Broadband survey

GB18 Sample: 18th - 19th May 2020

YouGov

	Total	Gender		Age				
		Male	**Female**	**18-24**	**25-34**	**35-44**	**45-54**	**55+**

How many people, including yourself, are there in your household? Please include both adults and children.

	Total	Male	Female	18-24	25-34	35-44	45-54	55+
Unweighted base	2301	1086	1215	223	400	346	378	954
Base	2301	1116	1185	255	401	349	375	920
1	22%	21%	23%	8%	16%	18%	20%	31%
2	38%	40%	37%	18%	37%	30%	31%	51%
3	17%	17%	17%	22%	24%	18%	17%	11%
4	14%	13%	15%	31%	14%	23%	20%	4%
5	5%	6%	5%	12%	5%	7%	7%	2%
6	2%	2%	1%	5%	1%	2%	1%	1%
7	0%	0%	0%	1%	0%	1%	1%	-
8 or more	0%	1%	0%	1%	-	1%	1%	-
Don't know	0%	0%	0%	0%	1%	1%	0%	-
Prefer not to say	1%	1%	1%	3%	1%	1%	2%	0%

Since the Coronavirus The 2019 novel coronavirus (2019-nCoV), otherwise known as COVID-19, is an infectious disease first identified in the city of Wuhan, capital of Hubei province in China, after 41 people developed pneumonia without a clear cause. Infections have since been reported around the world. Symptoms include fever, coughing and breathing difficulties. (i.e. 23rd March 2020)...... To what extent, if at all, have you generally been using the household internet (i.e. 4G, WiFi) more or less than usual, or is it about the same? (Please select the option that best applies to you)

	Total	Male	Female	18-24	25-34	35-44	45-54	55+
Unweighted base	2301	1086	1215	223	400	346	378	954
Base: All GB adults	2301	1116	1185	255	401	349	375	920
Much more than usual	44%	38%	50%	55%	56%	51%	49%	32%
Slightly more than usual	29%	32%	27%	28%	23%	25%	28%	35%
About the same	24%	27%	21%	14%	17%	22%	22%	32%
Slightly less than usual	1%	1%	0%	1%	1%	0%	1%	0%
Much less than usual	0%	0%	0%	-	0%	0%	1%	0%
Don't know	2%	2%	1%	2%	3%	2%	1%	1%

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	Total	Gender		Age				
		Male	**Female**	**18-24**	**25-34**	**35-44**	**45-54**	**55+**

How many people, including yourself, are there in your household? Please include both adults and children.

	Total	Male	Female	18-24	25-34	35-44	45-54	55+
Unweighted base	2301	1086	1215	223	400	346	378	954

The 2019 novel coronavirus (2019-nCoV), otherwise known as COVID-19, is an infectious disease first identified in the city of Wuhan, capital of Hubei province in China, after 41 people developed pneumonia without a clear cause. Infections have since been reported around the world. Symptoms include fever, coughing and breathing difficulties. (i.e. 23rd March 2020)...To what extent, if at all, have you generally experienced the performance of your home internet connection being better or worse than usual (i.e. the speed and reliability etc.), or has there been no change? (Please select the option that best applies to you)

	Total	Male	Female	18-24	25-34	35-44	45-54	55+
Unweighted base	2301	1086	1215	223	400	346	378	954
Base: All GB adults	2301	1116	1185	255	401	349	375	920
My home internet connection performs much better than usual	2%	2%	1%	2%	3%	2%	3%	1%
My home internet connection performs slightly better than usual	4%	5%	4%	6%	6%	3%	4%	4%
There has been no change in the performance of my home internet connection	57%	57%	57%	44%	52%	53%	61%	64%
My home internet connection performs slightly worse than usual	28%	26%	29%	31%	28%	31%	26%	26%
My home internet connection performs much worse than usual	7%	7%	6%	12%	7%	7%	6%	5%
Don't know	2%	3%	2%	5%	4%	4%	1%	1%

You previously said that your home internet connection has performed worse than usual during lockdown...To what extent, if at all, has this disrupted each of the following activities for you during lockdown? (Please select one option from each row. If you have not done the activity during lockdown, please select the 'Not applicable' option)
1. General work-related activities (e.g. checking and responding to emails etc.)

	Total	Male	Female	18-24	25-34	35-44	45-54	55+
Unweighted base	788	357	431	98	146	134	121	289
Base: All GB adults who are experiencing poor internet connection	786	369	417	112	142	133	120	279
A lot	15%	17%	13%	30%	18%	15%	11%	8%
A little	37%	36%	38%	27%	38%	38%	49%	35%
Not very much	21%	22%	21%	25%	20%	21%	17%	23%
Not at all	10%	13%	8%	10%	11%	5%	11%	11%
Not applicable - I have not done this activity during lockdown	16%	13%	18%	8%	13%	19%	11%	21%
Don't know	1%	0%	1%	-	-	1%	1%	2%

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	Total	Gender		Age				
		Male	**Female**	**18-24**	**25-34**	**35-44**	**45-54**	**55+**
How many people, including yourself, are there in your household? Please include both adults and children.								
Unweighted base	2301	1086	1215	223	400	346	378	954
2. Audio and video calls (e.g. Skype, Zoom etc.)								
Unweighted base	788	357	431	98	146	134	121	289
Base: All GB adults who are experiencing poor internet connection	786	369	417	112	142	133	120	279
A lot	19%	18%	20%	29%	29%	19%	18%	10%
A little	40%	38%	43%	45%	45%	44%	36%	36%
Not very much	16%	19%	13%	15%	12%	17%	18%	17%
Not at all	5%	5%	5%	3%	5%	2%	9%	7%
Not applicable - I have not done this activity during lockdown	17%	18%	17%	9%	8%	17%	19%	25%
Don't know	2%	2%	2%	-	1%	1%	1%	5%
3. Streaming video or audio content (e.g. Netflix/Amazon Prime, Spotify/Apple Music etc.)								
Unweighted base	788	357	431	98	146	134	121	289
Base: All GB adults who are experiencing poor internet connection	786	369	417	112	142	133	120	279
A lot	23%	24%	23%	40%	32%	22%	20%	14%
A little	44%	44%	44%	41%	50%	48%	53%	35%
Not very much	14%	16%	13%	14%	13%	18%	13%	14%
Not at all	5%	6%	4%	4%	4%	6%	6%	5%
Not applicable - I have not done this activity during lockdown	13%	10%	15%	1%	1%	4%	9%	29%
Don't know	1%	1%	1%	1%	-	1%	-	3%
4. Playing online video games								
Unweighted base	788	357	431	98	146	134	121	289
Base: All GB adults who are experiencing poor internet connection	786	369	417	112	142	133	120	279
A lot	9%	10%	9%	20%	8%	14%	8%	4%
A little	19%	22%	17%	25%	29%	26%	13%	12%
Not very much	12%	13%	11%	12%	14%	9%	18%	10%
Not at all	8%	9%	8%	8%	9%	5%	9%	9%
Not applicable - I have not done this activity during lockdown	48%	43%	53%	36%	37%	45%	49%	61%
Don't know	2%	2%	2%	-	3%	1%	2%	4%

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	Total	Gender		Age				
		Male	**Female**	**18-24**	**25-34**	**35-44**	**45-54**	**55+**
How many people, including yourself, are there in your household? Please include both adults and children.								
Unweighted base	2301	1086	1215	223	400	346	378	954
5. General internet usage (e.g. browsing, online shopping etc.)								
Unweighted base	788	357	431	98	146	134	121	289
Base: All GB adults who are experiencing poor internet connection	786	369	417	112	142	133	120	279
A lot	21%	23%	19%	31%	16%	22%	20%	20%
A little	48%	43%	52%	39%	49%	45%	48%	52%
Not very much	23%	25%	21%	22%	25%	26%	22%	21%
Not at all	7%	8%	6%	5%	9%	5%	10%	6%
Not applicable - I have not done this activity during lockdown	1%	1%	1%	3%	1%	1%	-	0%
Don't know	0%	0%	0%	-	-	1%	-	1%
6. Downloading and uploading files								
Unweighted base	788	357	431	98	146	134	121	289
Base: All GB adults who are experiencing poor internet connection	786	369	417	112	142	133	120	279
A lot	14%	14%	14%	22%	13%	15%	12%	12%
A little	42%	45%	39%	40%	49%	33%	44%	42%
Not very much	20%	22%	19%	20%	20%	21%	19%	20%
Not at all	7%	8%	7%	5%	8%	10%	9%	6%
Not applicable - I have not done this activity during lockdown	14%	9%	19%	13%	9%	18%	12%	17%
Don't know	2%	2%	3%	-	2%	3%	3%	3%

Cell Contents (Column Percentages)