

WebWatch Survey, Conducted by CRNRC in May 2008

Data is from a sample of 2,008 total respondents selected to represent 3 geographic areas of New York state: New York City metro area (8 counties; 49 percent of all respondents), Long Island (2 counties; 14 percent), and all other counties of the state (37 percent).

S1 to S3 are screener questions to select respondents who have used the Internet for a year or longer and have owned a home computer for more than 6 months

S1 How long have you been using the Internet?

- 1 Less than a year
- 2 1 - 2 years
- 3 3 - 4 years
- 4 5 years or longer

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
0	0	0	0	0	0
1	12	2	5	2	17
6	55	4	12	7	54
93	915	94	264	90	674
100	982	100	281	100	745

S2 Do you have a computer at home?

- 1 Yes
- 2 No

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
100	982	100	281	100	745
0	0	0	0	0	0
100	982	100	281	100	745

S3 For about how long have you had a computer in your home?

- 1 Less than 6 months
- 2 6 months to 11 months
- 3 12 months or more

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
0	0	0	0	0	0
2	23	1	4	1	4
98	959	99	277	99	741
100	982	100	281	100	745

Q1 In the past 12 months, which, if any, of the following types of online fraud have you experienced?

Select ALL that apply

- 1 Merchandise I bought from an online AUCTION was never delivered
- 2 Merchandise I bought from an online STORE was never delivered
- 3 A work-at-home offer that took my money but sent me nothing, or did not follow through on payment
Phishing; i.e., I submitted personal information (e.g., a PIN code or password) in response to an e-mail that appeared to come from a well-known company (e.g., AOL, Citibank, eBay, Paypal, etc.), but I later learned it was fraudulent
- 4 None of the above

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
6	56	6	18	2	18
4	41	3	8	2	17
4	41	2	7	2	18
8	74	9	24	7	49
85	832	84	235	88	745
(M)	982	(M)	281	(M)	745

You indicated that you have experienced some type of online fraud in the past year. Did you do any of the following in response?

Q2

Select ALL that apply

- 5 Contacted a bank or credit card company
- 2 Looked for help on the Internet
- 4 Contacted a consumer advocacy organization
- 6 Did nothing
- 3 Contacted law enforcement (other than the FBI)
- 1 Reported it to the FBI
- 7 Other

Base: Experienced online fraud

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
5	43	65	48	22	35	31
2	31	46	24	11	28	25
4	21	31	24	11	13	11
6	15	22	13	6	22	19
3	18	27	9	4	5	4
1	12	18	11	5	1	1
7	21	31	22	10	30	26
	(M)	150	(M)	46	(M)	88

You indicated that you had experienced "phishing" (submitting personal information to someone posing as a bank or well-known company). Which, if any, of the following occurred as a result of you submitting your personal information in response to the fraudulent e-mail?

Q3

Select ALL that apply.

- 3 I had to close my account and open a new one
Fraudulent transactions were made using another account
- 2 (e.g., eBay or credit card account)
- 5 Nothing yet, but I feel my account is vulnerable now
- 1 I lost money from my bank account
- 4 Other
- 6 None of the above

Base: Experienced phishing

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
3	34	25	25	6	35	17
2	22	16	29	7	12	6
5	22	16	17	4	10	5
1	15	11	8	2	4	2
4	12	9	4	1	16	8
6	24	18	33	8	35	17
	(M)	74	(M)	24	(M)	49

In the past 12 months, which, if any, of the following types of spam have you received?

Q4

Select ALL that apply

- 3 An email offer for low-priced prescription drugs
- 1 An email informing me that I'd won a lottery that I didn't enter or that turned out to be fake
- 5 An offer for job listings that I didn't ask for
- 6 A request to deposit money on behalf of someone else with the promise that I'd receive a portion
- 4 An offer from someone I didn't know promoting the benefits of buying a particular stock
- 2 A request for personal information from someone I didn't know
- 7 A request to deposit money in my bank, then write a check to someone else in return for payment
- 8 Other type of spam
- 9 None of the above

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
3	65	641	59	165	66	489
1	60	588	56	158	59	441
5	49	482	41	115	44	334
6	47	461	38	108	45	334
4	39	386	37	103	38	282
2	41	400	32	90	35	262
7	35	340	28	78	33	249
8	55	537	46	130	55	408
9	12	117	15	43	13	97
	(M)	982	(M)	281	(M)	745

You indicated that in the past year, you have received spam informing you that you'd won a lottery. What did you do when you received this email?

Q5

Select ALL that apply

- 2 Deleted the email
- 3 Added the sender's address to my spam list
- 5 Contacted law enforcement
- 6 Contacted a consumer advocacy organization
- 4 Looked for help on the Internet
- 1 Responded to it
- 7 Other
- 8 Did nothing

Base: Received lottery spam

NYC		Long Island		Upstate	
%	N	%	N	%	N
85	499	88	139	88	386
41	243	28	45	30	134
4	26	3	4	5	20
4	22	4	6	3	12
4	23	3	5	2	8
5	27	3	4	1	3
6	37	6	10	6	28
4	21	4	6	4	16
(M)	588	(M)	158	(M)	441

If you have more than one computer at home, please answer the following questions in regards to the home computer you use the most.

Which, if any, of the following protective measures do you use on your home computer?

Q6

Select ALL that apply

- 4 Anti-virus software
- 1 Internet firewall protection (hardware or software)
- 2 Spam-blocking filter
- 3 Advertisement or pop-up blocking software
- 5 "Spyware"-detection or removal software
- 9 Computer turned off when not in use
- I never click on any link in an email from a financial institution, if that email refers to an account I have with that institution
- 11 Anti-phishing toolbar
- 6 Internet connection disabled or unplugged when not in use
- 7 Parental controls
- Use a Web site or service to identify dangerous Web sites (e.g., SiteAdvisor, StopBadware.org)
- 8 Not sure if I have any protective measures
- 13 Other
- 14 None of the above

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
80	789	83	232	87	646
78	767	82	230	81	606
67	660	68	191	70	524
63	616	63	176	66	494
62	607	65	184	66	492
49	485	49	138	52	391
39	379	42	117	48	358
19	185	20	57	23	173
21	204	11	30	18	137
11	107	14	38	12	91
10	94	6	16	8	56
2	18	2	6	1	11
3	34	2	7	5	34
4	37	2	7	2	12
(M)	982	(M)	281	(M)	745

In the past year, have you consulted any of the following sources for more information about how to improve your online security and/or your computer's safety?

Q7

Select ALL that apply

- 6 My Internet service provider or other computer service company
- 1 Consumer media print or Web site (e.g., Consumer Reports)
- 2 Other specialized media print or Web site (e.g., business or computer magazines or Web sites)
- 3 Mainstream media print or Web site (e.g., local newspaper, news magazine such as Time or Newsweek and their Web site)
- 4 Government or law enforcement Web site
- 5 Nonprofit advocacy group (e.g., ConsumerWebWatch.org or National Center for Missing and Exploited Children)
- 7 Other
- 8 None

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
6	19	187	20	55	18	137
1	13	123	12	35	8	56
2	10	102	8	22	7	53
3	10	96	9	25	6	45
4	7	64	5	13	3	24
5	4	38	3	8	1	11
7	7	72	4	11	8	60
8	62	606	67	187	68	506
	(M)	982	(M)	281	(M)	745

In which of the following ways has the need to avoid SPYWARE (programs that install themselves on your computer to monitor your online activity and harvest your personal information without your knowledge) affected your use of the Internet in the PAST YEAR?

Q8

Select ALL that apply.

- 9 I am more careful about Web sites I visit
- 13 It has not affected my usage of the Internet
- 4 Download **free** programs less frequently
- 7 No longer use **free** file/music-sharing software (e.g., Kazaa, LimeWire)
- 6 Download music or video less
- 8 No longer use **purchased** file/music-sharing software (e.g.,
- 11 Now use a separate credit card for Internet transactions
- 10 Changed my Web browser from Microsoft Internet Explorer to a different browser
- 3 Shop online less
- 5 Download **purchased** programs less frequently
- 2 Browse the Internet less
- 1 Use e-mail less
- 12 Other

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
9	43	420	42	119	42	316
13	40	391	40	111	42	315
4	28	273	26	73	27	203
7	14	141	15	42	15	110
6	12	118	12	33	8	60
8	10	98	11	32	9	68
11	9	91	10	29	10	77
10	10	94	10	27	8	63
3	9	88	11	32	6	48
5	9	88	11	30	6	47
2	5	51	5	14	5	40
1	5	47	3	8	3	21
12	3	34	3	8	4	32
	(M)	982	(M)	281	(M)	745

Q9 In the past 12 months, has your home computer been infected with "malware" (spyware, viruses, worms, or other types of software designed to infiltrate or damage a computer system without the owner's consent) ?

- 1 Yes
 - 2 No
 - 3 Unsure
- Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1 Yes	26	257	22	63	21	160
2 No	58	574	62	175	64	477
3 Unsure	15	151	15	43	15	108
	100	982	100	281	100	745

Q10 If you used diagnostic/antivirus software to scan your computer for viruses, spyware, or other types of malware in the past year, did it tell you any of the following?

- 1 Your computer has been infected with a virus
 - 2 Your computer has been infected with a Trojan horse
 - 3 Your computer has been infected with something other than a virus or Trojan horse (specify): _____
 - 4 It did not say my computer had been infected with anything
 - 5 I have not scanned my computer within the past 12 months
- Base: Has antivirus or spyware-detection software

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1 Your computer has been infected with a virus	22	185	21	50	24	158
2 Your computer has been infected with a Trojan horse	21	171	17	41	19	129
3 Your computer has been infected with something other than a virus or Trojan horse (specify): _____	4	32	4	10	3	22
4 It did not say my computer had been infected with anything	59	485	65	157	62	413
5 I have not scanned my computer within the past 12 months	7	58	4	10	5	35
	(M)	829	(M)	243	(M)	668

Q11 Which, if any, of the following occurred because of a virus, worm, or other type of malware infection on your home computer in the past 12 months?

- Select ALL that apply.**
- I had to run protection/security (e.g., antiviral) software to fix
 - 1 the problem
 - 2 My computer started running slowly and having problems
 - 10 My computer worked, but had problems it didn't have before
 - 6 I had to reformat my hard drive
 - 7 It cost money to fix the problem
 - 3 My computer became inoperable
 - 8 Took more than 2 weeks to fix
 - 9 Important data files were lost permanently
 - 4 I needed to replace the computer
 - 5 I had to replace hardware (e.g., the hard drive)
 - 11 My identity was stolen and used to impersonate me
 - 12 Other
 - 13 None of the above
- Base: Computer has had malware in past 12 months

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
I had to run protection/security (e.g., antiviral) software to fix						
1 the problem	50	129	52	33	57	91
2 My computer started running slowly and having problems	52	134	48	30	55	88
10 My computer worked, but had problems it didn't have before	32	81	27	17	36	57
6 I had to reformat my hard drive	21	54	24	15	18	29
7 It cost money to fix the problem	16	40	3	2	21	34
3 My computer became inoperable	15	38	16	10	12	19
8 Took more than 2 weeks to fix	11	27	11	7	13	20
9 Important data files were lost permanently	12	31	5	3	9	14
4 I needed to replace the computer	6	16	6	4	6	9
5 I had to replace hardware (e.g., the hard drive)	8	20	2	1	5	8
11 My identity was stolen and used to impersonate me	4	11	2	1	1	1
12 Other	5	14	0	0	6	9
13 None of the above	9	22	8	5	9	15
	(M)	257	(M)	63	(M)	160

Q12 Within the past 12 months, on which of the following sites have you maintained a profile? Select ALL that apply.

- 12 MySpace (www.myspace.com)
- 4 Classmates (www.classmates.com)
- 5 Facebook (www.facebook.com)
- 16 YouTube (www.youtube.com)
- 15 Yahoo! 360 (360.yahoo.com)
- 1 AOL Hometown (hometown.aol.com)
- 10 LinkedIn (www.linkedin.com)
- 8 hi5 (www.hi5.com)
- 3 BlackPlanet.com (www.blackplanet.com)
- 6 Friendster (www.friendster.com)
- 14 Tagged (www.tagged.com)
- 11 LiveJournal (www.livejournal.com)
- 2 Bebo (www.bebo.com)
- 9 iMeem (www.imeem.com)
- 17 Xanga (www.xanga.com)
- 7 Gaiaonline.com (www.gaiaonline.com)
- 13 Orkut (www.orkut.com)
- 18 Other: _____
- 19 Don't know/Not sure
- 20 None of the above

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
	23	223	19	52	18	132
	21	206	14	40	9	68
	20	188	13	36	8	60
	13	132	8	23	6	48
	10	95	9	25	6	47
	8	81	6	16	3	25
	9	91	5	14	2	16
	5	47	3	9	2	13
	5	48	3	8	0	3
	5	45	1	4	1	7
	4	37	1	2	1	7
	2	15	1	3	1	4
	1	13	1	3	0	1
	1	11	1	2	0	3
	1	10	0	2	0	2
	1	8	1	3	0	0
	0	4	1	2	1	5
	4	37	3	8	5	35
	3	30	4	10	3	19
	25	242	21	59	16	116
	(M)	982	(M)	281	(M)	745

Q13 We want to ask you about privacy concerns online. In the past 12 months, have you done any of the following?

Select ALL that apply

- 6 Deleted cookies from your Web browser
- Changed your preferences on a Web site where you shop to
- 4 "opt out" of third-party data sharing
- Withheld information from your profile on a social
- 1 networking site in order to make it inaccessible
- Changed your account information on a Web site to limit the
- 2 amount of personal information the site keeps about you
- 5 Set your Web browser not to accept cookies
- Created a special credit card number to be used only for
- 3 online transactions
- 7 None of the above

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
	51	504	53	149	54	402
	24	240	20	55	20	150
	25	242	21	59	16	116
	19	182	15	41	11	79
	16	160	17	47	12	91
	8	74	8	23	8	56
	30	293	29	82	35	259
	(M)	982	(M)	281	(M)	745

Q14 On a social networking site, have you ever done or experienced any of the following?

Select ALL that apply.

- 1 Posted pictures of yourself
- 4 Purchased an item or service from another user
Posted personally identifiable information such as your cell
- 2 phone number or home address
Had an interaction with another user that made you
- 3 uncomfortable
- 5 Tried to sell an item or service to another user
- 6 None of the above

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
29	287	18	51	16	119
6	61	7	21	6	43
7	72	3	8	4	29
6	55	4	10	3	22
3	31	4	13	4	27
63	623	73	205	77	571
(M)	982	(M)	281	(M)	745

Q15 Do you have children under the age of 18 who live in your household?

- 1 Yes, and they use the Internet
- 2 Yes, but they do not use the Internet
- 3 No

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
23	225	28	80	21	160
8	79	9	26	9	64
69	678	62	175	70	521
100	982	100	281	100	745

Q16 Which, if any, of the following precautions do you or another adult in your household take to ensure your child(ren)'s safety online?

Select ALL that apply.

- 6 Keep the computer in an open family area, not allowing
Talk to them about safeguarding personal information and
- 4 what is appropriate/safe to post online
Talk to them about avoiding and defending against
- 5 cyberstalkers and predators (adults who target children and
- 3 Talk to them about avoiding online scams
- 9 Monitor their online activities and postings myself
Talk to them about malware (e.g., viruses and spyware) and
- 2 hackers
Keep track of their screen names, passwords, and account
- 7 information
Use parental control features supplied by my Internet
- 8 Service Provider or parental control software
- 1 Prevent them from using the Internet at all
- 11 None of the above
- 10 Other: _____

Base: Has children under 18 living in household

NYC		Long Island		Upstate	
%	N	%	N	%	N
42	128	49	52	52	117
42	128	45	48	46	103
39	119	44	47	43	96
40	121	41	43	40	90
39	119	35	37	42	93
35	105	31	33	34	76
31	94	32	34	35	78
29	89	28	30	29	65
9	27	13	14	8	17
16	50	19	20	15	33
3	10	1	1	5	11
(M)	304	(M)	106	(M)	224

In the past 12 months, have you experienced a problem with a product or service purchased online which

Q17 **caused you to try to get your money back?**
If you experienced more than one problem, please tell us about the most recent one.

- 5 No, I have not experienced such a problem
- 1 Yes, I paid with my credit card
- 3 Yes, I paid by Paypal or another online payment service
- 2 Yes, I paid with my debit card
- 4 Yes, I paid some other way

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
80	784	84	237	87	645
12	114	9	26	6	44
5	47	3	9	4	33
3	29	3	8	2	17
1	8	0	1	1	6
100	982	100	281	100	745

Q18 **What was the outcome of this problem?**
Select ALL that apply

- 1 I got my money back from the merchant
- 2 I got my money back from the bank or service I used
- 3 I did not get my money back at all
- 4 I am still trying to get my money back

Base: Experienced online shopping problem

NYC		Long Island		Upstate	
%	N	%	N	%	N
55	109	61	27	49	49
25	50	14	6	23	23
7	14	16	7	18	18
13	25	9	4	10	10
100	198	100	44	100	100

Which, if any, of the following Web sites have you ever

Q19 **used for buying items through an online auction?**
This includes browsing for items, whether or not you actually purchased anything.

Select ALL that apply

- 3 eBay
- 1 Amazon
- 4 Overstock.com
- 2 Bidz.com
- 5 uBid
- 6 WeBidz
- 8 None of the above
- 7 Other auction Web site: _____

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
49	480	53	149	55	411
46	452	50	140	41	309
20	198	27	75	20	148
4	35	4	10	4	30
3	31	1	4	1	11
1	10	0	0	0	1
31	302	26	74	31	233
2	23	5	14	2	13
(M)	982	(M)	281	(M)	745

Which, if any, of the following steps did you take to learn about auction fraud before placing a bid or

Q20 **making a purchase on online auction sites?**
Select ALL that apply

- 7 I did not consult any resources
- 4 Looked at the auction site's resources
- 5 Talked to friends/family/colleagues
- 1 Conducted a Google search for information
- 3 Visited a consumer information Web site
- 2 Visited a law enforcement Web site
- 6 Other: _____

Base: Used online auction website

NYC		Long Island		Upstate	
%	N	%	N	%	N
55	371	57	118	58	297
20	138	20	41	26	133
16	109	17	36	18	91
49	130	15	29	12	62
12	82	10	20	6	31
5	32	4	9	1	5
1	5	1	3	1	3
(M)	680	(M)	207	(M)	512

Q21 When did you make your most recent auction purchase?

- 1 Less than 1 month ago
 - 2 1 to 6 months ago
 - 3 7 to 12 months ago
 - 4 13 months to 3 years ago
 - 5 More than 3 years ago
 - 6 I have never made an online auction purchase
- Base: Used online auction website

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	24	163	23	48	21	107
2	23	156	23	48	25	129
3	14	98	12	24	18	90
4	12	81	15	31	15	77
5	6	44	5	11	6	30
6	20	138	22	45	15	79
	100	680	100	207	100	512

Q22 Which, if any, of the following types of scams or deceptive practices have you EVER experienced in an online auction?

Select ALL that apply.

- 4 Seller never sent my merchandise
 - 1 Merchandise I received was not in usable condition
 - 3 Seller didn't tell me relevant information about the item
 - 2 Seller sent me merchandise of lesser value than the item I bid on
 - 5 Seller contacted me and offered to sell me the item outside site ("bid siphoning")
 - 8 I bid on or purchased an item that I later learned was a counterfeit or fake, (e.g., a bootleg VHS, CD, or DVD)
 - 7 I bid on or purchased an item on what I later learned was a fake listing
 - 9 I received a request for payment from a party that I later learned was impersonating a legitimate seller
 - 6 A seller's accomplice drove the price up to get me to drop out of the auction so the seller could offer me the item outside of the online auction ("shill" bidding)
 - 10 Other: _____
 - 11 None of the above
- Base: Used online auction website

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
4	9	64	13	26	11	57
1	8	51	7	14	6	29
3	8	53	4	8	6	31
2	8	55	7	14	4	22
5	5	31	3	6	3	17
8	3	18	3	7	4	19
7	3	18	4	8	2	11
9	3	19	3	6	2	10
6	1	10	2	4	2	10
10	1	10	0	1	2	11
11	72	488	71	147	75	385
	(M)	680	(M)	207	(M)	512

Q23 When did you most recently experience a scam or deceptive practice in an online auction?

- 1 Within the last 12 months
 - 2 About 1 to 2 years ago
 - 3 About 2 to 3 years ago
 - 4 More than 3 years ago
 - 5 Don't recall
- Base: Experienced online auction scam

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	40	76	27	16	36	46
2	24	47	30	18	20	26
3	13	24	18	11	17	21
4	11	21	17	10	19	24
5	13	24	8	5	8	10
	100	192	100	60	100	127

When you experienced this most recent scam or deceptive practice, what actions, if any, did you take to

Q24 resolve the issue?

Select ALL that apply.

- 1 Tried to resolve the matter with the seller directly
- 3 Filed a formal complaint with PayPal
- 8 Left negative feedback for the seller
- 2 Reported incident to authorities
- 4 Filed a formal complaint with my credit card company
- 5 Contacted a law enforcement agency
- 6 Contacted a lawyer
- 7 Reported incident to the Federal Trade Commission (FTC)
- 9 Other: _____
- 10 Did nothing

Base: Experienced online auction scam

NYC		Long Island		Upstate	
%	N	%	N	%	N
53	101	58	35	61	78
43	82	42	25	38	48
22	42	38	23	35	44
16	30	27	16	12	15
14	26	8	5	2	3
7	13	10	6	3	4
7	13	3	2	0	0
3	6	8	5	1	1
12	23	17	10	9	12
13	25	10	6	13	16
(M)	192	(M)	60	(M)	127

Overall, how has your experience with scams or deceptive practices changed your use of online auction

Q25 sites?

Select ALL that apply.

- 5 I do more research on sellers before bidding
- 7 I have not changed the way I use online auction sites
- 3 I no longer buy certain types of products on auction sites
- 4 I now buy only inexpensive, low-risk items
- 2 I now only do business with a select group of sellers
- 1 I've stopped bidding on online auction sites
- 6 Other: _____

Base: Experienced online auction scam

NYC		Long Island		Upstate	
%	N	%	N	%	N
40	77	30	18	42	53
29	55	32	19	32	40
22	42	23	14	19	24
23	44	15	9	15	19
16	31	18	11	13	17
11	22	15	9	13	16
2	3	3	2	3	4
(M)	192	(M)	60	(M)	127

Has your bank, credit card issuer or a store/website where you shop ever notified you that your personal and/or financial information had been compromised?

Q26

- 1 Yes
- 2 No
- 3 Unsure

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
19	188	20	56	21	156
74	723	76	214	76	568
7	71	4	11	3	21
100	982	100	281	100	745

Have you ever registered a domain name (i.e., a website address such as www.yourname.com) on the Internet?

Q27 (select one)

- 1 Yes
- 2 No

Base: All

NYC		Long Island		Upstate	
%	N	%	N	%	N
15	150	11	32	12	92
85	832	89	249	88	653
100	982	100	281	100	745

Q28 Did you choose an option to protect your personal identity when you registered the domain name, or did you give your full name and address? (select one)

- 1 Yes, I chose a privacy option for free
- 2 Yes, I paid a fee for a privacy option
- 3 No, I did not choose a privacy option
- 4 Unsure

Base: Registered domain name

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	39	58	28	9	30	28
2	15	22	16	5	7	6
3	29	43	31	10	40	37
4	18	27	25	8	23	21
	100	150	100	32	100	92

Q29 Have you ever used the WHOIS database to find out the name of a Web site's registered owner?

- 1 Yes, and I found the information I was looking for
- 2 Yes, but I could not find the information
- 3 No, but I was aware I could do this
- 4 No, and I was not aware this was possible
- 5 Don't know/not sure

Base: All

	NYC		Long Island		Upstate	
	%	N	%	N	%	N
1	10	96	5	15	7	54
2	3	27	1	4	1	9
3	8	75	9	24	8	61
4	65	636	67	189	74	549
5	15	148	17	49	10	72
	100	982	100	281	100	745