

## Topline questionnaire

**EMINUSE** Do you use the internet or email, at least occasionally?

**INTMOB** Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?<sup>2</sup>

	USES INTERNET	DOES NOT USE INTERNET
Current	89	11
November 2016	90	10
May 2016	87	13
April 2016	87	13
November 2015	87	13

**HOME4NW** Do you currently subscribe to internet service at HOME?

Based on all internet users [N=1,785]

	YES	NO	(VOL.) DON'T KNOW	(VOL.) REFUSED
Current	80	20	*	0
July 2015	84	16	*	0

**BBHOME1** Do you subscribe to dial-up internet service at home... OR do you subscribe to a higher-speed broadband service such as DSL, cable, or fiber optic service?

**BBHOME2** [ASK IF BBHOME1=DIAL-UP:] Just to confirm, you use a dial-up connection to the internet at home, and not a higher-speed broadband connection?

Based on all home internet subscribers [N=1,466]

	DIAL-UP	HIGHER SPEED	(VOL.) BOTH DIAL-UP AND HIGHER SPEED	(VOL.) ACCESS NET ON CELL OR TABLET ONLY	(VOL.) NO HOME NET ACCESS	(VOL.) DK	(VOL.) REF.
Current	3	90	2	*	*	5	*
July 2015	3	91	1	*	1	4	*

### SUMMARY OF HOME BROADBAND

<sup>2</sup> The definition of an internet user varies from survey to survey. Prior to January 2005, internet users were defined as those who said yes to "Do you ever go online to access the Internet or World Wide Web or to send and receive email?" From January 2005 thru February 2012, an internet user is someone said yes to either "Do you use the internet, at least occasionally?" (INTUSE) OR "Do you send or receive email, at least occasionally?" (EMLOCC). From April 2012 thru December 2012, an internet user is someone said yes to any of three questions: INTUSE, EMLOCC or "Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?" (INTMOB). In May 2013, half the sample was asked INTUSE/EMLOCC/INTMOB and half was asked EMINUSE/INTMOB. Those May 2013 trend results are for both forms combined.

Based on home internet subscribers [N=1,466]

	<u>CURRENT</u>		JULY 2015
%	91	Home broadband users	92
	9	No home broadband/DK	8

Based on Total [N=2,002]

	<u>CURRENT</u>		JULY 2015
%	65	Home broadband users	67
	35	No home broadband/DK	33

**DEVICE1a** Next, do you have a cell phone, or not?<sup>3</sup>

	YES	NO	(VOL.) DON'T KNOW	(VOL.) REFUSED
Current	95	5	0	0
November 2016	95	5	0	0
May 2016	92	8	0	0
April 2016	92	8	0	0
November 2015	91	9	0	0
July 2015	92	8	*	*

**SMART2** Is your cell phone a smartphone, or not?

Based on cell phone owners

	YES, SMARTPHONE	NO, NOT A SMARTPHONE	DON'T KNOW	REFUSED
Current [N = 1,933]	82	17	1	*
November 2016 [N=2,926]	81	16	3	*
May 2016 [N=992]	76	17	7	0
April 2016 [N=1,535]	78	16	6	*
November 2015 [N=2,606]	76	17	7	*
July 2015 [N=1,903]	73	20	7	*
April 2015 [N=1,900]	73	21	5	*
September 2013 [N=5,763]	61	32	7	*
August 2013 [N=1,636]	60	33	6	*
May 2013 [N=2,076]	55	39	5	*
December 2012 [N=1,954]	52	41	6	*
November 2012 [N=1,992]	55	38	6	*
September 2012 [N=2,581]	53	40	6	*
April 2012 [N=1,954]	46	44	10	*
February 2012 [N=1,961]	45	46	8	*
May 2011 [N=1,914]	33	53	14	*

<sup>3</sup> Question was asked of landline sample only. Results shown here have been recalculated to include cell phone sample in the "Yes" percentage.

**PIAL11** Overall, when you add up all the advantages and disadvantages of the internet, would you say the internet has mostly been [ROTATE: (a GOOD thing) or (a BAD thing)] for society?

	CURRENT (BASED ON ALL ADULTS)		CURRENT (BASED ON INTERNET USERS)	JANUARY 2014 (BASED ON INTERNET USERS)
%	65	Good thing	70	76
	16	Bad thing	14	15
	14	Some of both (VOL.)	14	8
	4	Don't know	1	1
	1	Refused	*	*

**PIAL11a** What is the main reason you think the internet has been a [IF PIAL11=1 "good"; IF PIAL11=2 "bad"] thing for society? [OPEN END; RESPONSES CODED AFTER DATA COLLECTION]

Based on those who say internet has been a good thing for society [N=1,338]

	CURRENT	
%	62	Makes accessing information easier
	23	Helps people connect
	6	Other
	9	Don't know/Refused

Based on those who say internet has been a bad thing for society [N=294]

	CURRENT	
%	25	Isolates people
	16	Fake news, misinformation
	14	Bad for children
	13	Criminal activities
	5	Personal information/Privacy
	19	Other
	7	Don't Know/Refused

**PIAL12** How about you, personally? Overall, when you add up all the advantages and disadvantages of the internet, would you say the internet has mostly been [ROTATE IN SAME ORDER AS PIAL11: (a GOOD thing) or (a BAD thing)] for you?

Based on internet users [N=1,785]

	CURRENT		JANUARY 2014
%	88	Good thing	90
	5	Bad thing	6
	5	Some of both (VOL.)	3
	2	Don't know	1
	1	Refused	*