November 2021 NTIA Internet Use Survey

Final Draft for OMB Review

CMPINT All households	This month we are asking some additional questions about the Internet, as well as computers, mobile phones, tablets, and other devices that connect to the Internet. 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 All households	[Do you/Does anyone in this household, including you,] use a desktop computer at least occasionally? Include any desktop computers [you/members of your household] currently have access to and have used during the past six months. *(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 All households	What about a laptop? [Do you/Does anyone in this household] use a laptop computer? *(If needed)* A laptop is a personal computer that is portable and includes a built-in keyboard and screen. *(If yes & is multi-person household)* Who is that? *Enter persons by line number (1-16)*
TABLET All households	What about a tablet or e-book reader, such as an iPad or Kindle? *(If needed)* A tablet or e-book reader is a personal computer that is portable and has a built-in screen, but does not have a built-in physical keyboard. *(If yes & is multi-person household)* Who is that? *Enter persons by line number (1-16)*
MPHONE All households	What about a smartphone, or a cell phone that connects to the Internet? *(If needed)* [Do you/Does anyone in this household] use a smartphone? *(If yes & is multi-person household)* Who is that? *Enter persons by line number (1-16)*
WEARAB All households	[Do you/Does anyone in this household] use a wearable device that is connected to the Internet, such as a smart watch or fitness band? Examples include an Apple Watch or Fitbit. *(If yes & is multi-person household)* Who is that? *Enter persons by line number (1-16)*

TVBOX

All households

[Do you/Does anyone in this household] use a smart TV, a game or video system, or another device that connects to the Internet and plays through a TV? 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)

If any (DESKTP LAPTOP TABLET MPHONE WEARAB TVBOX)[1-16] == 1 (anyone in the household uses any device), go to DEVQUA
Else go to INTINT

DEVQUA

Households w/
any device use

Thinking about all the different devices we just discussed, how well do the computers and other Internet-connected devices .do not include home Wi-Fi routers or similar equipment Please work overall?]used by this household[you use/

Read and select best matchf respondent is unsure, ask for an average; i

(1) They do not work at all
(2) They work wellrarely
(3) They somewhat work
(4) They work well
(5) They work perfectly

DEVSTA

Households w/
any device use

During the last six months, how often were [you/members of your household] unable to use a computer or other Internet-connected device because it was in use by someone else, located elsewhere, or otherwise inaccessible?

Read and select best match

(1) Never
(2) During ones day or two
(3) During daysthree or four
(4) During daysfive or six
(5) During or more daysseven

INTINT

All households

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 devices, including the ones we just discussed.

INHOME

All households

[Do you/Does anyone in this household, including you,] use the Internet at home? This includes accessing the Internet with a cell phone, computer, tablet, or other device. *(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

HHs w/ at least 1 employed person

What about at work? [Do you/Does anyone in this household] use the Internet at work? Do not include work from home. *(If yes & is multi-person household)* Who is that?

Enter persons by line number (1-16)

INSCHL

All households

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

Enter persons by line number (1-16)

INCAFE

All households

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

All households

What about while going from one place to another? Examples include using the Internet while riding public transit, or using the GPS on your cell phone while driving. *(If needed)* [Do you/Does anyone in this household] use the Internet while going from one place to another? *(If yes & is multi-person household)* Who is that?

Enter persons by line number (1-16)

INLICO

All households

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

All households

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

All households

[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 IN*[1-16] == 1 (anyone goes online anywhere), go to TCHINT
Else go to NONINT

NETCHK

Multi-person HHs reporting any non-Internet users

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 IN*[1-16] or NETCHK == 1 (anyone goes online anywhere), go to TCHINT
Else go to NONINT

TCHINT

HHs w/ any Internet users, any location

Next, we are interested in learning about the specific technologies households use to go online. Please focus on how your household as a whole connects to the Internet.

MOBDAT

HHs w/ any Internet users, any location

[Do you/Does anyone in this household] access the Internet using a data plan for a cell phone, smartphone, tablet, mobile hotspot, or other device? 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 cell phone or smartphone.

> (1) Yes
> (2) No

If any INHOME[1-16] == 1 & MOBDAT == 1 (anyone goes online at home and household has a mobile data plan), go to HMINT1
Else if INHOME[1-16] == 1 & MOBDAT == 2 (anyone goes online at home but household does not have a mobile data plan), go to HMINT2
Else go to USEINT

HMINT1

HHs w/ any home Internet users & MOBDAT == 1

In addition to [your/your household's] mobile Internet service or data plan, we are interested in whether [you/your household] also use[s] any other type of Internet service when at home.

Go to HOMTE

HMINT2

HHs w/ any home Internet users & MOBDAT == 2

You mentioned that [you/someone in this household/members of this household] use[s] the Internet at home.

HOMTE

HHs w/ any home Internet users

I am going to read a list of ways that people access the Internet from their homes, **other than a mobile data plan**. At home, [do you/does anyone in this household] access the Internet using:

Read and select all that apply

(1) 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 HNETQL)**
(2) Satellite Internet service? *(If needed)* This type of Internet service is received through a satellite dish installed at home.   **(Go to HNETQL)**
(3) Dial-up service?   **(Go to HNETQL)**
(4) Some other service?   **(Go to TEOTHR)**
(5) *(Do not read)* None   **(Go to HNETQL)**

TEOTHR

HHs w/ any home Internet users & HOMTE4 == 1

What other service?

Enter verbatim response

HNETQL

HHs w/ any home Internet users

In [your/your household's] experience over the past six months, ? caps, dataapplicable, and, if reliability Internet connection at home fill [your/the household's] needs, including for speed, does your [household's]

(1) Yes
(2) No

HNETST

HHs w/ any home Internet users

At any point during the past six months, did [you/this household] temporarily lose a home Internet connection due to difficulty paying?

(1) Yes
(2) No

(1)
(2)
(3)
(4)
(5)

(1)
(2)

Random age 15+ Internet user in household (any IN*[1-16] or NETCHK == 1 & PRTAGE >= 15) selected for questions EMAIL-HOMIOT.
If all Internet users are under 15 years old, skip to MEDINT.

USEINT

Random respondents

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. Please focus on activities [you have/NAME has] done online at least occasionally during the past six months, using an Internet-connected device such as a computer, tablet, or cell phone.

EMAIL

Random respondents

[Do you/Does NAME] use email?

(1) Yes
(2) No

TEXTIM

Random respondents

What about texting or instant messaging? [Do you/Does NAME] text or use instant messaging?

(1) Yes
(2) No

SOCIAL

Random respondents

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

(1) Yes
(2) No

GAMING

Random respondents

What about playing video games [Do you/Does NAME] use the Internet to play video games?*(If needed)* , whether on a smartphone, console, PC, or any other computing device? online

(1) Yes
(2) No

CONFER

Random respondents

In the past six months, [have you/has NAME] participated in video or voice calls or conferencing over the Internet, such as with Skype, FaceTime, or Zoom? *(If needed)* [Do you/Does NAME] participate in video or voice calls or conferencing?

(1) Yes
(2) No

VIDEO

Random respondents

What about streaming or downloading videos? [Do you/Does NAME] watch videos over the Internet? Examples include YouTube and Netflix.

(1) Yes
(2) No

AUDIO

Random respondents

What about streaming or downloading music, radio programs, or podcasts? *(If needed)* [Do you/Does NAME] listen to music, radio programs, or podcasts using the Internet?

(1) Yes
(2) No

PUBLSH

Random respondents

What about posting or uploading blog posts, original videos, or other content that [you/NAME] created? Do not include photos or videos taken for personal use and shared to social media. *(If needed)* [Do you/Does NAME] publish or upload original content that [you/NAME] created to the Internet?

(1) Yes
(2) No

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

TELEWK

Employed random respondents

[Do you/Does NAME] use the Internet to telecommute or work while away from [your/his/her] usual workplace, such as working from home?

(1) Yes
(2) No

JOBSCH

Random
respondents

In the past six months, [have you/has NAME] used the Internet to search or apply for a job? *(If needed)* [Do you/Does NAME] use the Internet to search or apply for a job?

(1) Yes
(2) No

EDTRAI

Random
respondents

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

EGOVTS

Random
respondents

What about accessing government services, such as registering to vote or renewing your driver's license? [Do you/Does NAME] use the Internet to access government services?*(If needed)*

(1) Yes
(2) No

USESVC

Random
respondents

What about requesting services provided by other people, for example hailing a ride using Uber, ordering food using ,Instacart or DoorDash reserving a room through Airbnb, or requesting a home repair through Angie's List? *(If needed)* [Do you/Does NAME] use the Internet to request services provided by other people?

(1) Yes
(2) No

ESRVCS

Random
respondents

What about offering [your/his/her] own services for sale via the Internet? Examples include offering rentals on Airbnb and driving for Uber or Lyft. Do not include any goods or possessions sold online, such as clothing, shoes, or crafts. *(If needed)* [Do you/Does NAME] offer [your/his/her] own services for sale via the Internet?

(1) Yes
(2) No

ECOMME

Random
respondents

In the past six months, [have you/has NAME] used the Internet for online shopping, travel reservations, or other consumer services on the Internet? *(If needed)* [Do you/Does NAME] use the Internet for online shopping, travel reservations, or other consumer services?

(1) Yes
(2) No

EGOODS

Random respondents

[Do you/Does NAME] use the Internet to sell goods? Examples include selling items on Etsy or eBay.

(1) Yes
(2) No

FINANC

Random respondents

[Do you/Does NAME] use the Internet for financial services such as banking, investing, paying bills online, or sending money to other people? Examples include using your bank's website or app, paying a credit card or utility bill online, or sending money using or PayPal.Venmo

(1) Yes
(2) No

VOICEA

Random respondents

What about communicating with a digital assistant, such as Alexa, Siri, or Google Assistant?

(1) Yes
(2) No

HOMIOT

Random respondents

What about interacting with household equipment or appliances that are connected to the Internet, such as a connected thermostat, light bulb, or security system? *(If needed)* [Do you/Does NAME] use the Internet to interact with household equipment or appliances?

(1) Yes
(2) No

MEDINT

HHs w/ any Internet users, any location

(If multi-person household) Our remaining questions are about your household as a whole. *(All)* I'm going to ask a couple of questions about how [you have/your household has] used the Internet for health-related activities during the past six months.

MED REC

HHs w/ any Internet users, any location

[Do you/Does anyone in this household, including you,] access health records or health insurance records online?

(1) Yes
(2) No

MED DOC

HHs w/ any Internet users, any location

What about communicating with a doctor or other health professional using the Internet? *(If needed)* [Do you/Does anyone in this household] communicate with a doctor or other health professional using the Internet?

(1) Yes
(2) No

MEDINF

[Do you/Does anyone in this household] research health information online, such as with WebMD or similar services?

(1) Yes
(2) No

MEDMON

[Do you/Does anyone in this household] use an electronic health monitoring service that collects and sends data to your doctor or health care provider through the Internet? Examples include connected devices that monitor vital statistics, blood glucose levels, or blood pressure.

(1) Yes
(2) No

UHHINT

(If multi-person household) We are interested in learning generally, without identifying specific people, what challenges your household has had while using the Internet.

(If single-person household) 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?
(5) Searching for information using a platform such as Google Search, Yahoo Search, Microsoft Bing, or another web search engine?
(6) *(Do not read)* None of the above

PSCON

HHs w/ any
Internet users, any
location

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

HHs w/ any
Internet users, any
location

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

    (1) Yes
    (2) No

    (1)
    (2)

If any INHOME[1-16] == 1 (anyone goes online at home), go to TVINT
Else go to NHMINT

NHMINT

HHs w/ any
Internet users, but
none from home

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

Go to EVRHOM

NONINT

HHs w/o any
Internet users
from anywhere

(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

HHs w/o any
home Internet
users

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

    (1) Yes
    (2) No

NOHM

HHs w/o any home Internet users

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

Read and select all that apply and/or enter verbatim response if other

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

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

PRINOH

HHs w/o any home Internet users & more than one NOHM response

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; select best match or enter verbatim response if other

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

LOPRCE

HHs w/o any home Internet users

At what monthly price, if any, would [you/your household] buy home Internet service?

Enter number in dollars or zero if 'none'

   (1)
   (2)

(1)
(2)

(1)
(2)
(3)
(4)
(5)
(6)
(7)
(8)
(9)
(10)

(1)
(2)
(3)
(4)
(5)
(6)
(7)
(8)
(9)
(10)

TVINT   Our last few questions are about the use of cable TV and satellite TV services not accessed through the Internet.

All households

TRADTV

All households

[Do you/Does anyone in this household] subscribe to cable TV or satellite TV? This often requires a cable box or satellite dish. Do not include TV streaming subscriptions, such as Netflix, Sling TV, or Hulu.

(1) Yes   **(End Interview)**
(2) No   **(Go to PREVTV)**

PREVTV

HHs w/o any cable TV subscribers

[Have you/Has anyone in this household] ever subscribed to cable TV or satellite TV? Do not include TV streaming subscriptions, such as Netflix, Sling TV, or Hulu.

(1) Yes
(2) No

NOTV

HHs w/o any cable TV subscribers

What are the reasons why [you/members of your household] do not subscribe to a service providing access to TV channels?

Read and select all that apply and/or enter verbatim response if other

 (1) Using Internet-based video services instead
 (2) Don't need it or not interested
 (3) Can't afford it
 (4) Not worth the cost
 (5) Can watch at another location
 (6) Can watch using an antenna
 (7) Not available in area
 (8) No television, or television inadequate or broken
 (9) Household moved or is in the process of moving
(10) Previously experienced poor customer service
(11) Previously experienced poor quality
(12) Other: _____