice calls, or video conferencing?

- (1) Yes
- (2) No

**WEBBRO** What about browsing the Web? (*If needed*) [Do you/Does NAME] browse the Web?

- (1) Yes
- (2) No

**VIDEO** What about watching videos? [Do you/Does NAME] watch videos over the Internet? Examples include YouTube and Netflix.

- (1) Yes
- (2) No

**AUDIO** What about streaming or downloading music, radio programs, or podcasts? (*If needed*) [Do you/Does NAME] stream or download music, radio programs, or podcasts online?

- (1) Yes
- (2) No

**ONTHEG** What about on-the-go services such as maps, GPS, or reviews of nearby businesses? (*If needed*) [Do you/Does NAME] use on-the-go services? Examples include Google Maps, Yelp, and Fandango.

- (1) Yes
- (2) No

**If PEMLR[selected respondent] == 1 or 2 (respondent is employed), go to TELEWK  
Else go to JOBSCH**

**TELEWK** What about telecommuting, or working while away from [your/his/her] usual workplace? (*If needed*) [Do you/Does NAME] use the Internet to telecommute or work while away from [your/his/her] usual workplace?

- (1) Yes
- (2) No

**JOBSCH** What about searching for a job? (*If needed*) [Do you/Does NAME] use the Internet to search for a job?

- (1) Yes
- (2) No

- EDTRAI** What about online classes or job training? *(If needed)* [Do you/Does NAME] use the Internet for educational classes or job training?
- (1) Yes  
(2) No
- FINANC** What about financial services such as banking, investing, or paying bills online? *(If needed)* [Do you/Does NAME] use the Internet for financial services such as banking, investing, or paying bills?
- (1) Yes  
(2) No
- ECOMME** What about online shopping, travel reservations, or other consumer services? *(If needed)* [Do you/Does NAME] use online shopping, travel reservations, or other consumer services?
- (1) Yes  
(2) No
- HOMIOT** What about interacting with household equipment such as a connected thermostat, light bulb, or security system? *(If needed)* [Do you/Does NAME] use the Internet to interact with household equipment?
- (1) Yes  
(2) No
- MEDINT** I'm going to ask a couple of questions about how [you use/NAME uses] the Internet for health-related activities.
- MEDINF** [Do you/Does NAME] research health information online, such as with WebMD or similar services?
- (1) Yes  
(2) No
- MEDCOM** What about communicating with a doctor or accessing health records or health insurance records online? *(If needed)* [Do you/Does NAME] communicate with a doctor or access health records or health insurance records online?
- (1) Yes  
(2) No
- MEDMON** [Do you/Does NAME] use a health monitoring service that connects to the Internet?
- (1) Yes  
(2) No



**UHHINT** *(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning generally, without identifying specific people, what challenges your household has had while using the Internet.  
*(If single-person household)* For our remaining questions, we are interested in learning what challenges you have had while using the Internet.

**PSPRE** During the past year, have concerns about privacy or security stopped [you/anyone in this household] from doing any of these activities online:

*Read and select all that apply*

- (1) Conducting financial transactions such as banking, investing, or paying bills online?
- (2) Buying goods or services online?
- (3) Posting photos, status updates, or other information on social networks?
- (4) Expressing an opinion on a controversial or political issue on a blog or social network, or in a forum, email or any other venue?

**PSCON** Overall, what concerns [you/members of this household] the most when it comes to online privacy and security risks?

*Do not read; select all that apply and/or enter verbatim response if other*

- (1) Identity theft
- (2) Credit card or banking fraud
- (3) Data collection or tracking by online services
- (4) Data collection or tracking by government
- (5) Loss of control over personal data such as email or social network profiles
- (6) Threats to personal safety, such as online harassment, stalking, or cyber-bullying
- (7) No concerns
- (8) Other: \_\_\_\_\_

**PSCYBA** During the past year, [have you/has any member of your household] been affected by an online security breach, identity theft, or a similar crime?

- (1) Yes
- (2) No

**CBULLY** During the past year, [have you/has any member of your household] experienced online harassment, stalking, or cyber-bullying?

- (1) Yes
- (2) No

**If any INHOME[1-16] == 1 (anyone goes online at home) & any {INWORK, INSCHL, INCAFE, INTRAV, INLICO, INELHO, INOTHR}[1-16] == 1 (anyone goes online outside the home), end interview**  
**Else if any INHOME[1-16] == 1 (anyone goes online at home), go to OUTINT**  
**Else go to NHMINT**

**NHMINT** You previously mentioned that [you/members of your household] use the Internet in some places, but not at home.

**Go to EVRHOM**

**NONINT** *(If multi-person household)* Our remaining questions are about your household as a whole. We are interested in learning why households such as yours do not use the Internet.

*(If single-person household)* For our remaining questions, we are interested in learning why you do not use the Internet.

**EVRHOM** [Have you/Has anyone in this household] ever used the Internet from home?

- (1) Yes
- (2) No

**NOHM** What are the reasons why [you/members of your household] do not use the Internet at home?

*Do not read; select all that apply and/or enter verbatim response if other*

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Can use it elsewhere
- (6) Not available in area
- (7) No computer, or computer inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved or is in the process of moving
- (11) Other: \_\_\_\_\_

**If more than one NOHM response given, go to PRINOH**  
**Else go to PSENSI**

**PRINOH** Of the reasons you just listed for not going online at home, which [do you/does your household] consider to be the most important?

*Read previous responses if needed; select best match and/or enter verbatim response if other*

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Can use it elsewhere
- (6) Not available in area
- (7) No computer, or computer inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved or is in the process of moving
- (11) Other: \_\_\_\_\_

**PSENSI** Would [you/your household] buy home Internet service if it were offered at a lower price?

- (1) Yes
- (2) No

**If any IN\*[1-16] == 1 (anyone goes online anywhere), end interview  
Else go to EVROUT**

**OUTINT** You previously mentioned that [you/members of your household] use the Internet at home, but not at other locations.

**EVROUT** [Have you/Has anyone in this household] ever used the Internet from a location other than home?

- (1) Yes
- (2) No

**NOOU**

What are the reasons why [you/members of your household] do not use the Internet outside the home?

*Do not read; select all that apply and/or enter verbatim response if other*

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Nowhere to go that has it
- (6) No computer, or computer inadequate or broken
- (7) No mobile device, or mobile device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved and is no longer near previous Internet use location
- (11) Other: \_\_\_\_\_

**If more than one NOOUT response given, go to PRINOO  
Else end interview**

**PRINOO**

Of the reasons you just listed for not going online outside the home, which [do you/does your household] consider to be the most important?

*Read previous responses if needed; select best match and/or enter verbatim response if other*

- (1) Don't need it
- (2) Not interested
- (3) Can't afford it
- (4) Not worth the cost
- (5) Nowhere to go that has it
- (6) No computer, or computer inadequate or broken
- (7) No mobile device, or mobile device inadequate or broken
- (8) Online privacy or cybersecurity concerns
- (9) Personal safety concerns
- (10) Household moved and is no longer near previous Internet use location
- (11) Other: \_\_\_\_\_