

# November 2023 NTIA Internet Use Survey

**CMPINT** This month we are asking some additional questions about Internet use. 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 home, work, school, a library, or any other place.

All households

**DESKTP** [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 must be plugged into a power outlet and is typically at a single location. *(If yes & is multi-person household)* Who is that?

All households

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

**LAPTOP** 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?

All households

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

**TABLET** 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?

All households

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

**MPHONE** 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?

All households

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

**WEARAB** [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? *(If needed)* Examples include an Apple Watch or Fitbit. *(If yes & is multi-person household)* Who is that?

All households

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

**TVBOX** [Do you/Does anyone in this household] use a smart TV, a game system, or another device that connects to the Internet and plays through a TV? Examples include an Apple TV, Xbox, or Roku that can access the Internet. *(If yes & is multi-person household) Who is that?*

All households

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

Households w/  
any device use

*Read and select best match; if respondent is unsure, ask for an average*

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

**DEVSTA** At any point during the past six months, 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?

Households w/  
any device use

- (1) Yes
- (2) No

**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. Internet use includes a wide variety of activities, from checking email or browsing the Web to watching videos or using mobile apps.

All households

**INHOME** [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?*

All households

*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**

<b>INWORK</b> HHs w/ at least 1 employed person	[Do you/Does anyone in this household] use the Internet at work? Do not include work from home. <i>(If yes &amp; is multi-person household)</i> Who is that?  <i>Enter persons by line number (1-16)</i>
<b>INSCHL</b> All households	[Do you/Does anyone in this household] use the Internet at school? Please [only include use at school as a student/count students only]. Do not include taking online classes from a location other than a school campus. <i>(If yes &amp; is multi-person household)</i> Who is that?  <i>Enter persons by line number (1-16)</i>
<b>INCAFE</b> All households	What about at a coffee shop or other business that offers Internet access? <i>(If needed)</i> [Do you/Does anyone in this household] use the Internet while at a coffee shop or other business that offers Internet access? <i>(If yes &amp; is multi-person household)</i> Who is that?  <i>Enter persons by line number (1-16)</i>
<b>INTRAV</b> All households	What about while going from place to place? Examples include using the Internet while riding public transit, or using Google Maps or Waze on your cell phone while driving. <i>(If needed)</i> [Do you/Does anyone in this household] use the Internet while going from one place to another? <i>(If yes &amp; is multi-person household)</i> Who is that?  <i>Enter persons by line number (1-16)</i>
<b>INLICO</b> All households	What about at a library, community center, park, or other public place? <i>(If needed)</i> [Do you/Does anyone in this household] use the Internet at a library, community center, park, or other public place? <i>(If yes &amp; is multi-person household)</i> Who is that?  <i>Enter persons by line number (1-16)</i>
<b>INELHO</b> All households	What about at someone else's home? <i>(If needed)</i> [Do you/Does anyone in this household] use the Internet at someone else's home? <i>(If yes &amp; is multi-person household)</i> Who is that?  <i>Enter persons by line number (1-16)</i>
<b>INOTHR</b> All households	[Do you/Does anyone in this household] use the Internet at some other location we haven't covered? <i>(If yes &amp; is multi-person household)</i> Who is that?  <i>Enter persons by line number (1-16)</i>

**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** 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?  
Multi-person HHs reporting any non-Internet users

*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** 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.  
HHs w/ any Internet users, any location

**MOBDAT** [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.  
HHs w/ any Internet users, any location

- (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** 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.  
HHs w/ any home Internet users & MOBDAT == 1

**Go to HOMTE**

**HMINT2** You mentioned that [you/someone in this household/members of this household] use[s] the Internet at home.  
HHs w/ any home Internet users & MOBDAT == 2

**HOMTE** 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:  
HHs w/ any home Internet users

*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) Some other service? **(Go to TEOTHR)**
- (4) *(Do not read)* None **(Go to HNETQL)**

**TEOTHR** What other service?

HHs w/ any home Internet users & HOMTE4 == 1  
*Enter verbatim response*

**HNETQL** In [your/your household's] experience over the past six months, does your [household's] Internet connection at home meet [your/the household's] needs, including for speed, reliability, and, if applicable, data caps?  
HHs w/ any home Internet users

- (1) Yes
- (2) No

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

HHs w/ any home Internet users

- (1) Yes
- (2) No

**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** We are interested in learning about the applications and services people use on 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.  
Random respondents

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

- Random respondents
- (1) Yes
  - (2) No

<b>TEXTIM</b>	What about texting or instant messaging? <i>(If needed)</i> [Do you/Does NAME] text or use instant messaging?
Random respondents	(1) Yes (2) No
<b>SOCIAL</b>	What about using social networks, such as Facebook, Twitter, or Instagram? <i>(If needed)</i> [Do you/Does NAME] use social networks?
Random respondents	(1) Yes (2) No
<b>GAMING</b>	What about playing video games online, whether on a smartphone, console, PC, or any other computing device? <i>(If needed)</i> [Do you/Does NAME] use the Internet to play video games?
Random respondents	(1) Yes (2) No
<b>CONFER</b>	In the past six months, [have you/has NAME] participated in video or voice calls or conferencing over the Internet, such as with FaceTime or Zoom? <i>(If needed)</i> [Do you/Does NAME] participate in video or voice calls or conferencing?
Random respondents	(1) Yes (2) No
<b>VIDEO</b>	What about streaming or downloading videos? [Do you/Does NAME] watch videos over the Internet? Examples include YouTube and Netflix.
Random respondents	(1) Yes (2) No
<b>AUDIO</b>	What about streaming or downloading music, radio programs, or podcasts? <i>(If needed)</i> [Do you/Does NAME] listen to music, radio programs, or podcasts using the Internet?
Random respondents	(1) Yes (2) No
<b>PUBLISH</b>	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. <i>(If needed)</i> [Do you/Does NAME] publish or upload original content that [you/NAME] created to the Internet?
Random respondents	(1) Yes (2) No

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

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

Employed  
random  
respondents

- (1) Yes
- (2) No

**JOBSCH** 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?

Random  
respondents

- (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?

Random  
respondents

- (1) Yes
- (2) No

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

Random  
respondents

- (1) Yes
- (2) No

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

Random  
respondents

- (1) Yes
- (2) No

**ESRVCS** 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?

Random  
respondents

- (1) Yes
- (2) No

<b>ECOMME</b> Random respondents	<p>In the past six months, [have you/has NAME] used the Internet for online shopping, travel reservations, or other consumer services on the Internet? <i>(If needed)</i> [Do you/Does NAME] use the Internet for online shopping, travel reservations, or other consumer services?</p> <p>(1) Yes (2) No</p>
<b>EGOODS</b> Random respondents	<p>[Do you/Does NAME] use the Internet to sell goods? Examples include selling items on Etsy or eBay.</p> <p>(1) Yes (2) No</p>
<b>FINANC</b> Random respondents	<p>[Do you/Does NAME] use the Internet for financial services such as online banking, investing, paying bills, or sending money to other people? <i>(If needed)</i> Examples include using your bank's website or app, paying a credit card or utility bill online, or sending money using Venmo or PayPal.</p> <p>(1) Yes (2) No</p>
<b>VOICEA</b> Random respondents	<p>What about communicating with a digital assistant, such as Alexa, Siri, or Google Assistant?</p> <p>(3) Yes (4) No</p>
<b>HOMIOT</b> Random respondents	<p>What about interacting with household equipment or appliances that are connected to the Internet, such as a smart thermostat, light bulb, or security system? <i>(If needed)</i> [Do you/Does NAME] use the Internet to interact with household equipment or appliances?</p> <p>(1) Yes (2) No</p>
<b>MEDINT</b> HHs w/ any Internet users, any location	<p><i>(If multi-person household)</i> Our remaining questions are about your household as a whole. <i>(All)</i> 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.</p>
<b>MEDREC</b> HHs w/ any Internet users, any location	<p>[Do you/Does anyone in this household, including you,] access health records or health insurance records online?</p> <p>(1) Yes (2) No</p>



- MEDDOC** [Do you/Does anyone in this household] communicate with a doctor or other health professional using the Internet? *(If needed)* Examples include telehealth appointments and communicating over a patient portal or email.  
HHs w/ any Internet users, any location  
(1) Yes  
(2) No
- MEDINF** [Do you/Does anyone in this household] research health information online, such as with WebMD or similar services?  
HHs w/ any Internet users, any location  
(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.  
HHs w/ any Internet users, any location  
(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.  
HHs w/ any Internet users, any location  
*(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:  
HHs w/ any Internet users, any location  
*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 or other information on social networks?
  4. Expressing an opinion on a controversial or political issue, such as on a blog or social network, or in an email?
  5. Finding information using Google Search or another search engine?
  6. *(Do not read)* None of the above

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

HHs w/ any

Internet users, any location *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] experienced an online security breach, identity theft, or a similar crime?

HHs w/ any

Internet users, any location (1) Yes  
(2) No

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

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

HHs w/ any

Internet users, but none from 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.

HHs w/o any

Internet users from anywhere

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

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

HHs w/o any

home Internet users

- (1) Yes
- (2) No

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

HHs w/o any home Internet users

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

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

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

HHs w/o any home Internet users

*Enter number in dollars or zero if 'none'*

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

All households

**TRADTV** [Do you/Does anyone in this household] subscribe to cable TV or satellite TV?  
All households 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** [Have you/Has anyone in this household] ever subscribed to cable TV or satellite  
HHs w/o any cable TV TV? Do not include TV streaming subscriptions, such as Netflix, Sling TV, or  
subscribers Hulu.

- (1) Yes
- (2) No