

Report for Mozilla IOT Survey - 07/2017




Response Counts

■ Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.

Completion Rate:	100%		
	Complete		19,380

Totals: 19,380

■ Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.

Completion Rate:	100%		
	Complete		72,999
	Partial		1

Totals: 73,000

■ Average User: I know enough to get by.

Completion Rate:	100%		
	Complete		79,483

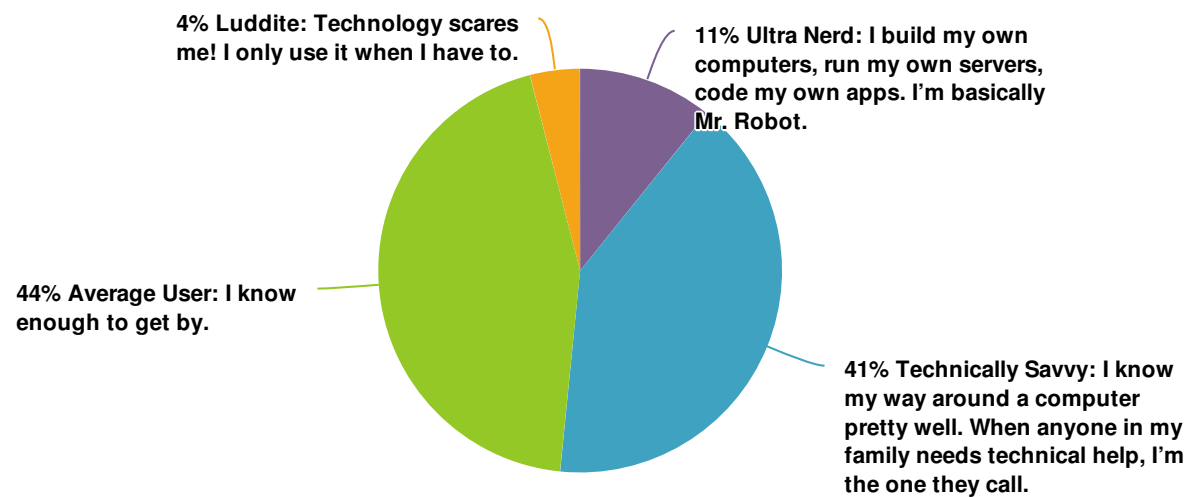
Totals: 79,483

■ Luddite: Technology scares me! I only use it when I have to.

Completion Rate:	100%		
	Complete		7,244

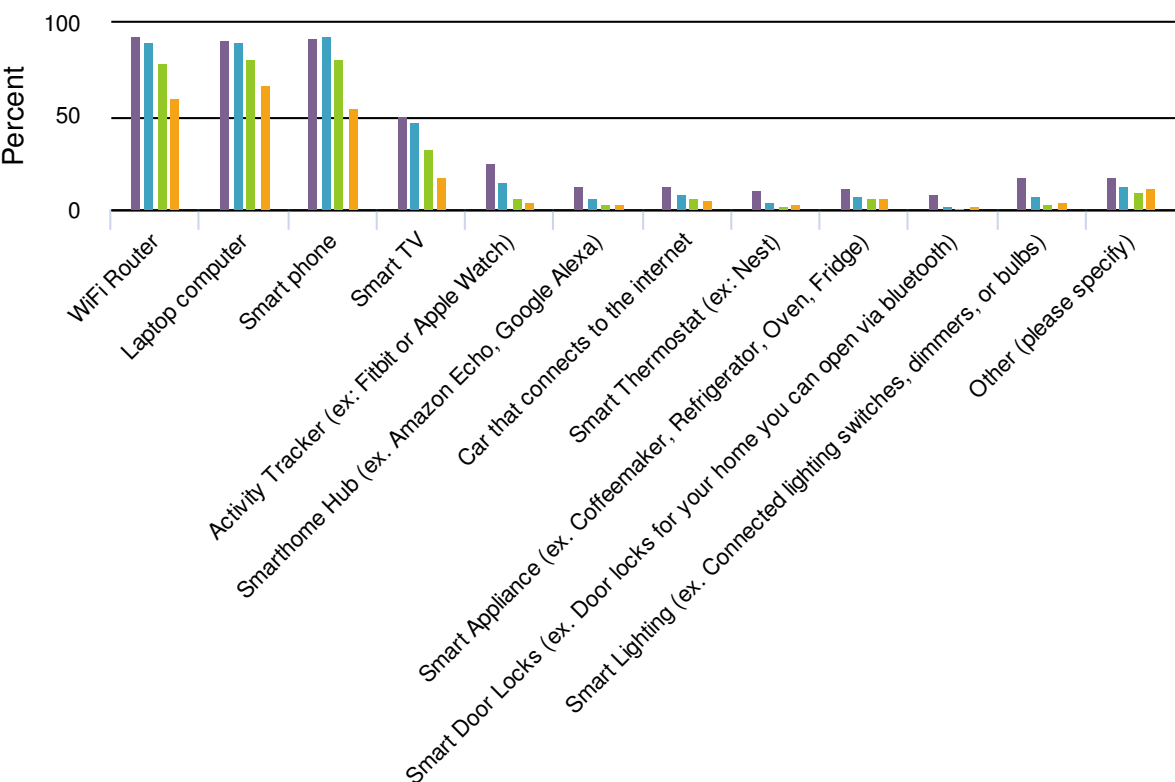
Totals: 7,244

1. I consider myself:



Value		Percent	Responses
Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.	<div><div></div></div>	10.8%	19,380
Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	<div><div></div></div>	40.8%	73,000
Average User: I know enough to get by.	<div><div></div></div>	44.4%	79,483
Luddite: Technology scares me! I only use it when I have to.	<div><div></div></div>	4.0%	7,244
Totals: 179,107			


2. Check all the internet connected devices you currently own:



Segment	Value	Percent	% of Total	Responses
Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.	WiFi Router	93.6%	10.1%	17,918
	Laptop computer	91.5%	9.9%	17,512
	Smart phone	92.6%	10%	17,724
	Smart TV	51%	5.5%	9,768
	Activity Tracker (ex: Fitbit or Apple Watch)	25.3%	2.7%	4,834
	Smart home Hub (ex. Amazon Echo, Google Alexa)	13.5%	1.5%	2,591
	Car that connects to the internet	13.2%	1.4%	2,534

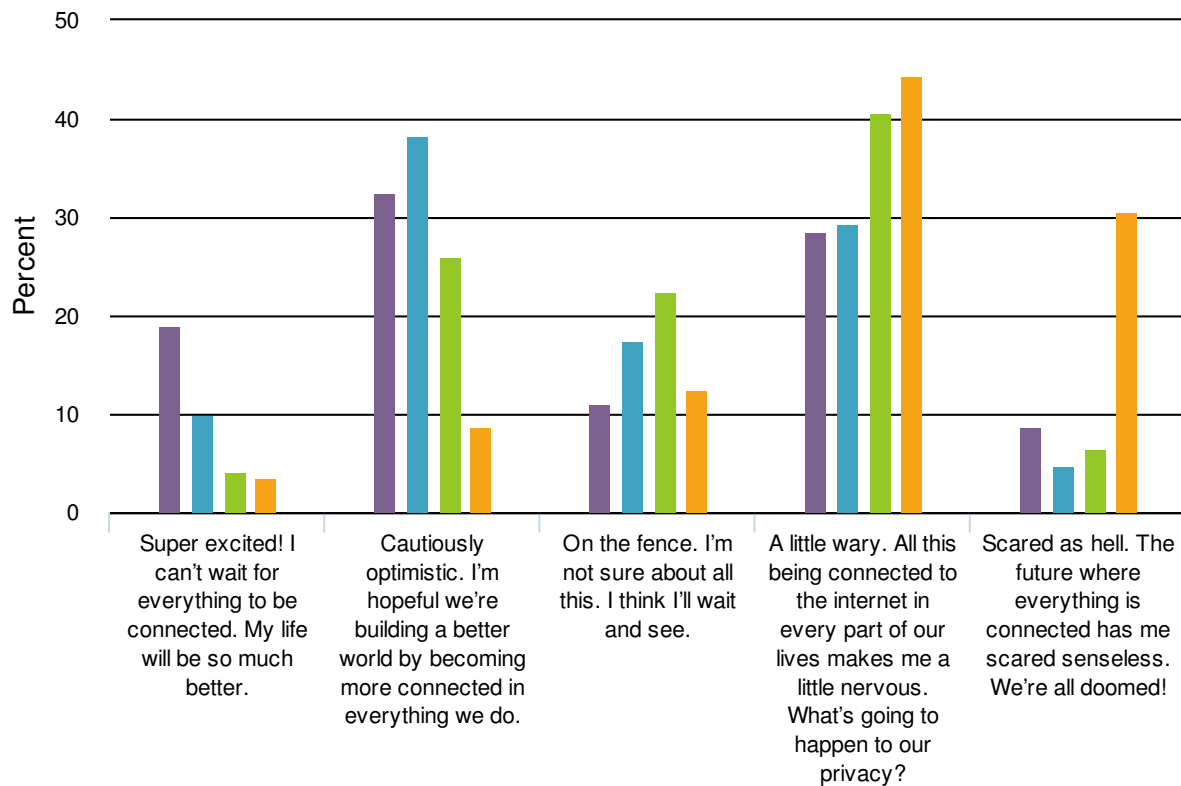
Segment	Value	Percent	% of Total Responses	
	Smart Thermostat (ex: Nest)	10.8%	1.2%	2,059
	Smart Appliance (ex. Coffeemaker, Refrigerator, Oven, Fridge)	12.5%	1.4%	2,390
	Smart Door Locks (ex. Door locks for your home you can open via bluetooth)	8.3%	0.9%	1,589
	Smart Lighting (ex. Connected lighting switches, dimmers, or bulbs)	18.1%	2%	3,473
	Other (please specify)	17.1%	1.9%	3,275
Total Responses			48.5%	19,135
■ Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	WiFi Router	90%	36.9%	65,357
	Laptop computer	90.2%	37.1%	65,556
	Smart phone	93.7%	38.5%	68,068
	Smart TV	46.8%	19.2%	34,036
	Activity Tracker (ex: Fitbit or Apple Watch)	15.5%	6.4%	11,283
	Smarthome Hub (ex. Amazon Echo, Google Alexa)	6.3%	2.6%	4,583

Segment	Value	Percent	% of Total Responses	
	Car that connects to the internet	8.7%	3.6%	6,348
	Smart Thermostat (ex: Nest)	4.1%	1.7%	3,002
	Smart Appliance (ex. Coffeemaker, Refrigerator, Oven, Fridge)	7.8%	3.2%	5,645
	Smart Door Locks (ex. Door locks for your home you can open via bluetooth)	2.3%	1%	1,688
	Smart Lighting (ex. Connected lighting switches, dimmers, or bulbs)	7.4%	3%	5,377
	Other (please specify)	12.9%	5.3%	9,377
	Total Responses		158.5%	72,659
■ Average User: I know enough to get by.	WiFi Router	79.5%	35.2%	62,215
	Laptop computer	81.6%	36.1%	63,920
	Smart phone	81.6%	36.1%	63,888
	Smart TV	32.9%	14.6%	25,749
	Activity Tracker (ex: Fitbit or Apple Watch)	6.7%	3%	5,238
	Smarthome Hub (ex. Amazon Echo, Google Alexa)	3.4%	1.5%	2,664

Segment	Value	Percent	% of Total	Responses
	Car that connects to the internet	6.7%	3%	5,272
	Smart Thermostat (ex: Nest)	2%	0.9%	1,529
	Smart Appliance (ex. Coffeemaker, Refrigerator, Oven, Fridge)	6.5%	2.9%	5,057
	Smart Door Locks (ex. Door locks for your home you can open via bluetooth)	1%	0.5%	808
	Smart Lighting (ex. Connected lighting switches, dimmers, or bulbs)	3.3%	1.5%	2,620
	Other (please specify)	9.6%	4.2%	7,498
Total Responses			139.5%	78,300
 Luddite: Technology scares me! I only use it when I have to.	WiFi Router	59.9%	2.3%	4,093
	Laptop computer	67.2%	2.6%	4,588
	Smart phone	54.7%	2.1%	3,737
	Smart TV	17.8%	0.7%	1,213
	Activity Tracker (ex: Fitbit or Apple Watch)	4%	0.2%	272
	Smarthome Hub (ex. Amazon Echo, Google Alexa)	3.7%	0.1%	251

Segment	Value	Percent	% of Total	Responses
	Car that connects to the internet	5.7%	0.2%	389
	Smart Thermostat (ex: Nest)	3%	0.1%	202
	Smart Appliance (ex. Coffeemaker, Refrigerator, Oven, Fridge)	7%	0.3%	480
	Smart Door Locks (ex. Door locks for your home you can open via bluetooth)	2.7%	0.1%	183
	Smart Lighting (ex. Connected lighting switches, dimmers, or bulbs)	4.1%	0.2%	282
	Other (please specify)	12.3%	0.5%	838
	Total Responses		9.4%	6,832

3. Thinking about a future in which so much of your world is connected to the internet leaves you feeling:



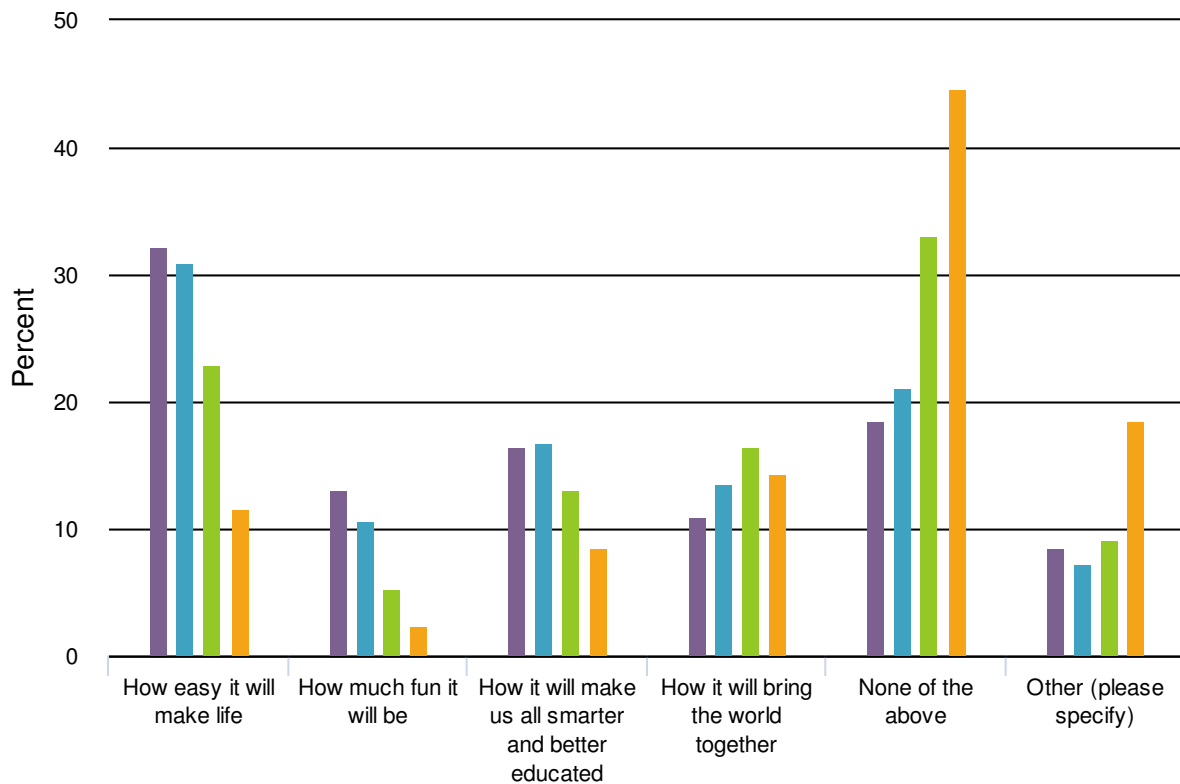
Segment	Value	Percent	% of Total	Responses
<div>■</div> Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.	Super excited! I can't wait for everything to be connected. My life will be so much better.	18.9%	2%	3,536
	Cautiously optimistic. I'm hopeful we're building a better world by becoming more connected in everything we do.	32.6%	3.5%	6,096
	On the fence. I'm not sure about all this. I think I'll wait and see.	11%	1.2%	2,061
	A little wary. All this being connected to the internet in every part of our lives makes me a little nervous. What's going to happen to our privacy?	28.6%	3%	5,339

Segment	Value	Percent	% of Total	Responses
	Scared as hell. The future where everything is connected has me scared senseless. We're all doomed!	8.8%	0.9%	1,644
	Total Responses		10.6%	18,676
■ Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	Super excited! I can't wait for everything to be connected. My life will be so much better.	10.1%	4.1%	7,223
	Cautiously optimistic. I'm hopeful we're building a better world by becoming more connected in everything we do.	38.3%	15.7%	27,534
	On the fence. I'm not sure about all this. I think I'll wait and see.	17.5%	7.2%	12,575
	A little wary. All this being connected to the internet in every part of our lives makes me a little nervous. What's going to happen to our privacy?	29.4%	12.1%	21,131
	Scared as hell. The future where everything is connected has me scared senseless. We're all doomed!	4.7%	1.9%	3,358
	Total Responses		41%	71,821

Segment	Value	Percent	% of Total	Responses
<div>Average User: I know enough to get by.</div>	Super excited! I can't wait for everything to be connected. My life will be so much better.	4.2%	1.9%	3,277
	Cautiously optimistic. I'm hopeful we're building a better world by becoming more connected in everything we do.	26%	11.6%	20,272
	On the fence. I'm not sure about all this. I think I'll wait and see.	22.6%	10%	17,595
	A little wary. All this being connected to the internet in every part of our lives makes me a little nervous. What's going to happen to our privacy?	40.7%	18.1%	31,731
	Scared as hell. The future where everything is connected has me scared senseless. We're all doomed!	6.4%	2.9%	5,021
Total Responses			44.5%	77,896
<div>Luddite: Technology scares me! I only use it when I have to.</div>	Super excited! I can't wait for everything to be connected. My life will be so much better.	3.6%	0.1%	245
	Cautiously optimistic. I'm hopeful we're building a better world by becoming more connected in everything we do.	8.7%	0.3%	600

Segment	Value	Percent	% of Total	Responses
	On the fence. I'm not sure about all this. I think I'll wait and see.	12.6%	0.5%	864
	A little wary. All this being connected to the internet in every part of our lives makes me a little nervous. What's going to happen to our privacy?	44.4%	1.7%	3,055
	Scared as hell. The future where everything is connected has me scared senseless. We're all doomed!	30.7%	1.2%	2,114
Total Responses			3.8%	6,878

4. What are you most excited about as we move toward a more digitally connected future?

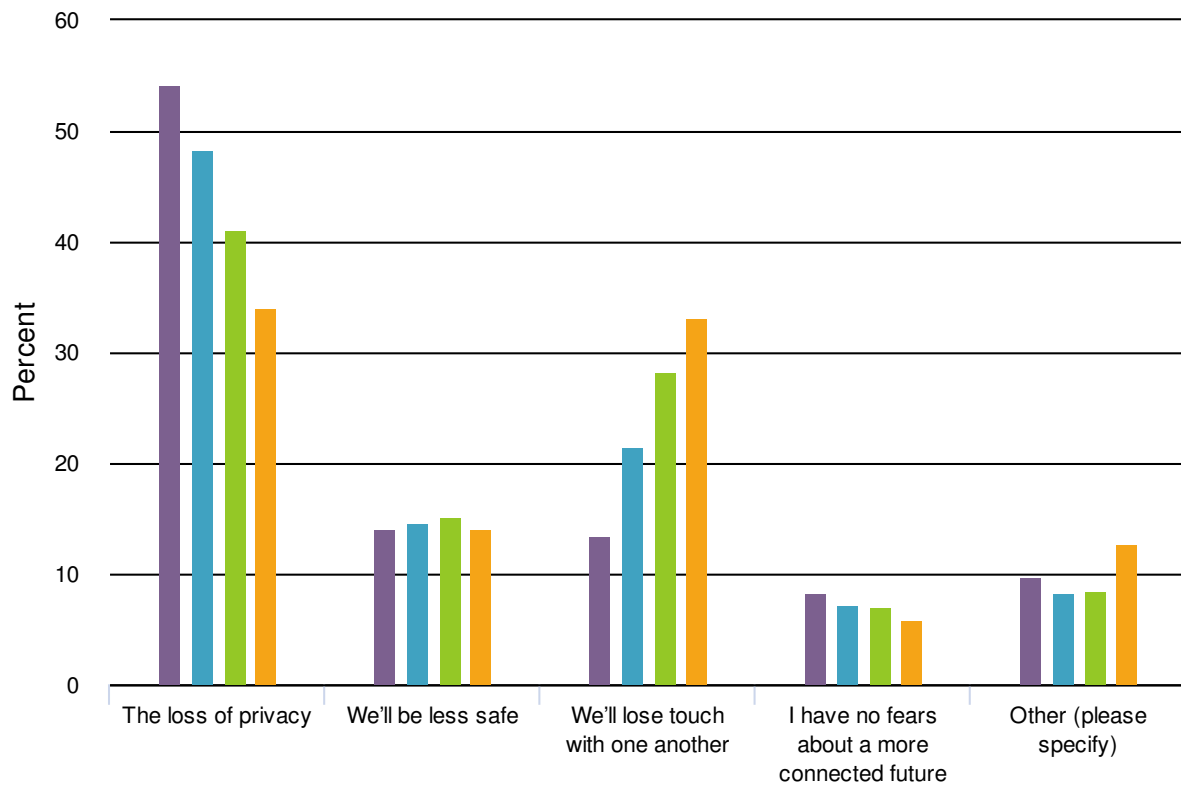


Segment	Value	Percent	% of Total	Responses
<div> <div></div> <div>Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.</div> </div>	How easy it will make life	32.2%	3.8%	6,023
	How much fun it will be	13.1%	1.5%	2,456
	How it will make us all smarter and better educated	16.5%	1.9%	3,087
	How it will bring the world together	11%	1.3%	2,052
	None of the above	18.5%	2.2%	3,462
	Other (please specify)	8.6%	1%	1,597

Segment	Value	Percent	% of Total Responses	
	Total Responses		11.7%	18,677
■ Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	How easy it will make life	31%	13.9%	22,235
	How much fun it will be	10.6%	4.7%	7,585
	How it will make us all smarter and better educated	16.7%	7.5%	11,963
	How it will bring the world together	13.5%	6.1%	9,713
	None of the above	21.1%	9.5%	15,144
	Other (please specify)	7.2%	3.2%	5,140
	Total Responses		44.9%	71,780
■ Average User: I know enough to get by.	How easy it will make life	22.9%	11.1%	17,791
	How much fun it will be	5.4%	2.6%	4,216
	How it will make us all smarter and better educated	13%	6.3%	10,059
	How it will bring the world together	16.5%	8%	12,829


Segment	Value	Percent	% of Total Responses	
	None of the above	33%	16%	25,590
	Other (please specify)	9.2%	4.5%	7,177
	Total Responses		48.5%	77,662
■ Luddite: Technology scares me! I only use it when I have to.	How easy it will make life	11.6%	0.5%	790
	How much fun it will be	2.4%	0.1%	162
	How it will make us all smarter and better educated	8.5%	0.4%	581
	How it will bring the world together	14.3%	0.6%	972
	None of the above	44.7%	1.9%	3,046
	Other (please specify)	18.6%	0.8%	1,266
	Total Responses		4.3%	6,817

5. What is your biggest fear as we move towards a more connected future?

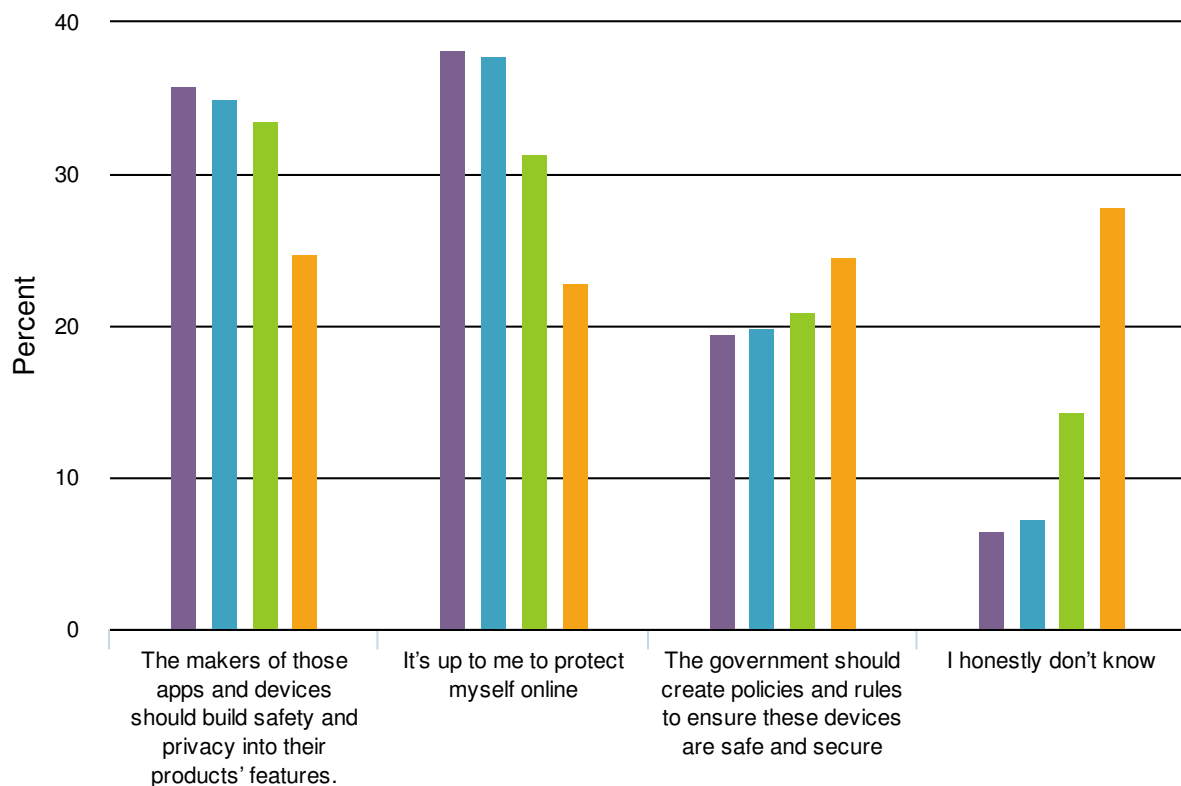


Segment	Value	Percent	% of Total	Responses
<div> <div></div> Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot. </div>	The loss of privacy	54.2%	6.3%	10,080
	We'll be less safe	14.1%	1.6%	2,616
	We'll lose touch with one another	13.6%	1.6%	2,525
	I have no fears about a more connected future	8.4%	1%	1,569
	Other (please specify)	9.8%	1.1%	1,820
Total Responses			11.6%	18,610

Segment	Value	Percent	% of Total	Responses
<div></div> Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	The loss of privacy	48.4%	21.7%	34,675
	We'll be less safe	14.6%	6.6%	10,462
	We'll lose touch with one another	21.4%	9.6%	15,345
	I have no fears about a more connected future	7.3%	3.3%	5,209
	Other (please specify)	8.3%	3.7%	5,912
Total Responses			44.9%	71,603
<div></div> Average User: I know enough to get by.	The loss of privacy	41.1%	19.9%	31,802
	We'll be less safe	15.1%	7.3%	11,667
	We'll lose touch with one another	28.3%	13.7%	21,890
	I have no fears about a more connected future	7.1%	3.4%	5,461
	Other (please specify)	8.5%	4.1%	6,567
Total Responses			48.4%	77,387

Segment	Value	Percent	% of Total	Responses
 Luddite: Technology scares me! I only use it when I have to.	The loss of privacy	34.1%	1.4%	2,312
	We'll be less safe	14.1%	0.6%	953
	We'll lose touch with one another	33.2%	1.4%	2,249
	I have no fears about a more connected future	6%	0.3%	407
	Other (please specify)	12.7%	0.5%	858
Total Responses			4.2%	6,779

6. Who is most responsible for protecting the online safety, privacy, and security of the connected apps and devices you own?

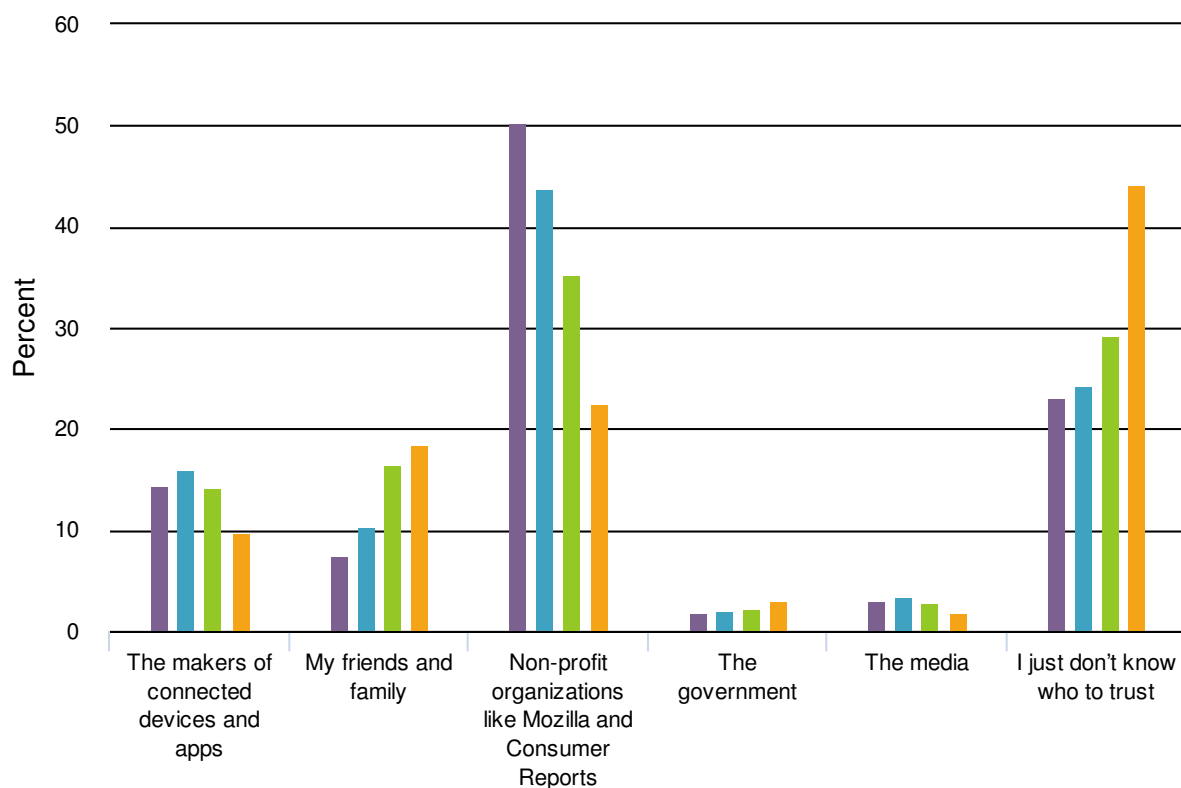




Segment	Value	Percent	% of Total	Responses
<ul style="list-style-type: none"> Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot. 	The makers of those apps and devices should build safety and privacy into their products' features.	35.8%	3.8%	6,604
	It's up to me to protect myself online	38.2%	4.1%	7,053
	The government should create policies and rules to ensure these devices are safe and secure	19.5%	2.1%	3,589
	I honestly don't know	6.5%	0.7%	1,198
Total Responses			10.7%	18,444

Segment	Value	Percent	% of Total Responses	
<div>■</div> Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	The makers of those apps and devices should build safety and privacy into their products' features.	35%	14.4%	24,881
	It's up to me to protect myself online	37.9%	15.6%	26,950
	The government should create policies and rules to ensure these devices are safe and secure	19.8%	8.1%	14,075
	I honestly don't know	7.3%	3%	5,202
Total Responses			41.1%	71,108
<div>■</div> Average User: I know enough to get by.	The makers of those apps and devices should build safety and privacy into their products' features.	33.5%	14.9%	25,720
	It's up to me to protect myself online	31.4%	13.9%	24,114
	The government should create policies and rules to ensure these devices are safe and secure	20.9%	9.3%	16,046
	I honestly don't know	14.3%	6.3%	10,954
Total Responses			44.4%	76,834
<div>■</div> Luddite: Technology scares me! I only use it when I have to.	The makers of those apps and devices should build safety and privacy into their products' features.	24.7%	1%	1,652

Segment	Value	Percent	% of Total	Responses
	It's up to me to protect myself online	22.9%	0.9%	1,529
	The government should create policies and rules to ensure these devices are safe and secure	24.6%	1%	1,648
	I honestly don't know	27.8%	1.1%	1,858
	Total Responses		4%	6,687


7. Who do you most trust to help you learn how to protect your safety, security and privacy online?




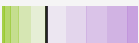



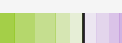





Segment	Value	Percent	% of Total	Responses
 Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.	The makers of connected devices and apps	14.3%	1.5%	2,621
	My friends and family	7.4%	0.8%	1,360
	Non-profit organizations like Mozilla and Consumer Reports	50.3%	5.3%	9,232
	The government	1.9%	0.2%	348
	The media	3%	0.3%	554
	I just don't know who to trust	23.1%	2.5%	4,242
Total Responses			10.6%	18,357
 Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	The makers of connected devices and apps	16%	6.6%	11,310
	My friends and family	10.4%	4.3%	7,392
	Non-profit organizations like Mozilla and Consumer Reports	43.7%	18%	31,010
	The government	2.1%	0.9%	1,508
	The media	3.4%	1.4%	2,428
	I just don't know who to trust	24.3%	10%	17,254
Total Responses			41.2%	70,902


Segment	Value	Percent	% of Total	Responses
<div></div> Average User: I know enough to get by.	The makers of connected devices and apps	14.2%	6.3%	10,922
	My friends and family	16.4%	7.3%	12,612
	Non-profit organizations like Mozilla and Consumer Reports	35.3%	15.7%	27,043
	The government	2.2%	1%	1,661
	The media	2.8%	1.2%	2,116
	I just don't know who to trust	29.1%	13%	22,362
Total Responses			44.5%	76,716
<div></div> Luddite: Technology scares me! I only use it when I have to.	The makers of connected devices and apps	9.7%	0.4%	650
	My friends and family	18.5%	0.7%	1,238
	Non-profit organizations like Mozilla and Consumer Reports	22.6%	0.9%	1,510
	The government	3.1%	0.1%	204
	The media	1.9%	0.1%	129
	I just don't know who to trust	44.2%	1.7%	2,957
Total Responses			3.9%	6,688

8. You’re planning on buying your next cool new tech toy. Maybe it’s a smart TV or a new smartphone. Take a look at the items below and arrange them in order of importance as you make that purchase.

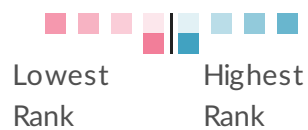
 **Ultra Nerd:** I build my own computers, run my own servers, code my own apps. I’m basically Mr. Robot.

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Features	1		129,475	16,113
Price	2		113,469	16,218
Reliability	3		105,195	15,345
Security	4		96,113	15,103
Privacy	5		93,550	15,207
Convenience	6		80,771	14,746
Safety	7		79,104	14,566
User Reviews	8		65,766	14,588
Expert Recommendation	9		61,146	14,338
Friend or Family Recommendation	10		38,588	13,684

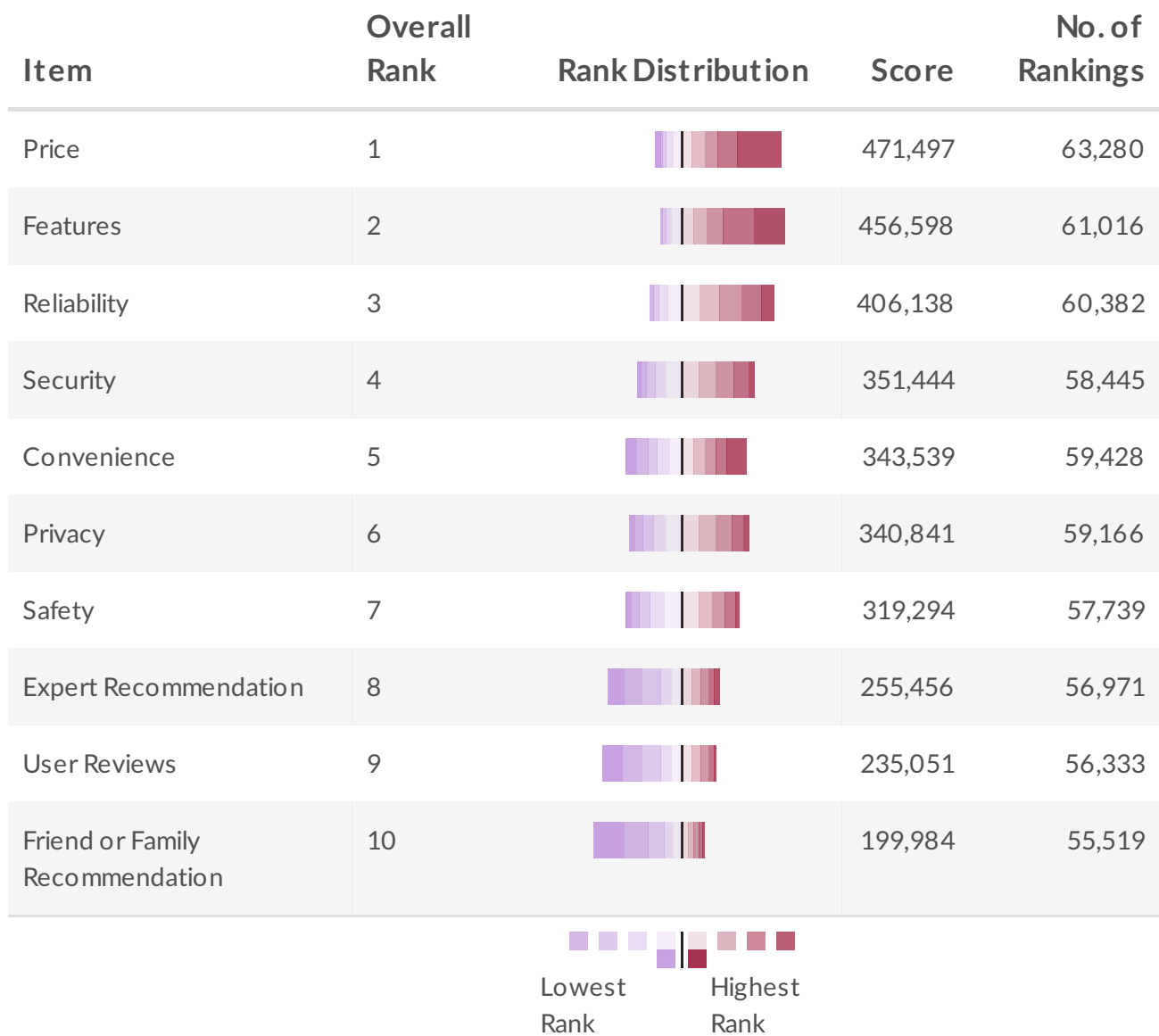

Lowest Rank Highest Rank

 **Technically Savvy:** I know my way around a computer pretty well. When anyone in my family needs technical help, I’m the one they call.

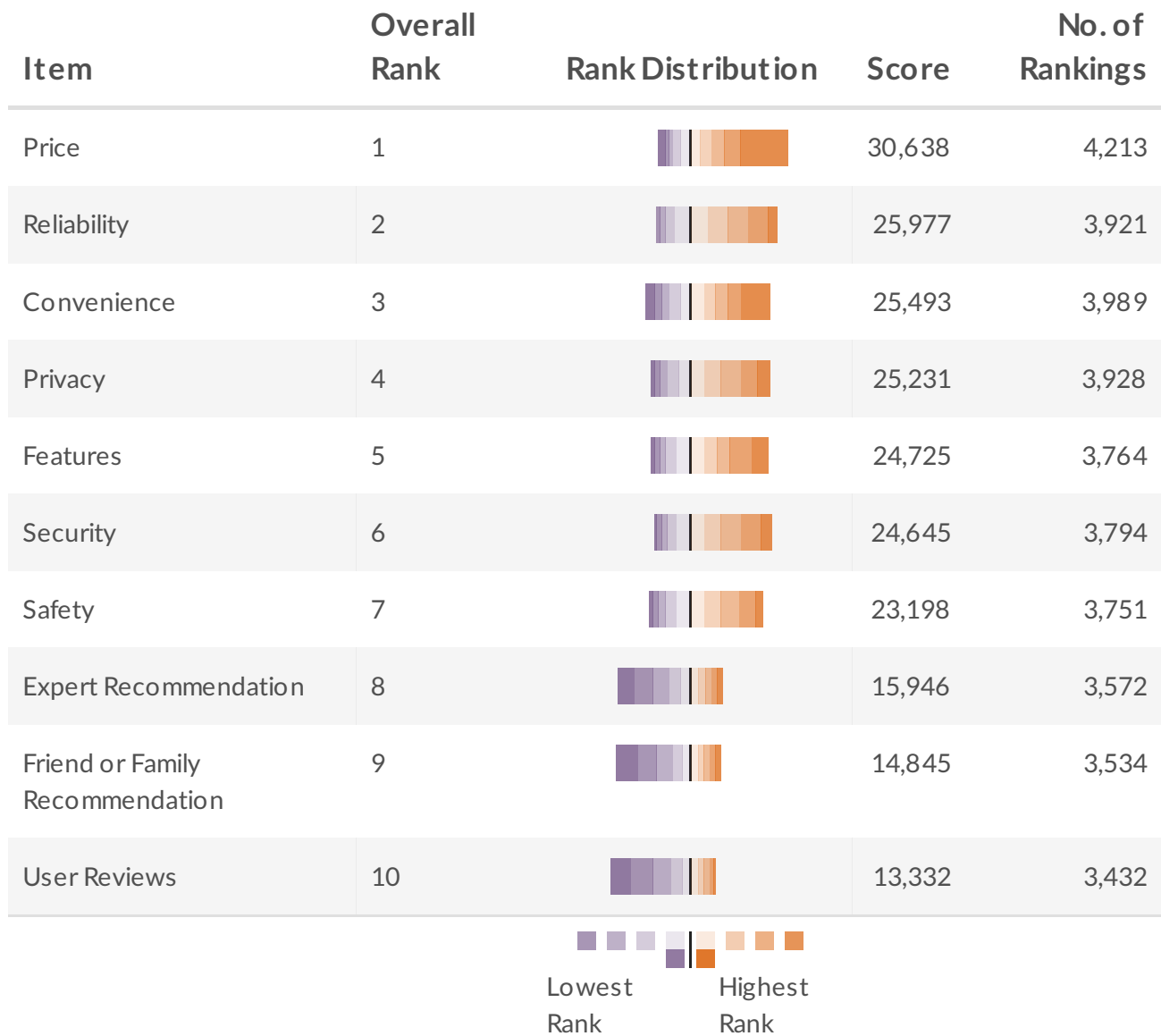
Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Features	1		507,612	62,946
Price	2		470,767	63,632
Reliability	3		413,302	60,727
Security	4		342,249	59,083
Privacy	5		333,648	59,515
Convenience	6		331,178	59,264
Safety	7		303,454	58,135
User Reviews	8		266,274	58,336
Expert Recommendation	9		262,886	58,033
Friend or Family Recommendation	10		166,637	55,635



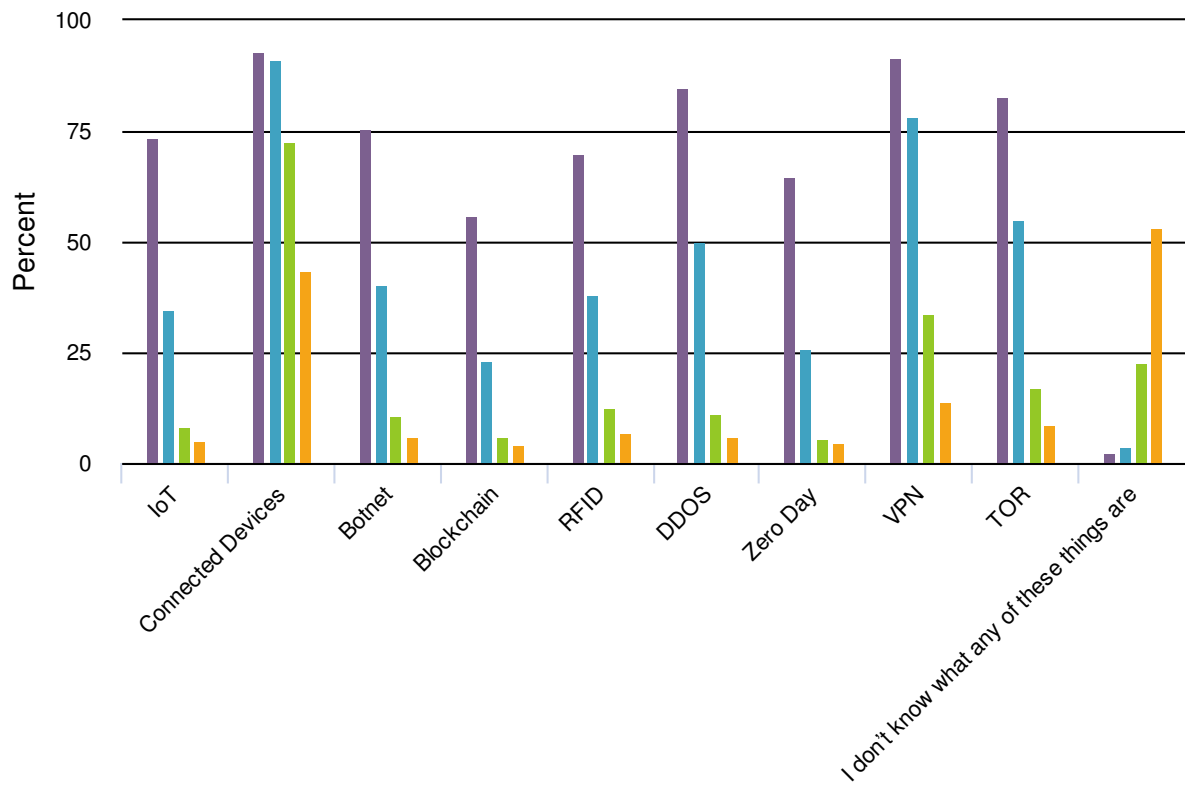
 Average User: I know enough to get by.



Luddite: Technology scares me! I only use it when I have to.




9. Check all the terms below that you could explain to a friend:



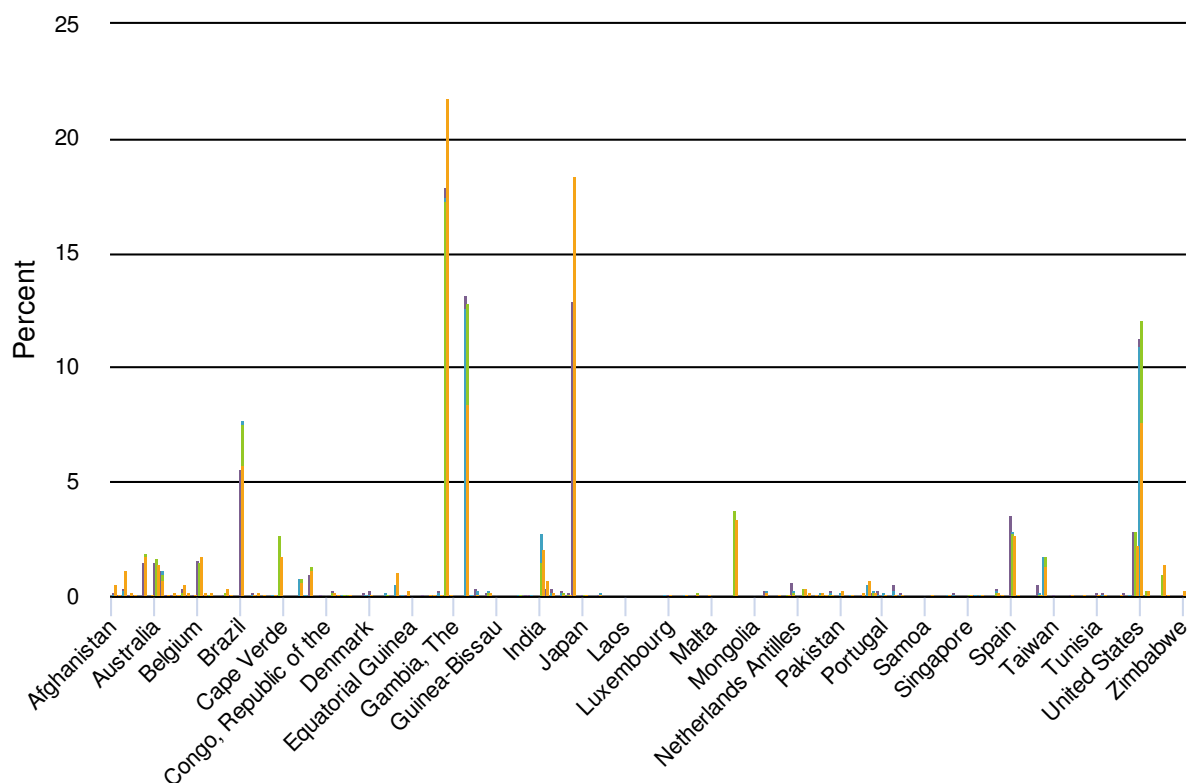
Segment	Value	Percent	% of Total Responses	
<div> <div></div> <div>Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.</div> </div>	IoT	73.6%	7.9%	13,665
	Connected Devices	93.1%	10%	17,303
	Botnet	75.3%	8.1%	13,988
	Blockchain	56.2%	6%	10,442
	RFID	70%	7.5%	12,998
	DDOS	84.9%	9.1%	15,767
	Zero Day	64.6%	6.9%	12,006
	VPN	91.5%	9.8%	17,009
	TOR	83%	8.9%	15,429

Segment	Value	Percent	% of Total	Responses
	Idon't know what any of these things are	2.3%	0.2%	425
	Total Responses		74.4%	18,579
■ Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	IoT	34.8%	14.4%	24,825
	Connected Devices	91.2%	37.6%	65,002
	Botnet	40.2%	16.6%	28,655
	Blockchain	23.1%	9.5%	16,450
	RFID	37.8%	15.6%	26,966
	DDOS	50%	20.6%	35,630
	Zero Day	26%	10.7%	18,509
	VPN	78.2%	32.3%	55,733
	TOR	54.9%	22.6%	39,137
	Idon't know what any of these things are	3.7%	1.5%	2,611
	Total Responses		181.4%	71,252
■ Average User: I know enough to get by.	IoT	8.3%	3.7%	6,345
	Connected Devices	72.6%	32.1%	55,454

Segment	Value	Percent	% of Total	Responses
	Botnet	10.5%	4.6%	8,000
	Blockchain	6.2%	2.7%	4,698
	RFID	12.5%	5.5%	9,525
	DDOS	10.9%	4.8%	8,312
	Zero Day	5.6%	2.5%	4,252
	VPN	33.8%	14.9%	25,816
	TOR	17.3%	7.6%	13,185
	I don't know what any of these things are	22.5%	10%	17,196
Total Responses			88.4%	76,359
 Luddite: Technology scares me! I only use it when I have to.	IoT	5.2%	0.2%	342
	Connected Devices	43.6%	1.7%	2,877
	Botnet	5.8%	0.2%	380
	Blockchain	4.3%	0.2%	286
	RFID	7.1%	0.3%	468
	DDOS	5.9%	0.2%	391
	Zero Day	4.8%	0.2%	318
	VPN	13.8%	0.5%	912
	TOR	8.6%	0.3%	566

Segment	Value	Percent	% of Total	Responses
	I don't know what any of these things are	53.4%	2%	3,524
	Total Responses		5.8%	6,602

10. Country or Region (optional)



Segment	Value	Percent	% of Total	Responses
Ultra Nerd: I build my own computers, run my own servers, code my own apps. I'm basically Mr. Robot.	Afghanistan	0.2%	0%	40

Segment	Value	Percent	% of Total Responses	
	Albania	0.1%	0%	15
	Algeria	0.4%	0%	68
	Andorra	0.1%	0%	13
	Angola	0.1%	0%	11
	Antigua and Barbuda	0%	0%	4
	Argentina	1.5%	0.2%	256
	Armenia	0%	0%	7
	Australia	1.5%	0.2%	251
	Austria	1.2%	0.1%	213
	Azerbaijan	0.1%	0%	11
	Bahamas, The	0.1%	0%	13
	Bahrain	0%	0%	8
	Bangladesh	0.4%	0%	71
	Barbados	0.1%	0%	16
	Belarus	0.1%	0%	21
	Belgium	1.6%	0.2%	270
	Belize	0.1%	0%	18
	Benin	0.1%	0%	21
	Bermuda,	0%	0%	1
	Bhutan	0%	0%	2

Segment	Value	% of		
		Percent	Total	Responses
	Bolivia	0.1%	0%	22
	Bosnia and Herzegovina	0.1%	0%	11
	Botswana	0%	0%	2
	Brazil	5.6%	0.6%	957
	Brunei	0%	0%	1
	Bulgaria	0.2%	0%	34
	Burkina Faso	0%	0%	5
	Burundi	0%	0%	1
	Cambodia	0%	0%	6
	Cameroon	0%	0%	8
	Canada	2.7%	0.3%	455
	Cape Verde	0%	0%	0
	Central African Republic	0%	0%	1
	Chad	0%	0%	1
	Chile	0.6%	0.1%	105
	China	0.1%	0%	20
	Colombia	1%	0.1%	171
	Comoros	0%	0%	2

Segment	Value	Percent	% of Total Responses	
	Congo, Democratic Republic of the	0.1%	0%	10
	Congo, Republic of the	0%	0%	0
	Costa Rica	0.3%	0%	43
	Cote d'Ivoire	0.1%	0%	24
	Croatia	0.1%	0%	25
	Cuba	0.1%	0%	16
	Curacao	0%	0%	1
	Cyprus	0%	0%	7
	Czech Republic	0.2%	0%	27
	Denmark	0.3%	0%	51
	Djibouti	0%	0%	0
	Dominica	0%	0%	0
	Dominican Republic	0.1%	0%	14
	East Timor (see Timor-Leste)	0%	0%	4
	Ecuador	0.4%	0%	68
	Egypt	0.1%	0%	16

Segment	Value	Percent	% of Total Responses	
	El Salvador	0.1%	0%	24
	Equatorial Guinea	0%	0%	0
	Eritrea	0%	0%	1
	Estonia	0.1%	0%	11
	Ethiopia	0%	0%	4
	Fiji	0%	0%	4
	Finland	0.3%	0%	43
	France	17.9%	2%	3,069
	Gabon	0%	0%	2
	Gambia, The	0%	0%	1
	Georgia	0%	0%	3
	Germany	13.2%	1.5%	2,271
	Ghana	0%	0%	5
	Greece	0.4%	0%	66
	Grenada	0%	0%	1
	Guatemala	0.2%	0%	33
	Guinea	0%	0%	2
	Guinea-Bissau	0%	0%	0
	Guyana	0%	0%	0
	Haiti	0%	0%	3

Segment	Value	Percent	% of Total Responses	
	Holy See	0%	0%	1
	Honduras	0.1%	0%	18
	Hong Kong	0.1%	0%	13
	Hungary	0.1%	0%	21
	Iceland	0%	0%	3
	India	2.8%	0.3%	480
	Indonesia	0.4%	0%	61
	Iran	0.4%	0%	65
	Iraq	0%	0%	5
	Ireland	0.3%	0%	43
	Israel	0.2%	0%	27
	Italy	12.9%	1.4%	2,210
	Jamaica	0%	0%	3
	Japan	0.1%	0%	22
	Jordan	0%	0%	6
	Kazakhstan	0%	0%	1
	Kenya	0.1%	0%	17
	Kiribati	0%	0%	2
	Kosovo	0%	0%	4
	Kuwait	0%	0%	1

Segment	Value	Percent	% of Total Responses	
	Kyrgyzstan	0%	0%	0
	Laos	0%	0%	1
	Latvia	0%	0%	6
	Lebanon	0%	0%	5
	Lesotho	0%	0%	0
	Liberia	0%	0%	1
	Libya	0%	0%	0
	Liechtenstein	0%	0%	1
	Lithuania	0%	0%	8
	Luxembourg	0.1%	0%	15
	Macau	0%	0%	1
	Macedonia	0%	0%	6
	Madagascar	0%	0%	7
	Malawi	0%	0%	3
	Malaysia	0.1%	0%	16
	Maldives	0%	0%	0
	Mali	0%	0%	3
	Malta	0%	0%	6
	Marshall Islands	0%	0%	0
	Mauritania	0%	0%	0

Segment	Value	Percent	% of Total	Responses
	Mauritius	0%	0%	5
	Mexico	2.9%	0.3%	497
	Micronesia	0%	0%	0
	Moldova	0%	0%	3
	Monaco	0%	0%	4
	Mongolia	0%	0%	4
	Montenegro	0%	0%	1
	Morocco	0.3%	0%	50
	Mozambique	0%	0%	3
	Myanmar	0%	0%	4
	Namibia	0%	0%	3
	Nepal	0.1%	0%	14
	Netherlands	0.6%	0.1%	109
	Netherlands Antilles	0%	0%	1
	New Zealand	0.2%	0%	40
	Nicaragua	0%	0%	6
	Niger	0%	0%	2
	Nigeria	0.1%	0%	10
	North Korea	0%	0%	5
	Norway	0.3%	0%	47

Segment	Value	Percent	% of Total Responses	
	Oman	0%	0%	0
	Pakistan	0.2%	0%	26
	Palestinian Territories	0%	0%	0
	Panama	0%	0%	5
	Papua New Guinea	0%	0%	3
	Paraguay	0.1%	0%	17
	Peru	0.4%	0%	61
	Philippines	0.2%	0%	29
	Poland	0.3%	0%	59
	Portugal	0.2%	0%	36
	Qatar	0%	0%	2
	Romania	0.5%	0.1%	81
	Russia	0.2%	0%	40
	Rwanda	0%	0%	3
	Saint Kitts and Nevis	0%	0%	0
	Saint Lucia	0%	0%	0
	Saint Vincent and the Grenadines	0%	0%	1
	Samoa	0%	0%	0

Segment	Value	Percent	% of Total Responses	
	San Marino	0%	0%	4
	Sao Tome and Principe	0%	0%	0
	Saudi Arabia	0%	0%	7
	Senegal	0.1%	0%	10
	Serbia	0.2%	0%	40
	Seychelles	0%	0%	0
	Sierra Leone	0%	0%	2
	Singapore	0.1%	0%	12
	Slovakia	0.1%	0%	12
	Slovenia	0.1%	0%	10
	Solomon Islands	0%	0%	0
	Somalia	0%	0%	1
	South Africa	0.4%	0%	62
	South Korea	0%	0%	8
	South Sudan	0%	0%	0
	Spain	3.6%	0.4%	610
	Sri Lanka	0%	0%	5
	Sudan	0%	0%	4
	Suriname	0%	0%	0
	Swaziland	0%	0%	1

Segment	Value	Percent	% of Total Responses	
	Sweden	0.5%	0.1%	82
	Switzerland	1.8%	0.2%	311
	Syria	0%	0%	6
	Taiwan	0.1%	0%	9
	Tajikistan	0%	0%	1
	Tanzania	0%	0%	6
	Thailand	0.1%	0%	14
	Timor-Leste	0%	0%	1
	Togo	0%	0%	3
	Tonga	0%	0%	1
	Trinidad and Tobago	0%	0%	7
	Tunisia	0.2%	0%	30
	Turkey	0.2%	0%	32
	Turkmenistan	0%	0%	3
	Tuvalu	0%	0%	0
	Uganda	0%	0%	3
	Ukraine	0.2%	0%	29
	United Arab Emirates	0.1%	0%	14
	United Kingdom	2.9%	0.3%	492

Segment	Value	Percent	% of Total Responses	
	United States	11.3%	1.2%	1,946
	Uruguay	0.2%	0%	27
	Uzbekistan	0%	0%	2
	Vanuatu	0%	0%	1
	Venezuela	0.5%	0.1%	84
	Vietnam	0.1%	0%	15
	Yemen	0%	0%	3
	Zambia	0%	0%	4
	Zimbabwe	0.1%	0%	9
	Total Responses		9.8%	17,157
■ Technically Savvy: I know my way around a computer pretty well. When anyone in my family needs technical help, I'm the one they call.	Afghanistan	0.1%	0%	36
	Albania	0.1%	0%	40
	Algeria	0.3%	0.1%	209
	Andorra	0%	0%	16
	Angola	0%	0%	12
	Antigua and Barbuda	0%	0%	7
	Argentina	1.8%	0.7%	1,139
	Armenia	0%	0%	16
	Australia	1.3%	0.5%	837

Segment	Value	Percent	% of Total Responses	
	Austria	1.2%	0.5%	799
	Azerbaijan	0%	0%	10
	Bahamas, The	0%	0%	23
	Bahrain	0%	0%	20
	Bangladesh	0.2%	0.1%	156
	Barbados	0%	0%	21
	Belarus	0%	0%	21
	Belgium	1.4%	0.6%	879
	Belize	0%	0%	22
	Benin	0.1%	0%	36
	Bermuda,	0%	0%	4
	Bhutan	0%	0%	3
	Bolivia	0.2%	0.1%	131
	Bosnia and Herzegovina	0%	0%	30
	Botswana	0%	0%	7
	Brazil	7.7%	3.2%	5,023
	Brunei	0%	0%	4
	Bulgaria	0.1%	0%	71
	Burkina Faso	0%	0%	7
	Burundi	0%	0%	5

Segment	Value	Percent	% of Total Responses	
	Cambodia	0%	0%	10
	Cameroon	0.1%	0%	66
	Canada	2.2%	0.9%	1,456
	Cape Verde	0%	0%	3
	Central African Republic	0%	0%	2
	Chad	0%	0%	6
	Chile	0.8%	0.3%	537
	China	0.1%	0%	46
	Colombia	1.2%	0.5%	801
	Comoros	0%	0%	2
	Congo, Democratic Republic of the	0%	0%	14
	Congo, Republic of the	0%	0%	7
	Costa Rica	0.2%	0.1%	159
	Cote d'Ivoire	0.1%	0%	70
	Croatia	0.1%	0%	64
	Cuba	0.1%	0%	50
	Curacao	0%	0%	3

Segment	Value	Percent	% of Total Responses	
	Cyprus	0%	0%	6
	Czech Republic	0.1%	0%	70
	Denmark	0.1%	0.1%	82
	Djibouti	0%	0%	3
	Dominica	0%	0%	0
	Dominican Republic	0.2%	0.1%	100
	East Timor (see Timor-Leste)	0%	0%	2
	Ecuador	0.5%	0.2%	322
	Egypt	0.1%	0%	57
	El Salvador	0.2%	0.1%	136
	Equatorial Guinea	0%	0%	1
	Eritrea	0%	0%	3
	Estonia	0%	0%	25
	Ethiopia	0%	0%	8
	Fiji	0%	0%	12
	Finland	0.2%	0.1%	99
	France	17.5%	7.3%	11,396
	Gabon	0%	0%	19

Segment	Value	Percent	% of Total	Responses
	Gambia, The	0%	0%	3
	Georgia	0%	0%	8
	Germany	12.6%	5.2%	8,172
	Ghana	0.1%	0%	35
	Greece	0.3%	0.1%	169
	Grenada	0%	0%	1
	Guatemala	0.3%	0.1%	163
	Guinea	0%	0%	11
	Guinea-Bissau	0%	0%	0
	Guyana	0%	0%	8
	Haiti	0%	0%	9
	Holy See	0%	0%	4
	Honduras	0.1%	0.1%	79
	Hong Kong	0%	0%	31
	Hungary	0.1%	0%	53
	Iceland	0%	0%	16
	India	2.8%	1.2%	1,822
	Indonesia	0.5%	0.2%	321
	Iran	0.2%	0.1%	130
	Iraq	0%	0%	13

Segment	Value	Percent	% of Total Responses	
	Ireland	0.2%	0.1%	143
	Israel	0.1%	0%	76
	Italy	14.7%	6.1%	9,572
	Jamaica	0%	0%	7
	Japan	0.1%	0%	41
	Jordan	0%	0%	11
	Kazakhstan	0%	0%	7
	Kenya	0.2%	0.1%	120
	Kiribati	0%	0%	0
	Kosovo	0%	0%	4
	Kuwait	0%	0%	4
	Kyrgyzstan	0%	0%	0
	Laos	0%	0%	3
	Latvia	0%	0%	23
	Lebanon	0%	0%	20
	Lesotho	0%	0%	2
	Liberia	0%	0%	3
	Libya	0%	0%	3
	Liechtenstein	0%	0%	5
	Lithuania	0.1%	0%	36
	Luxembourg	0.1%	0%	57

Segment	Value	Percent	% of Total Responses	
	Macau	0%	0%	6
	Macedonia	0%	0%	14
	Madagascar	0.1%	0%	49
	Malawi	0%	0%	3
	Malaysia	0.2%	0.1%	122
	Maldives	0%	0%	5
	Mali	0%	0%	23
	Malta	0%	0%	11
	Marshall Islands	0%	0%	0
	Mauritania	0%	0%	2
	Mauritius	0%	0%	24
	Mexico	3.6%	1.5%	2,363
	Micronesia	0%	0%	0
	Moldova	0%	0%	8
	Monaco	0%	0%	7
	Mongolia	0%	0%	4
	Montenegro	0%	0%	8
	Morocco	0.3%	0.1%	164
	Mozambique	0%	0%	4
	Myanmar	0%	0%	18

Segment	Value	Percent	% of Total Responses	
	Namibia	0%	0%	6
	Nepal	0.1%	0%	56
	Netherlands	0.3%	0.1%	204
	Netherlands Antilles	0%	0%	1
	New Zealand	0.3%	0.1%	183
	Nicaragua	0.1%	0%	47
	Niger	0%	0%	7
	Nigeria	0.2%	0.1%	129
	North Korea	0%	0%	2
	Norway	0.2%	0.1%	102
	Oman	0%	0%	8
	Pakistan	0.2%	0.1%	133
	Palestinian Territories	0%	0%	5
	Panama	0.1%	0%	70
	Papua New Guinea	0%	0%	5
	Paraguay	0.2%	0.1%	102
	Peru	0.5%	0.2%	297
	Philippines	0.3%	0.1%	166
	Poland	0.1%	0%	71

Segment	Value	Percent	% of Total Responses	
	Portugal	0.2%	0.1%	124
	Qatar	0%	0%	13
	Romania	0.3%	0.1%	188
	Russia	0.1%	0.1%	92
	Rwanda	0%	0%	4
	Saint Kitts and Nevis	0%	0%	5
	Saint Lucia	0%	0%	2
	Saint Vincent and the Grenadines	0%	0%	1
	Samoa	0%	0%	2
	San Marino	0%	0%	10
	Sao Tome and Principe	0%	0%	2
	Saudi Arabia	0%	0%	31
	Senegal	0.1%	0%	42
	Serbia	0.1%	0.1%	80
	Seychelles	0%	0%	1
	Sierra Leone	0%	0%	1
	Singapore	0.1%	0%	58
	Slovakia	0.1%	0%	34
	Slovenia	0.1%	0%	34

Segment	Value	Percent	% of Total	Responses
	Solomon Islands	0%	0%	1
	Somalia	0%	0%	1
	South Africa	0.3%	0.1%	188
	South Korea	0%	0%	15
	South Sudan	0%	0%	2
	Spain	2.9%	1.2%	1,882
	Sri Lanka	0.1%	0%	42
	Sudan	0%	0%	8
	Suriname	0%	0%	4
	Swaziland	0%	0%	8
	Sweden	0.2%	0.1%	110
	Switzerland	1.8%	0.8%	1,182
	Syria	0%	0%	9
	Taiwan	0%	0%	21
	Tajikistan	0%	0%	1
	Tanzania	0%	0%	21
	Thailand	0.1%	0%	46
	Timor-Leste	0%	0%	1
	Togo	0%	0%	14
	Tonga	0%	0%	2

Segment	Value	% of		Responses
		Percent	Total	
	Trinidad and Tobago	0%	0%	13
	Tunisia	0.1%	0.1%	79
	Turkey	0.1%	0%	70
	Turkmenistan	0%	0%	1
	Tuvalu	0%	0%	2
	Uganda	0%	0%	26
	Ukraine	0%	0%	27
	United Arab Emirates	0.1%	0%	50
	United Kingdom	2.7%	1.1%	1,752
	United States	10.9%	4.5%	7,076
	Uruguay	0.2%	0.1%	162
	Uzbekistan	0%	0%	2
	Vanuatu	0%	0%	3
	Venezuela	0.7%	0.3%	481
	Vietnam	0.1%	0%	36
	Yemen	0%	0%	2
	Zambia	0%	0%	6
	Zimbabwe	0%	0%	31
Total Responses			40.1%	64,936

Segment	Value	Percent	% of Total	Responses
■ Average User: I know enough to get by.	Afghanistan	0%	0%	31
	Albania	0.1%	0%	41
	Algeria	0.4%	0.2%	248
	Andorra	0%	0%	25
	Angola	0%	0%	17
	Antigua and Barbuda	0%	0%	7
	Argentina	1.9%	0.8%	1,284
	Armenia	0%	0%	13
	Australia	1.7%	0.7%	1,132
	Austria	1%	0.4%	672
	Azerbaijan	0%	0%	22
	Bahamas, The	0%	0%	16
	Bahrain	0%	0%	11
	Bangladesh	0.2%	0.1%	126
	Barbados	0%	0%	20
	Belarus	0%	0%	16
	Belgium	1.5%	0.6%	999
	Belize	0%	0%	22
	Benin	0.1%	0%	52
	Bermuda,	0%	0%	2

Segment	Value	Percent	% of Total	Responses
	Bhutan	0%	0%	2
	Bolivia	0.2%	0.1%	154
	Bosnia and Herzegovina	0%	0%	10
	Botswana	0%	0%	10
	Brazil	7.5%	3.3%	5,141
	Brunei	0%	0%	8
	Bulgaria	0%	0%	27
	Burkina Faso	0%	0%	28
	Burundi	0%	0%	8
	Cambodia	0%	0%	18
	Cameroon	0.1%	0.1%	91
	Canada	2.7%	1.2%	1,874
	Cape Verde	0%	0%	8
	Central African Republic	0%	0%	3
	Chad	0%	0%	11
	Chile	0.8%	0.3%	530
	China	0%	0%	26
	Colombia	1.3%	0.5%	854
	Comoros	0%	0%	4

Segment	Value	Percent	% of Total Responses	
	Congo, Democratic Republic of the	0%	0%	21
	Congo, Republic of the	0%	0%	8
	Costa Rica	0.2%	0.1%	157
	Cote d'Ivoire	0.1%	0.1%	79
	Croatia	0.1%	0%	40
	Cuba	0.1%	0%	41
	Curacao	0%	0%	4
	Cyprus	0%	0%	13
	Czech Republic	0%	0%	27
	Denmark	0.1%	0%	73
	Djibouti	0%	0%	8
	Dominica	0%	0%	2
	Dominican Republic	0.1%	0%	66
	East Timor (see Timor-Leste)	0%	0%	6
	Ecuador	0.8%	0.4%	564
	Egypt	0%	0%	34

Segment	Value	Percent	% of Total Responses	
	El Salvador	0.2%	0.1%	137
	Equatorial Guinea	0%	0%	3
	Eritrea	0%	0%	0
	Estonia	0%	0%	17
	Ethiopia	0%	0%	11
	Fiji	0%	0%	14
	Finland	0.1%	0%	53
	France	17.3%	7.6%	11,788
	Gabon	0%	0%	21
	Gambia, The	0%	0%	3
	Georgia	0%	0%	6
	Germany	12.8%	5.6%	8,701
	Ghana	0%	0%	27
	Greece	0.1%	0.1%	88
	Grenada	0%	0%	1
	Guatemala	0.2%	0.1%	153
	Guinea	0%	0%	14
	Guinea-Bissau	0%	0%	2
	Guyana	0%	0%	3
	Haiti	0%	0%	9

Segment	Value	Percent	% of Total Responses	
	Holy See	0%	0%	4
	Honduras	0.1%	0%	63
	Hong Kong	0%	0%	7
	Hungary	0%	0%	25
	Iceland	0%	0%	7
	India	1.5%	0.6%	1,010
	Indonesia	0.4%	0.2%	248
	Iran	0.1%	0%	58
	Iraq	0%	0%	3
	Ireland	0.2%	0.1%	121
	Israel	0.1%	0%	41
	Italy	16%	7%	10,888
	Jamaica	0%	0%	18
	Japan	0.1%	0%	48
	Jordan	0%	0%	6
	Kazakhstan	0%	0%	1
	Kenya	0.1%	0.1%	91
	Kiribati	0%	0%	0
	Kosovo	0%	0%	1
	Kuwait	0%	0%	4
	Kyrgyzstan	0%	0%	1

Segment	Value	% of		Responses
		Percent	Total	
	Laos	0%	0%	3
	Latvia	0%	0%	6
	Lebanon	0%	0%	8
	Lesotho	0%	0%	2
	Liberia	0%	0%	2
	Libya	0%	0%	1
	Liechtenstein	0%	0%	1
	Lithuania	0%	0%	10
	Luxembourg	0.1%	0%	62
	Macau	0%	0%	2
	Macedonia	0%	0%	6
	Madagascar	0.1%	0%	69
	Malawi	0%	0%	3
	Malaysia	0.2%	0.1%	103
	Maldives	0%	0%	1
	Mali	0%	0%	15
	Malta	0%	0%	13
	Marshall Islands	0%	0%	2
	Mauritania	0%	0%	2
	Mauritius	0%	0%	23

Segment	Value	Percent	% of Total	Responses
	Mexico	3.8%	1.7%	2,577
	Micronesia	0%	0%	1
	Moldova	0%	0%	8
	Monaco	0%	0%	4
	Mongolia	0%	0%	5
	Montenegro	0%	0%	2
	Morocco	0.2%	0.1%	169
	Mozambique	0%	0%	14
	Myanmar	0%	0%	22
	Namibia	0%	0%	13
	Nepal	0.1%	0%	37
	Netherlands	0.2%	0.1%	133
	Netherlands Antilles	0%	0%	3
	New Zealand	0.4%	0.2%	292
	Nicaragua	0.1%	0%	75
	Niger	0%	0%	12
	Nigeria	0.1%	0%	71
	North Korea	0%	0%	2
	Norway	0.1%	0%	56
	Oman	0%	0%	4

Segment	Value	Percent	% of Total	Responses
	Pakistan	0.1%	0.1%	83
	Palestinian Territories	0%	0%	1
	Panama	0.1%	0%	57
	Papua New Guinea	0%	0%	4
	Paraguay	0.2%	0.1%	106
	Peru	0.5%	0.2%	317
	Philippines	0.2%	0.1%	157
	Poland	0%	0%	16
	Portugal	0.1%	0.1%	85
	Qatar	0%	0%	8
	Romania	0.1%	0%	64
	Russia	0%	0%	26
	Rwanda	0%	0%	5
	Saint Kitts and Nevis	0%	0%	2
	Saint Lucia	0%	0%	2
	Saint Vincent and the Grenadines	0%	0%	2
	Samoa	0%	0%	1
	San Marino	0%	0%	17

Segment	Value	Percent	% of Total	Responses
	Sao Tome and Principe	0%	0%	2
	Saudi Arabia	0%	0%	10
	Senegal	0.1%	0%	47
	Serbia	0%	0%	29
	Seychelles	0%	0%	1
	Sierra Leone	0%	0%	2
	Singapore	0.1%	0%	42
	Slovakia	0%	0%	12
	Slovenia	0%	0%	12
	Solomon Islands	0%	0%	4
	Somalia	0%	0%	1
	South Africa	0.2%	0.1%	149
	South Korea	0%	0%	7
	South Sudan	0%	0%	1
	Spain	2.8%	1.2%	1,935
	Sri Lanka	0.1%	0%	36
	Sudan	0%	0%	3
	Suriname	0%	0%	0
	Swaziland	0%	0%	7
	Sweden	0.1%	0%	54

Segment	Value	Percent	% of Total	Responses
	Switzerland	1.8%	0.8%	1,242
	Syria	0%	0%	2
	Taiwan	0%	0%	11
	Tajikistan	0%	0%	0
	Tanzania	0%	0%	19
	Thailand	0.1%	0%	55
	Timor-Leste	0%	0%	0
	Togo	0%	0%	18
	Tonga	0%	0%	1
	Trinidad and Tobago	0%	0%	10
	Tunisia	0.1%	0%	63
	Turkey	0%	0%	19
	Turkmenistan	0%	0%	1
	Tuvalu	0%	0%	3
	Uganda	0%	0%	17
	Ukraine	0%	0%	15
	United Arab Emirates	0%	0%	20
	United Kingdom	2.9%	1.3%	1,964
	United States	12.1%	5.3%	8,243

Segment	Value	Percent	% of Total Responses	
	Uruguay	0.3%	0.1%	216
	Uzbekistan	0%	0%	3
	Vanuatu	0%	0%	3
	Venezuela	1%	0.5%	705
	Vietnam	0%	0%	28
	Yemen	0%	0%	5
	Zambia	0%	0%	10
	Zimbabwe	0%	0%	24
	Total Responses		42.5%	68,240
■ Luddite: Technology scares me! I only use it when I have to.	Afghanistan	0.5%	0%	27
	Albania	0.1%	0%	7
	Algeria	1.2%	0%	67
	Andorra	0.2%	0%	13
	Angola	0.1%	0%	8
	Antigua and Barbuda	0%	0%	2
	Argentina	1.8%	0.1%	104
	Armenia	0.1%	0%	3
	Australia	1.4%	0%	77
	Austria	0.7%	0%	37
	Azerbaijan	0.1%	0%	6

Segment	Value	Percent	% of Total Responses	
	Bahamas, The	0.2%	0%	9
	Bahrain	0.1%	0%	5
	Bangladesh	0.5%	0%	28
	Barbados	0.2%	0%	12
	Belarus	0.1%	0%	6
	Belgium	1.8%	0.1%	101
	Belize	0.2%	0%	11
	Benin	0.2%	0%	14
	Bermuda,	0%	0%	1
	Bhutan	0%	0%	2
	Bolivia	0.4%	0%	21
	Bosnia and Herzegovina	0.1%	0%	3
	Botswana	0%	0%	1
	Brazil	5.7%	0.2%	323
	Brunei	0%	0%	1
	Bulgaria	0.1%	0%	3
	Burkina Faso	0.2%	0%	10
	Burundi	0.1%	0%	4
	Cambodia	0%	0%	2
	Cameroon	0.1%	0%	6

Segment	Value	Percent	% of Total Responses	
	Canada	1.8%	0.1%	100
	Cape Verde	0%	0%	0
	Central African Republic	0%	0%	1
	Chad	0%	0%	0
	Chile	0.6%	0%	31
	China	0%	0%	2
	Colombia	1.2%	0%	68
	Comoros	0%	0%	0
	Congo, Democratic Republic of the	0%	0%	2
	Congo, Republic of the	0%	0%	0
	Costa Rica	0.2%	0%	14
	Cote d'Ivoire	0.1%	0%	7
	Croatia	0%	0%	1
	Cuba	0.1%	0%	7
	Curacao	0%	0%	0
	Cyprus	0%	0%	0
	Czech Republic	0%	0%	1

Segment	Value	Percent	% of Total	Responses
	Denmark	0.1%	0%	5
	Djibouti	0%	0%	2
	Dominica	0%	0%	0
	Dominican Republic	0%	0%	2
	East Timor (see Timor-Leste)	0%	0%	0
	Ecuador	1.1%	0%	64
	Egypt	0%	0%	1
	El Salvador	0.3%	0%	16
	Equatorial Guinea	0%	0%	0
	Eritrea	0%	0%	0
	Estonia	0%	0%	0
	Ethiopia	0.1%	0%	7
	Fiji	0.1%	0%	4
	Finland	0.1%	0%	5
	France	21.8%	0.8%	1,226
	Gabon	0.1%	0%	6
	Gambia, The	0%	0%	0
	Georgia	0%	0%	1
	Germany	8.4%	0.3%	476

Segment	Value	Percent	% of Total Responses	
	Ghana	0%	0%	1
	Greece	0.1%	0%	8
	Grenada	0%	0%	0
	Guatemala	0.2%	0%	14
	Guinea	0%	0%	0
	Guinea-Bissau	0%	0%	1
	Guyana	0%	0%	1
	Haiti	0%	0%	1
	Holy See	0%	0%	1
	Honduras	0%	0%	2
	Hong Kong	0%	0%	2
	Hungary	0%	0%	0
	Iceland	0%	0%	2
	India	2.1%	0.1%	120
	Indonesia	0.7%	0%	41
	Iran	0.2%	0%	11
	Iraq	0%	0%	1
	Ireland	0.1%	0%	7
	Israel	0.1%	0%	7
	Italy	18.4%	0.7%	1,039

Segment	Value	Percent	% of Total Responses	
	Jamaica	0%	0%	1
	Japan	0.1%	0%	4
	Jordan	0%	0%	0
	Kazakhstan	0%	0%	0
	Kenya	0.1%	0%	6
	Kiribati	0%	0%	0
	Kosovo	0%	0%	1
	Kuwait	0%	0%	0
	Kyrgyzstan	0%	0%	2
	Laos	0%	0%	0
	Latvia	0%	0%	0
	Lebanon	0%	0%	0
	Lesotho	0%	0%	0
	Liberia	0%	0%	0
	Libya	0%	0%	0
	Liechtenstein	0%	0%	1
	Lithuania	0%	0%	1
	Luxembourg	0.1%	0%	8
	Macau	0%	0%	0
	Macedonia	0%	0%	2
	Madagascar	0.1%	0%	5

Segment	Value	Percent	% of Total Responses	
	Malawi	0%	0%	1
	Malaysia	0.1%	0%	8
	Maldives	0%	0%	0
	Mali	0.1%	0%	3
	Malta	0%	0%	2
	Marshall Islands	0%	0%	1
	Mauritania	0%	0%	0
	Mauritius	0%	0%	1
	Mexico	3.4%	0.1%	194
	Micronesia	0%	0%	2
	Moldova	0%	0%	1
	Monaco	0%	0%	0
	Mongolia	0%	0%	1
	Montenegro	0%	0%	0
	Morocco	0.2%	0%	12
	Mozambique	0%	0%	0
	Myanmar	0.1%	0%	3
	Namibia	0%	0%	1
	Nepal	0.1%	0%	8
	Netherlands	0.1%	0%	7

Segment	Value	Percent	% of Total	Responses
	Netherlands Antilles	0%	0%	0
	New Zealand	0.4%	0%	21
	Nicaragua	0.2%	0%	10
	Niger	0.1%	0%	3
	Nigeria	0.2%	0%	9
	North Korea	0.1%	0%	5
	Norway	0.1%	0%	5
	Oman	0%	0%	0
	Pakistan	0.3%	0%	18
	Palestinian Territories	0%	0%	0
	Panama	0.1%	0%	8
	Papua New Guinea	0%	0%	0
	Paraguay	0.2%	0%	9
	Peru	0.7%	0%	38
	Philippines	0.2%	0%	11
	Poland	0%	0%	0
	Portugal	0.1%	0%	6
	Qatar	0%	0%	0
	Romania	0.1%	0%	3

Segment	Value	% of		
		Percent	Total	Responses
	Russia	0.1%	0%	4
	Rwanda	0%	0%	0
	Saint Kitts and Nevis	0%	0%	2
	Saint Lucia	0%	0%	2
	Saint Vincent and the Grenadines	0%	0%	0
	Samoa	0%	0%	0
	San Marino	0.1%	0%	3
	Sao Tome and Principe	0%	0%	0
	Saudi Arabia	0%	0%	1
	Senegal	0.1%	0%	7
	Serbia	0%	0%	2
	Seychelles	0%	0%	1
	Sierra Leone	0%	0%	2
	Singapore	0.1%	0%	3
	Slovakia	0%	0%	1
	Slovenia	0.1%	0%	3
	Solomon Islands	0%	0%	1
	Somalia	0%	0%	1

Segment	Value	Percent	% of Total Responses	
	South Africa	0.2%	0%	12
	South Korea	0.1%	0%	4
	South Sudan	0%	0%	0
	Spain	2.7%	0.1%	152
	Sri Lanka	0.1%	0%	3
	Sudan	0%	0%	1
	Suriname	0%	0%	1
	Swaziland	0%	0%	1
	Sweden	0.1%	0%	5
	Switzerland	1.3%	0%	74
	Syria	0%	0%	2
	Taiwan	0%	0%	2
	Tajikistan	0%	0%	0
	Tanzania	0%	0%	0
	Thailand	0.1%	0%	5
	Timor-Leste	0%	0%	0
	Togo	0.1%	0%	5
	Tonga	0%	0%	1
	Trinidad and Tobago	0%	0%	0
	Tunisia	0.1%	0%	7

Segment	Value	% of		
		Percent	Total	Responses
	Turkey	0.1%	0%	4
	Turkmenistan	0%	0%	0
	Tuvalu	0%	0%	2
	Uganda	0.1%	0%	4
	Ukraine	0%	0%	1
	United Arab Emirates	0%	0%	2
	United Kingdom	2.2%	0.1%	122
	United States	7.6%	0.3%	426
	Uruguay	0.3%	0%	18
	Uzbekistan	0%	0%	0
	Vanuatu	0%	0%	2
	Venezuela	1.4%	0.1%	80
	Vietnam	0.1%	0%	5
	Yemen	0%	0%	0
	Zambia	0%	0%	1
	Zimbabwe	0.3%	0%	16
	Total Responses		3.1%	5,635