

2021 SURVEY

# Future of the Internet Outlook

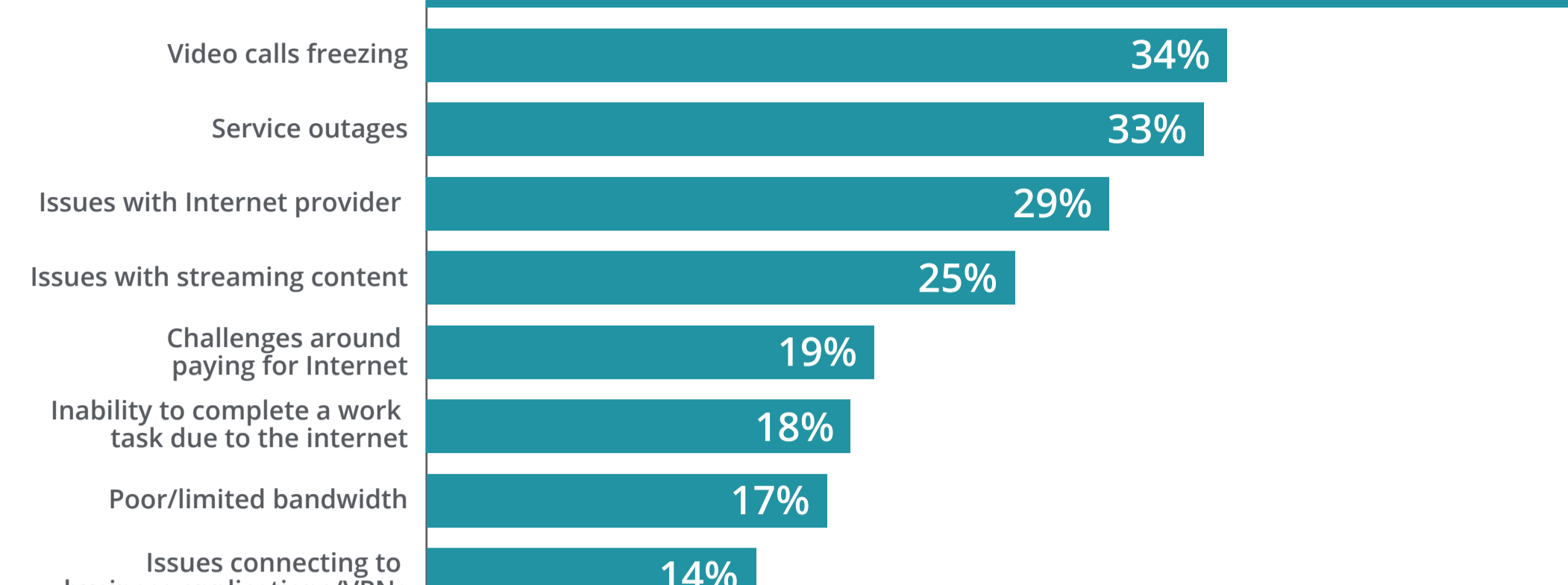
Our survey of more than 1,000 adults across the United States examined how expectations for internet service have changed over the past year and a half as a result of remote work, including expectations that may help inform employers on how to better support their remote workforce.



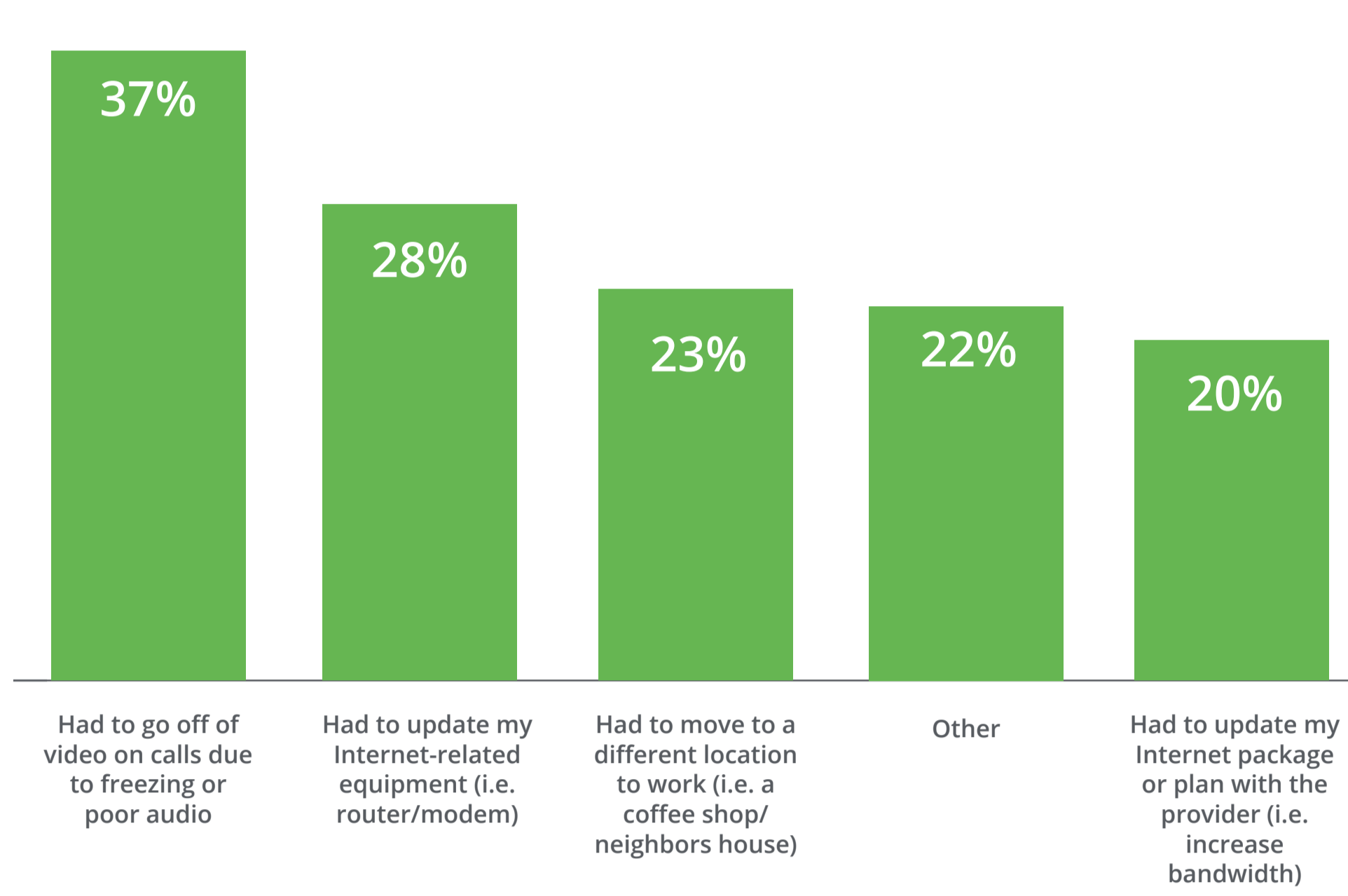
## Connectivity Catastrophe

Throughout the pandemic, internet connectivity issues have plagued end users. AppNeta's 2021 State of Work from Anywhere Outlook, released in March 2021, found internet connectivity to be the number one cause of frustration for remote employees – and the latest Future of the Internet Outlook Report dug deeper into the issues negatively impacting the American workforce.

Have you experienced any of these internet pain points since March 2020?



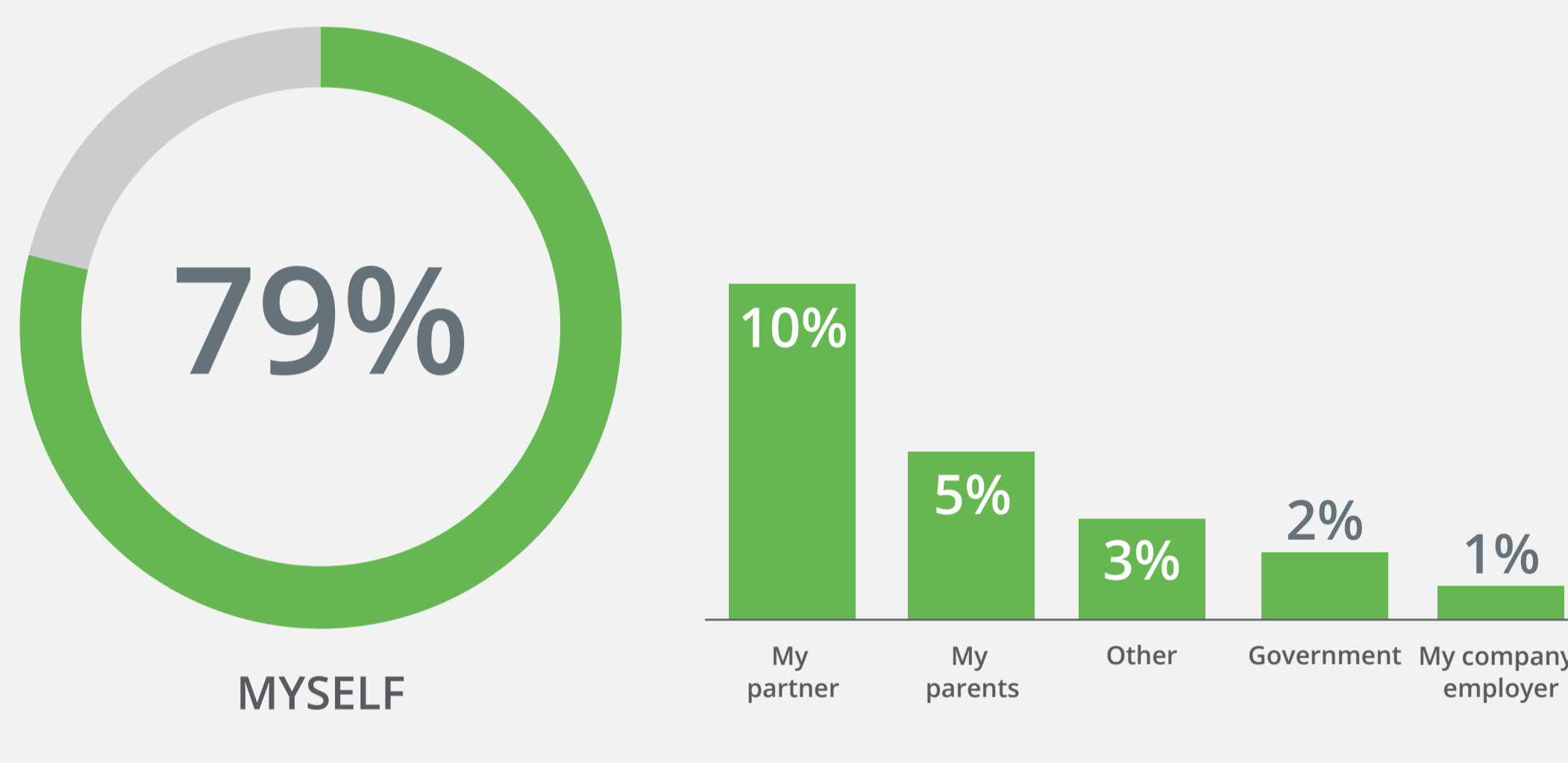
Have challenges with the internet caused any of the following?



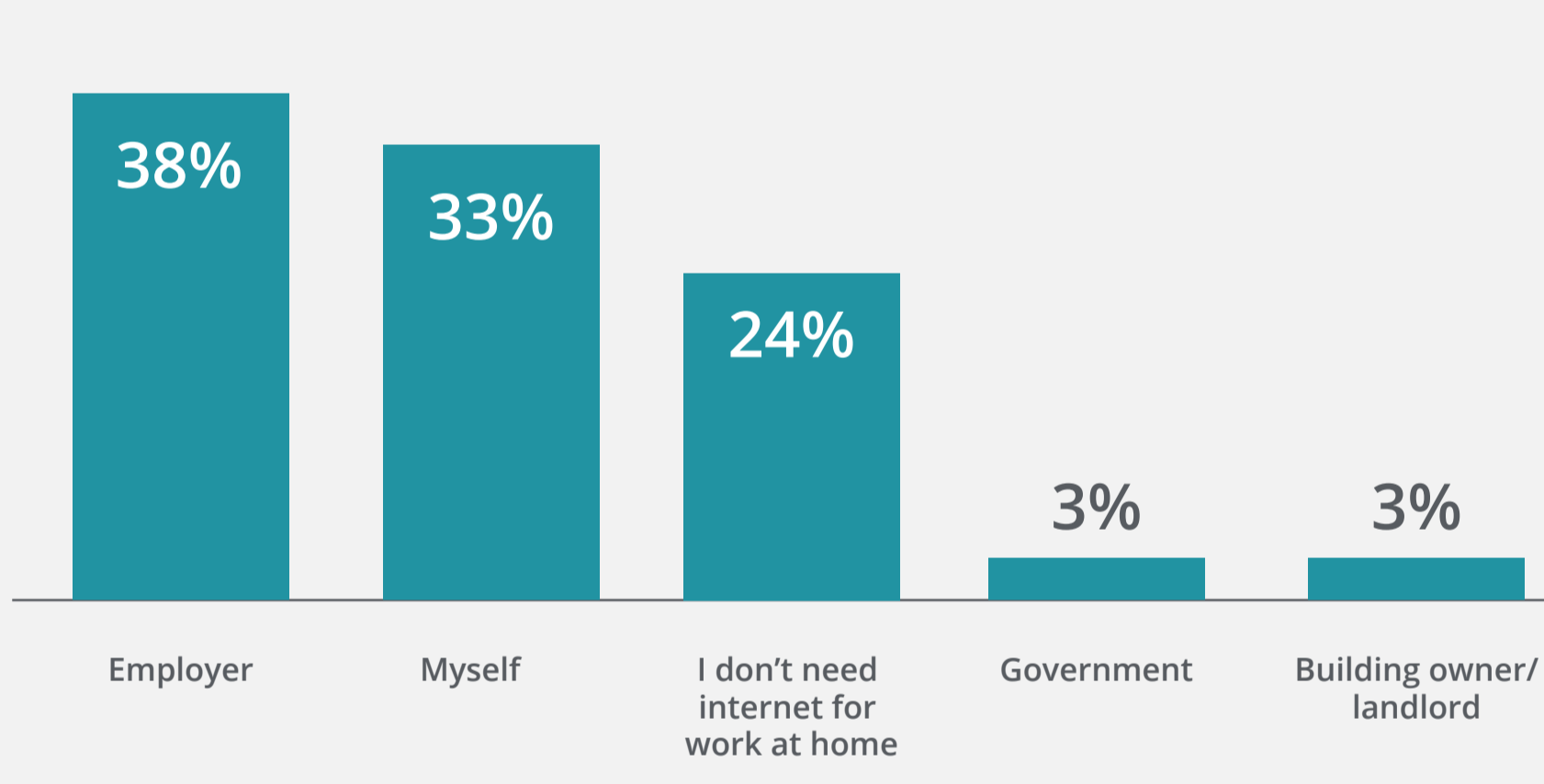
## The Internet Bill Burden

Only 1% of those surveyed currently have access to the internet provided by their employer. Yet, more than a third (38%) of respondents believe their employer should be paying their internet bill.

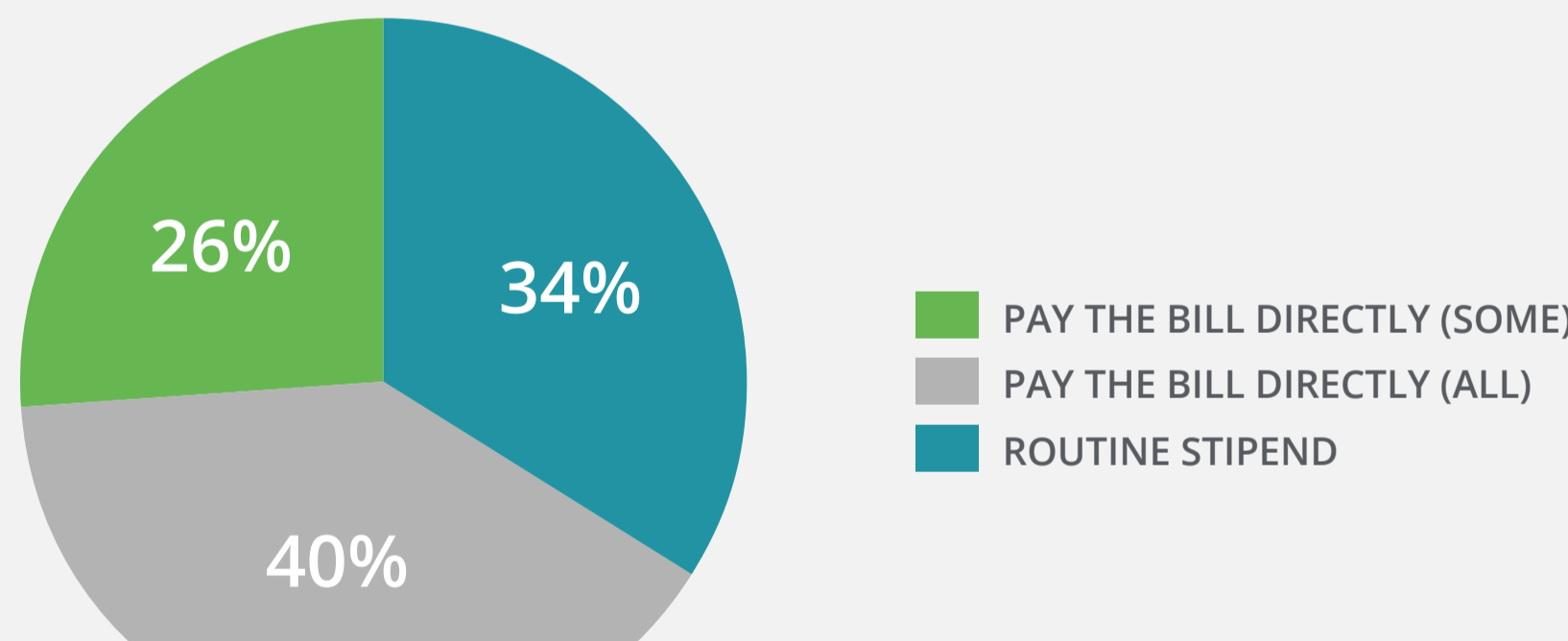
Who currently pays for your internet?



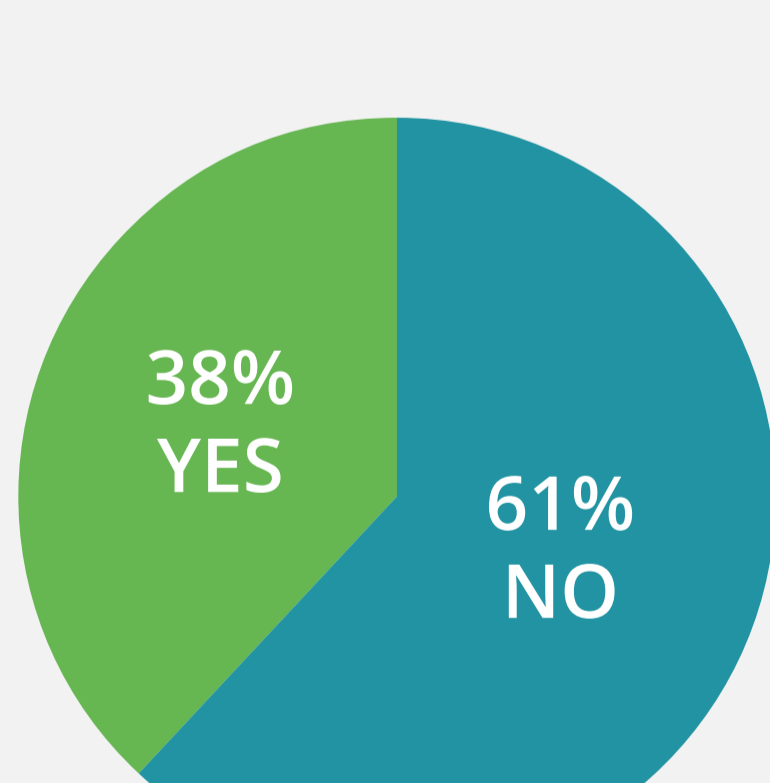
If you use the internet at home for work purposes, which party do you think should be responsible for paying for it?



If you believe your employer should pay for your internet, how do you think they should do so?



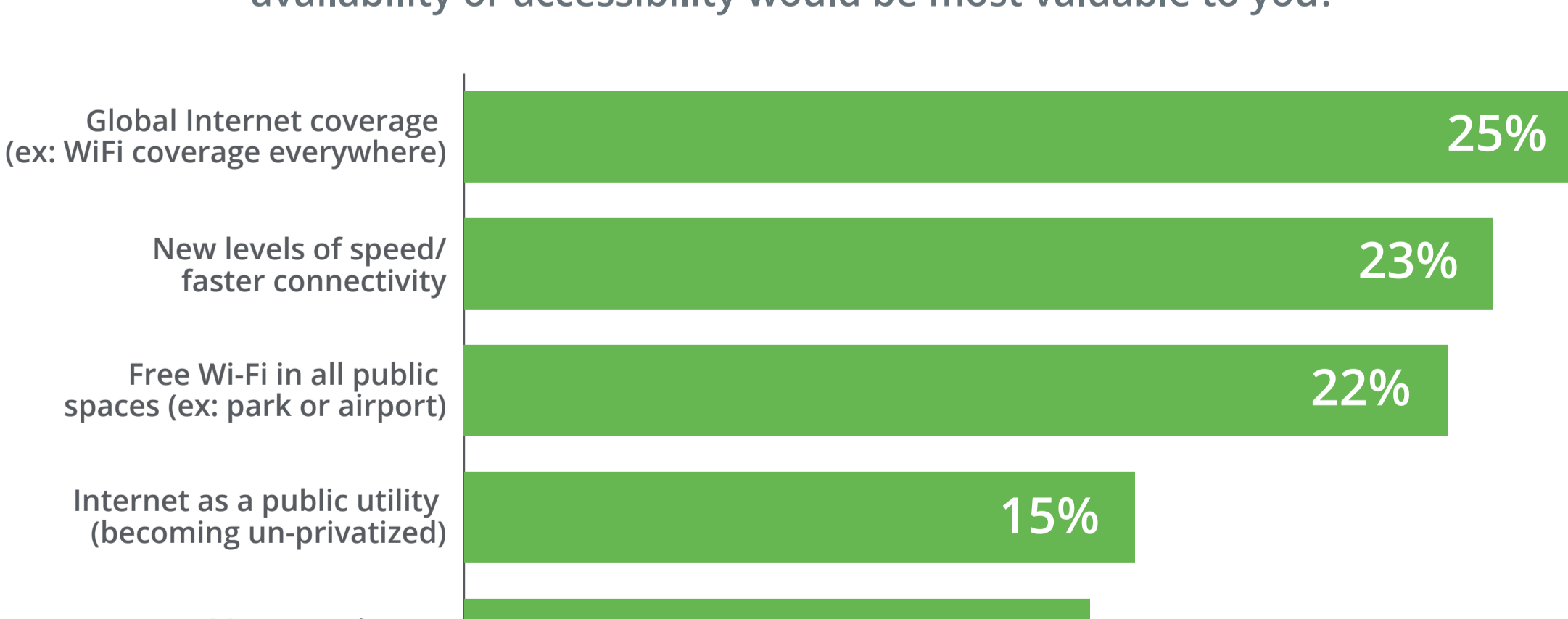
Has your opinion on who should be responsible for paying for the internet changed as a result of the COVID-19 pandemic and subsequent remote work?



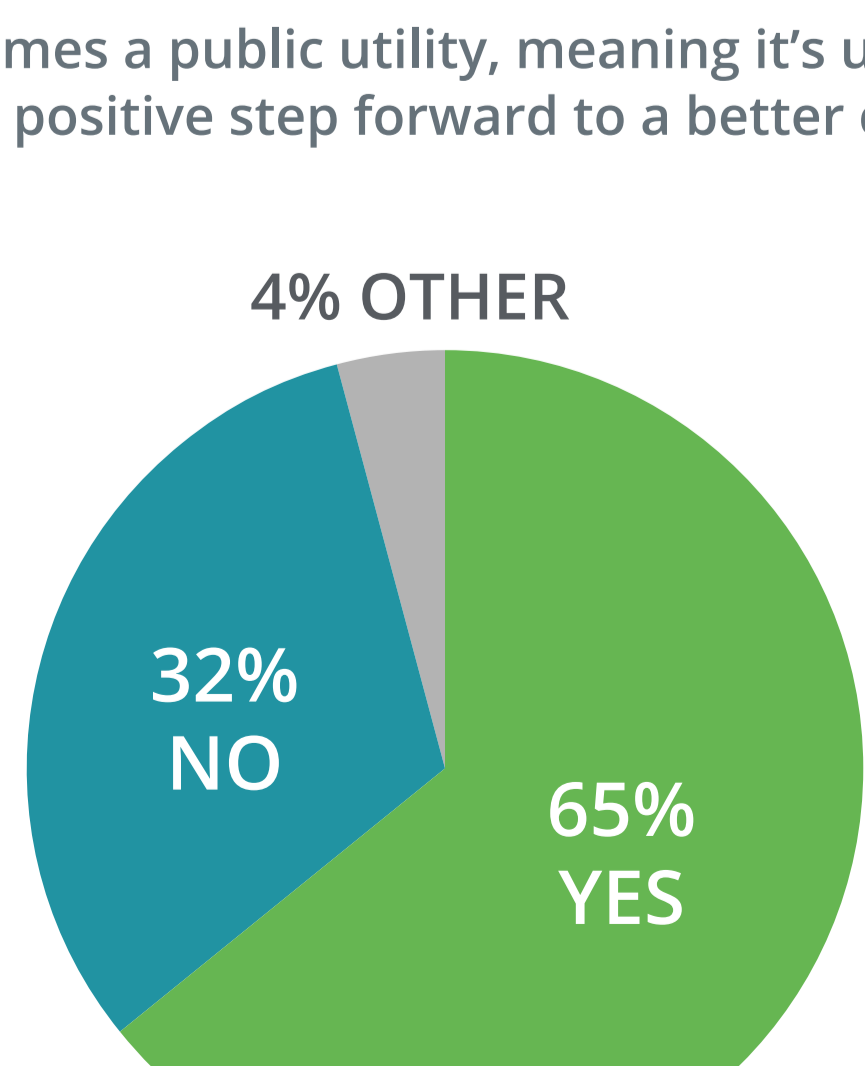
## Future of the Internet

Respondents were not only concerned about their individual connectivity. 65% said the internet becoming a public utility would be a positive step toward a better-connected society.

In the next five to ten years, of the following, what changes to the internet's availability or accessibility would be most valuable to you?



If the internet becomes a public utility, meaning it's un-privatized, do you perceive that as a positive step forward to a better connected society?



Gain a broader understanding of the workforce's attitudes toward remote work in AppNeta's 2021 State of Work from Anywhere Outlook.