North Eastern Ontario Communications Network
(NEOnet Inc.) Residential Survey Report

Prepared for:

NEOnet

NORTH EASTERN ONTARIO COMMUNICATIONS NETWORKING INC.

By:

oraclepoll

R E S E A R C H

Montréal   Toronto   Sudbury

2009

T a b l e   o f   C o n t e n t s

M e t h o d o l o g y   a n d   L o g i s t i c s

Overview

- The following represents the results of a survey of residents conducted by Oraclepoll Research Limited for NEOnet and is the follow up to a baseline survey conducted in 2005.

Study Sample

- A total of 500 residents were interviewed in the areas of Timmins, Sudbury, Sault Ste Marie – Algoma, Thunder Bay and North Bay- Nippissing.

Survey Method

- The survey was conducted using computer-assisted techniques of telephone interviewing (CATI) and random number selection.
- Interviews were conducted in the respondents preferred language of choice by the multilingual call centre staff of Oraclepoll.
- A total of 30% of all interviews were monitored and the management of Oraclepoll Research Limited supervised 100%.

Logistics

- Interviews were conducted between the days of June 2nd 2009 and June 11th 2009.
- Initial calls were made from 9:00 a.m. to 9:00 p.m. with call-backs of no-answers and busy numbers made on a (staggered) daily rotating basis up to 5 times (from 10:00 a.m. to 9:00 p.m.) until contact was made. In addition, telephone interview appointments were attempted with those respondents unable to complete the survey at the time of contact.
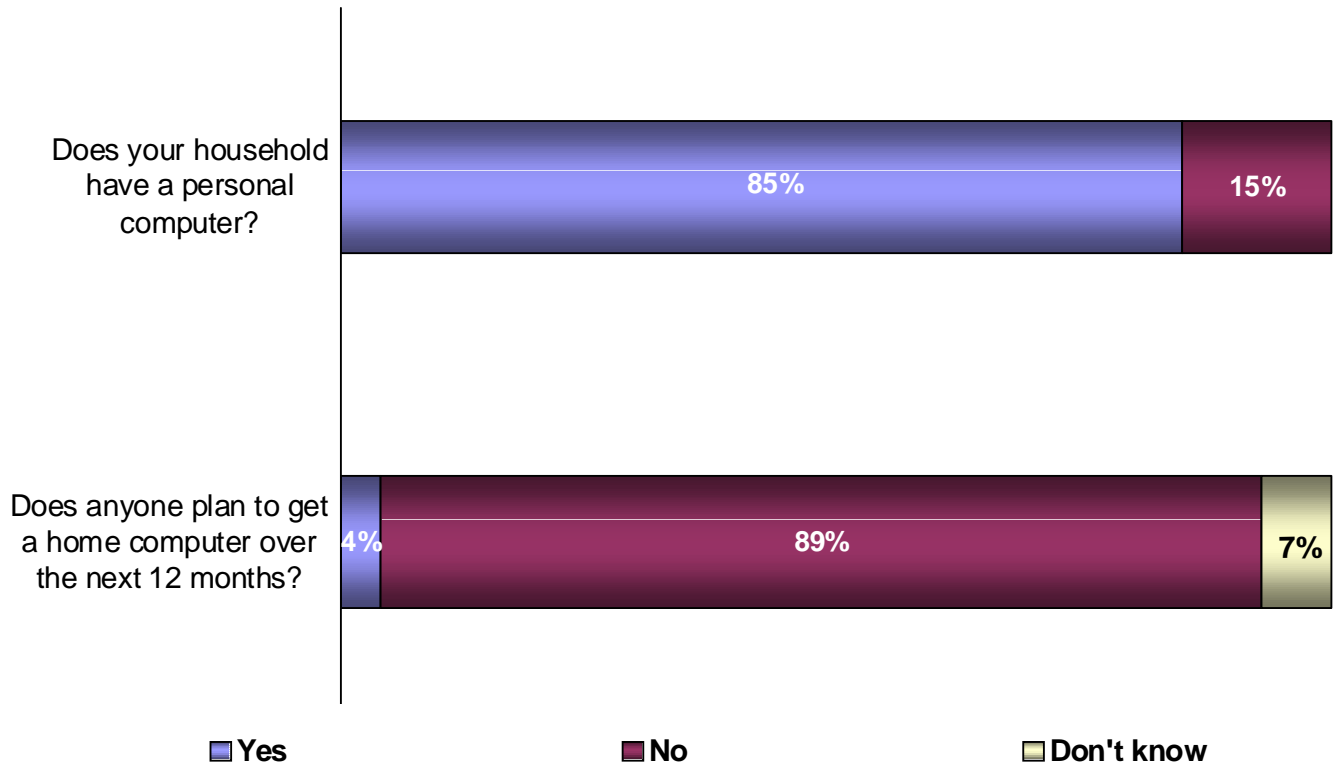
Confidence

- The margin of error for this survey is ± 4.4%, 19/20 times.

Residential Executive Summary

Personal Computers

All respondents were asked the following.

Question	Yes	No	Don't know
Does your household have a personal computer?	85%	15%	
Does anyone plan to get a home computer over the next 12 months?	4%	89%	7%

■ Yes   ■ No   □ Don't know

A high total of 85% of Northeastern Ontario residences surveyed have a personal computer, slightly higher than the 83% in the 2005 NEOnet survey. Among the 15% (n=74) of respondents that do not have a personal computer, 4% (n=3) of them claimed that they plan to acquire one over the course of the next 12 months.

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The following was asked to respondents with no personal computer at their residence (n=74).

"*What is the main reason why no one at this household has a computer?*"

No interest / No reason to use	**39%**
Too old / age	**26%**
Don't know how to use	**19%**
Too expensive / cost	**8%**
Don't know	**4%**
Use at work / school / library / relatives house	**1%**
High speed not available	**1%**
Health reasons	**1%**

A lack of interest or no reason was the main reason cited for not having a personal computer by almost four in ten (39%) of those that do not currently have one, similar to 2005 (42%). Age was the second most named reason (26%), followed by not knowing how to use one, while 4% did not know.

Internet Access

Respondents with a PC (n=426) were then asked about internet access at their residence.
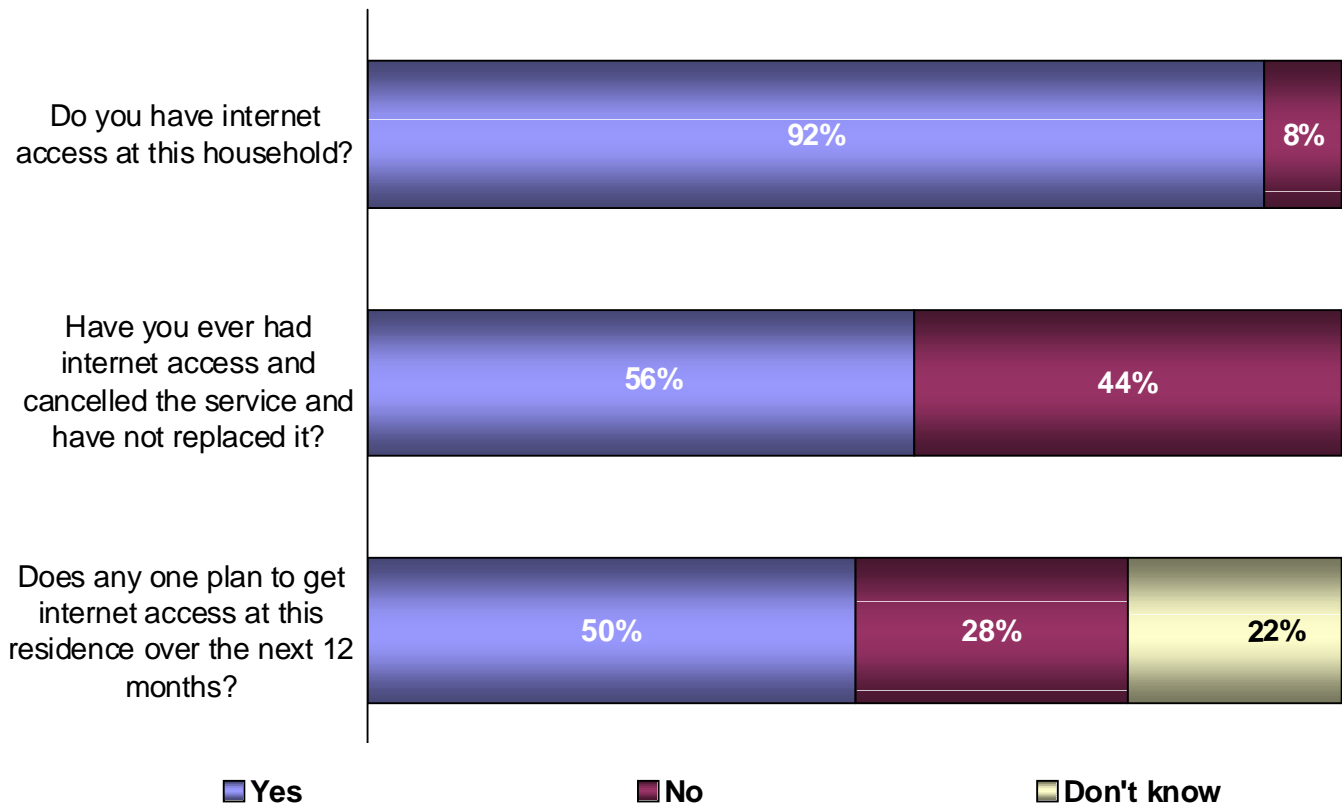
A very high 92% of those who have a computer at home also have internet access (the same as 2005), representing 79% of all residences surveyed.

Among the 8% (n=32) of computer owning respondents without internet access 56% (n=18) have had it at one time but have since cancelled and not replaced it. When asked why they cancelled their service the most named issues by the 18 respondents was the fact there was no high speed available (n=6), followed by that they moved (n=5), and have no interest in reconnecting (n=4). Other responses were poor service (n=1), that it was being abused (n=1) and that they use it elsewhere (n=1).

In addition, the 8% (n=32) of computer owning respondents without internet access, 50% plan to get connected over the course of the next 12 months and half of these people will get access in the next six months.

The following was asked to respondents with a personal computer at their residence but have never had internet service (n=14).

"**What is the main reason why there is currently no internet access at this household?**"

No interest / No reason to use	**29% (n=4)**
Don't know how to use	**14% (n=2)**
Too old / age	**14% (n=2)**
Use at work / school	**14% (n=2)**
Dial up only available	**14% (n=2)**
Too expensive / cost	**7% (n=1)**
Don't know	**7% (n=1)**

A lack of interest was most named, while other responses ranges from not knowing how to use it, age, the fact there was only dial up and that they use it at work or school.

High Speed Internet Access

Respondents with internet access (n=394) were asked the following.

"Do you have High Speed Internet access?"
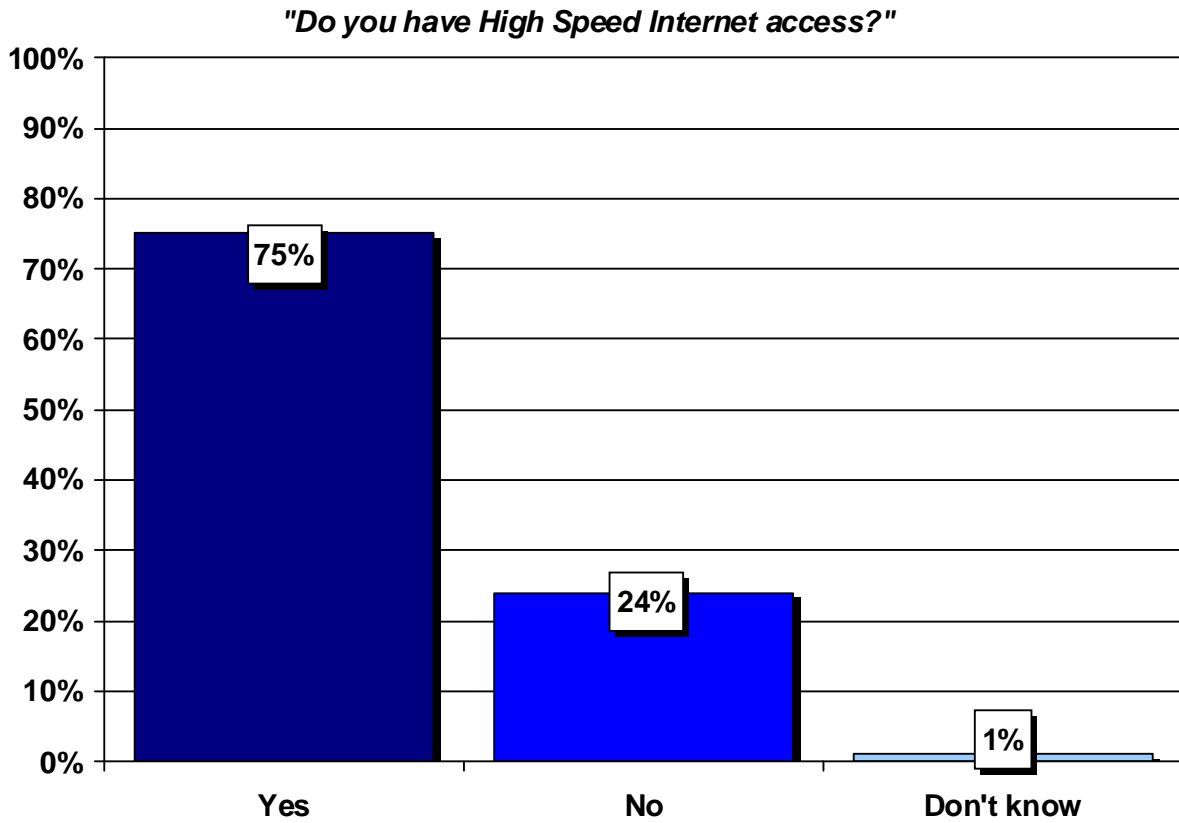
Three quarters of internet users (75%) have high speed access compared to only slightly more than half or 51% in 2005.

Among those (24%, n=94) that do not have high speed access, 62% stated that it is not yet available as the reason why they do not have it, 18% named cost, 11% no interest, 6% that dial up suits their needs and 3% had no opinion.

Internet Uses

Respondents with internet access were asked a series of questions related to their usage.

"In total, how many people at this household access the internet?"
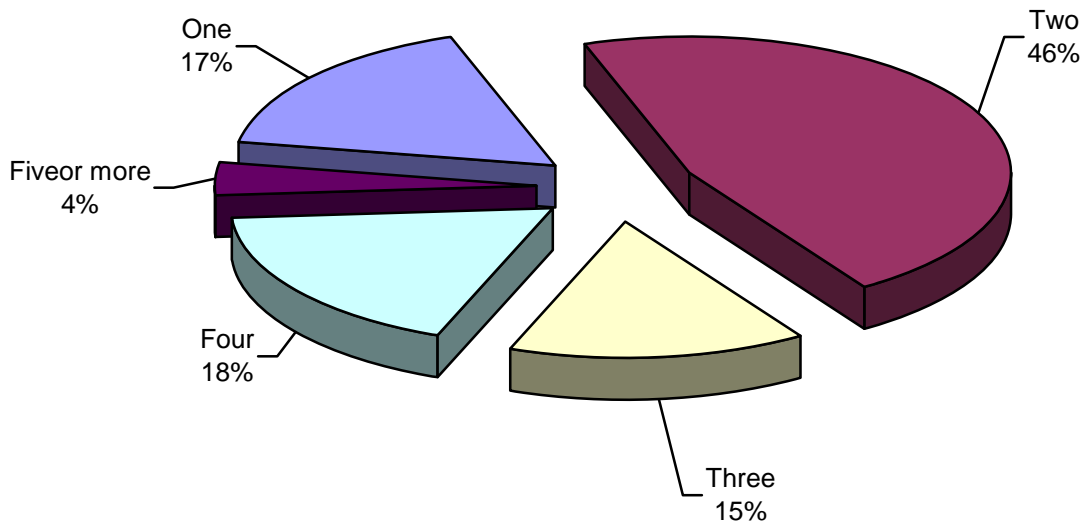
A majority of households have multiple internet users with two being the most common category (41%) up from 2005 - 41%). 17% of residences have one user (20% - 2005), 15% three (16% - 2005), 18% four (17% - 2005) and 4% five or more (6% - 2005).

The internet was most used for communication (25% of all multiple responses), followed by banking (18%), entertainment (14%), shopping (11%), work (11%), and school (10%).

Local Area Network (LAN)

Respondents with internet access were asked a series of questions about their local area network (LAN).

"What type of local area network (LAN) is currently used within your household?"
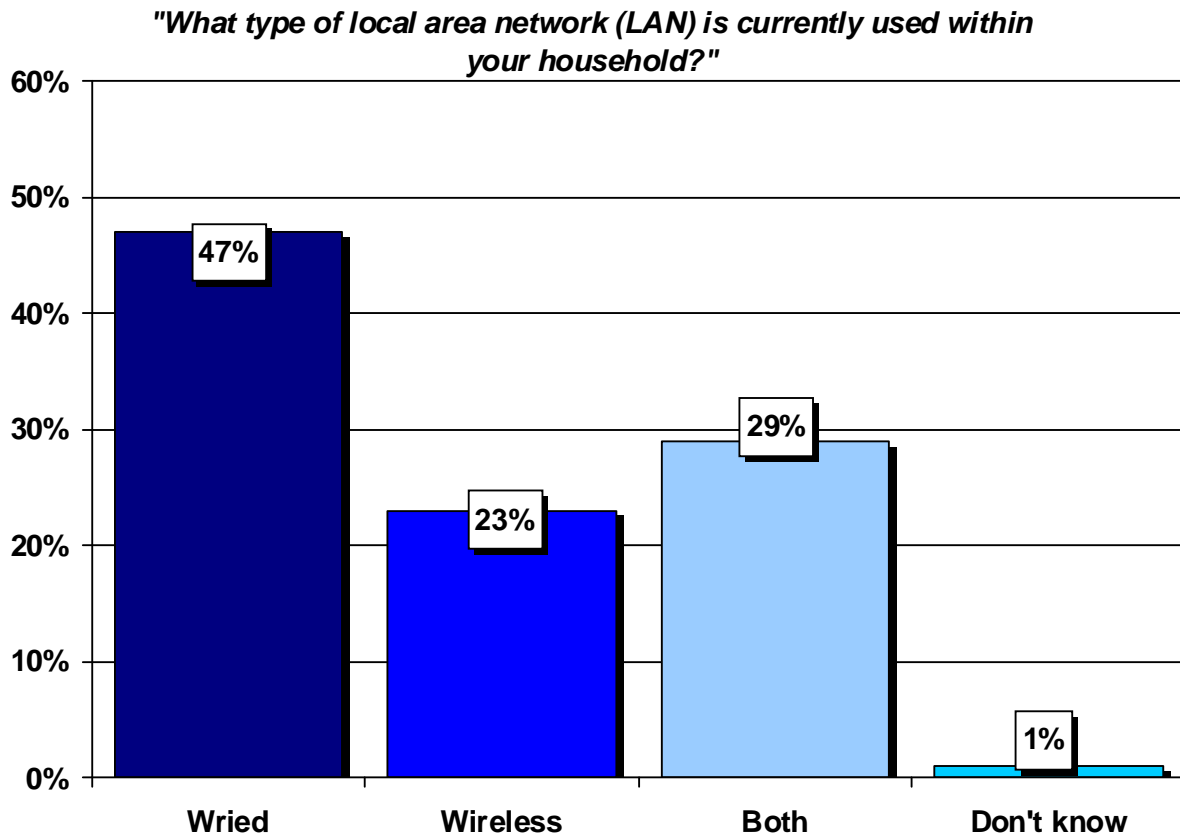
A total of 47% of respondents with internet access have a wired LAN, 23% a wireless one 29% both and 1% did not know.

Respondents were then asked about the security precautions that their household has in place to implement their LAN's. Among all those with a wired LAN, the most common response (combined mentions) was a firewall (36%), followed by password protection (34%), physical protection (11%), MAC filtering (8%) and administratively disabling unused ports (7%).

The most used protection for wireless LAN users was a firewall (40%), followed by password protection (36%), wireless encryption (16%) and MAC filtering (2%)

Voice Over IP

Respondents with internet access were asked a series of questions about Voice Over IP

"Is your business currently using Voice Over Internet Protocol (VOIP), has it tried using it in the past but have since stopped or has it never used it?"
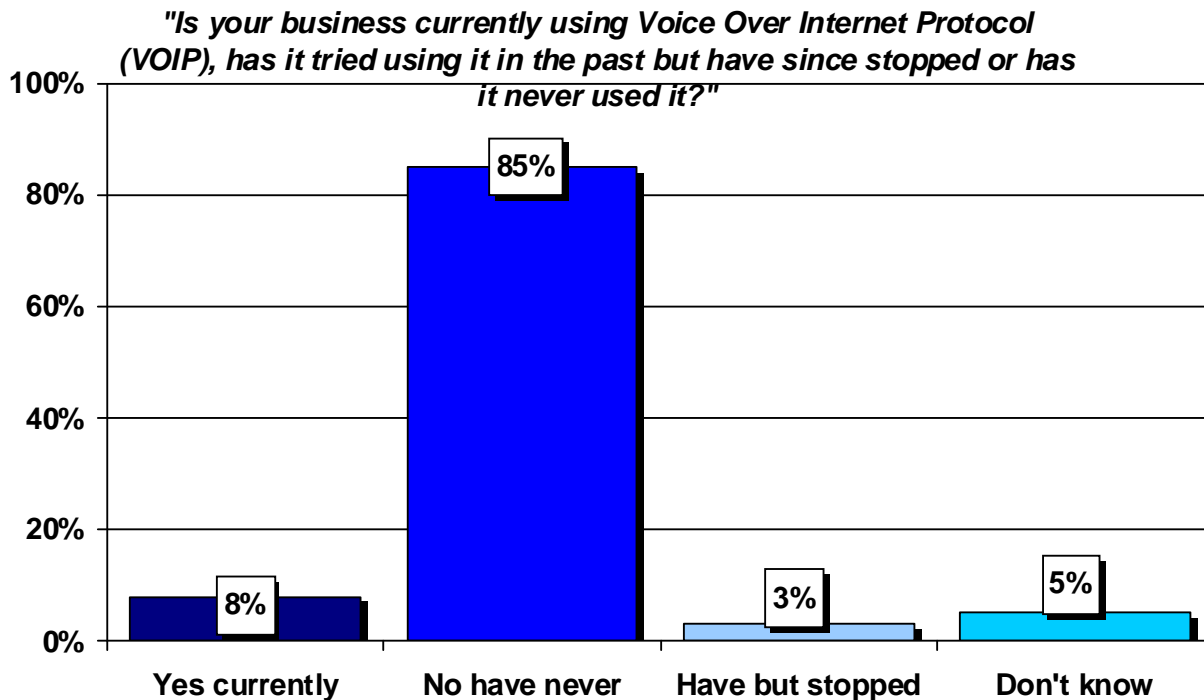
Most or 85% of residents have never used VOIP, 8% are currently using it and 3% have used it in the past but have since stopped, while 5% were unsure.

Among those currently using VOIP (n=30) 50% (n=15) are using it to compliment traditional phone service, 47% (n=14) to replace traditional phone service and 3% (n=1) was unsure.

When the 85% that have never used VOIP were questioned if they would consider using it in the future, 17% said they would consider it, 52% would not and 31% did not know.

The reasons why the 3% (n=12) stopped using VOIP included clarity (n=4), voice delay (n=3), a lack of local exchange numbers (n=1), no need (n=1), difficulties (n=1), while 2 respondents did not know.

Access Elsewhere

All survey respondents (n=500) were asked if any household member had internet access at each of the following locations.

"Does anyone in your household access the internet from any of the following locations?"
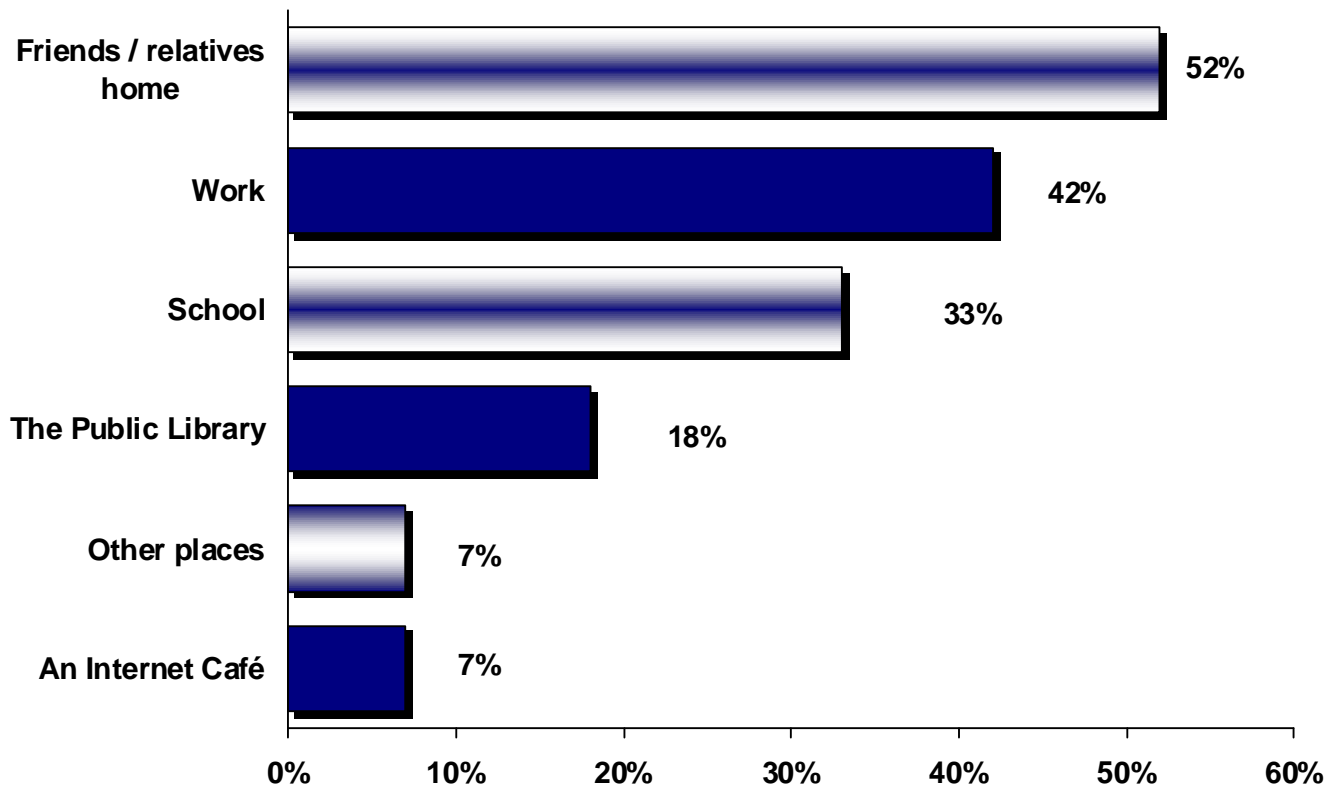
Access was most common at a friend or relatives home (52%) as it was in 2005 (48%), while 42% access it from work (40% - 2005), 33% access it from school (37% - 2005) and 18% at a public library (20% - 2005).

Q1. Does your household have a personal computer?

		Frequency	Valid Percent
Valid	Yes	426	85.2
	No	74	14.8
	Total	500	100.0

IF YES SKIP TO Q4
IF NO ASK Q2

Q2. What is the main reason why no one at this household has a computer?

		Frequency	Valid Percent
Valid	No interest / No reason to use	29	39.2
	Too old / age	19	25.7
	Don't know how to use	14	18.9
	Too expensive / cost	6	8.1
	Don't know	3	4.1
	Use at work / school	1	1.4
	High speed / internet not available	1	1.4
	Health reasons	1	1.4
	Total	74	100.0

Q3. Does anyone plan to get a home computer over the next 12 months?

		Frequency	Valid Percent
Valid	Yes	3	4.1
	No	66	89.2
	Don't know	5	6.8
	Total	74	100.0

RESPONDENTS TO Q3 SKIP TO Q20

Q4. Do you have internet access at this household?

		Frequency	Valid Percent
Valid	Yes	394	92.5
	No	32	7.5
	Total	426	100.0

IF YES SKIP TO Q9 / IF NO ASK Q5

Q5. Have you ever had internet access and cancelled the service and have not replaced it?

		Frequency	Valid Percent
Valid	Yes	18	56.3
	No	14	43.8
	Total	32	100.0

IF YES ASK Q6 / IF NO SKIP TO Q7

Q6. What is the main reason why you cancelled your internet service?

		Frequency	Valid Percent
Valid	Dial up only (too slow)	6	33.3
	Moved	5	27.8
	No interest / No reason to use	4	22.2
	Use at work / school	1	5.6
	Poor service	1	5.6
	Was being abused / used too much	1	5.6
	Total	18	100.0

RESPONDENTS TO Q6 SKIP TO Q8

Q7. What is the main reason why there is currently no internet access at this household?

		Frequency	Valid Percent
Valid	No interest / No reason to use	4	28.6
	Don't know how to use	2	14.3
	Too old / age	2	14.3
	Use at work / school	2	14.3
	Dial up only	2	14.3
	Too expensive / cost	1	7.1
	Don't know	1	7.1
	Total	14	100.0

Q8. Does anyone plan to get internet access at this residence over the next 12 months?

		Frequency	Valid Percent
Valid	**Yes**	16	50.0
	No	9	28.1
	Don't know	7	21.9
	Total	32	100.0

RESPONDENTS TO Q8 SKIP TO Q20

Q9. Do you have high speed internet access?

		Frequency	Valid Percent
Valid	**Yes**	296	75.1
	No	94	23.9
	Don't know	4	1.0
	Total	394	100.0

IF NO ASK Q10 / ALL OTHERS SKIP TO Q11

Q10. What is the main reason why you don't have high speed internet access?

		Frequency	Valid Percent
Valid	**Not available in my area**	58	61.7
	Too expensive / cost	17	18.1
	No interest / No reason to use	10	10.6
	Dial up suits my needs	6	6.4
	Don't know	3	3.2
	Total	94	100.0

Q11. In total, how many people at this household access the internet?

		Frequency	Valid Percent
Valid	**One**	65	16.5
	Two	183	46.4
	Three	61	15.5
	Four	69	17.5
	Five or more	16	4.1
	Total	394	100.0

Q12. What do you use the internet for?

Q12a. What do you use the internet for? Mention 1

		Frequency	Valid Percent
Valid	Work/business/e-business	130	33.0
	School	66	16.8
	Entertainment	62	15.7
	Shopping	46	11.7
	Communication	42	10.7
	Banking	41	10.4
	Research	5	1.3
	News	1	.3
	Don't know	1	.3
	Total	394	100.0

Q12b. What do you use the internet for? Mention 2

		Frequency	Valid Percent
Valid	Banking	85	23.8
	Shopping	68	19.0
	Entertainment	68	19.0
	School	66	18.5
	Communication	56	15.7
	Work/business/e-business	8	2.2
	Research	6	1.7
	Total	357	100.0

Q12d. What do you use the internet for? Mention 4

		Frequency	Valid Percent
Valid	Communication	94	42.7
	Entertainment	62	28.2
	Banking	45	20.5
	Shopping	6	2.7
	Research	6	2.7
	Work/business/e-business	4	1.8
	School	2	.9
	News	1	.5
	Total	220	100.0

Q12c. What do you use the internet for? Mention 3

		Frequency	Valid Percent
Valid	Entertainment	87	29.7
	Banking	78	26.6
	Communication	72	24.6
	Shopping	38	13.0
	Work/business/e-business	8	2.7
	Research	5	1.7
	School	4	1.4
	News	1	.3
	Total	293	100.0

Q12e. What do you use the internet for? Mention 5

		Frequency	Valid Percent
Valid	Communication	63	58.3
	Entertainment	32	29.6
	Shopping	3	2.8
	News	3	2.8
	Work/business/e-business	2	1.9
	School	2	1.9
	Banking	2	1.9
	Research	1	.9
	Total	108	100.0

Q12f. What do you use the internet for? Mention 6

		Frequency	Valid Percent
Valid	Communication	30	90.9
	Work/business/e-business	1	3.0
	Research	1	3.0
	News	1	3.0
	Total	33	100.0

Q13. What type of local area network (LAN) is currently used within your household?

		Frequency	Valid Percent
Valid	Wired	184	46.7
	Both	115	29.2
	Wireless	92	23.4
	Don't know	3	.8
	Total	394	100.0

IF WIRED OR BOTH ASK Q14 / IF WIRELESS & BOTH ASK Q15 / DON'T KNOW SKIP TO Q16

Q14a. What security precautions has your household implemented for your wired LAN? Mention 1

		Frequency	Valid Percent
Valid	Password Protection	213	71.2
	Firewalls	60	20.1
	Don't know	18	6.0
	None	6	2.0
	Administratively disabling unused ports	2	.7
	Total	299	100.0

Q14b. What security precautions has your household implemented for your wired LAN? Mention 2

		Frequency	Valid Percent
Valid	Firewalls	183	88.0
	Password Protection	12	5.8
	MAC address filtering	6	2.9
	Physical protection - locking of all servers and networking	4	1.9
	Administratively disabling unused ports	3	1.4
	Total	208	100.0

Q14c. What security precautions has your household implemented for your wired LAN? Mention 3

		Frequency	Valid Percent
Valid	Physical protection - locking of all servers and networking	48	43.6
	MAC address filtering	46	41.8
	Administratively disabling unused ports	16	14.5
	Total	110	100.0

Q14d. What security precautions has your household implemented for your wired LAN? Mention 4

		Frequency	Valid Percent
Valid	Physical protection - locking of all servers and networking	23	56.1
	Administratively disabling unused ports	18	43.9
	Total	41	100.0

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Q14e. What security precautions has your household implemented for your wired LAN? Mention 5

		Frequency	Valid Percent
Valid	Administratively disabling unused ports	11	100.0

Q15a. What security precautions has your household implemented for your wireless LAN? Mention 1

		Frequency	Valid Percent
Valid	Password Protection	153	73.9
	Firewalls	36	17.4
	Don't know	11	5.3
	Wireless Encryption (WEP, WPE, etc)	4	1.9
	None	3	1.4
	Total	207	100.0

Q15b. What security precautions has your household implemented for your wireless LAN? Mention 2

		Frequency	Valid Percent
Valid	Firewalls	141	95.3
	Password Protection	7	4.7
	Total	148	100.0

Q15c. What security precautions has your household implemented for your wireless LAN? Mention 3

		Frequency	Valid Percent
Valid	Wireless Encryption (WEP, WPE, etc)	66	90.4
	MAC address filtering	6	8.2
	Firewalls	1	1.4
	Total	73	100.0

Q15d. What security precautions has your household implemented for your wireless LAN? Mention 4

		Frequency	Valid Percent
Valid	**MAC address filtering**	20	100.0

Q16. Is your household currently using Voice Over Internet Protocol (VOIP), have you tried using it in the past but have since stopped or have you never used it?

		Frequency	Valid Percent
Valid	**No have never**	334	84.8
	Yes currently	30	7.6
	Don't know	18	4.6
	Have used it but stopped	12	3.0
	Total	394	100.0

IF YES OR CURRENTLY ASK Q17 / IF HAVE NEVER ASK Q18 / IF HAVE USED BUT STOPPED ASK Q19 / IF DON'T KNOW SKIP TO Q20

Q17. Are you using Voice Over Internet Protocol (VOIP) to complement traditional phone service or is it being used to replace it altogether?

		Frequency	Valid Percent
Valid	**To complement traditional phone service/using both**	15	50.0
	To replace traditional phone service	14	46.7
	Don't know	1	3.3
	Total	30	100.0

Q18. Would your household consider using Voice Over Internet Protocol (VOIP) in the future?

		Frequency	Valid Percent
Valid	**No**	173	51.8
	Don't know	103	30.8
	Yes	58	17.4
	Total	334	100.0

Q19. Why has your household stopped using Voice Over Internet Protocol (VOIP)?

		Frequency	Valid Percent
Valid	Clarity	4	33.3
	Voice delay	3	25.0
	Don't know	2	16.7
	Lack of local exchange numbers	1	8.3
	No need	1	8.3
	Difficult / complicated to use	1	8.3
	Total	12	100.0

Q20.   Does anyone in your household access the internet from any of the following locations?

Q20a. .Work

		Frequency	Valid Percent
Valid	No	287	57.4
	Yes	212	42.4
	Don't know	1	.2
	Total	500	100.0

Q20b. School

		Frequency	Valid Percent
Valid	No	328	65.6
	Yes	167	33.4
	Don't know	5	1.0
	Total	500	100.0

Q20c. Public library

		Frequency	Valid Percent
Valid	No	410	82.0
	Yes	88	17.6
	Don't know	2	.4
	Total	500	100.0

Q20d. Internet café

		Frequency	Valid Percent
Valid	No	466	93.2
	Yes	34	6.8
	Total	500	100.0

Q20e. Friend / relatives home

		Frequency	Valid Percent
Valid	Yes	262	52.4
	No	232	46.4
	Don't know	6	1.2
	Total	500	100.0

Q20f. Other

		Frequency	Valid Percent
Valid	No	467	93.4
	When travelling (hotels, motels)	20	4.0
	Cell phone / wireless device	13	2.6
	Total	500	100.0

Q21. Is there anything that you need or would like to know about technology?

		Frequency	Valid Percent
Valid	No	454	90.8
	High speed / availability	9	1.8
	Don't know	8	1.6
	How to reduce costs	6	1.2
	General computer information	5	1.0
	Wireless	5	1.0
	Searching the web / search engines	4	.8
	Downloading files / music	4	.8
	Information on updates / upgrades	4	.8
	About NEOnet	1	.2
	Total	500	100.0

We are nearing the end of our survey and we would just like to remind you that all information will remain confidential and will be used for statistical purposes only.

D1. In total, how many people live at this residence?

		Frequency	Valid Percent
Valid	One	76	15.2
	Two	207	41.4
	Three	98	19.6
	Four	80	16.0
	Five or more	34	6.8
	Don't know / refused	5	1.0
	Total	500	100.0

D2. In which of the following categories does the age of the primary internet user at this residence fall into?

		Frequency	Valid Percent
Valid	Under 11	5	1.0
	11-17	47	9.4
	18-24	34	6.8
	25-34	57	11.4
	35-54	151	30.2
	55 & over	190	38.0
	Don't know / refused	16	3.2
	Total	500	100.0

D3. What is your combined family income?

		Frequency	Valid Percent
Valid	Under $35,000	86	17.2
	Between $35,000 and $75,000	114	22.8
	Between $75,000 and $100,000	58	11.6
	$100,000 & over	61	12.2
	Don't know / refused	181	36.2
	Total	500	100.0

D4. What is the gender of the primary internet user at this residence?

		Frequency	Valid Percent
Valid	Male	233	46.6
	Female	267	53.4
	Total	500	100.0

Crosstabulations

		Q1. Does your household have a personal computer?	
		Yes	No
AREA	Timmins	92.9%	7.1%
	Sudbury	85.5%	14.5%
	SSM-Algoma	94.1%	5.9%
	Thunder Bay	88.6%	11.4%
	North Bay-Nippissing	76.6%	23.4%

		Q1. Does your household have a personal computer?	
		Yes	No
D1. In total, how many people live at this residence?	One	57.9%	42.1%
	Two	85.5%	14.5%
	Three	93.9%	6.1%
	Four	97.5%	2.5%
	Five or more	100.0%	

		Q1. Does your household have a personal computer?	
		Yes	No
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11	100.0%	
	11-17	93.6%	6.4%
	18-24	97.1%	2.9%
	25-34	93.0%	7.0%
	35-54	94.7%	5.3%
	55 & over	75.8%	24.2%

		Q1. Does your household have a personal computer?	
		Yes	No
D3. What is your combined family income?	Under $35,000	65.1%	34.9%
	Between $35,000 and $75,000	86.0%	14.0%
	Between $75,000 and $100,000	89.7%	10.3%
	$100,000 & over	96.7%	3.3%

		Q1. Does your household have a personal computer?	
		Yes	No
D4. What is the gender of the primary internet user at this residence?	Male	85.4%	14.6%
	Female	85.0%	15.0%

		Q4. Do you have internet access at this household?	
		Yes	No
AREA	Timmins	96.2%	3.8%
	Sudbury	93.8%	6.2%
	SSM-Algoma	87.5%	12.5%
	Thunder Bay	96.8%	3.2%
	North Bay-Nippissing	89.8%	10.2%

		Q4. Do you have internet access at this household?	
		Yes	No
D1. In total, how many people live at this residence?	One	77.3%	22.7%
	Two	93.8%	6.2%
	Three	93.5%	6.5%
	Four	97.4%	2.6%
	Five or more	94.1%	5.9%

		Q4. Do you have internet access at this household?	
		Yes	No
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11	60.0%	40.0%
	11-17	95.5%	4.5%
	18-24	100.0%	
	25-34	88.7%	11.3%
	35-54	97.2%	2.8%
	55 & over	88.9%	11.1%

		Q4. Do you have internet access at this household?	
		Yes	No
D3. What is your combined family income?	Under $35,000	78.6%	21.4%
	Between $35,000 and $75,000	95.9%	4.1%
	Between $75,000 and $100,000	92.3%	7.7%
	$100,000 & over	94.9%	5.1%

		Q4. Do you have internet access at this household?	
		Yes	No
D4. What is the gender of the primary internet user at this residence?	Male	91.5%	8.5%
	Female	93.4%	6.6%

		Q9. Do you have high speed internet access?		
		Yes	No	Don't know
AREA	Timmins	80.0%	20.0%	
	Sudbury	82.0%	18.0%	
	SSM-Algoma	64.3%	32.1%	3.6%
	Thunder Bay	76.7%	20.0%	3.3%
	North Bay-Nippissing	69.8%	30.2%	

		Q9. Do you have high speed internet access?		
		Yes	No	Don't know
D1. In total, how many people live at this residence?	One	58.8%	35.3%	5.9%
	Two	77.1%	21.7%	1.2%
	Three	72.1%	27.9%	
	Four	81.6%	18.4%	
	Five or more	75.0%	25.0%	

		Q9. Do you have high speed internet access?		
		Yes	No	Don't know
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11	100.0%		
	11-17	66.7%	33.3%	
	18-24	84.8%	15.2%	
	25-34	78.7%	21.3%	
	35-54	77.0%	23.0%	
	55 & over	71.1%	25.8%	3.1%

		Q9. Do you have high speed internet access?		
		Yes	No	Don't know
D3. What is your combined family income?	Under $35,000	68.2%	27.3%	4.5%
	Between $35,000 and $75,000	66.0%	31.9%	2.1%
	Between $75,000 and $100,000	70.8%	29.2%	
	$100,000 & over	85.7%	14.3%	

		Q9. Do you have high speed internet access?		
		Yes	No	Don't know
D4. What is the gender of the primary internet user at this residence?	Male	74.7%	23.1%	2.2%
	Female	75.5%	24.5%	

		Q11. In total, how many people at this household access the internet?				
		One	Two	Three	Four	Five or more
AREA	Timmins	20.0%	36.0%	20.0%	24.0%	
	Sudbury	21.3%	39.3%	17.2%	16.4%	5.7%
	SSM-Algoma	25.0%	53.6%	3.6%	14.3%	3.6%
	Thunder Bay	10.0%	46.7%	23.3%	16.7%	3.3%
	North Bay-Nippissing	8.5%	55.7%	13.2%	17.9%	4.7%

		Q11. In total, how many people at this household access the internet?				
		One	Two	Three	Four	Five or more
D1. In total, how many people live at this residence?	One	97.1%	2.9%			
	Two	14.5%	83.1%	1.2%	1.2%	
	Three	7.0%	34.9%	55.8%	2.3%	
	Four	2.6%	18.4%	11.8%	67.1%	
	Five or more			6.3%	43.8%	50.0%

		Q11. In total, how many people at this household access the internet?				
		One	Two	Three	Four	Five or more
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11		66.7%		33.3%	
	11-17	4.8%	9.5%	38.1%	31.0%	16.7%
	18-24	12.1%	27.3%	39.4%	18.2%	3.0%
	25-34	10.6%	42.6%	12.8%	29.8%	4.3%
	35-54	12.9%	48.9%	12.9%	22.3%	2.9%
	55 & over	28.1%	60.9%	6.3%	3.1%	1.6%

		Q11. In total, how many people at this household access the internet?				
		One	Two	Three	Four	Five or more
D3. What is your combined family income?	Under $35,000	47.7%	38.6%	4.5%	9.1%	
	Between $35,000 and $75,000	17.0%	53.2%	8.5%	17.0%	4.3%
	Between $75,000 and $100,000	4.2%	37.5%	25.0%	25.0%	8.3%
	$100,000 & over	7.1%	42.9%	21.4%	21.4%	7.1%

		Q11. In total, how many people at this household access the internet?				
		One	Two	Three	Four	Five or more
D4. What is the gender of the primary internet user at this residence?	Male	16.5%	39.6%	15.9%	22.5%	5.5%
	Female	16.5%	52.4%	15.1%	13.2%	2.8%

		Q13. What type of local area network (LAN) is currently used within your household?			
		Wired	Wireless	Both	Don't know
AREA	Timmins	44.0%	32.0%	24.0%	
	Sudbury	42.6%	22.1%	34.4%	.8%
	SSM-Algoma	64.3%	5.4%	28.6%	1.8%
	Thunder Bay	43.3%	30.0%	26.7%	
	North Bay-Nippissing	45.3%	26.4%	27.4%	.9%

		Q13. What type of local area network (LAN) is currently used within your household?			
		Wired	Wireless	Both	Don't know
D1. In total, how many people live at this residence?	One	52.9%	20.6%	23.5%	2.9%
	Two	53.0%	24.1%	22.9%	
	Three	48.8%	15.1%	33.7%	2.3%
	Four	28.9%	23.7%	47.4%	
	Five or more	43.8%	43.8%	12.5%	

		Q13. What type of local area network (LAN) is currently used within your household?			
		Wired	Wireless	Both	Don't know
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11		100.0%		
	11-17	45.2%	26.2%	28.6%	
	18-24	42.4%	18.2%	39.4%	
	25-34	31.9%	40.4%	27.7%	
	35-54	46.0%	20.9%	31.7%	1.4%
	55 & over	56.3%	18.8%	24.2%	.8%

		Q13. What type of local area network (LAN) is currently used within your household?			
		Wired	Wireless	Both	Don't know
D3. What is your combined family income?	Under $35,000	50.0%	15.9%	31.8%	2.3%
	Between $35,000 and $75,000	57.4%	19.1%	23.4%	
	Between $75,000 and $100,000	37.5%	37.5%	25.0%	
	$100,000 & over	32.1%	32.1%	33.9%	1.8%

		Q13. What type of local area network (LAN) is currently used within your household?			
		Wired	Wireless	Both	Don't know
D4. What is the gender of the primary internet user at this residence?	Male	38.5%	23.1%	37.4%	1.1%
	Female	53.8%	23.6%	22.2%	.5%

| | | Q16. Is your household currently using Voice Over Internet Protocol (VOIP), have you tried using it in the past but have since stopped or have you never used it? | | | |
		Yes currently	No have never	Have used it but stopped	Don't know
AREA	Timmins	20.0%	66.0%	4.0%	10.0%
	Sudbury	9.8%	86.1%	1.6%	2.5%
	SSM-Algoma		94.6%	3.6%	1.8%
	Thunder Bay	3.3%	80.0%	10.0%	6.7%
	North Bay-Nippissing	5.7%	89.6%		4.7%

| | | Q16. Is your household currently using Voice Over Internet Protocol (VOIP), have you tried using it in the past but have since stopped or have you never used it? | | | |
		Yes currently	No have never	Have used it but stopped	Don't know
D1. In total, how many people live at this residence?	One	5.9%	76.5%	11.8%	5.9%
	Two	7.2%	91.6%		1.2%
	Three	7.0%	80.2%		12.8%
	Four	5.3%	82.9%	7.9%	3.9%
	Five or more	18.8%	75.0%	6.3%	

| | | Q16. Is your household currently using Voice Over Internet Protocol (VOIP), have you tried using it in the past but have since stopped or have you never used it? | | | |
		Yes currently	No have never	Have used it but stopped	Don't know
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11	33.3%	66.7%		
	11-17	11.9%	76.2%	9.5%	2.4%
	18-24	18.2%	69.7%		12.1%
	25-34	8.5%	87.2%	4.3%	
	35-54	7.2%	84.2%	2.9%	5.8%
	55 & over	3.1%	91.4%	1.6%	3.9%

		Q16. Is your household currently using Voice Over Internet Protocol (VOIP), have you tried using it in the past but have since stopped or have you never used it?			
		Yes currently	No have never	Have used it but stopped	Don't know
D3. What is your combined family income?	Under $35,000	9.1%	72.7%	9.1%	9.1%
	Between $35,000 and $75,000	6.4%	91.5%		2.1%
	Between $75,000 and $100,000	4.2%	93.8%		2.1%
	$100,000 & over	7.1%	73.2%	10.7%	8.9%

		Q16. Is your household currently using Voice Over Internet Protocol (VOIP), have you tried using it in the past but have since stopped or have you never used it?			
		Yes currently	No have never	Have used it but stopped	Don't know
D4. What is the gender of the primary internet user at this residence?	Male	13.2%	78.6%	5.5%	2.7%
	Female	2.8%	90.1%	.9%	6.1%

		Q20a. .Work		
		Yes	No	Don't know
AREA	Timmins	32.1%	67.9%	
	Sudbury	51.3%	48.0%	.7%
	SSM-Algoma	38.2%	61.8%	
	Thunder Bay	42.9%	57.1%	
	North Bay-Nippissing	39.0%	61.0%	

		Q20a. .Work		
		Yes	No	Don't know
D1. In total, how many people live at this residence?	One	28.9%	71.1%	
	Two	29.0%	70.5%	.5%
	Three	59.2%	40.8%	
	Four	65.0%	35.0%	
	Five or more	52.9%	47.1%	

		Q20a. .Work		
		Yes	No	Don't know
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11	60.0%	40.0%	
	11-17	66.0%	34.0%	
	18-24	52.9%	47.1%	
	25-34	61.4%	38.6%	
	35-54	53.6%	46.4%	
	55 & over	22.1%	77.4%	.5%

		Q20a. .Work		
		Yes	No	Don't know
D3. What is your combined family income?	Under $35,000	23.3%	76.7%	
	Between $35,000 and $75,000	31.6%	68.4%	
	Between $75,000 and $100,000	55.2%	44.8%	
	$100,000 & over	75.4%	23.0%	1.6%

		Q20a. .Work		
		Yes	No	Don't know
D4. What is the gender of the primary internet user at this residence?	Male	48.1%	51.5%	.4%
	Female	37.5%	62.5%	

		Q20b. School		
		Yes	**No**	**Don't know**
AREA	**Timmins**	42.9%	57.1%	
	Sudbury	35.5%	62.5%	2.0%
	SSM-Algoma	23.5%	75.0%	1.5%
	Thunder Bay	34.3%	65.7%	
	North Bay-Nippissing	31.8%	67.5%	.6%

		Q20b. School		
		Yes	**No**	**Don't know**
D1. In total, how many people live at this residence?	**One**	10.5%	89.5%	
	Two	8.7%	91.3%	
	Three	64.3%	34.7%	1.0%
	Four	62.5%	35.0%	2.5%
	Five or more	76.5%	17.6%	5.9%

		Q20b. School		
		Yes	**No**	**Don't know**
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	**Under 11**	100.0%		
	11-17	83.0%	12.8%	4.3%
	18-24	73.5%	26.5%	
	25-34	35.1%	63.2%	1.8%
	35-54	38.4%	60.3%	1.3%
	55 & over	9.5%	90.5%	

		Q20b. School		
		Yes	**No**	**Don't know**
D3. What is your combined family income?	**Under $35,000**	22.1%	76.7%	1.2%
	Between $35,000 and $75,000	35.1%	64.9%	
	Between $75,000 and $100,000	24.1%	72.4%	3.4%
	$100,000 & over	52.5%	45.9%	1.6%

		Q20b. School		
		Yes	**No**	**Don't know**
D4. What is the gender of the primary internet user at this residence?	**Male**	35.2%	63.9%	.9%
	Female	31.8%	67.0%	1.1%

		Q20c. Public library		
		Yes	No	Don't know
AREA	Timmins	7.1%	89.3%	3.6%
	Sudbury	18.4%	81.6%	
	SSM-Algoma	20.6%	79.4%	
	Thunder Bay	8.6%	91.4%	
	North Bay-Nippissing	23.4%	76.6%	

		Q20c. Public library		
		Yes	No	Don't know
D1. In total, how many people live at this residence?	One	13.2%	86.8%	
	Two	15.0%	85.0%	
	Three	26.5%	71.4%	2.0%
	Four	20.0%	80.0%	
	Five or more	11.8%	88.2%	

		Q20c. Public library		
		Yes	No	Don't know
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11	40.0%	60.0%	
	11-17	19.1%	80.9%	
	18-24	14.7%	79.4%	5.9%
	25-34	21.1%	78.9%	
	35-54	17.9%	82.1%	
	55 & over	17.4%	82.6%	

		Q20c. Public library		
		Yes	No	Don't know
D3. What is your combined family income?	Under $35,000	14.0%	83.7%	2.3%
	Between $35,000 and $75,000	17.5%	82.5%	
	Between $75,000 and $100,000	20.7%	79.3%	
	$100,000 & over	27.9%	72.1%	

		Q20c. Public library		
		Yes	No	Don't know
D4. What is the gender of the primary internet user at this residence?	Male	15.0%	84.1%	.9%
	Female	19.9%	80.1%	

| | | Q20d. Internet café | |
		Yes	No
AREA	Timmins	10.7%	89.3%
	Sudbury	6.6%	93.4%
	SSM-Algoma	2.9%	97.1%
	Thunder Bay	2.9%	97.1%
	North Bay-Nippissing	9.1%	90.9%

| | | Q20d. Internet café | |
		Yes	No
D1. In total, how many people live at this residence?	One	5.3%	94.7%
	Two	6.8%	93.2%
	Three	8.2%	91.8%
	Four	5.0%	95.0%
	Five or more	11.8%	88.2%

| | | Q20d. Internet café | |
		Yes	No
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11		100.0%
	11-17	6.4%	93.6%
	18-24	23.5%	76.5%
	25-34	5.3%	94.7%
	35-54	7.3%	92.7%
	55 & over	4.7%	95.3%

| | | Q20d. Internet café | |
		Yes	No
D3. What is your combined family income?	Under $35,000		100.0%
	Between $35,000 and $75,000	7.0%	93.0%
	Between $75,000 and $100,000	3.4%	96.6%
	$100,000 & over	16.4%	83.6%

| | | Q20d. Internet café | |
		Yes	No
D4. What is the gender of the primary internet user at this residence?	Male	7.7%	92.3%
	Female	6.0%	94.0%

		Q20e. Friend / relatives home		
		Yes	No	Don't know
AREA	Timmins	50.0%	50.0%	
	Sudbury	57.9%	40.8%	1.3%
	SSM-Algoma	50.0%	50.0%	
	Thunder Bay	54.3%	45.7%	
	North Bay-Nippissing	48.1%	49.4%	2.6%

		Q20e. Friend / relatives home		
		Yes	No	Don't know
D1. In total, how many people live at this residence?	One	39.5%	60.5%	
	Two	40.1%	58.0%	1.9%
	Three	77.6%	22.4%	
	Four	57.5%	40.0%	2.5%
	Five or more	70.6%	29.4%	

		Q20e. Friend / relatives home		
		Yes	No	Don't know
D2. In which of the following categories does the age of the primary internet user at this residence fall into?	Under 11	80.0%	20.0%	
	11-17	74.5%	25.5%	
	18-24	79.4%	20.6%	
	25-34	59.6%	38.6%	1.8%
	35-54	57.6%	40.4%	2.0%
	55 & over	39.5%	59.5%	1.1%

		Q20e. Friend / relatives home		
		Yes	No	Don't know
D3. What is your combined family income?	Under $35,000	27.9%	72.1%	
	Between $35,000 and $75,000	57.9%	40.4%	1.8%
	Between $75,000 and $100,000	58.6%	41.4%	
	$100,000 & over	70.5%	29.5%	

		Q20e. Friend / relatives home		
		Yes	No	Don't know
D4. What is the gender of the primary internet user at this residence?	Male	57.9%	41.2%	.9%
	Female	47.6%	50.9%	1.5%