**November 2025 NTIA Internet Use Survey**

Draft 2 (January 28, 2025)

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| **CMPINT**All households | 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. |
| **LAPTOP**All households | [Do you/Does anyone in this household, including you,] use a laptop computer? Think about any laptop computers [you/members of your household] currently have access to and have used during the past six months. *(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)* |
| **DESKTP**All households | What about a desktop? [Do you/Does anyone in this household] use a desktop computer? *(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?*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? *(If needed)* 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 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?*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 DEVQUAElse go to INTINT** |
| **DEVQUA**Households w/ any device use | 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.*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
 |
| **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. Internet use includes a wide variety of activities on all devices, from checking email or browsing the Web to watching videos or using mobile apps. |
| **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 INWORKElse go to INSCHL** |
| **INWORK**HHs w/ at least 1 employed person | [Do you/Does anyone in this household] use the Internet at an office or other workplace outside the home? 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 | [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. *(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 place to place? Examples include using the Internet while riding public transit, or using Google Maps or Waze 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 NETCHKElse if any IN\*[1-16] == 1 (anyone goes online anywhere), go to TCHINTElse 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] [NAME/you/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 TCHINTElse 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 mobile data plan for a cell phone, tablet, 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.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 HMINT1Else if INHOME[1-16] == 1 & MOBDAT == 2 (anyone goes online at home but household does not have a mobile data plan), go to HMINT2Else go to USEINT** |
| **HMINT1**HHs w/ any home Internet users & MOBDAT == 1 | In addition to [your/your household’s] mobile 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. Cable, fiber-optic, DSL, or other Internet service provided by plugging a wire into a modem or router? *(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. Fully wireless Internet service,? *(If needed)* This type of Internet service is received through a device that connects to a wireless carrier’s network to provide Internet service to the home. **(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, does your [household’s] Internet connection at home meet [your/the household’s] needs, including for speed, reliability, and, if applicable, data caps?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
 |
| **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 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, at least occasionally during the past six months. |
| **EMAIL**Random respondents | [Do you/Does NAME] use email?1. Yes
2. No
 |
| **TEXTIM**Random respondents | What about texting or instant messaging? *(If needed)* [Do you/Does NAME] text or use instant messaging?1. Yes
2. No
 |
| **SOCIAL**Random respondents | What about using social media, such as Facebook, LinkedIn, or Instagram? *(If needed)* [Do you/Does NAME] use social networks?1. Yes
2. No
 |
| **GAMING**Random respondents | What about playing video games online, whether on a smartphone, console, PC, or any other computing device? *(If needed)* [Do you/Does NAME] use the Internet to play video games?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 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
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| **If PEMLR[selected respondent] == 1 or 2 (respondent is employed), go to TELEWKElse go to JOBSCH** |
| **TELEWK**Employed random respondents | [Do you/Does NAME] use the Internet to telework or work while away from [your/their] 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, renewing your driver’s license, or applying for government benefits? *(If needed)* [Do you/Does NAME] use the Internet to access government services?1. Yes
2. No
 |
| **USESVC**Random respondents | What about requesting services provided by other people? Examples include hailing a ride using Lyft or 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?1. Yes
2. No
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| **ESRVCS**Random respondents | What about offering [your/their] 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/their] own services for sale via the Internet?1. Yes
2. No
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| **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 online banking, investing, paying bills, or sending money to other people using services like CashApp, Venmo, or PayPal? *(If needed)* Examples include using your bank’s website or app, and paying a credit card or utility bill online. 1. Yes
2. No
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| **VOICEA**Random respondents | What about communicating with a digital assistant, such as Alexa, Siri, or Google Assistant?1. Yes
2. No
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| **HOMIOT**Random respondents | What about interacting with household equipment or appliances that are connected to the Internet, such as a Nest thermostat, a Ring camera, or a Hue light bulb? *(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. |
| **MEDREC** 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
 |
| **MEDDOC** HHs w/ any Internet users, any location | [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.1. Yes
2. No
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| **MEDINF**HHs w/ any Internet users, any location | [Do you/Does anyone in this household] research health information online, such as with WebMD or similar services?1. Yes
2. No
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| **MEDMON**HHs w/ any Internet users, any location | [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
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| **PSCYBA**HHs w/ any Internet users, any location | Thinking more generally about [your/this household’s] use of the Internet, [have you/has any member of your household] experienced an online security breach, identity theft, or a similar crime during the past year? 1. Yes
2. No
 |
| **If any INHOME[1-16] == 1 (anyone goes online at home), go to TVINTElse 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 | Thinking more generally about [your/this household’s] use of the Internet, [have you/has any member of your household] experienced an online security breach, identity theft, or a similar crime during the past year?” |
| **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 PRINOHElse 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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| **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’* |
| **TVINT**All households | Our last few questions are about the use of cable TV and satellite TV services not accessed through the Internet. |
| **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, YouTube TV, or Hulu.1. Yes **(End Interview)**
2. No **(Go to PREVTV)**
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| **PREVTV**HHs w/o any cable TV subscribers | [Have you/Has anyone in this household] ever subscribed to cable TV or satellite TV? *(If needed)* Do not include TV streaming subscriptions, such as Netflix, YouTube TV, or Hulu.1. Yes
2. No
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