



August 7, 2025

Mr. Christopher Quarles
Policy Advisor
National Telecommunications and Information Administration
1401 Constitution Avenue NW, Suite 4725
Washington, DC 20230

Submitted via email to cquarles@ntia.gov

Dear Mr. Quarles,

Digitunity is a national, independent nonprofit organization with over 40 years of experience and a mission to ensure everyone has the opportunity to own a computer. We strongly encourage separating questions regarding computer ownership and access with questions about internet access. Doing so, increases the efficacy of data. We offer the following specific feedback regarding the 2025 NTIA Internet Use questions:

1. We urge NTIA to **retain** the DEVSTA question (Households with any device) and advise against its removal.

Accurately determining whether households have enough functioning, internet-connected devices to meet the needs of all members is essential for understanding the prevalence of under-deviced households.

2. We recommend **revisions** to the two survey questions, NOHM and PRINOH (pages 12-13) so that the three answers are split into three distinct choices. By separating "No computing device," "Device inadequate," and "Broken" into distinct answers, the survey results regarding barriers to access will be more granular and actionable. It will allow deeper understanding regarding whether the solutions are for help desk or technical assistance or the need for additional devices.

3. We recommend **adding** a question:

In the past 12 months, has there been a work task or responsibility that you were unable to complete due to limitations related to the type of computing device you were using? (YES/NO)

4. We recommend **adding** a question:

In the past 12 months, has there been an educational task or responsibility that you were unable to complete due to limitations related to the type of computing device you were using? (YES/NO)

Thank you for considering our input, and please feel free to reach out with questions anytime.

Sincerely,

A handwritten signature in black ink, reading "Scot Henley". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Scot Henley
Executive Director
scot@digitunity.org