

**Q1: About how often do you use the internet or email?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Almost constantly	50	68	44	45	50	50
Several times every day	40	25	45	38	40	43
About once a day	7	2	8	12	8	4
Several times a week	2	1	3	3	2	2
Once a week or less	1	2	0	1	0	0
I do not use the internet	0	2	0	0	0	1

**Q2: Do you have a device that connects to the internet, like a smartphone, tablet, laptop or desktop computer? [All that apply]**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Smartphone	91	53	87	96	97	95
Tablet	55	35	54	58	58	57
Laptop computer	79	77	74	80	81	81
Desktop computer	47	24	44	54	51	47
None of these	1	5	0	1	0	2

**Q3: Do you subscribe to dial-up internet service at home, or do you subscribe to a high-speed broadband service such as DSL, cable, or fiber optic service or do you not have any access to internet at home?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Dial-up internet	11	11	15	16	10	6
High speed broadband	60	36	58	57	65	66
No internet access	1	1	3	1	0	0
Both dial-up and high-speed	19	28	16	19	19	17
Access internet on mobile phone or tablet only	5	3	5	3	5	7
Don't know	4	14	3	3	2	3
Refused	1	7	0	0	0	0

**Q4: Do you know if your broadband service is DSL, cable, fiber optic, or something else?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
DSL	21	14	21	17	20	26
Cable	35	42	41	32	35	32
Fiber Optic	39	29	32	47	41	37
Something Else	1	3	0	1	0	0
Don't know	5	12	6	3	3	5
Refused	0	0	1	0	0	0

**Q5: How would you rate your access to reliable, high-speed internet?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
My access to reliable, high-speed internet is excellent	45	51	43	44	46	45
My access is adequate	38	33	38	38	38	40
My access could be better	12	6	14	13	13	11
My access is poor	2	3	2	2	1	2
I have no access to reliable, high-speed internet	1	0	0	2	1	1
Not sure / don't know	2	7	2	2	1	0

**Q6: [If Q3=dial-up, none, or phone/tablet only]Here are some barriers to access to high-speed internet at home. How much of a barrier or problem are each of the following to you personally?**

**Q6a. Affordability / cost of the service**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Big problem/barrier	25	36	28	35	9	25
Somewhat a problem/barrier	28	38	28	28	24	28
Not really a problem/barrier	19	20	14	18	24	18
Not a problem/barrier at all	28	6	30	19	43	30

**Q6b. Computer and digital literacy / tech skills**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Big problem/barrier	21	37	12	29	13	23
Somewhat a problem/barrier	25	34	31	36	17	11
Not really a problem/barrier	24	16	27	16	26	31
Not a problem/barrier at all	31	13	31	19	44	35

**Q6c. Language barriers**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Big problem/barrier	17	33	13	30	10	11
Somewhat a problem/barrier	24	32	28	30	15	22
Not really a problem/barrier	23	16	25	19	24	26
Not a problem/barrier at all	36	19	34	21	52	41

**Q6d. High-speed is not available (no infrastructure for high-speed internet where I live)**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Big problem/barrier	20	34	13	27	18	15
Somewhat a problem/barrier	24	21	25	36	12	25
Not really a problem/barrier	24	21	29	17	26	26
Not a problem/barrier at all	32	24	33	20	44	34

**Q6e. No access to a device or not enough devices in my household**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Big problem/barrier	19	30	14	31	8	19
Somewhat a problem/barrier	26	28	31	34	25	13
Not really a problem/barrier	23	14	20	19	24	34
Not a problem/barrier at all	31	28	34	16	42	34

**Q7: [If any Q6a.-Q6e=somewhat or big problem] How much would the following programs and benefits help you to gain access to high-speed internet?**

**Q7a. Classes to gain computer literacy**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Would help a great deal	36	24	32	42	36	41
Would help somewhat	53	56	63	47	48	51
Would not help	11	19	5	11	17	8

**Q7b. Asian language translations for websites**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Would help a great deal	43	61	34	47	33	47
Would help somewhat	44	29	47	44	53	36
Would not help	14	10	19	8	14	17

**Q7c. Technical assistance in setting up and fixing devices**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Would help a great deal	45	60	39	38	44	57
Would help somewhat	47	37	47	53	50	41
Would not help	8	3	14	9	6	2

**Q7d. Subsidized and/or discounted internet services**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Would help a great deal	52	53	36	61	47	67
Would help somewhat	43	44	56	30	53	32
Would not help	5	3	7	9	0	0

**Q7e. Subsidized and/or discounted devices to use to connect to internet**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Would help a great deal	53	45	47	62	47	60
Would help somewhat	39	45	41	29	47	40
Would not help	8	10	13	9	6	0

**Q7f. Infrastructure to make high speed internet service available**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Would help a great deal	49	59	29	48	52	70
Would help somewhat	42	37	49	45	46	25
Would not help	9	4	22	7	2	4

**Q8: Have you heard of government programs like Lifeline and the Emergency Broadband Benefit that offer discounts for cellphone and broadband internet services for eligible households?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Yes	53	29	52	52	54	60
No	40	63	41	42	36	35
Not sure / don't know	8	9	7	6	10	5

**Q9: [If Q8=yes] Have you signed up for these benefits?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Yes	65	56	60	70	62	70
No	34	39	40	29	36	30
Not sure / don't know	1	5	0	1	1	0

**Q10: [If Q9=no] Which of these are key reasons why you have not signed up for these benefits? [All that apply]**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
I am not eligible	30	14	25	17	33	43
I don't know if I am eligible	36	33	36	32	47	25
I have not had time to find out about it	26	48	35	34	15	23
Broadband internet is still too expensive, even with the discount	9	9	14	16	6	5
I do not have access to the internet to sign up	6	9	11	14	5	0
I am unable to complete the application without assistance	12	24	26	14	5	7
Something else	2	0	0	6	1	4

**Q11: [If Q8=no] Would you be interested in these benefits if your household were eligible?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Yes	61	52	63	58	66	61
No	25	23	28	27	21	27
Not sure / don't know	14	26	9	16	13	12

**Q12: What is the highest priority for you in terms of your internet access?**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Affordability of devices like smart phones, tablets, computers	19	18	21	20	17	19
Access and affordability to reliable, high-speed broadband internet	37	23	35	35	41	38
Access and affordability to even higher internet speeds	24	33	17	23	24	27
Learning how to use new technologies, including apps and programs	15	16	19	15	13	14
Don't know	4	8	4	4	3	2
Refused	2	3	3	2	2	1

**Q13: People value internet access for many different reasons. How important are each the following uses of the internet to you personally?**

**Q13a. Communicating with others via email, text, or other messaging services**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	36	37	25	34	38	42
Very important	40	45	40	42	38	38
Somewhat important	15	10	19	15	14	15
Not that important	3	4	7	3	3	2
Not important at all	2	4	3	3	1	1
Not sure / don't know	4	1	6	4	5	2

**Q13b. Getting information, news, research about the world and current events**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	26	27	25	28	26	26
Very important	44	52	36	38	41	52
Somewhat important	20	13	27	22	21	15
Not that important	4	4	4	5	4	2
Not important at all	3	3	3	3	1	3
Not sure / don't know	4	1	5	4	5	1

**Q13c. Shopping, selling, or researching products and services**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	22	13	22	22	25	23
Very important	43	54	38	41	42	45
Somewhat important	22	17	19	23	23	23
Not that important	6	8	9	6	3	5
Not important at all	3	7	5	4	1	3
Not sure / don't know	4	1	6	4	6	2

**Q13d. Using video calling or online conferencing services like Zoom or Webex for work or school (and other work/school related uses)**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	28	25	23	27	29	30
Very important	38	48	34	36	36	42
Somewhat important	20	13	22	21	22	16
Not that important	7	8	10	7	6	5
Not important at all	4	5	6	5	3	4
Not sure / don't know	4	1	5	4	5	3

**Q13e. Accessing economic opportunities like getting online job training, finding job postings and applications**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	23	22	25	20	24	23
Very important	39	50	28	41	37	43
Somewhat important	21	12	25	21	22	19
Not that important	7	7	9	8	6	6
Not important at all	6	7	6	6	4	7
Not sure / don't know	4	1	6	5	6	2

**Q13f. Managing finances like banking, paying bills, making investments**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	38	41	32	33	38	45
Very important	36	38	35	38	35	37
Somewhat important	15	10	16	17	17	12
Not that important	3	4	7	4	3	1
Not important at all	3	7	4	5	2	3
Not sure / don't know	4	1	6	4	5	2



**Q13g. Using online health (telehealth) services**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	23	20	18	25	24	23
Very important	37	42	40	34	36	38
Somewhat important	24	19	23	25	24	26
Not that important	8	10	8	8	9	7
Not important at all	3	7	4	3	2	3
Not sure / don't know	4	3	6	4	6	3

**Q13h. Getting informed and involved on issues affecting my community**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	19	16	18	23	18	19
Very important	40	51	40	35	37	42
Somewhat important	27	19	25	26	30	29
Not that important	7	8	7	8	8	4
Not important at all	3	4	4	3	2	3
Not sure / don't know	4	1	6	4	5	3

**Q13i. Finding and accessing information and services in Asian languages**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	18	20	14	23	16	17
Very important	33	48	29	30	32	33
Somewhat important	24	9	29	19	26	25
Not that important	12	12	13	14	11	10
Not important at all	10	9	9	10	9	11
Not sure / don't know	4	2	6	4	6	3

**Q13j. Entertainment like online movies, music, other video/audio content**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Absolutely critical	23	18	23	22	24	23
Very important	41	47	39	44	39	40
Somewhat important	23	19	21	21	24	27
Not that important	6	8	7	6	5	5
Not important at all	3	7	4	3	2	3
Not sure / don't know	4	1	6	4	6	2

**Q14: Some people are very skilled at navigating and accessing things on the internet while others are less confident with the technology and terms involved. How about you? For each of the following, please tell us if you are very comfortable, pretty comfortable, not too confident, or not at all confident when using the internet:**

**Q14a. Communicating with others via email, text, or other messaging services**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	48	44	45	48	45	54
Pretty confident	37	42	31	35	38	38
Not too confident	8	8	14	7	10	5
Not confident at all at all	2	4	3	3	2	1
Not sure / don't know	4	1	7	6	5	2

**Q14b. Getting information, news, research about the world and current events**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	40	36	40	45	37	42
Pretty confident	44	50	34	39	46	50
Not too confident	9	9	14	9	8	6
Not confident at all at all	3	2	5	2	3	1
Not sure / don't know	4	3	7	5	6	1

**Q14c. Shopping, selling, or researching products and services**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	40	37	37	44	38	40
Pretty confident	42	49	38	32	44	46
Not too confident	11	7	15	14	9	10
Not confident at all at all	3	2	4	2	2	2
Not sure / don't know	5	4	6	7	6	1

**Q14d. Using video calling or online conferencing services like Zoom or Webex for work or school (and other work/school related uses)**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	37	41	30	35	36	43
Pretty confident	43	41	41	43	43	43
Not too confident	12	11	16	12	12	9
Not confident at all at all	3	3	5	4	2	2
Not sure / don't know	5	3	7	6	6	2

**Q14e. Accessing economic opportunities like getting online job training, finding job postings and applications.**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	36	35	31	32	33	44
Pretty confident	41	45	40	41	41	41
Not too confident	14	14	20	14	14	10
Not confident at all at all	4	4	4	6	3	2
Not sure / don't know	6	2	6	7	8	4

**Q14f. Managing finances like banking, paying bills, making investments**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	42	46	31	40	42	50
Pretty confident	40	40	45	38	40	38
Not too confident	9	7	13	12	9	7
Not confident at all at all	3	5	5	3	3	3
Not sure / don't know	5	3	6	8	5	2

**Q14g. Using online health (telehealth) services**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	34	28	36	33	35	36
Pretty confident	40	49	36	38	40	40
Not too confident	16	14	18	17	14	17
Not confident at all at all	4	6	5	4	3	4
Not sure / don't know	6	3	6	7	8	3

**Q14h. Getting informed and involved on issues affecting my community**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	34	29	33	34	33	37
Pretty confident	45	51	41	43	47	46
Not too confident	12	11	15	12	11	11
Not confident at all at all	3	3	5	3	3	3
Not sure / don't know	6	6	6	8	6	3

**Q14i. Finding and accessing information and services in Asian languages**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	29	34	25	28	27	32
Pretty confident	42	48	41	40	43	40
Not too confident	17	11	20	18	17	16
Not confident at all at all	6	3	7	7	5	6
Not sure / don't know	7	5	7	7	9	6

**Q14j. Entertainment like online movies, music, other video/audio content**

	Total AAPI	Rural	Small town or small city	Small suburb of smaller town or	Large suburb of large city	Large city or urban area
Very confident	41	39	38	46	39	41
Pretty confident	41	47	39	34	42	44
Not too confident	11	9	12	11	11	9
Not confident at all at all	3	3	3	4	2	5
Not sure / don't know	5	1	8	5	7	1