



Blocking access to Internet sites

Results from a survey commissioned by the
Forum for Research and Policy in Communications (FRPC)

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Highlights

A national interactive voice response survey of 829 adults (18 years or over) across Canada was conducted by Access Research on behalf of the Forum for Research and Policy in Communications (FRPC) on the 6th, 7th, 8th, 9th and 11th of March 2018. The results have a margin of error of plus or minus 3.5%, 19 times out of 20.

The purpose of the survey was to learn about Canadians' experience with visiting Internet sites by accident, their views on the potential for websites to be blocked incorrectly, and their views on the possibility that either the CRTC or the federal government might, at some point, expand Internet blocking beyond copyright infringement. These issues have arisen in the context of the CRTC's consideration of application 8663-A182-201800467, submitted to the CRTC at the end of January 2018.

The survey found that in the ten provinces,

- 91.2% of Canadians subscribed to or paid for the Internet
- 94.7% of Canadians have used the Internet in the past year
- 70.3% of Canadians believe it is possible to visit Internet sites by accident, although this figure declines with age, with 77.6% of those between 18 and 24 years of age, and 59.6% of those over 65 years of age, believing in the possibility of accidental visits to websites
- 70.4% of those who thought it was possible to visit websites by accident or who were unsure whether this was possible, said they had visited a website by accident in the previous year; 84.2% of those between 18 and 24 years of age, and 56% of those over 65 years of age, said they had visited websites by accident in the previous year
- 75.6% of Canadians, including 90% of those between 25 and 44 years of age, and 55.1% of those over 65 years of age, said they or someone in their household had accessed audio-visual content online in the past year
- 57.7% of Canadians thought there is a risk that the CRTC will block websites that are not infringing copyright, with 69.3% of those 18 to 24 years of age sharing this view, and
- 63.8% of Canadians thought there is a risk that, over time, the federal government will block Canadians' access to online sites for reasons other than copyright infringement, with 73.4% of those 18 to 24 years of age sharing this view.

I. Purpose of the research

The Forum for Research and Policy in Communications (FRPC) is a non-profit and non-partisan organization established to undertake research and policy analysis about communications, including broadcasting telecommunications. The Forum supports a strong Canadian communications system that serves the public interest.

This report summarizes results from a survey undertaken on behalf of the Forum in March 2018 about adult Canadians' experiences with Internet sites, their views on the chances that Internet sites could be blocked in error, and their views about the likelihood that the CRTC or the federal government might at some point expand Internet blocking to address matters other than copyright infringement. The survey was undertaken as part of the Forum's research with respect to application 8663-A182-201800467, submitted to the CRTC on 29 January 2018, and posted by the CRTC on its website on 30 January 2018.

Relatively little survey research has been published with respect to Canadians' views on website blocking. In 2007 a survey by Leger Marketing on behalf of eBay Canada, studying Canadians' views on network neutrality, found that sixty percent of Canadians (three in five) agreed "that Internet providers should be required to treat all content, sites and platforms equally."¹

The survey results described in this report focus on three issues raised by application 8663-A182-201800467: the incidence of accidental visits to websites, the risk that an 'anti-piracy' initiative will block online sites in error, and the risk that over time the reasons for blocking online sites may expand beyond copyright infringement concerns.

Part II, which follows, briefly describes the survey results.

- a. Subscription to the Internet
- b. Use of the Internet in the past year
- c. Beliefs about and experience with accidental visits to Internet sites
- d. Household access to online audio-visual content
- e. Perceived risk that if the CRTC blocks access to Internet sites and services because of copyright concerns, it will block some sites or services that have done nothing wrong, and
- f. Perceived risk that the federal government may, over time, block access to Internet sites and services because of reasons other than copyright concerns.

We analyze the results in Part III, while the survey method and questionnaires are set out in Part IV.

¹ "76% of Canadians believe government should pass a law to protect consumers' right to access online content of their choice" Canada News Wire (1 October 2007),

II. Analysis of survey results

Access Research conducted an interactive-voice-response survey of 829 people over 18 years of age in Canada, in the first two weeks of March 2018, using an English-language and French-language questionnaire designed by the Forum. Access Research weighted the survey responses by age, gender, and region, using data from Statistics Canada.² The survey's results have a margin of error of plus or minus 3.49%, 19 times out of 20.

The survey asked respondents about their

- Use of the Internet
- Use of the Internet to access music, movies or TV shows
- Expectations about accidental visits to Internet sites
- Personal experience with accidental visits to Internet sites
- Perception of the risk that if the CRTC blocks access to Internet sites and services because of copyright concerns, it will block some sites or services that have done nothing wrong, and
- Perception of the risk that over time, the federal government might block access to Internet sites and services because of reasons other than copyright infringement.

We analyzed these concepts in terms of demographics: language, gender, age, region (in which respondents live), education and income. Responses suggesting uncertainty ("Not sure") were generally included in the analysis.

Tests of statistical significance measure were used to measure the probability that a specific association between variables was or was not likely to have occurred by chance.³ Results were considered statistically significant when their probability of occurring by chance – using the Pearson's chi-square test⁴– was equal to or lower than five times out of a hundred (*i.e.*, the 5%, or .05 level that is generally used in the social sciences). Statistically significant results can be generalized to the population being described,⁵ whom we describe in the remainder of this report as 'Canadians'.⁶

Associations between concepts that were not statistically significant may have occurred by chance, and for that reason are not reported. Results that are not statistically significant also convey meaning, however: results showing no statistically significant differences by gender establish that men, women and others (who chose not to identify as male or female) held the same general views.

² The Forum notes, however, that only one (1) response was received from the territories.

³ In other words, a statistically significant result from these tests does not imply that the results are important (a significant finding), but that the results were unlikely to have occurred by chance.

⁴ Two-sided asymptotic significance levels.

⁵ Results that are not statistically significant may have occurred by chance.

⁶ As the survey did not ask respondents about their citizenship or nationality, non-Canadians resident in Canada with Canadian telephone numbers may also be included in the results.

A. Subscription to the Internet

The survey found that 91.2% of Canadians or their households subscribe to or paid for the Internet. Rates of subscription were lower for those between 18 and 24 years of age (79.6%), for those with an annual income below \$20,000 (69.9%), for those who did not complete university (80.1%) and for those over 65 years of age. Subscription levels rose markedly with household income, with nearly all (99.2%) of those earning \$80,000 or more per year subscribing to the Internet.

No statistically significant differences in Internet subscription were found based on gender ($p=0.155$ – ie, the results could have occurred by chance 15.5 times out of a hundred), language ($p=0.999$) and region (0.942).

Survey result 1 Subscription to the Internet

Q2. Do you or anyone in your household subscribe to or pay for the Internet?	Yes	No	Not sure
TOTAL (N=829)	91.2%	7.7%	6.1%
Age ($p=.000$)			
18 – 24 years of age (born 1994 or after)	79.6%	14.3%	6.1%
25 – 44 (born 1974 to 1993)	95.5%	4.5%	0.0%
45 – 64 (born 1954 to 1973)	93.7%	5.4%	0.9%
65 years of age or older (born before 1953)	86.2%	12.4%	1.3%
Income ($p=.000$)			
Less than \$20,000	69.9%	25.8%	4.3%
\$20,000 to \$39,000	87.1%	12.1%	0.7%
\$40,000 to \$59,000	91.5%	7.7%	0.7%
\$60,000 to \$79,000	97.5%	2.5%	0.0%
\$80,000 or more	99.2%	0.8%	0.0%
Education ($p=.0000$)			
Secondary school or less	80.1%	18.4%	1.5%
College or university	94.6%	4.6%	0.8%
Post graduate studies	95.7%	3.5%	0.9%

B. Use of Internet in past year

Based on the survey 94.7% of Canadians had used the Internet in the past year, with the lowest use reported by those over 64 years of age (86.7%), those with an income of less than \$20,000 (81.7%), and those with secondary education or less (87.8%).

No statistically significant differences in Internet use in the past year were found based on gender ($p=.141$), language ($p=.195$) and region ($p=.241$).

Survey result 2 Use of the Internet in the past year

Q2. Do you use the Internet or have you used it in the past year?	Yes	No	Not sure
TOTAL (N=785)	94.7%	5.3%	6.1%
Age (p=.000)			
18 – 24 years of age (born 1994 or after)	95.9%	4.1%	Excludes missing data
25 – 44 (born 1974 to 1993)	98.6%	1.4%	
45 – 64 (born 1954 to 1973)	97.5%	2.5%	
65 years of age or older (born before 1953)	86.7%	13.3%	
Income (p=.000)			
Less than \$20,000	81.7%	18.3%	
\$20,000 to \$39,000	90.7%	9.3%	
\$40,000 to \$59,000	94.4%	5.6%	
\$60,000 to \$79,000	98.8%	1.2%	
\$80,000 or more	100.0%	0.0%	
Education (p=.000)			
Secondary school or less	87.8%	12.2%	
College or university	96.6%	3.4%	
Post graduate studies	98.3%	1.7%	

C. Visiting websites accidentally – belief and experience

More than two-thirds (70.3%) of Canadians believed it is possible to visit Internet sites by accident, with slightly more men than women (74.5% vs 65.5%) sharing this belief. Disbelief in the possibility of accidental website visits grows with age: one in ten (10.2%) of those between the ages of 18 and 24 years of age does not believe that websites can be visited accidentally, compared to one in five (23.1%) of those aged 65 years or more. Disbelief in the possibility of accidental Internet site visits decreases with income: nearly a third (30.1%) of those with an annual household income of \$20,000 or less do not believe that Internet websites can be visited accidentally, while only 13.4% of those with an annual household income of \$80,000 or more share this view.

Differences based on language and region were not statistically significant (p=.788 and p=.940, respectively).

Survey result 3 Belief in the possibility of accidental website visits

Q3. Do you believe it is possible to visit Internet websites by accident?	Yes	No	Not sure
TOTAL (N=785)	70.3%	17.5%	12.2%
Gender (p=.014)			
Male	74.5%	15.3%	10.2%
Female	65.5%	19.8%	14.7%
Other	50.0%	41.7%	8.3%

Q3. Do you believe it is possible to visit Internet websites by accident?	Yes	No	Not sure
Age (p=.000)			
18 – 24 years of age (born 1994 or after)	77.6%	10.2%	12.2%
25 – 44 (born 1974 to 1993)	80.0%	14.5%	5.5%
45 – 64 (born 1954 to 1973)	71.5%	16.1%	12.3%
65 years of age or older (born before 1953)	59.6%	23.1%	17.3%
Gender (p=.007)			
Male	74.5%	15.3%	10.2%
Female	65.5%	19.8%	14.7%
Other (n=12)	50.0%	41.7%	8.3%
Income (p=.000)			
Less than \$20,000	54.8%	30.1%	15.1%
\$20,000 to \$39,000	56.4%	23.6%	20.0%
\$40,000 to \$59,000	72.5%	14.8%	12.7%
\$60,000 to \$79,000	79.0%	16.0%	4.9%
\$80,000 or more	80.8%	13.4%	5.7%
Education (p=.000)			
Secondary school or less	59.7%	28.1%	12.2%
College or university	73.5%	14.7%	11.8%
Post graduate studies	80.0%	10.4%	9.6%

As noted above, more than two thirds (70.3%) of Canadians considered it possible to visit websites by accident; 12.2% were unsure whether this is possible, and 17.5% considered it impossible to visit websites by accident.

More than two thirds (70.4% of Canadians who thought it possible to visit websites by accident, or who were unsure whether this is possible, said they had visited a website accidentally in the past year. Four-fifths (84.2%) of those aged 18 to 24 years of age had visited sites accidentally, while just over half (56.4%) of those aged 65 years or older said they had done so. Proportionately higher levels of accidental visits (73.8%) were also reported by those with college or higher levels of education.

No statistically significant differences were found between Canadians based on their language (p=.610), region (p=.714) and income (p=.244).

Survey result 4 Personal experience in the past year with accidental website visits

Q4 Have you visited a website by accident in the past year?	Yes	No	Not sure
TOTAL (N=583)	70.4%	24.3%	5.3%
Gender (p=.014)			
Male	71.8%	24.5%	3.6%
Female	68.9%	24.1%	7.0%
Other	50.0%	16.7%	33.3%
Age (p=.000)			

Q4 Have you visited a website by accident in the past year?	Yes	No	Not sure
18 – 24 years of age (born 1994 or after)	84.2%	13.2%	2.6%
25 – 44 (born 1974 to 1993)	79.5%	17.6%	2.8%
45 – 64 (born 1954 to 1973)	70.4%	25.2%	4.4%
65 years of age or older (born before 1953)	56.0%	33.6%	10.4%
Education (p=.000)			
Secondary school or less	56.4%	36.8%	6.8%
College or university	73.8%	22.1%	4.1%
Post graduate studies	78.3%	16.3%	5.4%

D. Accessing audio-visual content online

Three-quarters (75.6%) of Canadians reported that they, or someone in their household, had accessed music, movies or television programming online in the past year, with such access decreasing by those with lower levels of completed education (56.6%), those with incomes under \$39,000 per year (69.3% or less), and those over 65 years of age (55.1%).

No statistically significant differences were found based on language (p=.699) or region (p=.298).

Survey result 5 Household access in past year to audio-visual content online

Q5 Have you or has anyone in your household accessed music, movies or TV shows using the Internet in the last year?	Yes	No	Not sure
TOTAL (N=829)	75.6%	21.8%	2.5%
Gender (p=.006)			
Male	79.7%	17.6%	2.7%
Female	70.4%	27.9%	1.7%
Other	66.7%	25.0%	8.3%
Age (p=.000)			
18 – 24 years of age (born 1994 or after)	87.8%	12.2%	0.0%
25 – 44 (born 1974 to 1993)	90.0%	8.6%	1.4%
45 – 64 (born 1954 to 1973)	78.8%	17.4%	3.8%
65 years of age or older (born before 1953)	55.1%	42.2%	2.7%
Education (p=.000)			
Secondary school or less	56.6%	39.3%	4.1%
College or university	81.3%	16.3%	2.4%
Post graduate studies	81.7%	17.4%	0.9%
Income (p=.000)			
Less than \$20,000	64.5%	33.3%	2.2%
\$20,000 to \$39,000	69.3%	29.3%	1.4%
\$40,000 to \$59,000	75.4%	23.2%	1.4%
\$60,000 to \$79,000	82.7%	14.8%	2.5%
\$80,000 or more	84.3%	12.6%	3.1%

E. Risk that CRTC may block Internet sites by mistake

The survey asked about the risk that the CRTC might, if it begins to block access to websites that make audio-visual content available without copyright owners' permission, block sites that have not done anything wrong. The question distinguished between no risk, a slight risk, a 50-50 risk, a risk that is more likely than not, and virtual certainty.

More than half (57.7%) of Canadians, and 69.3% of those from 18 to 24 years of age thought there is a slight or higher risk that the CRTC will block websites by accident.

No statistically significant differences occurred on the basis of region ($p=.179$), education ($p=.304$) and income ($p=.061$).

Survey result 6 Risk that CRTC may block websites that have done nothing wrong

Q6 The CRTC, the federal board that regulates telecommunications in Canada, is being asked to block Canadians' access to sites and online services that make music, movies or TV shows available without the copyright owners' permission. Do you think there is any risk that, if the CRTC begins to block access to sites and online services because of copyright issues, it will block some Internet sites or online services that have done nothing wrong?	No risk	Slight risk	50-50 chance	More likely than not	Virtually certain	Not sure
TOTAL (N=829)	32.8%	26.8%	12.9%	8.6%	9.4%	9.5%
	32.8%	57.7%				9.5%
Gender (p=.000)						
Male	31.8%	24.6%	11.5%	11.7%	13.3%	7.0%
Female	35.6%	29.6%	14.9%	4.3%	3.4%	12.1%
Other	8.3%	33.3%	8.3%	8.3%	33.3%	8.3%
Age (p=.000)						
18 – 24 years of age (born 1994 or after)	28.6%	18.4%	26.5%	12.2%	12.2%	2.0%
		69.3%				
25 – 44 (born 1974 to 1993)	35.5%	26.4%	10.0%	8.2%	15.5%	4.5%
		60.1%				
45 – 64 (born 1954 to 1973)	34.8%	23.4%	12.7%	8.9%	8.5%	11.7%
		53.5%				
65 years of age or older (born before 1953)	28.9%	34.7%	12.4%	8.0%	4.4%	11.6%
		59.5%				
Belief that it is possible to visit Internet sites by accident (p=.000)						
Yes (ie, accidental visits are possible)	31.2%	29.7%	10.8%	10.6%	13.4%	4.3%
No (ie, accidental visits are not possible)	33.8%	35.2%	8.3%	6.9%	10.3%	5.5%
Not sure	16.8%	22.8%	21.8%	13.9%	5.9%	18.8%
Experience with visiting Internet sites by accident in past year (p=.000)						
Yes (ie, has visited sites accidentally)	33.0%	26.7%	10.9%	10.7%	11.4%	7.3%
No (ie, has not visited sites accidentally)	44.3%	24.3%	4.3%	5.0%	10.0%	12.1%
Not sure	22.6%	12.9%	35.5%	9.7%	9.7%	9.7%
Household accessed audio-visual content online in past year (p=.000)						

Q6 The CRTC, the federal board that regulates telecommunications in Canada, is being asked to block Canadians' access to sites and online services that make music, movies or TV shows available without the copyright owners' permission. Do you think there is any risk that, if the CRTC begins to block access to sites and online services because of copyright issues, it will block some Internet sites or online services that have done nothing wrong?	No risk	Slight risk	50-50 chance	More likely than not	Virtually certain	Not sure
Yes	34.4%	25.7%	12.1%	9.3%	10.7%	7.8%
No	30.4%	33.1%	11.0%	5.5%	5.0%	14.9%
Not sure	4.8%	4.8%	52.4%	14.3%	9.5%	14.3%

F. Risk that federal government may block internet sites for reasons other than copyright infringement

The survey then asked about the risk that, over time, the federal government might block Internet sites for reasons other than copyright infringement.

More than half (63.8%) of Canadians, and nearly three-quarters (73.4%) of those aged 18 to 24 years thought there is a risk that website blocking will expand to address issues other than alleged copyright infringement.

No differences were observed by region ($p=.402$) or by income ($p=.110$).

Survey result 7 Risk that government may block sites for reasons other than copyright

Q7 Do you think there is any risk that, over time, the federal government will block Canadians' access to Internet sites or services for reasons other than concerns over copyright?	No risk	Slight risk	50-50 chance	More likely than not	Virtually certain	Not sure
TOTAL (N=829)	29.9%	29.8%	11.7%	10.4%	11.9%	6.3%
	29.9%	63.8%				6.3%
Language ($p=.014$)						
English	28.2%	28.5%	12.0%	11.6%	13.4%	6.3%
French	36.1%	34.4%	10.6%	6.1%	6.7%	6.1%
Gender ($p=.000$)						
Male	30.7%	25.1%	10.8%	13.8%	15.3%	4.3%
Female	31.3%	36.2%	12.6%	5.2%	6.0%	8.6%
Other	8.3%	25.0%	16.7%	16.7%	33.3%	0.0%
Age ($p=.000$)						
18 – 24 years of age (born 1994 or after)	24.5%	30.6%	16.3%	10.2%	16.3%	2.0%
	24.5%	73.4%				
25 – 44 (born 1974 to 1993)	26.8%	29.1%	10.0%	12.7%	19.1%	2.3%
	26.8%	70.95				
45 – 64 (born 1954 to 1973)	31.6%	25.0%	11.4%	11.7%	11.7%	8.5%
	31.6%	59.8%				
65 years of age or older (born before 1953)	31.6%	37.3%	13.3%	6.2%	4.4%	7.1%
	31.6%	61.2%				

Q7 Do you think there is any risk that, over time, the federal government will block Canadians' access to Internet sites or services for reasons other than concerns over copyright?	No risk	Slight risk	50-50 chance	More likely than not	Virtually certain	Not sure
Education (p=.001)						
Secondary school or less	35.7%	25.0%	15.3%	6.6%	6.6%	10.7%
College or university	27.5%	31.1%	10.8%	12.0%	13.1%	5.4%
Post graduate studies	32.2%	32.2%	10.4%	7.8%	15.7%	1.7%
Belief that it is possible to visit Internet sites by accident (p=.005)						
Yes (ie, accidental visits are possible)	31.3%	26.7%	11.2%	12.1%	14.6%	4.1%
No (ie, accidental visits are not possible)	34.3%	37.9%	5.7%	7.1%	10.7%	4.3%
Not sure	16.1%	32.3%	29.0%	6.5%	9.7%	6.5%
Accessed audio-visual content online in past year (p=.000)						
Yes	30.6%	26.6%	12.6%	12.4%	13.4%	4.3%
No	28.2%	41.4%	8.8%	2.2%	7.2%	12.2%
Not sure	23.8%	23.8%	9.5%	19.0%	95%	14.3%

III. Research method

A. Survey

A survey of 829 adults (18 years or over) across Canada (yielding results with a margin of error of plus or minus 3.5%, 19 times out of 20) who use the Internet or have used it in the past year, was conducted in English and in French by Access Research using interactive voice response technology on behalf of the Forum for Research and Policy in Communications (FRPC) on the 6th, 7th, 8th, 9th and 11th of March 2018. Pers

Copies of the English-language and French-language surveys are attached. The survey was discontinued (see question 2) if respondents were not sure if they use the Internet, or have used it in the past year. Respondents who do not believe it is possible to visit websites by accident were not asked if they had visited websites by accident in the previous year (see question 4).

The purpose of the survey was to learn about Canadians' experience with visiting Internet sites by accident, their views on the potential for websites to be blocked incorrectly, and their views on the possibility that either the CRTC or the federal government might, at some point, expand Internet blocking beyond copyright infringement. These issues arose in the context of the CRTC's consideration of application 8663-A182-201800467.

Analysis of the results found one (1) response from the territories, and 67 responses from the Atlantic provinces. Rather than analyze the data using the original values for the residence variable, we collapsed these into four larger categories: West (and the single northern response); Ontario; Quebec and the Atlantic provinces.

Q10 In which province or territory do you live?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	British Columbia	104	12.5	12.5	12.5
	Alberta, Saskatchewan or Manitoba	147	17.7	17.7	30.3
	Ontario	308	37.2	37.2	67.4
	Quebec	202	24.4	24.4	91.8
	Newfoundland or New Brunswick	38	4.6	4.6	96.4
	Nova Scotia or Prince Edward Island	29	3.5	3.5	99.9
	Yukon	1	.1	.1	100.0
	Total	829	100.0	100.0	

Next, we asked respondents about their completed levels of education. Although nearly all (97.6%) answered the questions, low response levels were received with respect to grade school (25 cases), high school (40 cases) and the doctorate level (24 cases). We therefore collapsed the original education values into three categories: up to and including high school; college or bachelor's degree, and MA or doctorate.

11 What is the highest level of education that you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Grade 8 or less	25	3.0	3.1	3.1
	Some high school	40	4.8	4.9	8.0
	High school diploma or equivalent	131	15.8	16.2	24.2
	College or CEGEP	275	33.2	34.0	58.2
	Bachelor's degree	223	26.9	27.6	85.8
	Master's degree	91	11.0	11.2	97.0
	Doctorate	24	2.9	3.0	100.0
	Total	809	97.6	100.0	
Missing	Prefer not to answer	20	2.4		
Total		829	100.0		

We also asked respondents about their household income and 86.5% of respondents provided answers. We decided to analyze the results in terms of income quintiles, and regrouped the responses into five categories: under \$20,000; \$20,000 to \$39,000, \$40,000 to \$59,000, \$60,000 to \$79,000 and \$80,000 or higher.

12 Which of the following categories best describes your total household income, before taxes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$20,000	93	11.2	13.0	13.0
	\$20,000 to just under \$40,000	140	16.9	19.5	32.5

	\$40,000 to just under \$60,000	142	17.1	19.8	52.3
	\$60,000 to just under \$80,000	81	9.8	11.3	63.6
	\$80,000 to just under \$100,000	95	11.5	13.2	76.8
	\$100,000 to just under \$150,000	97	11.7	13.5	90.4
	\$150,000 and above	69	8.3	9.6	100.0
	Total	717	86.5	100.0	
Missing	Prefer not to answer	112	13.5		
Total		829	100.0		

Finally, we asked respondents about their age, using 10-year categories to the age of 75. We decided to regroup these categories to reflect generational experience with technology, and used the following categories: 18-24 years of age (born from 1994 or after, and having lived almost all their lives with the Internet); 25 to 44 years of age (born between 1974 to 1993, and having lived most of their lives with personal computers); 45 to 64 years of age (born between 1954 to 1973, and having lived most of their lives with mainframe or personal computers), and 65 years of age or over (born before 1953, and having experienced introduction of mainframe computers, personal computers and the Internet).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24 yrs (born 1994 or after)	49	5.9	6.0	6.0
	25--44 yrs (born 1974 to 1993)	220	26.5	27.2	33.2
	45-64 yrs (born 1954 to 1973)	316	38.1	39.0	72.2
	65 yrs + (born before 1953)	225	27.1	27.8	100.0
	Total	810	97.7	100.0	
Missing	No answer	19	2.3		
Total		829	100.0		

B. Survey questionnaires

Forum for Research and Policy in Communications Internet / Blocking Usage Survey

Forum Research Inc.

27 February 2018

Part A – Introduction

Hello. This is Forum Research calling on behalf of the Forum for Research and Policy in Communications. We would like to ask you some questions about the Internet. The survey will take about 4 minutes of your time. Just use the touchpad on your phone to select the correct answer when prompted. If you have any questions about this call, you can reach our firm, Access Research, at 1-855-561-3603 or at inquiry@access-research.com.

- A. First of all, are you at least 18 years of age or older?
 - a. Press 1 if Yes → CONTINUE
 - b. Press 2 if No → TERMINATE

Part B – Main Survey

- 1. Do you or anyone in your household subscribe to or pay for the Internet?
 - 1. Press 1 if Yes
 - 2. Press 2 if No
 - 3. Press 3 if you are not sure

- 2. Do you use the Internet or have you used it in the past year?
 - 1. Press 1 if Yes
 - 2. Press 2 if No
 - 3. Press 3 if you are not sure → TERMINATE

- 3. Do you believe it is possible to visit Internet websites by accident?
 - 1. Press 1 if Yes → CONTINUE
 - 2. Press 2 if No → SKIP TO Q5
 - 3. Press 3 if you are not sure → SKIP TO Q5

- 4. Have you visited a website by accident in the past year?
 - 1. Press 1 if Yes
 - 2. Press 2 if No
 - 3. Press 3 if you are not sure

- 5. Have you or has anyone in your household accessed music, movies or TV shows using the Internet in the last year?

1. Press 1 if Yes
 2. Press 2 if No
 3. Press 3 if you are not sure
6. The CRTC, the federal board that regulates telecommunications in Canada, is being asked to block Canadians' access to sites and online services that make music, movies or TV shows available without the copyright owners' permission.

Do you think there is any risk that, if the CRTC begins to block access to sites and online services because of copyright issues, it will block some Internet sites or online services that have done nothing wrong?

1. Press 1 if there is no risk that the CRTC will block the wrong Internet websites or services
 2. Press 2 if there is a slight risk that the CRTC will block the wrong Internet websites or services
 3. Press 3 if there is a 50-50 chance that the CRTC will block the wrong Internet websites or services
 4. Press 4 if it is more likely than not that the CRTC will block the wrong Internet websites or services
 5. Press 5 if it is virtually certain that the CRTC will block the wrong Internet websites or services
 6. Press 6 if you are not sure
7. Do you think there is any risk that, over time, the federal government will block Canadians' access to Internet sites or services for reasons other than concerns over copyright?
1. Press 1 if there is no risk
 2. Press 2 if there is a slight to moderate risk
 3. Press 3 if there is a 50-50 chance that, over time, the federal government will block Internet websites or services for reasons other than concerns over copyright
 4. Press 4 if it is more likely than not that, over time, the federal government will block Internet websites or services for reasons other than concerns over copyright
 5. Press 5 if it is virtually certain that, over time, the federal government will block Internet websites or services for reasons other than concerns over copyright
 6. Press 6 if you are not sure

Part C – Demographics

- 8 The next few questions are about yourself. Your answers will be kept confidential and anonymous. Please indicate your gender.
1. Press 1 for Male
 2. Press 2 for Female
 3. Press 3 for Other
 4. Press 4 if you prefer not to say

9 How old are you?

1. Press 1 if between 18 and 24 years of age
2. Press 2 if between 25 and 34
3. Press 3 if between 35 and 44
4. Press 4 if between 45 and 54
5. Press 5 if between 55 and 64
6. Press 6 if between 65 and 74
7. Press 7 if 75 years of age or older
8. Press 8 if you prefer not to answer

10 In which province or territory do you live?

1. Press 1 if British Columbia
2. Press 2 if Alberta, Saskatchewan or Manitoba
3. Press 3 if Ontario
4. Press 4 if Quebec
5. Press 5 if Newfoundland or New Brunswick
6. Press 6 if Nova Scotia or Prince Edward Island
7. Press 7 if Northwest Territories
8. Press 8 if Nunavut
9. Press 9 if Yukon

11 What is the highest level of education that you have completed?

1. Press 1 if Grade 8 or less
2. Press 2 if Some high school
3. Press 3 if High school diploma or equivalent
4. Press 4 if College or CEGEP
5. Press 5 if Bachelor's degree
6. Press 6 if Master's degree
7. Press 7 if Doctorate
8. Press 8 if you prefer not to answer

12 Which of the following categories best describes your total household income, before taxes?

1. Press 1 if under \$20,000
2. Press 2 if \$20,000 to just under \$40,000
3. Press 3 if \$40,000 to just under \$60,000
4. Press 4 if \$60,000 to just under \$80,000
5. Press 5 if \$80,000 to just under \$100,000
6. Press 6 if \$100,000 to just under \$150,000
7. Press 7 if \$150,000 and above
8. Press 8 if you prefer not to answer

Thank you, that's all the questions I have. If you have any questions about this call, you can reach our firm, Access Research, at 1-855-561-3603 or at inquiry@access-research.com.
Have a great day.

**Forum for Research and Policy in Communications
Sondage sur l'utilisation d'Internet/le blocage**

Forum Research Inc.

27 février 2018

Partie A – Introduction

Bonjour. Bonjour, j'appelle de la part de Forum Research au nom du Forum for Research and Policy in Communications. Nous aimerions vous poser quelques questions au sujet d'Internet. Le sondage devrait prendre environ 4 minutes. Il suffit d'utiliser le clavier de votre téléphone pour sélectionner votre réponse lorsqu'on vous demandera de le faire. Si vous avez des questions au sujet de cet appel, vous pouvez appeler notre entreprise, Access Research, au 1 855 561-3603, ou écrire à inquiry@access-research.com.

- B. D'abord, êtes-vous âgé de 18 ans ou plus?
1. Appuyez sur le 1 si votre réponse est affirmative →CONTINUER
 2. Appuyez sur 2 si votre réponse est affirmative →ARRÊTER

Partie B – Sondage principal

1. Est-ce que vous ou quelqu'un de votre foyer êtes abonnés à Internet ou payez pour Internet?
 1. Appuyez sur le 1 si votre réponse est affirmative
 2. Appuyez sur le 2 si votre réponse est négative
 3. Appuyez sur le 3 si vous êtes indécis
2. Utilisez-vous ou avez-vous utilisé Internet au cours de la dernière année?
 1. Appuyez sur le 1 si votre réponse est affirmative
 2. Appuyez sur le 2 si votre réponse est négative
 3. Appuyez sur le 3 si vous êtes indécis → ARRÊTER
3. Croyez-vous qu'il est possible de visiter des sites Web par erreur?
 1. Appuyez sur le 1 si votre réponse est affirmative →CONTINUER
 2. Appuyez sur le 2 si votre réponse est affirmative →PASSER À Q5
 3. Appuyez sur le 3 si vous êtes indécis → PASSER À Q5
4. Avez-vous visité un site Web par erreur au cours de la dernière année?
 1. Appuyez sur le 1 si votre réponse est affirmative
 2. Appuyez sur le 2 si votre réponse est négative
 3. Appuyez sur le 3 si vous êtes indécis
5. Avez-vous ou quelqu'un dans votre foyer a-t-il eu accès à de la musique, des films ou des émissions de télévision sur Internet au cours de la dernière année?
 1. Appuyez sur le 1 si votre réponse est affirmative
 2. Appuyez sur le 2 si votre réponse est négative
 3. Appuyez sur le 3 si vous êtes indécis

6. On demande au CRTC, l'office fédéral qui réglemente les télécommunications au Canada, de bloquer l'accès des Canadiens aux sites et aux services en ligne qui rendent la musique, les films ou les émissions de télévision accessibles sans la permission des titulaires de droits d'auteur.

Pensez-vous qu'il y a un risque que, si le CRTC commence à bloquer l'accès aux sites et aux services en ligne à cause des questions de droit d'auteur, il bloque certains sites Internet ou services en ligne qui n'ont rien à se reprocher?

1. Appuyez sur le 1 s'il n'y a aucun risque que le CRTC bloque les mauvais sites Web ou services Internet.
 2. Appuyez sur le 2 s'il y a un léger risque que le CRTC bloque les mauvais sites Web ou services Internet.
 3. Appuyez sur le 3 s'il y a une chance sur deux que le CRTC bloque les mauvais sites Web ou services Internet.
 4. Appuyez sur le 4 s'il est plus probable qu'improbable que le CRTC bloquera les mauvais sites Web ou services Internet.
 5. Appuyez sur le 5 s'il est pratiquement certain que le CRTC bloquera les mauvais sites Web ou services Internet.
 6. Appuyez sur le 6 si vous êtes indécis
7. Pensez-vous qu'il y a un risque que, avec le temps, le gouvernement fédéral bloque l'accès des Canadiens aux sites ou aux services Internet pour des raisons autres que les préoccupations relatives au droit d'auteur?
1. Appuyez sur le 1 s'il n'y a aucun de risque.
 2. Appuyez sur le 2 s'il y a un risque faible à modéré.
 3. Appuyez sur le 3 s'il y a une chance sur deux que, au fil du temps, le gouvernement fédéral bloque des sites Web ou des services Internet pour des raisons autres que les préoccupations relatives au droit d'auteur.
 4. Appuyez sur le 4 s'il est plus probable qu'improbable qu'au fil du temps, le gouvernement fédéral bloquera des sites Web ou des services Internet pour des raisons autres que les préoccupations relatives au droit d'auteur.
 5. Appuyez sur le 5 s'il est pratiquement certain qu'au fil du temps, le gouvernement fédéral bloquera des sites Web ou des services Internet pour des raisons autres que les préoccupations relatives au droit d'auteur.
 6. Appuyez sur le 6 si vous êtes indécis

Partie C – Questions démographiques

- 8 Les quelques prochaines questions portent sur vous. Vos réponses demeureront confidentielles et anonymes. Veuillez indiquer votre sexe.
1. Si vous êtes un homme, appuyez sur le 1
 2. Si vous êtes une femme, appuyez sur le 2
 3. Appuyez sur le 3 pour Autre
 4. Appuyez sur le 4 si vous préférez ne pas l'indiquer

9 Quel âge avez-vous?

1. Appuyez sur le 1 si vous êtes âgé de 18 à 24 ans
2. Appuyez sur le 2 si vous êtes âgé de 25 à 34 ans
3. Appuyez sur le 3 si vous êtes âgé de 35 à 44 ans
4. Appuyez sur le 4 si vous êtes âgé de 45 à 54 ans
5. Appuyez sur le 5 si vous êtes âgé de 55 à 64 ans
6. Appuyez sur le 6 si vous êtes âgé de 65 à 74 ans
7. Appuyez sur le 7 si vous êtes âgé de 75 ans ou plus.
8. Appuyez sur 8 si vous préférez ne pas répondre

10 Dans quel territoire ou quelle province résidez-vous?

1. Appuyez sur le 1 pour la Colombie-Britannique
2. Appuyez sur le 2 pour l'Alberta, la Saskatchewan ou le Manitoba
3. Appuyez sur le 3 pour l'Ontario
4. Appuyez sur le 4 pour le Québec
5. Appuyez sur le 5 pour Terre-Neuve ou le Nouveau-Brunswick
6. Appuyez sur le 6 pour la Nouvelle-Écosse ou l'Île-du-Prince-Édouard
7. Appuyez sur le 7 pour les Territoires du Nord-Ouest
8. Appuyez sur le 8 pour le Nunavut
9. Appuyez sur le 9 pour le Yukon

11 Quel est le niveau de scolarité le plus élevé que vous avez atteint?

1. Appuyez sur le 1 si vous avez atteint la 8^e année ou moins
2. Appuyez sur le 2 si vous avez fréquenté l'école secondaire un certain temps.
3. Appuyez sur le 3 si vous avez obtenu un diplôme d'études secondaires
4. Appuyez sur le 4 si vous avez étudié au collégial ou au CÉGEP
5. Appuyez sur le 5 si vous avez un diplôme de baccalauréat
6. Appuyez sur le 6 si vous avez un diplôme de maîtrise
7. Appuyez sur le 7 si vous avez un diplôme de doctorat
8. Appuyez sur 8 si vous préférez ne pas répondre

12 Laquelle des catégories suivantes décrit le mieux le revenu total de votre ménage, avant impôts?

1. Appuyez sur le 1 s'il est inférieur à 20 000 \$
2. Appuyez sur le 2 s'il est supérieur à 20 000 \$, mais tout juste sous 40 000 \$
3. Appuyez sur le 3 s'il est supérieur à 40 000 \$, mais tout juste sous 60 000 \$
4. Appuyez sur le 4 s'il est supérieur à 60 000 \$, mais tout juste sous 80 000 \$
5. Appuyez sur le 5 s'il est supérieur à 80 000 \$, mais tout juste sous 100 000 \$
6. Appuyez sur le 6 s'il est supérieur à 100 000 \$, mais tout juste sous 150 000 \$
7. Appuyez sur le 7 s'il est de 150 000 \$ et plus.
8. Appuyez sur 8 si vous préférez ne pas répondre

Merci, je n'ai pas d'autres questions. Si vous avez des questions au sujet de cet appel, vous pouvez appeler notre entreprise, Access Research, au 1 855 561-3603, ou écrire à inquiry@access-research.com. Passez une bonne journée!