



# Topline

## The Mozilla Foundation - Net Neutrality Survey

February 2018

*These are the findings from an Ipsos poll conducted February 16 - 23, 2018 on behalf of The Mozilla Foundation. For the survey, a sample of 1,007 adults ages 18 and over from the continental U.S., Alaska and Hawaii was interviewed online, in English, in addition to boost samples of roughly 500 adults living in Colorado, Nevada, Arizona, Minnesota, Iowa, and North Carolina. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of  $\pm 3.5$  percentage points for all respondents surveyed, and  $\pm 5.0$  percentage points for the state boosts.*

*The sample for this study was randomly drawn from Ipsos's online panel, partner online panel sources, and "river" sampling, and does not rely on a population frame in the traditional sense. Ipsos uses fixed sample targets, unique to each study, in drawing sample. After a sample has been obtained from the Ipsos panel, Ipsos calibrates respondent characteristics to be representative of the U.S. Population using standard procedures such as raking-ratio adjustments. The source of these population targets is U.S. Census 2016 American Community Survey data. The sample drawn for this study reflects fixed sample targets on demographics. Post-hoc weights were made to the population characteristics on gender, age, region, race/ethnicity and income.*

*Statistical margins of error are not applicable to online polls. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error and measurement error. Where figures do not sum to 100, this is due to the effects of rounding. Ipsos calculates a design effect (DEFF) for each study based on the variation of the weights, following the formula of Kish (1965). This study had a credibility interval adjusted for design effect of the following ( $n=1,007$ ,  $DEFF=1.5$ , adjusted Confidence Interval= $5.0$  and  $n=500$ ,  $DEFF=1.5$ , adjusted Confidence Interval= $6.5$ ).*

*Throughout the report, arrows (  $\uparrow$  /  $\downarrow$  ) indicate statistically significant differences across states.*

1. How much do you trust the following institutions, if at all, to protect your access to the internet?

**ISPs (internet service providers, such as AT&T, Verizon, Time Warner, etc)**

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## Topline – continued –



	<b>Total</b>	<b>CO</b>	<b>NV</b>	<b>AZ</b>	<b>MN</b>	<b>IA</b>	<b>NC</b>
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Trust completely	8%	5% ↑	7% ↑	4%	4%	1% ↓	5% ↑
Mostly trust	34%	30%	33%	36%	28%	30%	32%
Trust a little bit	37%	40%	39% ↓	40%	48% ↑	43%	43%
Do not trust at all	18%	22% ↑	15% ↓	18%	18%	20%	17%
Don't know	4%	3% ↓	5%	2%	3%	6% ↑	3%
<b>Trust completely/Mostly trust</b>	<b>42%</b>	<b>35%</b>	<b>40% ↑</b>	<b>39%</b>	<b>32% ↓</b>	<b>31% ↓</b>	<b>38%</b>
<b>Trust a little bit/Do not trust at all</b>	<b>54%</b>	<b>63% ↑</b>	<b>54% ↓</b>	<b>58%</b>	<b>66% ↑</b>	<b>63% ↑</b>	<b>59%</b>

### The Trump Administration

	<b>Total</b>	<b>CO</b>	<b>NV</b>	<b>AZ</b>	<b>MN</b>	<b>IA</b>	<b>NC</b>
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Trust completely	9%	8%	9%	12% ↑	5% ↓	7%	9%
Mostly trust	16%	16%	18%	23%	19%	20%	17%
Trust a little bit	18%	21%	19%	17%	24%	20%	18%
Do not trust at all	51%	54% ↑	48%	43% ↓	49%	47%	50%

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Don't know	6%	1% ↓	6% ↑	5% ↑	3%	6% ↑	6% ↑
<b>Trust Completely/Mostly Trust</b>	<b>25%</b>	<b>24% ↓</b>	<b>27%</b>	<b>35% ↑</b>	<b>24% ↓</b>	<b>27%</b>	<b>26%</b>
<b>Trust a little bit/Do not trust at all</b>	<b>69%</b>	<b>74% ↑</b>	<b>67% ↓</b>	<b>60% ↓</b>	<b>73% ↑</b>	<b>67%</b>	<b>68%</b>

### The Federal Communications Commission

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Trust completely	6%	6% ↑	5% ↑	7% ↑	4%	2% ↓	5% ↑
Mostly trust	24%	24%	22%	24%	26%	23%	21%
Trust a little bit	36%	33% ↓	36%	31% ↓	41% ↑	42% ↑	40%
Do not trust at all	24%	29%	27%	30%	22%	24%	26%
Don't know	10%	8%	9%	7%	7%	9%	9%
<b>Trust Completely/Mostly Trust</b>	<b>30%</b>	<b>30%</b>	<b>27%</b>	<b>32%</b>	<b>30%</b>	<b>25%</b>	<b>25%</b>
<b>Trust a little bit/Do not trust at all</b>	<b>60%</b>	<b>62%</b>	<b>64%</b>	<b>61%</b>	<b>63%</b>	<b>66%</b>	<b>66%</b>

### Internet Companies

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## Topline – continued –



	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Trust completely	6%	6% ↑	7% ↑	9% ↑	3% ↓	2% ↓	4% ↓
Mostly trust	28%	29%	30%	30%	29%	26%	29%
Trust a little bit	42%	44% ↓	39% ↓	42% ↓	53% ↑	48% ↑	48% ↑
Do not trust at all	19%	19%	21% ↑	17%	14% ↓	20%	16%
Don't know	4%	3%	4%	2%	2%	5%	2%
<b>Trust Completely/Mostly Trust</b>	<b>34%</b>	<b>35%</b>	<b>37% ↑</b>	<b>39% ↑</b>	<b>32%</b>	<b>28% ↓</b>	<b>33%</b>
<b>Trust a little bit/Do not trust at all</b>	<b>61%</b>	<b>63%</b>	<b>59% ↓</b>	<b>59%</b>	<b>66%</b>	<b>67% ↑</b>	<b>64%</b>

### Congress

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Trust completely	3%	4% ↑	3% ↑	3%	2%	1% ↓	3%
Mostly trust	14%	9%	9%	12%	13% ↑	8%	7% ↓
Trust a little bit	34%	36%	35%	33%	39%	38%	32%
Do not trust at all	43%	48%	49%	49%	44%	48%	52%

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## Topline – continued –



Don't know	5%	3%	4%	4%	2%	5%	6%
Trust Completely/Mostly Trust	17%	14%	12%	15%	15% ↑	9% ↓	10%
Trust a little bit/Do not trust at all	77%	84%	84%	82%	83%	85%	84%

2. Which of the following statements do you agree more with?

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Consumers should be able to freely and quickly access their preferred content on the internet	91%	89%	89%	90%	92%	92%	93%
ISPs should be able to offer fast lanes with quicker load times to websites that pay a premium	9%	11%	11%	10%	8%	8%	7%

3. Based on all the things you know or have heard, do you support or oppose net neutrality?

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Strongly support	35%	42%	35%	38%	36%	36%	40%
Somewhat support	41%	36%	38%	36%	33%	39%	35%

## Topline – continued –



Somewhat oppose	16%	14% ↓	17% ↓	18%	24% ↑	20%	14% ↓
Strongly oppose	8%	8%	10%	8%	8%	6% ↓	11% ↑
<b>Strongly/Somewhat Support</b>	<b>76%</b>	<b>78% ↑</b>	<b>73%</b>	<b>74%</b>	<b>69% ↓</b>	<b>74%</b>	<b>75%</b>
<b>Strongly/Somewhat Oppose</b>	<b>24%</b>	<b>22% ↓</b>	<b>27%</b>	<b>26%</b>	<b>31% ↑</b>	<b>26%</b>	<b>25%</b>

4. Do you think that net neutrality is a good thing or a bad thing for the following groups?

### Small business

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Bad thing	16%	14%	15%	17%	19%	19%	14%
Good thing	66%	71% ↑	63% ↓	66%	67%	65%	69%
Makes no difference	18%	15% ↓	22% ↑	17%	14% ↓	16%	17%

### Big business

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Bad thing	19%	23%	25% ↑	24%	20%	21%	18% ↓

## Topline – continued –



Good thing	50%	49%	46%	48%	53%	47%	51%
Makes no difference	30%	27%	28%	28%	27%	32%	31%

### Innovators

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Bad thing	13%	16%	13%	19%	13%	15%	15%
Good thing	63%	67% ↑	59% ↓	57% ↓	66% ↑	60%	63%
Makes no difference	24%	17% ↓	28% ↑	24%	21%	26% ↑	22%

### Internet service providers

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Bad thing	24%	20%	24%	23%	23%	23%	23%
Good thing	49%	50%	47%	49%	49%	49%	49%
Makes no difference	28%	30%	29%	28%	29%	28%	28%

### People like me

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## Topline – continued –



	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Bad thing	12%	15%	16%	21% ↑	18%	15%	13% ↓
Good thing	67%	67%	64%	61%	65%	63%	68%
Makes no difference	20%	18%	20%	18%	17%	22%	19%

5. To what extent do you agree or disagree with the following statements?

### Internet service providers will voluntarily look out for consumers' best interests

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Strongly agree	9%	6%	9% ↑	9%	5%	5% ↓	8%
Somewhat agree	24%	22%	25% ↑	26%	19%	18% ↓	20%
Somewhat disagree	32%	34%	31% ↓	31%	39% ↑	39% ↑	36%
Strongly disagree	30%	32%	28%	28%	33%	32%	31%
Don't know	5%	5%	6%	6%	3%	5%	5%
<b>Strongly/Somewhat Agree</b>	<b>32%</b>	<b>29%</b>	<b>35% ↑</b>	<b>35% ↑</b>	<b>24% ↓</b>	<b>23% ↓</b>	<b>28%</b>
<b>Strongly/Somewhat Disagree</b>	<b>63%</b>	<b>66%</b>	<b>60% ↓</b>	<b>59% ↓</b>	<b>73% ↑</b>	<b>71% ↑</b>	<b>67%</b>

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## Topline – continued –



### Equal access to the internet is a right

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Strongly agree	46%	46%	50% ↑	55% ↑	45%	40% ↓	50% ↑
Somewhat agree	32%	33%	27%	27%	30%	31%	30%
Somewhat disagree	9%	8%	8%	10%	12%	10%	9%
Strongly disagree	7%	10%	10%	5%	8%	9%	8%
Don't know	6%	3% ↓	5%	4% ↓	5%	9% ↑	3% ↓
<b>Strongly/Somewhat Agree</b>	<b>78%</b>	<b>79% ↑</b>	<b>77%</b>	<b>81% ↑</b>	<b>75%</b>	<b>72%</b>	<b>80% ↑</b>
<b>Strongly/Somewhat Disagree</b>	<b>16%</b>	<b>18%</b>	<b>17%</b>	<b>15%</b>	<b>20%</b>	<b>20%</b>	<b>16%</b>

6. When it comes to the role of the federal government in regulating access to the Internet, which of the following comes closest to your view, even if none are exactly right?

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
The government should set specific prices, terms, and conditions for internet access	8%	5% ↓	6%	10% ↑	5%	5% ↓	8%

## Topline – continued –



Ipsos The government should establish rules prohibiting ISPs from controlling how consumers access the internet	37%	38%	34%	37%	38%	38%	41%
The government should not establish rules in advance, but should monitor the marketplace and take action if consumers are harmed	29%	35% ↑	31% ↑	23% ↓	32% ↑	28%	27%
The government should only encourage voluntary enforcement of best practices by the ISPs	8%	10%	10%	12%	9%	9%	12%
Don't know/ no opinion	17%	12% ↓	18% ↑	18%	16%	20% ↑	12% ↓

7. In December 2017, the Federal Communications Commission (FCC) voted to end rules often referred to as “net neutrality”. These net neutrality rules were put in place to prevent internet service providers (e.g., AT&T, Verizon, Comcast, etc.) from blocking content, slowing down content, or charging people to access specific websites or other applications. Do you support or oppose the FCC ending the “net neutrality” rules?

	Total	CO	NV	AZ	MN	IA	NC
	(n=1,007)	(n=500)	(n=500)	(n=501)	(n=503)	(n=500)	(n=500)
Strongly support	14%	11% ↓	17% ↑	22% ↑	14% ↓	10% ↓	13%
Somewhat support	21%	21%	20%	19%	16%	21%	20%
Somewhat oppose	15%	15%	16%	14%	18%	17%	15%

## Topline – continued –



Strongly oppose	37%	43% ↑	35% ↓	36%	40%	39%	42% ↑
Don't know	13%	11%	12%	9%	12%	14%	10%
<b>Strongly/Somewhat Support</b>	<b>35%</b>	<b>32% ↓</b>	<b>37%</b>	<b>41% ↑</b>	<b>30% ↓</b>	<b>30% ↓</b>	<b>33%</b>
<b>Strongly/Somewhat Oppose</b>	<b>52%</b>	<b>58%</b>	<b>51%</b>	<b>50%</b>	<b>58%</b>	<b>56%</b>	<b>57%</b>

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