

Net neutrality

Changing topics again ... how often would you say you use online streaming services for music or video? Some examples of these services are Netflix, Spotify, Apple Music and Apple TV.

QN0. Would you say you...?

Use one or more of these services daily

Use one or more of these services every few days

Use one or more of these services about once a week

Use one or more of these services less often than that

Do not use any streaming services

QN1. Recently, there have been some conversations in both Canada and the United States about “net neutrality.” How familiar would you say you are with this term? Would you say you:

Are quite familiar with it

Know a little bit about it

Have only heard the name

Have never heard of it until now

QN2. And, how closely, if at all, would you say you have been following these conversations about net neutrality? Are you:

Seeing lots of media coverage and discussing it with friends and family

Seeing some media coverage and having the odd conversation

Just scanning the headlines

Not seeing or hearing anything about it

[STANDALONE SCREEN]

Here is a brief explanation of what net neutrality means, before we proceed.

Internet Service Providers (or ISPs) are companies that provide access to the internet. In Canada, some examples of ISPs are Rogers, Telus, and Bell. Net neutrality means that ISPs must:

- Provide customers access to all websites on the internet
- Provide equal access to all websites without giving any websites faster or slower download speeds

Under net neutrality, ISPs are not allowed to:

- Charge websites to provide faster download speed for those who visit their website
- Charge their customers an extra fee to visit specific websites

QN3. A recent decision in the United States will remove net neutrality regulations in that country, although American ISPs would be required to disclose whether there is any variation in download speeds or blocking of websites.

Some people say the U.S. decision to remove net neutrality is a good one. They say the regulations are restrictive and there was no need to implement them. They further argue ISPs are businesses and this type of regulation discourages the kind of business investment that would improve access to the internet and the performance of internet service.

Other people say the U.S. decision to remove net neutrality regulations is a bad one. They say ISPs will drive up costs for consumers and make it harder for small companies to gain traction online. They further argue ISPs could block access to their competitors' web content. All of this would give an advantage to bigger, more-established companies and hamper free market competition.

Which statement do you personally agree with most?

The US decision to remove net neutrality is a good one

The US decision to remove net neutrality is a bad one

QN4. Supporters of net neutrality have expressed concerns that removing these regulations in the United States may mean Canadians will have to pay more for online services (such as Netflix or Spotify), because U.S. firms facing higher costs may pass them on to consumers here.

Opponents of net neutrality say that innovation will lead to more choice and costs will not rise substantially, if at all. How concerned are you, if at all, about costs for web-based services rising in Canada due to the change in the U.S.?

Very concerned

Somewhat concerned

Not that concerned

Not concerned at all

QN5. In Canada, net neutrality is protected by the Canadian Radio-television and Telecommunications Commission (CRTC) which has committed to upholding the principle of equal treatment of data, and to ensuring no company has undue or unreasonable preference or advantage over another. Some people say protection under the CRTC is enough. Others say that net neutrality needs to be enshrined through a federal law passed in the House of Commons, especially now that the regulations have changed in the U.S.

Finally, some people say that there should be no net neutrality regulations in Canada at all.

Which of these three perspectives is closest to your own?

Canada needs a specific net neutrality law

The current protections for net neutrality through the CRTC are sufficient, no new law is necessary
There should be no net neutrality regulations in Canada, including the ones we already have

Respondents were also asked basic demographic questions to establish age, gender, region and education.