



## Press Release

# Few Trust Congress or ISPs to Protect their Access to the Internet

### Ipsos Poll conducted on behalf of Mozilla

Washington, DC, May 25, 2017 – In the latest release from Ipsos on behalf of Mozilla, only 19% of Americans trust Congress to protect their access to the internet. Even fewer trust the Trump administration, with 50% reporting that they do not trust them at all to protect their access. Over three quarters of Americans (76%) say they support net neutrality, with many believing it is a good thing for people like them (69%). Despite this, 18% of Americans believe that equal access to the internet is not a right.

Q1. 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)

	Total	Democrat	Republican	Independent
Trust completely	9%	9%	10%	8%
Mostly trust	35%	38%	39%	27%
Trust a little bit	38%	38%	37%	37%
Do not trust at all	16%	12%	13%	26%
Don't know	3%	3%	2%	2%

#### The Trump Administration

	Total	Democrat	Republican	Independent
Trust completely	10%	5%	21%	6%
Mostly trust	15%	4%	31%	14%
Trust a little bit	20%	10%	31%	24%
Do not trust at all	50%	78%	15%	46%
Don't know	5%	2%	3%	9%

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### The Federal Communications Commission

	Total	Democrat	Republican	Independent
Trust completely	6%	7%	9%	3%
Mostly trust	28%	30%	32%	21%
Trust a little bit	34%	34%	35%	37%
Do not trust at all	24%	21%	16%	32%
Don't know	9%	8%	8%	7%

### Internet Companies

	Total	Democrat	Republican	Independent
Trust completely	8%	6%	11%	7%
Mostly trust	29%	34%	33%	21%
Trust a little bit	44%	43%	42%	42%
Do not trust at all	16%	12%	12%	28%
Don't know	4%	4%	2%	1%

### Congress

	Total	Democrat	Republican	Independent
Trust completely	6%	6%	8%	3%
Mostly trust	13%	13%	16%	10%
Trust a little bit	34%	37%	35%	30%
Do not trust at all	44%	41%	38%	52%
Don't know	4%	3%	3%	5%

Q2. Which of the following statements do you agree more with?

	Total	Democrat	Republican	Independent
Consumers should be able to freely and quickly access their preferred content on the internet	86%	88%	81%	85%
ISPs should be able to offer fast lanes with quicker load times to websites that pay a premium	14%	12%	19%	15%

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**[INFOSCREEN]** Net neutrality is the principle that internet service providers providing consumer connection to the Internet should treat all data on the internet the same, not giving specific advantages or penalties in access by user, content, website, platform, or application.

Q3. Based on all the things you know or have heard, do you support or oppose net neutrality?

	Total	Democrat	Republican	Independent
Strongly support	30%	35%	25%	29%
Somewhat support	46%	46%	48%	42%
Somewhat oppose	20%	17%	20%	24%
Strongly oppose	4%	2%	6%	5%

Q4. Do you think that net neutrality is a good thing or a bad thing for the following groups?

### Small businesses

	Total	Democrat	Republican	Independent
Bad thing	9%	9%	10%	10%
Good thing	70%	68%	75%	72%
Makes no difference	21%	23%	15%	18%

### Big business

	Total	Democrat	Republican	Independent
Bad thing	21%	29%	15%	20%
Good thing	46%	41%	53%	50%
Makes no difference	33%	30%	32%	31%

### Innovators

	Total	Democrat	Republican	Independent
Bad thing	10%	10%	11%	12%
Good thing	65%	68%	64%	64%
Makes no difference	25%	22%	25%	24%

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### Internet service providers

	Total	Democrat	Republican	Independent
Bad thing	18%	20%	18%	20%
Good thing	55%	55%	60%	55%
Makes no difference	26%	25%	22%	25%

### People like me

	Total	Democrat	Republican	Independent
Bad thing	8%	6%	9%	11%
Good thing	69%	70%	70%	68%
Makes no difference	23%	24%	21%	21%

Q5. To what extent do you agree or disagree with the following statements?

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

	Total	Democrat	Republican	Independent
Strongly agree	11%	12%	10%	11%
Somewhat agree	26%	28%	28%	21%
Somewhat disagree	33%	32%	35%	33%
Strongly disagree	26%	22%	26%	33%
Don't know	4%	6%	2%	3%

### Equal access to the internet is a right

	Total	Democrat	Republican	Independent
Strongly agree	41%	52%	27%	44%
Somewhat agree	37%	36%	40%	31%
Somewhat disagree	10%	6%	17%	9%
Strongly disagree	8%	3%	13%	9%
Don't know	4%	3%	3%	7%

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Q6. 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	Democrat	Republican	Independent
The government should set specific prices, terms, and conditions for internet access	8%	8%	8%	11%
The government should establish reasonable rules prohibiting ISPs from controlling how consumers access the internet	34%	38%	28%	33%
The government should not establish rules in advance, but should monitor the marketplace and take action if consumers are harmed	29%	28%	35%	30%
The government should only encourage voluntary enforcement of best practices by the ISPs	10%	8%	13%	11%
Don't know/no opinion	19%	17%	16%	16%

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### About the Study

*These are findings from an Ipsos poll conducted May 24-25, 2017 on behalf of Mozilla. For the survey, a sample of roughly 1,008 adults age 18+ from the continental U.S., Alaska and Hawaii was interviewed online in English. The sample includes 354 Democrats, 344 Republicans, and 224 Independents.*

*The sample for this study was randomly drawn from Ipsos’s online panel (see link below for more info on “Access Panels and Recruitment”), partner online panel sources, and “river” sampling (see link below for more info on the Ipsos “Ampario Overview” sample method) 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 2013 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, race/ethnicity, region, and education.*

*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. The precision of Ipsos online polls is measured using a credibility interval. In this case, the poll has a credibility interval of plus or minus 3.5 percentage points for all respondents. 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=1,008, DEFF=1.5, adjusted Confidence Interval=5.0).*

*The poll also has a credibility interval plus or minus 5.9 percentage points for Democrats, plus or minus 6.0 percentage points for Republicans, and plus or minus 7.5 percentage points for Independents.*

*For more information about conducting research intended for public release or Ipsos’ online polling methodology, please visit our [Public Opinion Polling and Communication](#) page where you can download our brochure, see our public release protocol, or contact us.*

#### **For more information on this news release, please contact:**

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### About Ipsos Public Affairs

Ipsos Public Affairs is a non-partisan, objective, survey-based research practice made up of seasoned professionals. We conduct strategic research initiatives for a diverse number of American and international organizations, based not only on public opinion research, but elite stakeholder, corporate, and media opinion research.

Ipsos has media partnerships with the most prestigious news organizations around the world. In Canada, the U.S., UK, and internationally, Ipsos Public Affairs is the media polling supplier to Reuters News, the world's leading source of intelligent information for businesses and professionals. Ipsos Public Affairs is a member of the Ipsos Group, a leading global survey-based market research company. We provide boutique-style customer service and work closely with our clients, while also undertaking global research.

### About Ipsos

Ipsos is an independent market research company controlled and managed by research professionals. Founded in France in 1975, Ipsos has grown into a worldwide research group with a strong presence in all key markets. Ipsos ranks third in the global research industry.

With offices in 88 countries, Ipsos delivers insightful expertise across five research specializations: brand, advertising and media, customer loyalty, marketing, public affairs research, and survey management.

Ipsos researchers assess market potential and interpret market trends. They develop and build brands. They help clients build long-term relationships with their customers. They test advertising and study audience responses to various media and they measure public opinion around the globe.

Ipsos has been listed on the Paris Stock Exchange since 1999 and generated global revenues of €1,785.3 million (\$1,981 million) in 2015.

#### GAME CHANGERS

« Game Changers » is the Ipsos signature.

At Ipsos we are passionately curious about people, markets, brands and society.  
We make our changing world easier and faster to navigate and inspire clients to make smarter decisions.  
We deliver with security, speed, simplicity and substance. We are Game Changers.

Ipsos is listed on Eurolist – NYSE-Euronext.  
The company is part of the SBF 120 and the Mid-60 index  
and is eligible for the Deferred Settlement Service (SRD).

*ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP*  
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