

# **PIAC**

## **2015 Survey on Telecom and Broadband Services Detailed Banner Tables**

Field dates: June 3 – 11, 2015

pn 8403

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## Methodology

This report presents results of a telephone survey conducted among 1,002 adult residents of Canada, from June 3-11, 2015. A survey of this size yields results that can be considered accurate to within plus or minus 3.2 points 19 times out of 20. Quotas were established to ensure the sample's region, age and gender composition reflects that of the Canadian population according to the 2011 Census.

## Banner-Question Key

This detailed set of statistical tables shows survey results for the total general population and also by various subgroups of interest. The “banners” of subgroups are drawn from questions in the survey. The results have also been tested for significant differences within these subgroups. The statistical tests undertaken are an independent T-Test for means and independent Z-Test for percentages. The following key shows the questions used to create the banner subgroups and also what groups have been tested for significant differences in each of the banners.

In the tables that follow, **upper case letters** under the percentages indicate subgroup differences that are significant at the **95% level**.

### BANNER 1

=====	GENDER		AGE				REGION					CITIES				COMMUNITY SIZE			=====	
	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K		5K- 99K
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)

**Subgroups tested for significant differences: BC/DEFG/HIJKLMN/OPQ/RSTU**

### BANNER 2

=====	EDUCATION				EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE					=====	
	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu-dent	Re-tired	Unemp-loyed	TOTAL Emp-loyed	Emp- Full-time	Emp- Part-time	Self-loyed	Under \$20K	Under \$30K	Under \$50K	Under \$80K	Under \$100K	Over \$100K	1	2	3		4
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)

**Subgroups tested for significant differences: BCDE/FGHIJKLM/NOPQRS/TUVWX**

Q1. Does your household subscribe to each of the following telecommunication services?

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montréal	Toronto	Vancouver	Over 1 Mi.	100K-999K	5K-99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
Landline home telephone	85%	84%	87%	71%	79%	91% DE	96% DEF	93% ILMN	85%	86%	87%	78%	84%	85%	87%	84%	85%	83%	83%	85%	94% RST
Cell phone	89%	89%	89%	99% FG	95% FG	89% G	75%	87%	85%	88%	93%	98% HIJN	91%	90%	86%	90%	91%	91%	88%	88%	86%
Home Internet service of any kind (NB: includes DSL, cable, mobile data stick)	93%	93%	93%	96% G	97% G	94% G	84%	89%	92%	92%	94%	95%	96%	93%	92%	89%	94%	93%	93%	91%	95%
Television service (i.e. cable service of any kind)	84%	84%	84%	71%	78%	88% DE	93% DEF	88% K	90% JKLMN	83%	75%	80%	81%	82%	87%	77%	94% P	83%	84%	83%	88%
None of the above	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%

	EDUCATION					EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE						
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Student	Retired	Unemp	TOTAL Emp-loyed	Emp- Full-time	Emp- Part-time	Self-loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
Landline home telephone	85%	86%	85%	86%	85%	74%	81%	96% GIJKM F	68%	83%	82%	89% I	86% I	71%	88% N	82%	84% N	87% N	90% NP	83%	81%	85%	88% U	96% TUVW
Cell phone	89%	81%	79%	93% BC	92% BC	77%	97% FH	75%	90% H	94% H	93% H	94% H	94% H	66%	71%	86% NO	93% NO	97% NOP	96% NOP	67%	90% T	96% TU	96% TU	98% TU
Home Internet service of any kind (NB: includes DSL, cable, mobile data stick)	93%	85%	89%	94% B	97% BC	86%	97% HI	86%	79%	96% HI	96% HI	91%	98% HI	74%	78%	92% NO	96% NO	97% NO	99% NOP	77%	95% T	97% T	97% T	100% TUV
Television service (i.e. cable service of any kind)	84%	89% E	82%	86% E	79%	68%	77%	95% IJKLM FG	76%	82%	83%	78%	77%	74%	86%	79%	84%	90% NP	85%	84%	85%	82%	82%	85%
None of the above	0%	0%	1%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%

Q2. Which of the following best describes how you connect to the Internet at home? Is it through...?

Subsample: Those who subscribe to home internet service

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 99K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	929	451	478	189	244	273	222	63	222	353	60	100	131	706	96	137	58	372	194	238	124
Unweighted Total	900	450	450	94	175	266	365	107	221	226	113	115	118	679	98	84	53	320	184	250	146
High-speed DSL through a telephone line (e.g. Bell, TELUS, MTS etc...)	44%	46%	42%	49%	48%	40%	41%	48% I	34%	50% I	49% I	43%	43%	47% I	33%	51% O	41%	43%	43%	47%	45%
Cable (e.g. Rogers, Shaw, Videotron)	40%	38%	41%	31%	40%	44% D	41%	31%	57% JKLMN H	36%	26%	31%	37%	34%	62% PQ	39%	41%	47% TU	44% TU	32%	24%
A fixed wireless dish or satellite	8%	7%	9%	10%	5%	8%	9%	9%	4%	8%	17% I	12% I	8%	9% I	1%	4%	6%	3%	7%	9% R	22% RST
Smartphone data plan	2%	2%	1%	3%	1%	2%	*%	1%	2%	-	1%	6%	2%	1%	3%	-	6%	2%	2%	1%	*%
Wireless internet/Wi-Fi	1%	2%	*%	2%	-	2%	*%	2%	-	2%	*%	-	2%	1%	-	2%	-	1%	2%	1%	*%
Fiber Optic	1%	1%	1%	-	3%	*%	1%	5%	1%	-	-	1%	2%	1%	-	-	1%	1%	1%	2%	*%
Mobile Internet data stick	1%	*%	1%	2%	*%	-	*%	-	1%	-	5%	-	-	*%	1%	-	-	*%	1%	1%	1%
Dial-up through a phone line (NOT high speed)	*%	*%	*%	-	-	1%	1%	*%	*%	1%	1%	-	-	1%	1%	-	-	*%	-	1%	1%
Modem	*%	*%	*%	-	1%	-	*%	-	-	*%	-	1%	-	*%	-	1%	-	*%	-	-	1%
Other	1%	1%	1%	-	-	1%	1%	1%	-	1%	*%	2%	-	1%	-	-	-	*%	*%	1%	1%
DK/NA	3%	3%	3%	2%	3%	2%	5%	3%	1%	3%	*%	3%	6% IK	3% K	-	4%	6%	3%	1%	4%	3%

Q2. Which of the following best describes how you connect to the Internet at home? Is it through...?

Subsample: Those who subscribe to home internet service

	EDUCATION					EMPLOYMENT STATUS								FAMILY INCOME					HOUSEHOLD SIZE						
	=====	Publ.	High		Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30K	\$50K	\$80K	Under	Over	1	2	3	4	5+
	TOTAL	Schl	Schl	Coll.	Grad.	maker	dent	tired	loyed	Emp-	Full-	Part-	Emp-	\$20K	\$30K	\$50K	\$80K	\$100k	\$100k	(T)	(U)	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	929	153	120	326	307	31	95	198	30	551	390	63	98	59	49	139	178	116	224	145	319	146	205	114	
Unweighted Total	900	158	124	301	299	26	46	299	27	479	318	67	94	53	53	143	180	106	200	174	368	130	148	80	
High-speed DSL through a telephone line (e.g. Bell, TELUS, MTS etc...)	44%	46%	44%	42%	46%	52%	47%	40%	36%	45%	47%	44%	42%	48%	42%	45%	40%	43%	49%	45%	44%	39%	51%	37%	
Cable (e.g. Rogers, Shaw, Videotron)	40%	30%	40%	40%	44% B	29%	33%	43%	49%	40%	40%	39%	39%	35%	40%	31%	48% P	44%	41%	35%	41%	48% TW	33%	43%	
A fixed wireless dish or satellite	8%	16% E	7%	9% E	3%	8%	11%	10%	8%	7%	7%	7%	6%	8%	11%	9%	9% S	11% S	3%	9%	7%	6%	7%	14%	
Smartphone data plan	2%	2%	4%	1%	*%	6%	2%	*%	-	1%	1%	-	2%	-	-	1%	*%	1%	2%	-	1%	1%	3%	2%	
Wireless internet/Wi-Fi	1%	-	-	2%	1%	-	3%	*%	-	1%	1%	4%	2%	4%	4%	2%	-	-	1%	3% U	*%	-	2%	-	
Fiber Optic	1%	1%	1%	1%	1%	-	-	1%	-	1%	1%	1%	2%	-	1%	2%	-	-	1%	-	1%	2%	-	1%	
Mobile Internet data stick	1%	*%	-	1%	*%	-	2%	*%	-	1%	*%	2%	2%	3%	-	1%	*%	1%	*%	1%	*%	-	1%	-	
Dial-up through a phone line (NOT high speed)	*%	1%	-	*%	*%	-	-	*%	-	1%	1%	-	1%	-	-	1%	-	-	-	1%	1%	*%	-	-	
Modem	*%	1%	-	-	*%	-	-	1%	-	*%	-	2%	-	-	-	2%	-	-	-	-	-	-	-	1%	-
Other	1%	-	-	1%	1%	-	-	2%	-	*%	1%	-	-	-	1%	-	1%	-	1%	*%	1%	-	-	1%	
DK/NA	3%	3%	5%	2%	3%	4%	2%	4%	7%	2%	2%	2%	5%	2%	1%	6% R	2%	1%	2%	6% W	3%	3%	1%	2%	

Q3. What are the main reasons why you do not have Internet service at home?

Subsample: Those who do not subscribe to home internet service

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	72	34	38	8	7	16	41	7	19	33	4	5	5	53	7	17	3	30	14	23	6
Unweighted Total	100	48	52	4	4	18	74	17	28	24	14	10	7	72	10	12	5	30	22	34	14
Choose not to have a computer/Just not interested	37%	39%	36%	-	-	44%	48%	21%	40%	38%	37%	41%	43%	37%	52%	29%	60%	40%	41%	37%	23%
Too expensive/cost	30%	28%	32%	68% F	51%	19%	23%	38%	23%	36%	9%	34%	14%	32%	19%	38%	-	27%	19%	38%	38%
Don't know how to use a computer or browse the Internet	12%	19%	6%	-	-	16%	15%	5%	19%	8%	9%	8%	28%	10%	8%	-	40%	8%	21%	12%	14%
Use internet at work/ other place - don't use it at home	7%	4%	9%	-	21%	9%	5%	5%	12%	4%	15%	8%	-	5%	13%	7%	-	8%	4%	6%	5%
Too old to use/learn how to use it	6%	3%	8%	-	-	-	11%	4%	6%	4%	-	9%	28%	6%	-	-	-	-	8%	10%	16%
Privacy and security concerns	3%	1%	5%	-	-	10%	2%	12%	8%	-	-	-	-	2%	-	-	-	-	7%	6%	-
No time/have other things to occupy self with	2%	*%	4%	-	-	-	4%	4%	6%	-	3%	-	-	1%	16%	-	-	4%	1%	1%	-
No internet service available where I live	2%	1%	2%	-	-	-	3%	4%	-	-	6%	17%	-	2%	-	-	-	-	2%	3%	6%
Only dial up/no high speed internet where we live	2%	2%	1%	-	-	4%	1%	15%	-	-	-	-	-	2%	-	-	-	-	5%	1%	4%
Poor quality of internet service where I live	1%	2%	1%	-	-	5%	1%	4%	-	-	-	17%	-	2%	-	-	-	-	-	4%	4%
Other	5%	9%	3%	-	29%	3%	4%	-	3%	6%	20%	-	15%	6%	-	11%	21%	9%	-	4%	4%
DK/NA	5%	3%	7%	32%	-	-	3%	-	-	11%	-	-	-	7%	-	15%	-	9%	8%	-	-

Q3. What are the main reasons why you do not have Internet service at home?

Subsample: Those who do not subscribe to home internet service

	EDUCATION					EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE							
	=====	Publ.	High		Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30K	\$50K	\$80K	Under	Over	1	2	3	4	5+
	TOTAL	Schl	Schl	Coll.	Grad.	maker	dent	tired	loyed	Emp- loyed	Full- time	Part- time	Emp- loyed	\$20K	\$30K	\$50K	\$80K	\$100K	\$100K	(T)	(U)	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	72	27	14	20	10	5	3	33	8	24	15	6	2	21	14	11	7	3	2	44	18	3	7	-	
Unweighted Total	100	40	19	25	13	5	2	61	7	25	17	7	1	27	23	17	9	3	2	64	29	3	4	-	
Choose not to have a computer/Just not interested	37%	43%	49%	33%	14%	44%	20%	46%	28%	30%	39%	17%	-	39%	50%	51%	45%	-	37%	51% U	20%	15%	12%	-	
Too expensive/cost	30%	31%	26%	44%	10%	-	80%	20%	25%	45% H	42%	64%	-	25%	24%	18%	31%	-	37%	28%	31%	-	51%	-	
Don't know how to use a computer or browse the Internet	12%	22% D	12%	3%	-	11%	-	17%	3%	11%	10%	15%	-	20%	19%	2%	14%	3%	-	18%	5%	-	-	-	
Use internet at work/other place - don't use it at home	7%	1%	15%	9%	5%	20%	-	7%	-	6%	9%	-	-	10%	11%	-	-	63%	4%	8%	10%	20%	-		
Too old to use/learn how to use it	6%	10%	4%	-	11%	-	-	13%	-	-	-	-	-	7%	13%	-	-	36%	-	4%	13%	-	-	-	
Privacy and security concerns	3%	5%	7%	-	-	12%	-	2%	12%	-	-	-	-	6%	4%	5%	-	-	-	2%	8%	-	-	-	
No time/have other things to occupy self with	2%	-	1%	-	14%	-	-	3%	-	2%	4%	-	-	-	5%	2%	-	-	-	1%	5%	-	-	-	
No internet service available where I live	2%	5%	-	-	-	-	-	4%	-	-	-	-	-	1%	-	-	6%	-	-	2%	4%	-	-	-	
Only dial up/no high speed internet where we live	2%	-	-	6%	-	-	-	1%	-	4%	4%	3%	-	1%	5%	-	4%	-	-	2%	1%	-	-	-	
Poor quality of internet service where I live	1%	3%	-	1%	-	-	-	1%	-	3%	5%	-	-	-	-	-	4%	-	37%	-	1%	-	12%	-	
Other	5%	-	4%	6%	21%	-	-	4%	-	11%	5%	-	100% HJK	2%	-	-	-	60%	-	5%	-	-	28%	-	
DK/NA	5%	4%	-	-	25% B	24%	-	-	32%	-	-	-	-	12%	-	11%	-	-	-	-	6%	75%	-	-	

Q4. What are the main reasons why you do not have cell phone service at home?

Subsample: Those who do not subscribe to cell phone service

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	112	54	58	3	12	32	65	9	37	47	5	3	12	75	15	16	5	36	25	32	19
Unweighted Total	146	67	79	1	9	33	103	22	51	36	16	6	15	95	19	13	7	40	34	40	32
Choose not to have a cell phone at home/don't need it/Not interested in it	72%	67%	76%	100% EFG	58%	67%	76%	63%	75%	74%	66%	67%	65%	70%	75%	72%	87%	76%	70%	66%	77%
Too expensive/cost	21%	23%	19%	-	34%	24%	17%	25%	19%	18%	38%	35%	20%	21%	16%	14%	13%	16%	23%	28%	14%
Cell phone is loss of freedom/don't wish to be available 24/7	3%	2%	5%	-	-	7%	3%	-	2%	6%	12%	-	-	4%	-	7%	-	3%	4%	-	9%
No cell phone service available where I live	3%	7%	*%	-	-	8%	2%	3%	1%	3%	-	15%	9%	4%	-	-	-	-	6%	-	12%
Privacy and security concerns	3%	3%	3%	-	-	6%	2%	-	7%	2%	-	-	-	1%	-	7%	-	3%	8%	2%	-
I have poor vision/can't see small characters clearly	3%	4%	2%	-	-	-	5%	-	-	7%	-	-	-	5%	-	14%	-	6%	-	4%	-
Already have one provided by employer	3%	6%	-	-	27%	-	-	-	4%	4%	-	-	-	3%	9%	12%	-	9%	-	-	-
Don't know how to use a cell phone	2%	2%	2%	-	-	-	4%	3%	-	5%	-	-	-	3%	-	7%	-	3%	5%	-	1%
Poor quality of cell phone service coverage where I live	2%	2%	1%	-	8%	2%	*%	20%	-	-	-	-	-	2%	-	-	-	-	-	3%	5%
Landline works fine for me	2%	-	3%	-	-	-	3%	-	2%	3%	-	-	-	2%	-	-	-	-	5%	2%	-
No time/have other things to occupy self with	1%	-	1%	-	-	-	1%	-	2%	-	3%	-	-	*%	4%	-	-	2%	1%	-	-
Other	3%	5%	1%	-	-	-	5%	4%	-	5%	-	-	5%	4%	-	-	-	-	5%	7%	-
None / Nothing	1%	2%	-	-	-	3%	-	-	3%	-	-	-	-	-	-	-	-	-	-	3%	-



Q4. What are the main reasons why you do not have cell phone service at home?

Subsample: Those who do not subscribe to cell phone service

	EDUCATION					EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE							
	=====	Publ.	High		Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30K	\$50K	\$80K	Under	Over	1	2	3	4	5+
	TOTAL	Schl	Schl	Coll.	Grad.	maker	dent	tired	loyed	Emp- loyed	Full- time	Part- time	Emp- loyed	\$20K	\$30K	\$50K	\$80K	\$100K	\$100K	(T)	(U)	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	112	35	28	23	24	8	3	58	4	37	26	4	6	27	18	21	13	4	9	62	33	6	9	2	
Unweighted Total	146	47	33	29	33	8	2	90	5	38	26	6	6	36	25	26	16	6	10	86	45	6	7	2	
Choose not to have a cell phone at home/don't need it/Not interested in it	72%	84% D	70%	56%	75%	100% HJKL	80%	72%	59%	65%	60%	43%	100% HJKL	69%	71%	67%	72%	100% NOPQ	73%	73%	77%	41%	68%	58%	
Too expensive/cost	21%	8%	22%	36% B	22%	12%	20%	18%	16%	27%	20%	64%	34%	25%	23%	25%	17%	32%	22%	18%	21%	23%	17%	100% TUVW	
Cell phone is loss of freedom/don't wish to be available 24/7	3%	-	-	7%	9%	-	-	-	-	10%	15%	-	-	-	-	8%	-	-	6%	4%	2%	-	6%	-	
No cell phone service available where I live	3%	6%	3%	-	-	-	-	3%	-	5%	6%	6%	-	6%	-	2%	3%	-	-	3%	2%	17%	-	-	
Privacy and security concerns	3%	1%	4%	5%	4%	12%	-	1%	25%	3%	4%	-	-	4%	-	8%	7%	-	-	2%	5%	-	11%	-	
I have poor vision/can't see small characters clearly	3%	7%	-	-	5%	-	-	6%	-	-	-	-	-	4%	6%	-	-	-	13%	4%	3%	-	-	-	
Already have one provided by employer	3%	-	-	6%	8%	-	-	-	-	9%	12%	-	-	-	-	6%	-	-	22%	-	-	-	37%	-	
Don't know how to use a cell phone	2%	1%	-	5%	5%	-	-	4%	-	-	-	-	-	1%	6%	-	9%	-	-	2%	-	19%	-	-	
Poor quality of cell phone service coverage where I live	2%	-	2%	4%	1%	-	-	-	-	3%	4%	-	-	-	-	-	7%	-	-	-	3%	-	11%	-	
Landline works fine for me	2%	4%	2%	-	-	-	-	1%	-	3%	5%	-	-	-	10%	-	-	-	-	3%	-	-	-	-	
No time/have other things to occupy self with	1%	-	-	-	3%	-	-	*%	-	2%	2%	-	-	-	3%	1%	-	-	-	-	2%	-	-	-	
Other	3%	4%	2%	-	5%	-	-	6%	-	-	-	-	-	-	6%	-	9%	-	7%	2%	2%	19%	-	-	
None / Nothing	1%	-	3%	-	-	-	-	-	-	3%	4%	-	-	3%	-	-	-	-	-	2%	-	-	-	-	

Q5A. On a scale of 1 to 10 where '1' means it's not important at all and '10' means it's absolutely essential. How important is each of the following to you?  
 Having telephone (cell or landline) service at home

	GENDER		AGE				REGION						CITIES			COMMUNITY SIZE					
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
TOP 3 BOX	79%	75%	83% B	64% D	82% D	80% D	87% DF	90% IJKLN	80%	78%	75%	79%	81%	79%	82%	78%	78%	80%	80%	78%	78%
TOP 2 BOX	68%	60%	75% B	49% D	70% D	69% D	79% DEF	82% IJKLN	62%	68%	68%	66%	73% I	70% I	63%	70%	68%	68%	69%	66%	70%
Absolutely Essential ..10	58%	49%	67% B	34% D	60% D	61% D	72% DEF	65% I	53%	59%	58%	59%	63%	60%	52%	63%	61%	59%	58%	54%	62%
9	10%	12%	8%	15%	10%	8%	7%	17% L	10%	9%	10%	7%	10%	10%	11%	7%	7%	9%	11%	12%	7%
8	11%	15% C	8%	16% G	12%	11%	8%	8% HJKMN	17% HJKMN	10%	7%	13%	8%	9%	19% P	8%	10%	12%	11%	12%	9%
7	5%	7% C	3%	5%	5%	6% G	2%	2%	5%	4%	3%	5%	7%	4%	2%	7%	5%	5%	3%	5%	4%
6	3%	4%	3%	6%	3%	3%	2%	1%	2%	5% H	2%	5%	-	3% H	2%	4%	-	2%	5%	4%	2%
5	6%	5%	6%	11% FG	5%	4%	4%	3%	7%	6%	3%	7%	4%	5%	8%	2%	4%	5%	5%	5%	10%
4	1%	1%	*%	1%	-	1%	*%	1%	*%	1%	3%	-	-	1%	1%	-	-	*%	-	2%	1%
3	2%	2%	2%	3%	2%	2%	1%	-	2%	2%	5%	*%	1%	2%	3%	3%	2%	2%	2%	1%	1%
2	1%	2%	1%	3%	1%	1%	1%	1%	2%	1%	3%	1%	1%	1%	1%	-	2%	1%	3%	1%	2%
Not Important at all ..1	4%	5% C	2%	6%	2%	4%	3%	1%	2%	4% H	8% HI	4%	6% HI	4% HI	1%	6%	8% O	4%	3%	4%	2%
BOTTOM 2 BOX	5%	7% C	3%	9%	3%	4%	5%	2%	3%	5%	11% HI	4%	7%	6% H	2%	6%	10% O	5%	6%	5%	4%
BOTTOM 3 BOX	7%	9% C	5%	12% E	5%	6%	5%	2%	5%	7% H	15% HIJLN	5%	8% H	7% H	5%	9%	12%	7%	8%	6%	5%
MEAN	8.54	8.21	8.84 B	7.51	8.75 D	8.64 D	8.98 D	9.15 IJKN	8.50	8.48	8.07	8.59	8.61	8.55	8.56	8.53	8.31	8.57	8.52	8.47	8.58
MEDIAN	10.00	9.00	10.00	8.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00
SD	2.38	2.55	2.16	2.76	2.10	2.30	2.19	1.70	2.19	2.43	3.05	2.25	2.54	2.44	2.09	2.57	2.86	2.38	2.43	2.36	2.35
SE	0.09	0.13	0.11	0.28	0.16	0.14	0.12	0.18	0.15	0.16	0.36	0.23	0.25	0.10	0.22	0.28	0.41	0.14	0.20	0.16	0.22

Q5A. On a scale of 1 to 10 where '1' means it's not important at all and '10' means it's absolutely essential. How important is each of the following to you?  
Having telephone (cell or landline) service at home

	EDUCATION					EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE						
	==== TOTAL	Publ. Schl	High Schl	Post Coll.	Post Grad.	Home- maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
TOP 3 BOX	79%	75%	72%	82% C	84% BC	84% G	64%	87% GJK	77%	78%	75%	89% GJK	84% G	70%	73%	84% N	77%	78%	84% N	78%	82% W	86% W	71%	81%
TOP 2 BOX	68%	62%	60%	72% BC	73% BC	82% GJK	50%	80% GIJK	61%	66% G	62%	76% GK	76% GK	57%	69%	75% N	68%	68%	66%	70% W	75% W	67%	57%	66%
Absolutely Essential ..10	58%	54%	50%	61% C	62% GJK	76% GJK	33%	71% GJK	59% G	56% G	51% G	70% GJK	66% GK	50%	59%	62%	59%	56%	57%	64% W	62% W	57%	48%	58%
9	10%	8%	10%	10%	10%	5%	17% I	9% I	2%	10% I	11% I	6%	10%	7%	10%	13%	9%	12%	10%	7%	13% T	9%	9%	7%
8	11%	13%	12%	10%	11%	3%	14%	8%	16%	13% FH	14% FH	13%	8%	14%	4%	9%	9%	10%	17% OPQ	8%	7%	20% TU	14% U	15%
7	5%	4%	7%	5%	3%	8%	5%	3%	12%	5%	5%	3%	3%	7%	4%	4%	6%	5%	3%	6% V	4%	2%	7%	4%
6	3%	5%	3%	2%	4%	-	7%	1%	-	4% H	5% H	-	3%	4%	2%	1%	2%	4%	3%	3%	2%	2%	7% UV	2%
5	6%	7%	10% E	5%	3%	7%	10%	3%	8%	6% L	7% L	1%	6%	9%	11% S	5%	9% S	6%	3%	4%	6%	3%	9%	7%
4	1%	1%	2%	*%	1%	-	-	1%	-	1%	1%	1%	-	-	2%	1%	2%	-	-	-	1%	1%	-	1%
3	2%	2%	1%	*%	2%	-	3%	*%	-	2%	2%	4% H	-	5%	4%	-	2%	2%	-	2%	2%	-	1%	4%
2	1%	1%	2%	1%	2%	-	3%	1%	-	1%	2%	2%	1%	2%	-	3%	*%	2%	1%	1%	1%	3%	1%	2%
Not Important at all ..1	4%	6%	4%	4%	2%	-	6%	3%	3%	4%	4%	-	4%	2%	4%	3%	2%	3%	7% Q	6% U	3%	3%	5%	-
BOTTOM 2 BOX	5%	6%	6%	5%	3%	-	10%	4%	3%	5%	6%	2%	5%	4%	4%	6%	2%	4%	8% Q	7% X	4%	6%	6%	2%
BOTTOM 3 BOX	7%	9%	7%	6%	5%	-	13%	4%	3%	7%	8%	5%	5%	9%	8%	6%	4%	7%	8%	9%	6%	6%	7%	5%
MEAN	8.54	8.22	8.16	8.68	8.80 BC	9.28 GK	7.52	9.03 GJK	8.66	8.46 G	8.27	9.06 GK	8.82 G	8.13	8.33	8.77	8.60	8.52	8.52	8.53	8.69 W	8.68	8.15	8.62
MEDIAN	10.00	10.00	10.00	10.00	10.00	10.00	9.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	9.00	10.00
SD	2.38	2.61	2.52	2.32	2.12	1.52	2.77	2.06	2.07	2.39	2.47	1.91	2.26	2.48	2.58	2.25	2.20	2.32	2.51	2.59	2.31	2.22	2.49	2.13
SE	0.09	0.23	0.24	0.15	0.14	0.30	0.41	0.13	0.39	0.12	0.15	0.26	0.26	0.33	0.36	0.21	0.18	0.25	0.20	0.20	0.14	0.22	0.22	0.25

Q5B. On a scale of 1 to 10 where '1' means it's not important at all and '10' means it's absolutely essential. How important is each of the following to you?  
Having broadband Internet service at home

	GENDER		AGE				REGION						CITIES			COMMUNITY SIZE					
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
TOP 3 BOX	67%	66%	68%	73% G	70% G	69% G	57%	64%	63%	68%	65%	64%	75% I	68%	67%	72%	76%	71% T	68%	60%	65%
TOP 2 BOX	48%	47%	49%	52% G	51% G	50% G	40%	42%	43%	51%	51%	44%	56% I	50%	46%	52%	49%	52% T	48%	43%	48%
Absolutely Essential ..10	37%	34%	40%	37%	41% G	40% G	31%	32%	30%	39% I	38%	38%	48% HI	40% I	33%	43%	38%	42% T	36%	31%	39%
9	11%	13%	9%	15%	10%	10%	9%	11%	13% L	12%	14%	6%	8%	10%	14%	9%	12%	10%	12%	12%	9%
8	19%	19%	19%	21%	19%	18%	17%	22%	20%	18%	14%	20%	20%	18%	20%	20%	27%	19%	20%	17%	18%
7	9%	10%	8%	9%	11%	11%	6%	6%	12%	8%	9%	10%	8%	8%	8%	6%	5%	8%	9%	12%	8%
6	4%	5%	4%	5%	6%	3%	4%	2%	6%	3%	3%	4%	7%	4%	7%	4%	4%	4%	6%	5%	3%
5	7%	7%	8%	8%	7%	7%	8%	15% JM	8%	6%	9%	10% M	3%	7% M	5%	6%	6%	6%	6%	8%	12%
4	1%	1%	1%	-	1%	2%	2%	1%	1%	2%	2%	2%	1%	1%	1%	-	1%	1%	1%	2%	1%
3	2%	2%	2%	3%	1%	2%	4% E	3%	3%	2%	2%	1%	1%	2%	4%	1%	2%	2%	4% T	1%	4%
2	1%	2%	1%	1%	1%	2%	2%	3%	1%	2%	1%	1%	-	2%	2%	1%	-	1%	1%	1%	3%
Not Important at all ..1	6%	7%	6%	1%	3%	6% D	15% DEF	6%	6%	7%	8%	7%	5%	7%	5%	10%	4%	7%	4%	9%	4%
BOTTOM 2 BOX	8%	8%	7%	2%	4%	7% D	17% DEF	9%	7%	9%	9%	8%	5%	8%	7%	11%	4%	8%	6%	10%	7%
BOTTOM 3 BOX	10%	11%	10%	5%	5%	9%	20% DEF	12%	10%	12%	11%	9%	6%	10%	11%	12%	7%	10%	10%	11%	11%
DK/NA	1%	1%	1%	-	-	1%	2%	-	1%	1%	1%	1%	-	1%	1%	-	-	1%	1%	1%	1%
MEAN	7.75	7.67	7.82	8.17 G	8.13 G	7.90 G	6.89	7.41	7.62	7.73	7.70	7.64	8.31 HI	7.79	7.71	7.79	8.07	7.93	7.85	7.43	7.68
MEDIAN	8.00	8.00	8.00	9.00	9.00	9.00	8.00	8.00	8.00	9.00	9.00	8.00	9.00	9.00	8.00	9.00	8.00	9.00	8.00	8.00	8.00
SD	2.64	2.64	2.65	2.09	2.23	2.56	3.24	2.74	2.51	2.77	2.77	2.69	2.29	2.68	2.58	2.87	2.33	2.63	2.49	2.76	2.65
SE	0.10	0.14	0.14	0.22	0.17	0.16	0.18	0.30	0.17	0.18	0.33	0.28	0.22	0.12	0.27	0.31	0.34	0.16	0.21	0.19	0.25

Q5B. On a scale of 1 to 10 where '1' means it's not important at all and '10' means it's absolutely essential. How important is each of the following to you?  
Having broadband Internet service at home

	EDUCATION							EMPLOYMENT STATUS						FAMILY INCOME						HOUSEHOLD SIZE					
	=====	Publ.	High	Coll.	Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30K	\$50K	\$80K	\$80K	Over	1	2	3	4	5+
	TOTAL	Schl	Schl		Grad.	maker	dent	tired	loyed	Emp- loyed	Full- time	Part- time	Emp- loyed	\$20K	\$30K	\$50K	\$80K	Under \$100k	Over \$100k	(T)	(U)	(V)	(W)	(X)	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114	
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80	
TOP 3 BOX	67%	52%	51%	72% BC	76% BC	62%	74% H	58%	72%	69% H	67% H	70%	74% H	50%	53%	59%	74% NOP	75% NOP	74% NOP	50%	69% T	74% T	78% TUX	60%	
TOP 2 BOX	48%	35%	40%	51% BC	57% BC	29%	56% F	42%	55%	50% FH	48% F	53% F	53% F	29%	32%	46% N	52% NO	61% NOP	53% NO	32%	52% T	56% TX	55% T	41%	
Absolutely Essential ..10	37%	29%	28%	38%	46% BC	14%	39% F	32% F	47% F	40% FH	39% F	42% F	42% F	22%	28%	36%	34% NOPQ	54% NOPQ	42% NO	24%	40% T	43% T	43% T	34%	
9	11%	6%	12%	13% B	11%	15%	17%	10%	8%	10%	10%	11%	11%	7%	4%	10%	18% NOPR	7%	11%	8%	12%	13%	12%	7%	
8	19%	17%	11%	21% C	19% C	33%	17%	16%	17%	19%	19%	17%	21%	21%	21%	14%	22%	14%	21%	17%	17%	18%	23%	19%	
7	9%	7%	6%	10%	11%	10%	9%	7%	9%	10%	11%	6%	12%	11%	8%	12%	6%	7%	13% Q	9%	9%	9%	7%	15%	
6	4%	5%	7%	3%	5%	11%	4%	4% L	2%	5% L	7% L	1%	-	4%	1%	3%	8% ORS	2%	3%	5%	3%	5%	5%	8%	
5	7%	12% E	13% DE	6%	4%	6%	10%	7%	10%	7%	7%	3%	9%	9%	2%	12% OS	6%	7%	5%	8%	8%	5%	7%	9%	
4	1%	1%	4% B	1%	1%	-	-	4% JK	-	1%	1%	2%	-	1%	5%	2%	1%	1%	1%	3%	1%	-	1%	-	
3	2%	5% E	5%	2%	1%	4%	-	4%	-	2%	2%	8% JK	-	4%	11% QRS	5%	1%	1%	1%	3%	3%	2%	-	3%	
2	1%	1%	2%	2%	1%	-	-	2%	-	2%	2%	3%	-	1%	1%	1%	1%	3%	2%	3% U	1%	2%	1%	3%	
Not Important at all ..1	6%	15% DE	12% DE	4%	2%	7%	3%	13% GJKM	6%	5%	4%	7%	4%	20% PQRS	17% QRS	5%	4%	4%	3%	19% UVWX	6% X	2%	2%	1%	
BOTTOM 2 BOX	8%	16% DE	14% E	6%	3%	7%	3%	14% GJKM	6%	6%	6%	11%	4%	21% PQRS	18% QS	6%	4%	7%	5%	22% UVWX	6%	4%	3%	4%	
BOTTOM 3 BOX	10%	21% DE	18% DE	8%	4%	11%	3%	18% GIJKM	6%	8%	8%	18% GJKM	4%	25% PQRS	29% PQRS	10%	5%	8%	6%	25% UVWX	9% W	6%	3%	7%	
DK/NA	1%	2%	1%	-	1%	-	-	2%	-	1%	-	-	1%	1%	3%	1%	1%	1%	-	1%	1%	1%	-	-	
MEAN	7.75	6.70	6.75	8.02 BC	8.47 BCD	7.25	8.26 H	7.03	8.16	7.93 H	7.90 H	7.62	8.27 H	6.38	6.39	7.56 NO	8.08 NO	8.26 NO	8.25 NOP	6.36	7.88 T	8.30 T	8.38 TX	7.75 T	
MEDIAN	8.00	8.00	8.00	9.00	9.00	8.00	9.00	8.00	9.00	8.00	8.00	9.00	9.00	7.00	8.00	8.00	9.00	10.00	9.00	8.00	9.00	9.00	9.00	8.00	
SD	2.64	3.20	3.09	2.41	1.97	2.39	2.12	3.16	2.45	2.48	2.43	3.02	2.20	3.27	3.43	2.64	2.22	2.55	2.19	3.34	2.59	2.19	2.02	2.26	
SE	0.10	0.28	0.30	0.15	0.13	0.47	0.31	0.20	0.46	0.12	0.14	0.41	0.25	0.44	0.49	0.25	0.19	0.27	0.17	0.26	0.15	0.22	0.18	0.27	

Q6. How satisfied are you with your main home Internet service provider?  
Are you totally satisfied, somewhat satisfied, somewhat dissatisfied, totally dissatisfied or neutral?

Subsample: Those who subscribe to home internet service

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K-999K	5K-99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	929	451	478	189	244	273	222	63	222	353	60	100	131	706	96	137	58	372	194	238	124
Unweighted Total	900	450	450	94	175	266	365	107	221	226	113	115	118	679	98	84	53	320	184	250	146
TOP 2 BOX	77%	77%	76%	66%	77%	79% D	82% D	76%	87% JKLMN H	75%	72%	72%	72%	73%	91% PQ	72%	73%	76%	79%	79%	71%
Totally satisfied	34%	31%	37%	31%	29%	35%	42% E	39%	37%	31%	38%	34%	33%	33%	36%	34%	28%	33%	36%	36%	31%
Somewhat satisfied	42%	47% C	39%	35%	48% D	44%	41%	37%	49% KN	44%	33%	38%	38%	40%	55% P	38%	45%	42%	44%	43%	40%
Neutral	10%	9%	12%	18% G	9%	10%	6%	9%	8%	10%	12%	16% I	12%	11%	7%	11%	8%	11%	8%	10%	11%
Somewhat dissatisfied	10%	10%	10%	12%	12%	8%	8%	12%	5%	11% I	16% I	12% I	13% I	12% I	2%	13% O	13% O	11%	9%	8%	15%
Totally dissatisfied	3%	4%	2%	4%	1%	3%	3%	4%	*% IL	5% IL	-	*%	4%	4% IL	-	4%	6%	2%	4%	3%	3%
BOTTOM 2 BOX	13%	14%	12%	16%	14%	11%	11%	15% I	5%	16% I	16% I	12%	16% I	15% I	2%	17% O	19% O	13%	12%	11%	17%
DK/NA	*%	-	*%	-	-	-	*%	-	-	-	*%	-	-	*%	-	-	-	-	*%	*%	-

Q6. How satisfied are you with your main home Internet service provider?  
 Are you totally satisfied, somewhat satisfied, somewhat dissatisfied, totally dissatisfied or neutral?

Subsample: Those who subscribe to home internet service

	EDUCATION					EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE							
	====	Publ.	High		Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30K	\$50K	\$80K	Under	Over	1	2	3	4	5+
	TOTAL	Schl	Schl	Coll.	Grad.	maker	dent	tired	loyed	Emp- loyed	Full- time	Part- time	Emp- loyed	\$20K	Under \$30K	Under \$50K	Under \$80K	Under \$100k	Over \$100k						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	929	153	120	326	307	31	95	198	30	551	390	63	98	59	49	139	178	116	224	145	319	146	205	114	
Unweighted Total	900	158	124	301	299	26	46	299	27	479	318	67	94	53	53	143	180	106	200	174	368	130	148	80	
TOP 2 BOX	77%	71%	81%	75%	79%	85% G	62%	84% GJK	92% GJKLM	75%	74%	76%	75%	69%	84%	77%	80%	78%	75%	88% VWX	81% VW	67%	71%	71%	
Totally satisfied	34%	36%	34%	33%	36%	40%	18%	39% G	47% G	34% G	33% G	39% G	37% G	25%	37%	36%	32%	40%	35%	41% VWX	42% VWX	28%	26%	26%	
Somewhat satisfied	42%	35%	48%	42%	43%	46%	44%	45%	45%	41%	42%	37%	38%	44%	47%	40%	48%	38%	40%	47%	39%	39%	46%	45%	
Neutral	10%	14%	9%	10%	10%	10%	21% HM	5%	8%	11% H	12% H	11%	6%	19% O	1%	13% O	8% O	8%	11% O	3%	8% T	19% TU	14% T	10%	
Somewhat dissatisfied	10%	11%	5%	12% C	10%	5%	12%	8%	-	12%	11%	12%	15%	7%	12%	8%	12%	12%	11%	6%	10%	10%	12%	13%	
Totally dissatisfied	3%	3%	5%	3%	2%	-	5%	4%	-	3%	3%	1%	3%	5%	3%	3%	*%	2%	3% Q	3%	1%	4%	2%	6%	
BOTTOM 2 BOX	13%	15%	10%	15%	12%	5%	17%	11%	-	15% F	14%	13%	18% F	11%	15%	10%	13%	15%	15%	9%	11%	14%	15%	19% T	
DK/NA	*%	*%	-	-	*%	-	-	*%	-	-	-	-	-	*%	-	-	-	-	-	*%	*%	-	-	-	

Q7. What is that the main reason you are less than totally satisfied with your main home Internet service provider?

Subsample: Those not totally satisfied with home ISP

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	611	312	299	131	174	177	129	38	139	244	37	66	87	472	61	90	42	248	125	153	85
Unweighted Total	557	293	264	66	120	171	200	64	127	154	65	72	75	430	57	55	36	202	104	152	99
Too expensive/cost	41%	39%	42%	22%	45% D	52% DG	39% D	45%	45%	42%	36%	30%	39%	39%	44%	52%	46%	46% U	43% U	38%	25%
Too slow	20%	18%	22%	26%	17%	19%	20%	24%	17%	20%	26%	29%	18%	21%	14%	22%	17%	19%	14%	18%	36% RST
Too many service outages.	19%	20%	19%	28%	16%	17%	17%	19%	16%	21%	21%	22%	18%	20%	17%	24%	26%	20%	13%	23%	19%
Speed varies significantly.	12%	9%	15%	17%	14%	8%	10%	9%	11%	12%	14%	13%	15%	13%	13%	8%	16%	12%	15%	8%	15%
Poor customer service	9%	11%	7%	4%	14% D	9%	8%	5%	10% L	13% L	7%	2%	8%	9% L	8%	11%	7%	8%	15% U	9%	5%
Service quality/connectivity issues	4%	4%	3%	5%	3%	3%	3%	5%	1%	4%	2%	5%	6%	4%	2%	4%	3%	4%	2%	4%	4%
Data cap is too low	3%	4%	3%	2%	7% G	2%	1%	2%	5%	3%	6%	-	3%	3%	6%	5%	4%	5%	1%	2%	5%
Not enough competition	2%	2%	3%	3%	3%	1%	2%	9% N	3%	3%	-	-	-	2%	2%	2%	-	1%	2%	2%	7% RT
Lack of choices/inflexible packages	2%	3%	2%	-	1%	1%	8% EF	2%	2%	3%	-	1%	3%	2%	1%	4%	7%	3%	-	4%	1%
Internet/Wi-Fi service quality	2%	1%	3% B	5%	2%	1%	-	-	1%	2%	-	2%	7% I	2%	2%	2%	-	4%	2%	-	-
Reliability/technical issues with service	2%	3% C	1%	2%	2%	1%	2%	1%	3%	2%	-	1%	-	1%	4%	3%	-	3%	1%	1%	2%
Don't use service that much	2%	2%	1%	1%	1%	1%	3%	-	2%	1%	*%	4%	2%	1%	1%	-	4%	2%	2%	1%	2%
Billing issues	1%	2%	-	-	-	2%	*%	2%	1%	1%	-	-	1%	1%	2%	-	3%	1%	*%	1%	-



(Continued)

Q7. What is that the main reason you are less than totally satisfied with your main home Internet service provider?

Subsample: Those not totally satisfied with home ISP

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K-999K	5K-99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	611	312	299	131	174	177	129	38	139	244	37	66	87	472	61	90	42	248	125	153	85
Too much telemarketing	0%	0%	0%	-	-	1%	1%	-	1%	0%	0%	-	-	0%	-	1%	-	0%	-	0%	1%
They give new customers better seals than us	0%	1%	-	-	-	1%	0%	-	-	1%	-	1%	-	0%	-	2%	-	1%	-	0%	-
Not user friendly	0%	1%	-	-	-	-	1%	-	-	0%	-	-	1%	0%	-	-	-	-	1%	-	1%
No one is perfect/there is always room for improvement	0%	-	1%	-	-	-	1%	-	-	0%	-	-	1%	0%	-	-	-	-	-	1%	-
Like service/satisfied with it	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	2%	2%	1%	2%	-	-	1%	1%	1%	1%
Other	2%	1%	2%	2%	4%	-	1%	0%	1%	2%	3%	1%	5%	2%	2%	4%	7%	3%	0%	1%	1%
None / Nothing	1%	1%	1%	1%	0%	1%	1%	-	2%	0%	-	4%	-	1%	2%	-	-	1%	2%	1%	1%
DK/NA	3%	3%	3%	4%	1%	3%	3%	2%	2%	2%	6%	6%	1%	3%	-	3%	-	2%	2%	4%	3%

Q7. What is that the main reason you are less than totally satisfied with your main home Internet service provider?

Subsample: Those not totally satisfied with home ISP

	EDUCATION					EMPLOYMENT STATUS								FAMILY INCOME					HOUSEHOLD SIZE						
	=====	Publ.	High		Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30K	\$50K	\$80K	Under	Over	1	2	3	4	5+
	TOTAL	Schl	Schl	Coll.	Grad.	maker	dent	tired	loyed	Emp-	Full-	Part-	Emp-	\$20K	\$30K	\$50K	\$80K	\$100k	\$100k	(T)	(U)	(V)	(W)	(X)	
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	611	98	79	218	197	18	78	121	16	363	263	38	62	44	31	88	121	70	145	85	185	105	152	84	
Unweighted Total	557	96	74	191	182	14	39	168	14	307	211	37	59	34	30	89	110	61	126	97	209	89	106	56	
Too expensive/cost	41%	24%	40%	37%	53% BD	48%	28%	42%	32%	42%	42%	39%	44%	43%	41%	35%	40%	41%	49%	37%	44%	41%	36%	44%	
Too slow	20%	26%	18%	23%	16%	12%	38% FJKM	22%	29%	16%	16%	19%	17%	31%	14%	18%	15%	17%	20%	21%	20%	25%	15%	24%	
Too many service outages.	19%	23%	17%	22%	14%	11%	21%	19%	14%	19%	19%	22%	16%	13%	16%	24%	24%	19%	14%	16%	18%	14%	25%	21%	
Speed varies significantly.	12%	12%	5%	10%	17% C	8%	12%	8%	16%	14%	14%	15%	14%	11%	21%	11%	12%	15%	10%	13%	10%	12%	13%	16%	
Poor customer service	9%	9%	9%	6%	15% D	-	7%	11%	-	10%	12%	-	11%	4%	-	10%	10%	7%	15% N	11%	9%	6%	12%	8%	
Service quality/connectivity issues	4%	7%	3%	3%	3%	13%	3%	4%	-	4%	4%	3%	3%	2%	5%	3%	5%	1%	7% PR	3%	3%	5%	4%	3%	
Data cap is too low	3%	3%	1%	4%	4%	6%	3%	2%	3%	4%	4%	3%	1%	1%	4%	5%	3%	6%	2%	4%	3%	5%	4%	-	
Not enough competition	2%	-	5% E	4% E	3%	14%	3%	2%	-	2%	1%	7%	4%	-	-	1%	4%	6%	1%	1%	3%	1%	2%	5%	
Lack of choices/inflexible packages	2%	2%	1%	3%	1%	-	-	5%	-	2%	1%	3%	4%	-	1%	3%	2%	4%	3%	5%	2%	3%	-	2%	
Internet/Wi-Fi service quality	2%	-	3%	3%	2%	-	9%	-	-	2%	2%	4%	-	-	8%	-	3%	7%	1%	-	2%	1%	3%	4%	
Reliability/technical issues with service	2%	-	-	3%	2%	-	-	1%	-	3%	2%	3%	6%	5%	4%	3%	2%	-	2%	3%	3%	2%	-	2%	
Don't use service that much	2%	2%	-	2%	2%	-	-	2%	-	2%	2%	7%	-	-	-	6%	2%	-	1%	1%	2%	4%	1%	-	
Billing issues	1%	3%	1%	3%	3%	-	-	3%	-	1%	2%	-	-	-	5%	-	1%	2%	-	1%	-	2%	1%	-	

(Continued)

Q7. What is that the main reason you are less than totally satisfied with your main home Internet service provider?

Subsample: Those not totally satisfied with home ISP

	EDUCATION				EMPLOYMENT STATUS								FAMILY INCOME						HOUSEHOLD SIZE					
	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	=====	
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20k	\$20k Under \$30k	\$30k Under \$50k	\$50k Under \$80k	\$80k Under \$100k	Over \$100k	1	2	3	4	5+
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)	
Total	611	98	79	218	197	18	78	121	16	363	263	38	62	44	31	88	121	70	145	85	185	105	152	84
Too much telemarketing	%	-	-	-	1%	5%	-	-	-	%	-	-	2%	-	-	%	1%	2%	-	%	1%	1%	-	-
They give new customers better seals than us	%	-	%	-	1%	-	-	%	-	%	-	4%	-	-	-	-	1%	1%	-	-	%	1%	-	-
Not user friendly	%	1%	-	1%	-	-	-	1%	-	-	-	-	-	1%	-	1%	-	-	-	1%	%	-	-	-
No one is perfect/there is always room for improvement	%	-	-	1%	-	-	-	2%	-	-	-	-	-	-	-	1%	-	2%	-	-	%	-	-	1%
Like service/satisfied with it	1%	2%	1%	-	2%	-	2%	1%	8%	%	-	-	3%	4%	-	2%	-	-	%	2%	1%	3%	-	-
Other	2%	3%	-	1%	3%	-	3%	1%	-	2%	3%	-	2%	-	-	5%	1%	2%	3%	%	1%	3%	4%	-
None / Nothing	1%	2%	2%	1%	-	-	-	1%	6%	1%	1%	-	1%	-	2%	1%	%	-	1%	1%	1%	-	2%	1%
DK/NA	3%	3%	10%	2%	%	-	-	2%	-	4%	5%	1%	3%	2%	-	6%	-	1%	2%	4%	3%	5%	1%	1%

Q8A. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 All Canadians should have access to either cell phone or landline telephone service no matter where they live in Canada

	GENDER		AGE				REGION						CITIES			COMMUNITY SIZE					
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
TOP 2 BOX	92%	89%	95% B	96% EG	89%	94%	90%	96% I	88%	93%	92%	94%	91%	93%	91%	95%	91%	93%	92%	90%	92%
Strongly agree	69%	65%	73% B	70%	67%	71%	69%	77% I	61%	72% I	74% I	71%	67%	72% I	66%	76%	60%	69%	70%	69%	67%
Somewhat agree	23%	24%	22%	26%	21%	23%	22%	19%	28%	21%	18%	23%	24%	21%	26%	20%	30%	24%	22%	21%	24%
Somewhat disagree	5%	6%	4%	3%	9% DF	4%	5%	4%	9% JLN	4%	6%	3%	5%	4%	6%	1%	6%	4%	5%	6%	7%
Strongly disagree	3%	4% C	1%	1%	2%	3%	4%	*%	2%	3%	2%	3%	4%	3%	2%	4%	3%	3%	2%	3%	1%
BOTTOM 2 BOX	8%	11% C	5%	4%	11% D	6%	9%	4%	11% H	7%	7%	6%	9%	7%	8%	5%	9%	7%	7%	9%	8%
DK/NA	*%	*%	*%	-	-	-	1%	-	1%	*%	1%	-	-	*%	1%	-	-	*%	*%	*%	1%

Q8A. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 All Canadians should have access to either cell phone cell phone or landline telephone service no matter where they live in Canada

	EDUCATION					EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE						
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu-dent	Re-tired	Unemp-loyed	TOTAL Emp-loyed	Emp. Full-time	Emp. Part-time	Self Emp-loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
TOP 2 BOX	92%	92%	89%	93%	91%	98% H	95%	90%	97%	92%	92%	95%	89%	91%	94%	95%	91%	89%	91%	92%	91%	93%	92%	92%
Strongly agree	69%	70%	70%	68%	70%	66%	63%	67%	81%	70%	70%	72%	73%	55%	68%	77% NS	73% N	68%	65%	64%	69%	73%	72%	66%
Somewhat agree	23%	22%	20%	26%	21%	32% M	22%	16%	21%	21%	22%	23%	17%	36% PQR	27%	18%	19%	21%	26%	28%	22%	20%	20%	26%
Somewhat disagree	5%	6%	6%	5%	5%	2%	2%	7%	1%	6%	6%	3%	6%	6%	5%	3%	6%	8%	5%	4%	5%	5%	6%	7%
Strongly disagree	3%	1%	4%	2%	4%	-	3%	3%	1%	2%	2%	2%	3%	3%	-	1%	3%	3%	4%	3%	4%	2%	2%	-
BOTTOM 2 BOX	8%	7%	10%	7%	9%	2%	5%	10% F	3%	8%	8%	5%	10%	8%	5%	5%	9%	11%	9%	7%	9%	7%	8%	7%
DK/NA	*%	1%	1%	-	-	-	-	1%	-	*%	-	-	1%	1%	1%	*%	-	-	-	1%	*%	-	-	1%

Q8B. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 All Canadians should have access to broadband home Internet service no matter where they live in Canada

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
TOP 2 BOX	84%	82%	86%	91% G	84%	84%	79%	88%	86%	83%	77%	86%	84%	84%	84%	88%	87%	86%	87%	82%	80%
Strongly agree	48%	47%	48%	47%	46%	51%	46%	44%	49%	48%	47%	44%	47%	47%	53%	51%	44%	49%	49%	43%	49%
Somewhat agree	37%	35%	38%	43%	38%	34%	33%	44%	36%	35%	29%	42%	37%	37%	31%	36%	43%	37%	38%	38%	31%
Somewhat disagree	11%	12%	10%	8%	12%	9%	13%	9%	10%	10%	20% HIJLN	8%	12%	11%	11%	8%	11%	10%	8%	10%	17% S
Strongly disagree	4%	5%	4%	1%	4%	6% D	6% D	1%	3%	6% H	2%	6%	4%	5% H	4%	4%	1%	4%	3%	7% U	2%
BOTTOM 2 BOX	15%	17%	13%	9%	16%	15%	19% D	9%	14%	16%	22% H	13%	16%	16%	15%	12%	12%	14%	12%	17%	20%
DK/NA	1%	1%	1%	-	-	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%

Q8B. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 All Canadians should have access to broadband home Internet service no matter where they live in Canada

	EDUCATION				EMPLOYMENT STATUS								FAMILY INCOME						HOUSEHOLD SIZE					
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
TOP 2 BOX	84%	85%	88%	81%	85%	81%	90% M	79%	96% HJKM	84%	85%	87%	76%	88%	78%	90% S	86%	82%	81%	84%	84%	81%	88%	83%
Strongly agree	48%	45%	56% D	44%	49%	37%	48%	46%	56%	48%	49%	47%	44%	47%	46%	61% QS	46%	53% S	39%	49%	47%	44%	54% X	40%
Somewhat agree	37%	40%	31%	37%	36%	44%	42%	33%	40%	36%	37%	40%	32%	41%	32%	28%	40% P	30%	42% PR	35%	37%	37%	34%	43%
Somewhat disagree	11%	8%	8%	13%	11%	14%	9%	14% I	1%	11% I	10% I	7%	15% I	10%	15%	7%	8%	12%	14%	8%	11%	16% T	8%	13%
Strongly disagree	4%	5%	3%	5%	4%	2%	1%	5%	-	5%	4%	6%	8% G	2%	6%	2%	6%	5%	5%	6%	5%	3%	3%	4%
BOTTOM 2 BOX	15%	13%	11%	19%	14%	16%	10%	19% I	1%	16% I	15% I	13% I	22% I	12%	21%	9%	14%	17%	19% P	14%	15%	19%	12%	16%
DK/NA	1%	1%	1%	*%	1%	3%	-	2%	2%	*%	*%	-	1%	-	1%	1%	*%	1%	-	1%	1%	*%	-	1%

Q8C. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 Basic home telephone service needs to be affordable for low-income Canadians

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 99K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
TOP 2 BOX	96%	94%	98% B	98% E	93%	97%	96%	98%	95%	97%	94%	96%	95%	96%	98%	98%	97%	97%	94%	96%	99% S
Strongly agree	80%	76%	84% B	81%	75%	83%	80%	83%	80%	80%	75%	81%	80%	80%	83%	82%	81%	81%	76%	81%	81%
Somewhat agree	16%	17%	15%	17%	18%	14%	15%	15%	15%	17%	19%	15%	15%	16%	15%	16%	15%	16%	18%	14%	18%
Somewhat disagree	2%	4% C	1%	-	5% F	1%	3%	1%	3%	2%	2%	4%	3%	2%	1%	1%	-	2%	4%	3%	1%
Strongly disagree	1%	2%	1%	2%	2%	1%	1%	-	2%	1%	4%	*%	2%	1%	1%	2%	3%	2%	2%	1%	-
BOTTOM 2 BOX	4%	6% C	2%	2%	7% DF	2%	4%	1%	5% H	3%	6%	4%	5%	3%	2%	2%	3%	3%	6% U	4%	1%
DK/NA	*%	*%	-	-	-	*%	1%	1%	*%	*%	-	-	-	*%	-	-	-	-	*%	1%	-



Q8C. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 Basic home telephone service needs to be affordable for low-income Canadians

	EDUCATION				EMPLOYMENT STATUS								FAMILY INCOME						HOUSEHOLD SIZE					
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
TOP 2 BOX	96%	96%	93%	97%	96%	95%	96%	96%	100% HJK	96%	95%	99%	97%	98%	98%	97%	98% S	94%	93%	97%	95%	97%	96%	96%
Strongly agree	80%	76%	83%	81%	80%	82%	84%	79%	79%	79%	78%	84%	83%	78%	83%	88% S	82% S	83% S	72%	79%	77%	78%	86% U	82%
Somewhat agree	16%	20% C	11%	16%	16%	13%	11%	17%	21%	16%	17%	15%	14%	19%	15%	9%	16%	10%	21% PR	17%	18% W	19%	10%	14%
Somewhat disagree	2%	4%	2%	2%	3%	5%	-	3%	-	3%	4%	1%	1%	1%	1%	2%	2%	5%	4%	2%	3%	2%	1%	3%
Strongly disagree	1%	-	4% D	1%	1%	-	4%	*%	-	1%	2%	-	-	2%	-	1%	-	1%	3%	1%	2%	1%	2%	-
BOTTOM 2 BOX	4%	4%	6%	3%	4%	5%	4%	3%	-	4%	5% M	1%	1%	2%	1%	3%	2%	6%	7% OQ	3%	5%	3%	4%	3%
DK/NA	*%	*%	1%	*%	-	-	-	*%	-	*%	-	-	2%	-	1%	-	-	-	-	*%	-	-	*%	1%

Q8D. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 Broadband home internet service needs to be affordable for low-income Canadians

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
TOP 2 BOX	89%	88%	91%	94%	88%	89%	88%	90%	87%	90%	89%	87%	95% I	90%	90%	92%	100% OP	90%	88%	89%	91%
Strongly agree	63%	59%	67% B	69% G	61%	66% G	58%	63%	61%	64%	63%	62%	66%	64%	65%	67%	66%	64%	64%	60%	63%
Somewhat agree	26%	28%	25%	24%	27%	23%	31% F	27%	26%	26%	26%	25%	28%	26%	25%	25%	34%	25%	24%	29%	28%
Somewhat disagree	7%	9%	6%	5%	11%	7%	6%	8%	10% M	7%	6%	10%	3%	7%	7%	5%	-	8%	9%	6%	6%
Strongly disagree	3%	3%	2%	1%	1%	4%	4%	*%	2%	3%	4%	2%	2%	3%	3%	2%	-	2%	2%	4%	2%
BOTTOM 2 BOX	10%	12% C	8%	6%	12%	11%	10%	8%	12% M	10%	10%	12%	5%	9%	10%	8%	-	10%	11%	10%	8%
DK/NA	1%	*%	1%	-	-	*%	2%	1%	1%	*%	1%	1%	1%	1%	1%	-	-	*%	1%	1%	1%

Q8D. I am going to read you four statements. For each one can you tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree?  
 Broadband home internet service needs to be affordable for low-income Canadians

	EDUCATION				EMPLOYMENT STATUS								FAMILY INCOME						HOUSEHOLD SIZE					
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
TOP 2 BOX	89%	87%	91%	89%	92%	96%	89%	87%	97% H	90%	89%	99% GHJKM	88%	92%	90%	92%	92%	89%	86%	88%	89%	85%	94% V	90%
Strongly agree	63%	61%	66%	63%	63%	61%	67%	57%	78% H	64%	64%	68%	60%	69% S	59%	80% OQRS	64% S	62%	52%	59%	63%	66%	71% TX	52%
Somewhat agree	26%	25%	25%	26%	29%	34%	22%	30%	20%	26%	25%	31%	27%	23%	32% P	13%	28% P	27% P	34% P	29%	26%	19%	23%	38% VW
Somewhat disagree	7%	7%	6%	8%	6%	4%	9%	6%	3%	8%	9%	-	8%	3%	8%	4%	4%	9%	11% NPQ	8%	6%	13% U	6%	7%
Strongly disagree	3%	3%	3%	3%	2%	-	2%	4%	-	2%	2%	-	3%	4%	-	2%	4%	2%	3%	3%	4% VW	1%	1%	3%
BOTTOM 2 BOX	10%	11%	9%	10%	8%	4%	11%	10%	3%	10%	11%	-	12%	8%	8%	6%	7%	11%	14% PQ	11%	10%	13%	6%	10%
DK/NA	1%	3%	-	1%	1%	-	-	2%	-	1%	-	1%	1%	-	1%	1%	1%	-	-	1%	1%	1%	1%	-

Q9A. Currently, there is program called the National Contribution Fund in Canada that subsidizes the costs of making basic landline phone service available and affordable in all parts of Canada. The CRTC (Canadian Radio-Television and Telecommunications Commission) may expand this program to ensure that all Canadians also have access to or can afford basic cell phone and broadband home Internet service.

Do you think each of the following should or should not contribute to the costs of this?  
All home phone subscribers

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K-999K	5K-99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
Yes, should contribute	49%	51%	47%	46%	53%	46%	50%	56%	57% JMN	44%	44%	48%	45%	46%	55%	41%	48%	47%	46%	52%	52%
No, should not contribute	48%	48%	49%	53%	46%	52%	44%	42%	39%	53% I	55% I	47%	54% I	51% I	43%	53%	50%	49%	52%	47%	45%
DK/NA	3%	1%	4% B	1%	2%	2%	6% DEF	2%	3%	3%	1%	5%	1%	3%	2%	6%	2%	4%	2%	1%	3%

	EDUCATION				EMPLOYMENT STATUS						FAMILY INCOME						HOUSEHOLD SIZE							
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
Yes, should contribute	49%	57% D	49%	45%	48%	47%	55%	49%	70% HJKL	47%	47%	36%	52%	62% ORS	41%	53%	55% S	45%	43%	52%	48%	49%	50%	43%
No, should not contribute	48%	38%	48%	53% B	50% B	52%	45%	45%	30%	51% I	51% I	62% HI	46%	36%	52%	45%	43%	54% N	54% NQ	43%	49%	49%	49%	54%
DK/NA	3%	6%	3%	2%	3%	2%	-	6% JKL	-	2%	2%	1%	2%	2%	7%	2%	2%	1%	3%	5% W	3%	2%	1%	4%

Q9B. Currently, there is program called the National Contribution Fund in Canada that subsidizes the costs of making basic landline phone service available and affordable in all parts of Canada. The CRTC (Canadian Radio-Television and Telecommunications Commission) may expand this program to ensure that all Canadians also have access to or can afford basic cell phone and broadband home Internet service.

Do you think each of the following should or should not contribute to the costs of this?  
All cell phone subscribers

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K-999K	5K-99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
Yes, should contribute	49%	55%	42%	47%	50%	49%	48%	50%	62%	40%	46%	42%	54%	44%	58%	40%	63%	49%	43%	48%	58%
No, should not contribute	49%	43%	54%	51%	49%	49%	47%	47%	36%	57%	53%	53%	45%	53%	40%	57%	36%	49%	54%	49%	40%
DK/NA	3%	1%	4%	2%	1%	2%	5%	2%	3%	3%	1%	6%	1%	3%	2%	2%	1%	3%	3%	2%	2%

	EDUCATION				EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE							
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu-dent	Re-tired	Unemp-loyed	TOTAL Emp-loyed	Emp. Full-time	Emp. Part-time	Self Emp-loyed	Under \$20K	Under \$30K	Under \$50K	Under \$80K	Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
Yes, should contribute	49%	54%	50%	45%	49%	55%	52%	48%	75%	46%	48%	30%	53%	63%	47%	52%	58%	46%	37%	50%	48%	55%	49%	39%
No, should not contribute	49%	40%	47%	53%	49%	40%	48%	48%	25%	51%	50%	67%	45%	36%	46%	46%	38%	54%	62%	45%	50%	42%	51%	57%
DK/NA	3%	6%	3%	2%	2%	5%	-	5%	-	2%	2%	3%	2%	2%	7%	2%	4%	4%	4%	5%	2%	3%	-	5%

Q9C. Currently, there is program called the National Contribution Fund in Canada that subsidizes the costs of making basic landline phone service available and affordable in all parts of Canada. The CRTC (Canadian Radio-Television and Telecommunications Commission) may expand this program to ensure that all Canadians also have access to or can afford basic cell phone and broadband home Internet service.

Do you think each of the following should or should not contribute to the costs of this?  
All Internet subscribers

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 99K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
Yes, should contribute	51%	57% C	46%	51%	52%	55% G	46%	56%	61% JLN	45%	56%	46%	51%	48%	55%	42%	57%	49%	48%	54%	60% R
No, should not contribute	46%	41%	50% B	48%	46%	44%	45%	40%	37%	51% I	43%	47%	48%	48% I	43%	53%	42%	48%	48%	45%	38%
DK/NA	3%	2%	4%	1%	1%	1%	9% DEF	4%	2%	4%	1%	6% M	1%	3%	2%	4%	1%	4%	4%	2%	2%

	EDUCATION				EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE							
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	Under \$30K	Under \$50K	Under \$80K	Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
Yes, should contribute	51%	57%	45%	49%	54%	50%	58%	46%	86% HJKLM FG	49%	48%	41%	60% HL	71% OPRS	43%	51%	60% OS	53%	44%	50%	52%	54%	55% X	41%
No, should not contribute	46%	37%	51% B	49% B	44%	42% I	40% I	47% I	14%	49% I	50% IM	58% IM	38% I	28%	45%	45% N	39%	45% N	56% NQ	44%	45%	43%	44%	58% TUVW
DK/NA	3%	6%	4%	2%	2%	8%	1%	7% GJKLM	-	1%	1%	1%	2%	1%	12% NQRS	4%	1%	2%	1%	6% WX	3%	3%	1%	1%

Q9D. Currently, there is program called the National Contribution Fund in Canada that subsidizes the costs of making basic landline phone service available and affordable in all parts of Canada. The CRTC (Canadian Radio-Television and Telecommunications Commission) may expand this program to ensure that all Canadians also have access to or can afford basic cell phone and broadband home Internet service.

Do you think each of the following should or should not contribute to the costs of this?  
Companies that provide phone and Internet services

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 99K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
Yes, should contribute	90%	89%	91%	95% G	91% G	92% G	84%	91%	88%	91%	91%	90%	91%	91%	92%	93%	89%	91%	88%	89%	91%
No, should not contribute	7%	9%	6%	5%	8%	7%	9%	5%	9%	6%	7%	9%	9%	7%	7%	3%	10%	7%	8%	7%	8%
DK/NA	2%	3%	2%	-	1%	1%	7% EF	4%	2%	4%	2%	1%	1%	3%	1%	4%	1%	2%	4%	3%	1%

	EDUCATION							EMPLOYMENT STATUS						FAMILY INCOME					HOUSEHOLD SIZE					
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu- dent	Re- tired	Unemp- loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	Under \$30K	Under \$50K	Under \$80K	Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
Yes, should contribute	90%	91%	91%	89%	90%	91%	98% HJK	85%	93%	91% H	91% H	93%	91%	93%	88%	89%	92%	89%	90%	89%	89%	90%	92%	89%
No, should not contribute	7%	6%	6%	8%	9%	6%	2%	9% G	6%	8% G	9% G	4%	6%	7%	6%	6%	7%	8%	10%	6%	8%	7%	7%	10%
DK/NA	2%	3%	3%	3%	2%	3%	-	6% JK	1%	1%	1%	3%	3%	*%	6%	5%	1%	3%	1%	5%	2%	3%	1%	1%

Q9E. Currently, there is program called the National Contribution Fund in Canada that subsidizes the costs of making basic landline phone service available and affordable in all parts of Canada. The CRTC (Canadian Radio-Television and Telecommunications Commission) may expand this program to ensure that all Canadians also have access to or can afford basic cell phone and broadband home Internet service.

Do you think each of the following should or should not contribute to the costs of this?  
The federal government

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montréal	Toronto	Vancouver	Over 1 Mi.	100K-99K	5K-99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
Yes, should contribute	78%	82% C	74%	73%	82%	79%	76%	84% L	81%	78%	81%	71%	75%	77%	86%	80%	79%	80% T	80% T	70%	84% T
No, should not contribute	20%	16%	23% B	25%	17%	18%	19%	12%	17%	20%	17%	26% H	23% H	21% H	12%	18%	20%	18%	17%	27% RSU	13%
DK/NA	2%	2%	3%	2%	*%	3% E	5% E	4%	3%	2%	2%	3%	2%	2%	2%	2%	1%	2%	3%	3%	3%

	EDUCATION				EMPLOYMENT STATUS								FAMILY INCOME					HOUSEHOLD SIZE						
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Student	Retired	Unemployed	TOTAL Emp-loyed	Emp. Full-time	Emp. Part-time	Self Emp-loyed	Under \$20K	Under \$30K	Under \$50K	Under \$80K	Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
Yes, should contribute	78%	77%	72%	74%	84% CD	77%	77%	74%	86% L	79%	82% HL	68%	76%	83% O	62%	83% OR	80% O	71%	81% O	73%	80% X	82% X	82% TX	67%
No, should not contribute	20%	22% E	24% E	23% E	13%	17%	23%	22%	14%	19%	17%	29%	20%	16%	36% NPQS	14%	18%	27% P	18%	22%	19%	16%	17%	28%
DK/NA	2%	2%	4%	2%	2%	7%	-	4% K	-	2%	1%	3%	3%	*%	2%	3%	2%	2%	1%	5% W	2%	1%	1%	5%



Q9. Currently, there is program called the National Contribution Fund in Canada that subsidizes the costs of making basic landline phone service available and affordable in all parts of Canada. The CRTC (Canadian Radio-Television and Telecommunications Commission) may expand this program to ensure that all Canadians also have access to or can afford basic cell phone and broadband home Internet service.

Do you think each of the following should or should not contribute to the costs of this?  
 Summary Tables: Yes, should contribute

	GENDER		AGE				REGION						CITIES				COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 99K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
Companies that provide phone and Internet services	90%	89%	91%	95% G	91% G	92% G	84%	91%	88%	91%	91%	90%	91%	91%	92%	93%	89%	91%	88%	89%	91%
The federal government	78%	82% C	74%	73%	82%	79%	76%	84% L	81%	78%	81%	71%	75%	77%	86%	80%	79%	80% T	80% T	70%	84% T
All Internet subscribers	51%	57% C	46%	51%	52%	55% G	46%	56%	61% JLN	45%	56%	46%	51%	48%	55%	42%	57%	49%	48%	54%	60% R
All home phone subscribers	49%	51%	47%	46%	53%	46%	50%	56%	57% JMN	44%	44%	48%	45%	46%	55%	41%	48%	47%	46%	52%	52%
All cell phone subscribers	49%	55% C	42%	47%	50%	49%	48%	50%	62% JKLN	40%	46%	42%	54% J	44%	58% P	40%	63% P	49%	43%	48%	58% S
None of the above	4%	5%	4%	1%	5% D	2%	9% DF	3%	3%	5%	5%	7%	4%	5%	3%	5%	3%	5%	5%	5%	1%

Q9. Currently, there is program called the National Contribution Fund in Canada that subsidizes the costs of making basic landline phone service available and affordable in all parts of Canada. The CRTC (Canadian Radio-Television and Telecommunications Commission) may expand this program to ensure that all Canadians also have access to or can afford basic cell phone and broadband home Internet service.

Do you think each of the following should or should not contribute to the costs of this?

Summary Tables: Yes, should contribute

	EDUCATION				EMPLOYMENT STATUS								FAMILY INCOME						HOUSEHOLD SIZE					
	TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home-maker	Stu-dent	Re-tired	Unemp-loyed	TOTAL Emp-loyed	Emp. Full-time	Emp. Part-time	Self Emp-loyed	Under \$20K	Under \$30K	Under \$50K	Under \$80K	Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
Companies that provide phone and Internet services	90%	91%	91%	89%	90%	91%	98% HJK	85%	93%	91% H	91% H	93%	91%	93%	88%	89%	92%	89%	90%	89%	89%	90%	92%	89%
The federal government	78%	77%	72%	74%	84% CD	77%	77%	74%	86% L	79%	82% HL	68%	76%	83% O	62%	83% OR	80% O	71%	81% O	73%	80% X	82% X	82% TX	67%
All Internet subscribers	51%	57%	45%	49%	54%	50%	58%	46%	86% HJKLM FG	49%	48%	41%	60% HL	71% OPRS	43%	51%	60% OS	53%	44%	50%	52%	54%	55% X	41%
All home phone subscribers	49%	57% D	49%	45%	48%	47%	55%	49%	70% HJKL	47%	47%	36%	52%	62% ORS	41%	53%	55% S	45%	43%	52%	48%	49%	50%	43%
All cell phone subscribers	49%	54%	50%	45%	49%	55% L	52% L	48% L	75% HJKLM G	46% L	48% L	30%	53% L	63% RS	47%	52% S	58% S	46%	37%	50%	48%	55% X	49%	39%
None of the above	4%	2%	6%	5%	5%	2%	-	8% JK	1%	4%	4%	6%	4%	2%	5%	3%	3%	4%	4%	6%	6%	2%	3%	4%

Q10. How much are you willing to pay as a small surcharge on your monthly phone bill in order to ensure that all Canadians have access to telephone service no matter where they live in Canada?

	GENDER		AGE				REGION						CITIES			COMMUNITY SIZE					
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
0	31%	31%	31%	17%	26%	34% D	44% DEF	30%	30%	33%	31%	30%	31%	32%	28%	23%	28%	27%	30%	37% R	34%
0.1-1.99	23%	24%	21%	23%	26% G	26% G	15%	26%	21%	21%	24%	22%	29%	23%	22%	26%	26%	24%	21%	21%	24%
2-4.99	17%	17%	18%	19%	24% FG	14%	13%	21%	19%	18%	10%	13%	17%	16%	23%	18%	15%	19%	16%	17%	14%
5-9.99	14%	14%	13%	21% G	13%	12%	11%	10%	17%	11%	23% HJMN	17%	12%	13%	11%	10%	8%	11%	18% R	14%	16%
10+	9%	9%	9%	16% EFG	7%	7%	8%	4%	9%	10% HK	3%	13% HK	6%	9%	10%	16%	10%	12% TU	8%	7%	3%
Does not apply have no phone service	*%	*%	-	-	-	-	*%	-	-	-	*%	-	-	*%	-	-	-	-	*%	-	-
DK/NA	6%	5%	7%	5%	3%	8% E	8% E	8%	5%	7%	9%	6%	5%	7%	6%	7%	12%	7%	6%	4%	9%
MEAN	3.10	3.24	2.96	5.02 EFG	2.66	2.59	2.60	1.96	3.38	3.13	2.17	4.59 HKMN	2.34	3.01	3.94	4.16	2.79	3.73 U	2.71	3.02	1.91
MEDIAN	1.00	1.00	1.00	2.00	1.00	1.00	0.50	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
SD	6.44	6.95	5.90	8.73	5.33	5.71	5.84	3.72	7.02	6.61	2.91	8.95	4.27	6.24	9.28	7.86	5.15	7.63	4.08	7.13	2.81
SE	0.24	0.37	0.32	0.93	0.42	0.37	0.34	0.42	0.50	0.46	0.36	0.95	0.43	0.28	1.00	0.88	0.79	0.47	0.35	0.50	0.27

Q10. How much are you willing to pay as a small surcharge on your monthly phone bill in order to ensure that all Canadians have access to telephone service no matter where they live in Canada?

	EDUCATION							EMPLOYMENT STATUS						FAMILY INCOME						HOUSEHOLD SIZE				
	==== TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home- maker	Stu- dent	Re- tired	Unemp loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
0	31%	30%	34%	34%	28%	25%	10%	44% IJKLM FG	11%	31% GI	32% GI	30% GI	29% GI	20%	32%	35% NR	27%	23%	33% N	35% V	35% V	21%	29%	31%
0.1-1.99	23%	19%	20%	18%	29% BD	28%	18%	18%	24%	25% H	25% H	22%	29% H	17%	19%	19%	24%	26%	26%	23%	21%	25%	27% X	15%
2-4.99	17%	14%	15%	17%	19%	21%	18%	11%	11%	19% H	21% H	15%	13%	19%	15%	14%	20%	26% P	18%	16%	16%	18%	16%	23%
5-9.99	14%	16%	15%	15%	11%	13%	16%	11%	36% FHJKM	13%	13%	19%	12%	24%	11%	17%	14%	15%	13%	11%	14%	19%	12%	14%
10+	9%	13%	10%	9%	7%	8%	30% HJKLM F	7%	14%	6%	5%	10%	9%	12%	14%	10%	8%	7%	5%	6%	8%	8%	10%	15% T
Does not apply have no phone service	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DK/NA	6%	7%	5%	7%	5%	6%	6%	9% K	5%	5%	4%	5%	9%	8%	9%	5%	7%	3%	4%	9% X	5%	8%	6%	2%
MEAN	3.10	4.00	4.13 D	2.75	2.66	4.11	6.82 HJKLM	2.42	6.13 HJKM	2.54	2.33	3.21	2.96	6.03 OPQRS	2.76	3.04	2.88	2.56	2.12	2.64	2.84	3.59	2.76	4.57 TU
MEDIAN	1.00	1.00	1.00	1.00	1.00	1.00	3.00	0.50	5.00	1.00	1.00	1.00	1.00	2.00	1.00	1.00	1.00	1.70	1.00	0.99	1.00	1.50	1.00	2.00
SD	6.44	8.05	9.25	4.98	5.45	10.61	10.16	5.80	8.96	5.05	4.78	5.77	5.58	11.47	3.93	6.07	4.91	3.50	3.65	6.45	5.57	6.59	5.28	9.56
SE	0.24	0.74	0.93	0.32	0.36	2.16	1.56	0.38	1.75	0.25	0.29	0.80	0.66	1.61	0.58	0.58	0.43	0.38	0.29	0.51	0.34	0.67	0.48	1.16

Q11. How much are you willing to pay as a small surcharge on your monthly phone bill in order to ensure that low-income Canadians can afford basic home phone service??

	GENDER			AGE				REGION						CITIES			COMMUNITY SIZE				
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
0	30%	29%	32%	16%	28% D	33% D	40% DE	31%	31%	31%	26%	27%	30%	30%	29%	21%	21%	25%	31%	38% R	31%
0.1-1.99	25%	28% C	22%	24%	31% G	26% G	18%	32%	24%	22%	29%	25%	28%	25%	27%	28%	24%	26%	22%	23%	26%
2-4.99	18%	17%	19%	26% FG	19%	16%	14%	17%	17%	20%	18%	16%	18%	18%	18%	21%	20%	20%	17%	18%	15%
5-9.99	13%	12%	13%	15%	13%	12%	11%	9%	18% HJN	10%	14%	14%	11%	11%	14%	11%	15%	13%	15%	10%	14%
10+	8%	8%	7%	13% E	5%	7%	7%	2%	7%	9% H	3%	13% HK	6%	8% H	7%	13%	8%	9%	6%	7%	4%
Does not apply have no phone service	*%	-	1%	1%	-	-	-	-	-	1%	-	-	-	*%	-	-	-	-	1%	-	-
DK/NA	6%	5%	7%	5%	3%	8% E	9% E	9%	3%	7%	11%	5%	6%	7% I	5%	7%	12%	7%	7%	4%	10% T
MEAN	2.74	2.76	2.73	4.74 EFG	1.99	2.49	2.25	1.62	2.40	3.08	1.93	4.18 HIKMN	2.26	2.86	2.25	4.06 O	2.61	3.16 U	2.23	2.85	2.02
MEDIAN	1.00	1.00	1.00	2.00	1.00	1.00	0.50	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
SD	5.67	5.49	5.84	8.82	2.87	5.52	4.41	3.19	3.63	6.74	2.51	8.53	4.37	6.20	3.12	8.16	4.18	6.20	3.50	6.89	3.33
SE	0.21	0.29	0.32	0.94	0.22	0.36	0.26	0.36	0.25	0.47	0.32	0.90	0.44	0.28	0.33	0.92	0.64	0.38	0.30	0.48	0.33

Q11. How much are you willing to pay as a small surcharge on your monthly phone bill in order to ensure that low-income Canadians can afford basic home phone service??

	EDUCATION				EMPLOYMENT STATUS								FAMILY INCOME						HOUSEHOLD SIZE						
	====	Publ.	High		Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30K	\$50K	\$80K	Under	Over	1	2	3	4	5+
	TOTAL	Schl	Schl	Coll.	Grad.	maker	dent	tired	loyed	Emp-loyed	Full-time	Part-time	Emp-loyed	\$20K	\$30K	\$50K	\$80K	\$100K	\$100K						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114	
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80	
0	30%	28%	35%	34%	27%	24%	12%	41% GIJK	10%	31% GI	31% GI	31% GI	30% GI	24%	28%	30%	27%	25%	34%	32%	33% V	22%	30%	33%	
0.1-1.99	25%	23%	16%	20%	33% BCD	24%	16%	20%	25%	28% GH	28% GH	26%	29%	20%	22%	25%	23%	30%	29%	25%	22%	28%	28%	21%	
2-4.99	18%	15%	22%	18%	18%	23%	24% H	10%	29% H	19% H	20% H	14%	14%	25%	18%	16%	18%	21%	17%	16%	20%	21%	17%	15%	
5-9.99	13%	18%	12%	12%	11%	13%	20%	13%	18%	11%	11%	12%	12%	12%	11%	17%	16%	15%	12%	11%	12%	15%	14%	13%	
10+	8%	9%	11%	8%	5%	8%	19% HJK	5%	16%	6%	6%	10%	7%	13% S	15% PRS	6%	9%	5%	4%	6%	8%	6%	6%	13%	
Does not apply have no phone service	0%	-	-	1%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	
DK/NA	6%	7%	5%	7%	6%	9%	6%	11% IJK	2%	4%	3%	6%	8%	6%	6%	6%	6%	4%	4%	9%	5%	8%	5%	3%	
MEAN	2.74	3.39	3.26	2.73	2.28	4.35 HJK	5.90 HJKLM	2.09	5.51 HJKLM	2.25	2.22	2.29	2.31	5.55 PQRS	2.88	2.36	2.84 S	2.20	1.82	2.47	2.54	3.18	2.34	4.00	
MEDIAN	1.00	1.00	1.00	1.00	1.00	1.00	3.00	0.50	2.00	1.00	1.00	1.00	1.00	2.00	1.00	1.00	1.00	1.00	1.00	0.99	1.00	1.00	1.00	1.00	
SD	5.67	6.92	6.89	5.24	4.88	10.79	9.62	4.44	9.89	4.06	4.19	3.12	4.14	11.00	3.93	3.62	4.30	2.95	3.12	5.88	4.50	6.74	3.67	8.98	
SE	0.21	0.64	0.69	0.34	0.32	2.24	1.49	0.29	1.89	0.20	0.25	0.43	0.49	1.53	0.57	0.34	0.38	0.32	0.25	0.47	0.27	0.69	0.33	1.10	

Q12. How much are you willing to pay as a small surcharge on your monthly internet bill in order to ensure that all Canadians have access to broadband home internet service no matter where they live in Canada?

	GENDER		AGE				REGION						CITIES			COMMUNITY SIZE					
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
0	40%	38%	41%	27%	35%	41% D	53% DEF	38%	37%	42%	41%	34%	42%	40%	38%	35%	39%	37%	38%	46%	40%
0.1-1.99	21%	22%	20%	19%	29% DG	24% G	13%	26%	26% J	17%	20%	26%	22%	20%	31%	22%	20%	24%	18%	19%	24%
2-4.99	14%	16%	13%	19% G	19% FG	11%	9%	16%	13%	17% L	14%	8%	13%	15% L	12%	14%	11%	13%	16%	15%	11%
5-9.99	10%	10%	11%	20% EFG	9%	10%	6%	6%	14% H	8%	11%	14%	10%	9%	9%	13%	9%	11%	12%	8%	10%
10+	7%	6%	7%	10%	6%	6%	5%	5%	5%	7%	6%	12% M	4%	7%	5%	10%	5%	7%	6%	6%	6%
Does not apply have no internet service	2%	3%	2%	-	-	2%	7% F	4%	2%	3%	2%	2%	2%	3%	1%	1%	2%	1%	5% R	4%	2%
DK/NA	5%	5%	6%	5%	2%	6% E	7% E	6%	3%	6%	7%	3%	6%	6%	5%	6%	14%	6% T	5%	3%	7%
MEAN	2.55	2.44	2.66	4.64 EFG	1.99	2.33	1.69	2.15	2.01	2.89	2.90	3.65 IM	1.78	2.73	1.61	3.91 O	1.60	2.76	2.37	2.45	2.40
MEDIAN	0.50	0.50	0.50	2.00	1.00	0.50	0.00	0.50	0.50	0.50	0.50	1.00	0.25	0.50	0.50	0.50	0.25	0.50	1.00	0.50	0.50
SD	6.32	5.63	6.91	9.49	4.09	6.14	4.65	6.13	3.82	7.69	8.22	6.81	3.89	6.94	2.87	9.40	2.91	6.76	5.41	6.58	5.67
SE	0.24	0.30	0.37	1.01	0.32	0.40	0.28	0.70	0.27	0.54	1.03	0.73	0.40	0.31	0.31	1.05	0.45	0.42	0.48	0.47	0.55

Q12. How much are you willing to pay as a small surcharge on your monthly internet bill in order to ensure that all Canadians have access to broadband home internet service no matter where they live in Canada?

	EDUCATION					EMPLOYMENT STATUS							FAMILY INCOME					HOUSEHOLD SIZE						
	==== TOTAL	Publ. Schl	High Schl	Coll.	Post Grad.	Home- maker	Stu- dent	Re- tired	Unemp loyed	TOTAL Emp- loyed	Emp. Full- time	Emp. Part- time	Self Emp- loyed	Under \$20K	\$20K Under \$30K	\$30K Under \$50K	\$50K Under \$80K	\$80K Under \$100K	Over \$100K	1	2	3	4	5+
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80
0	40%	36%	49% BE	42%	35%	44% GI	10% GIJKL	55%	13%	40% GI	40% GI	36% GI	43% GI	29%	38%	43%	35%	34%	42%	44% V	43% V	28%	38%	43% V
0.1-1.99	21%	18%	15%	19%	28% BCD	19%	16%	13%	29%	25% H	26% H	21%	24% H	17%	13%	20%	22%	28% O	26% O	16%	21%	28% T	24%	17%
2-4.99	14%	10%	11%	14%	18% B	16%	22% H	8%	15%	15% H	17% HM	17%	9%	11%	18%	13%	20% S	18%	11%	13%	14%	17%	12%	16%
5-9.99	10%	17% DE	10%	10%	8%	3%	26% FHJKM	7%	22% FH	9%	9%	12%	8%	16%	8%	13%	10%	11%	13%	5%	10%	12% T	13% T	13% T
10+	7%	5%	8%	8%	6%	7%	17% HJK	4%	19% HJK	5%	4%	7%	11% K	10%	9%	4%	6%	5%	5%	4%	6%	9%	7%	8%
Does not apply have no internet service	2%	8% CDE	1%	2%	1%	3%	-	7% JK	3%	1%	2%	1%	-	12% QRS	9%	2%	1%	1%	1%	9% UWX	2%	-	1%	1%
DK/NA	5%	5%	7%	5%	5%	7%	8%	8% JK	-	4%	3%	6%	6%	4%	5%	5%	6%	3%	4%	8% X	4%	6%	5%	2%
MEAN	2.55	2.59	2.77	2.63	2.49	3.49	5.71 HJKM	1.58	8.55 HJKLM	1.99	1.78	2.71	2.37	5.79 OPQS	2.19	1.91	2.10	2.59	2.02	2.17	1.99	4.20 TUV	2.23	3.21
MEDIAN	0.50	1.00	0.00	0.50	0.50	0.25	3.00	0.00	2.00	0.50	0.50	1.00	0.25	1.00	0.50	1.00	1.00	0.50	0.00	0.50	1.00	0.50	0.50	0.50
SD	6.32	5.21	7.31	6.26	6.69	10.99	8.40	4.69	15.44	4.52	4.01	6.51	4.83	12.94	3.63	3.76	3.61	7.04	4.53	6.72	4.23	9.98	4.00	7.71
SE	0.24	0.50	0.74	0.41	0.44	2.32	1.31	0.32	2.97	0.23	0.24	0.91	0.56	1.93	0.55	0.36	0.32	0.77	0.36	0.56	0.26	1.01	0.36	0.94



Q13. How much are you willing to pay as a small surcharge on your monthly internet bill in order to ensure that low-income Canadians can afford broadband home internet service?

	GENDER		AGE				REGION						CITIES			COMMUNITY SIZE					
	TOTAL	M	F	18-29	30-44	45-59	60+	ATL	QC	ON	MB/SK	AB	BC	Rest Can.	Montr eal	Toro nto	Vanco uver	Over 1 Mi.	100K- 999K	5K- 99K	Under 5K
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)
Total	1002	486	516	198	251	289	264	70	242	386	64	104	136	760	104	154	61	402	208	261	131
Unweighted Total	1002	499	503	98	179	284	441	125	250	250	127	125	125	752	109	96	58	351	206	285	160
0	39%	39%	40%	21%	36% D	42% D	53% DEF	40%	40%	41%	40%	34%	37%	39%	41%	32%	34%	36%	39%	45% R	40%
0.1-1.99	22%	24%	21%	24% G	29% G	23% G	13%	28%	23%	18%	22%	24%	28% J	22%	26%	24%	23%	24%	18%	22%	24%
2-4.99	14%	15%	13%	20% FG	18% FG	11%	9%	16%	13%	16% L	15%	9%	14%	14%	11%	16%	12%	13%	16%	14%	14%
5-9.99	10%	10%	11%	18% G	9%	10%	6%	6%	13% H	9%	11%	14% H	9%	9%	8%	13%	7%	12%	13%	7%	8%
10+	6%	5%	7%	12% EG	4%	6%	5%	1%	6% H	7% H	2%	12% HKM	5%	6% H	8%	9%	5%	8%	5%	6%	5%
Does not apply have no internet service	2%	3%	2%	-	-	2%	7% F	4%	1%	3%	2%	2%	2%	3%	1%	1%	2%	1%	4%	3%	2%
DK/NA	6%	5%	6%	5%	3%	6%	8% E	6%	3%	6%	7%	5%	7%	6%	5%	6%	15%	7% T	5%	3%	7%
MEAN	2.32	2.20	2.43	3.89 EFG	1.83	2.30	1.57	1.12	2.13	2.70 H	1.49	3.33 HIKM	1.80	2.38 H	2.03	3.76	1.54	2.74	1.96	2.18	1.87
MEDIAN	0.50	0.50	0.50	2.00	1.00	0.50	0.00	0.50	0.50	0.50	0.97	1.00	0.50	0.50	0.50	1.00	0.50	0.50	0.50	0.50	0.50
SD	5.25	4.69	5.72	6.48	3.75	5.95	4.28	2.04	4.25	6.61	2.39	5.85	3.82	5.54	4.17	8.53	2.59	6.22	3.25	5.42	3.89
SE	0.20	0.25	0.31	0.69	0.29	0.39	0.26	0.23	0.30	0.46	0.30	0.63	0.39	0.25	0.45	0.96	0.41	0.39	0.29	0.39	0.38

Q13. How much are you willing to pay as a small surcharge on your monthly internet bill in order to ensure that low-income Canadians can afford broadband home internet service?

	EDUCATION							EMPLOYMENT STATUS						FAMILY INCOME						HOUSEHOLD SIZE					
	====	Publ.	High		Post	Home-	Stu-	Re-	Unemp	TOTAL	Emp.	Emp.	Self	Under	\$20K	\$30k	\$50K	\$80K	Under	Over	1	2	3	4	5+
	TOTAL	Schl	Schl	Coll.	Grad.	maker	dent	tired	loyed	Emp-	Full-	Part-	Emp-	\$20K	\$30K	\$50K	\$80K	\$100K	\$100K						
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)	(X)		
Total	1002	180	134	346	317	35	98	232	38	575	405	70	100	80	63	151	185	120	226	189	337	150	212	114	
Unweighted Total	1002	199	143	326	313	31	48	362	34	504	335	74	95	80	76	161	189	109	202	239	397	134	152	80	
0	39%	34%	43%	43%	37%	32%	13%	55%	10%	40%	41%	34%	40%	31%	36%	39%	35%	32%	45%	39%	44%	28%	41%	38%	
							IJKL	FG		GI	GI	GI	GI						R		V		V		
0.1-1.99	22%	17%	19%	20%	28%	28%	17%	14%	33%	25%	26%	24%	24%	20%	17%	22%	24%	31%	22%	20%	22%	28%	22%	19%	
					BD				H	H	H														
2-4.99	14%	15%	11%	13%	16%	19%	18%	8%	16%	15%	16%	16%	13%	16%	16%	15%	17%	18%	10%	13%	14%	14%	14%	15%	
									H	H	H														
5-9.99	10%	15%	10%	9%	9%	3%	23%	6%	23%	10%	9%	9%	10%	8%	4%	12%	10%	14%	15%	7%	8%	15%	12%	12%	
							HJKLM	F	FH							O	O	O				TU			
10+	6%	6%	9%	7%	5%	7%	19%	4%	15%	5%	4%	10%	6%	9%	13%	4%	7%	2%	3%	5%	6%	8%	5%	11%	
							HJKM								PRS										
Does not apply have no internet service	2%	8%	1%	1%	*%	3%	-	6%	3%	1%	2%	1%	-	11%	8%	2%	1%	-	*%	9%	1%	-	*%	1%	
		CDE						JK						QS						UWX					
DK/NA	6%	6%	7%	6%	5%	7%	8%	8%	-	4%	3%	6%	8%	4%	5%	6%	6%	3%	4%	8%	4%	7%	5%	3%	
								JK																	
MEAN	2.32	2.46	2.95	2.31	2.11	3.64	5.25	1.46	5.95	1.88	1.75	2.41	2.11	4.81	2.40	1.96	2.13	1.70	1.89	2.47	1.72	3.41	2.01	3.04	
						H	HJKLM		HJKLM					PQRS								UW		U	
MEDIAN	0.50	1.00	0.50	0.50	0.50	1.00	3.00	0.00	2.00	0.50	0.50	1.00	0.50	1.00	0.50	0.50	1.00	1.00	0.25	0.50	0.50	1.00	0.50	1.00	
SD	5.25	4.32	7.34	5.10	4.98	10.95	6.60	4.31	10.46	3.96	3.81	4.30	4.31	11.34	3.95	3.72	3.79	2.58	4.32	6.97	3.28	7.45	3.72	5.81	
SE	0.20	0.42	0.74	0.33	0.33	2.31	1.03	0.29	2.03	0.20	0.23	0.60	0.50	1.68	0.60	0.36	0.33	0.28	0.35	0.59	0.20	0.76	0.33	0.71	