

November 2025 NTIA Internet Use Survey

Draft 2 (January 28, 2025)

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 DEVQUA
Else 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 INWORK
Else 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 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] [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 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 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 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 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

PUBLISH

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 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

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

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

VOICEA

Random respondents

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

- (3) Yes
- (4) No

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

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

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

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 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

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 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'

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)**

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