

From April 18 to 21, 2025, Data for Progress conducted a survey of 1,143 U.S. likely voters nationally using web panel respondents. The sample was weighted to be representative of likely voters by age, gender, education, race, geography, and recalled presidential vote. The survey was conducted in English. The margin of error associated with the sample size is ± 3 percentage points. Results for subgroups of the sample are subject to increased margins of error. Partisanship reflected in tabulations is based on self-identified party affiliation, not partisan registration. For more information please visit dataforprogress.org/our-methodology.

NB: subgroups with a n-size less than 50 (<50) are not shown on these cross-tabs. We choose not to display N<50 subgroups because the sample is too small to have statistical significance. We did, however, take samples of these subgroups for representational and weighting purposes to accurately reflect the electorate makeup. Some values may not add up to 100 due to rounding.

N=1,143 unless otherwise specified.

[1] Below is a list of business practices that cost Americans time that have become increasingly common over the past several years. Please indicate how **frustrating each one is to you personally**.

— Difficulties getting refunds or rebates when companies mess up, including processes to cancel a subscription or purchase

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Very frustrating	44	40	45	47	46	42	41	45	44	44	47	44	38
Somewhat frustrating	26	29	24	25	24	29	30	24	26	27	27	25	33
A little frustrating	13	11	15	14	14	12	15	13	14	12	5	15	13
Not frustrating at all	6	7	6	5	6	7	10	5	6	6	7	6	10
I have not experienced this	10	12	9	10	10	10	5	13	10	10	15	10	7
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[2] Below is a list of business practices that cost Americans time that have become increasingly common over the past several years. Please indicate how **frustrating each one is to you personally**.

— Waiting on hold or dealing with automated phone/chat systems before speaking with a live customer support representative

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Very frustrating	51	50	49	53	53	49	36	59	53	48	44	54	38
Somewhat frustrating	26	26	30	23	23	29	32	23	25	28	30	26	24
A little frustrating	13	11	13	14	15	11	20	9	12	14	16	12	21
Not frustrating at all	5	7	2	4	3	6	7	4	4	7	4	4	10
I have not experienced this	5	5	7	5	6	5	5	5	7	3	5	5	7
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[3] Below is the same list of business practices that have become increasingly common over the past several years. Please indicate how **fair or unfair to people like you** you think each one is.

— Difficulties getting refunds or rebates when companies mess up, including processes to cancel a subscription or purchase

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Completely fair	6	8	6	5	3	9	12	3	6	6	17	5	6
Somewhat fair	11	14	9	11	11	12	19	8	11	13	14	10	23
Somewhat unfair	28	27	33	27	28	29	28	28	28	29	14	31	28
Completely unfair	46	45	45	49	48	44	35	52	46	48	47	47	37
Don't know	8	7	8	9	10	6	6	9	10	5	8	8	6
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[4] Below is the same list of business practices that have become increasingly common over the past several years. Please indicate how **fair or unfair to people like you** you think each one is.

— Waiting on hold or dealing with automated phone/chat systems before speaking with a live customer support representative

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Completely fair	7	9	7	5	5	10	14	4	7	7	14	6	10
Somewhat fair	18	20	16	17	18	17	27	13	16	21	29	15	29
Somewhat unfair	29	26	35	27	26	32	30	28	26	35	20	30	23
Completely unfair	41	39	37	45	45	35	24	49	44	34	34	43	27
Don't know	6	6	5	5	6	5	5	6	6	4	3	5	10
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[5] For each of the following common business practices, please indicate how many times in **a typical month** you have to deal with each.

— Difficulties getting refunds or rebates when companies mess up, including processes to cancel a subscription or purchase

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Once	28	24	30	30	25	30	26	29	26	30	18	30	25
2 or 3 times	18	19	17	16	19	16	23	15	18	17	20	16	15
4 or 5 times	8	11	6	7	8	9	16	5	9	8	9	7	17
More than 5 times	6	8	3	6	6	6	7	5	6	5	12	5	10
I do not have this issue	41	39	43	40	42	39	28	47	41	39	41	42	32
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[6] For each of the following common business practices, please indicate how many times in **a typical month** you have to deal with each.

— Waiting on hold or dealing with automated phone/chat systems before speaking with a live customer support representative

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Once	19	16	20	19	16	21	19	18	19	17	14	20	22
2 or 3 times	34	35	30	35	34	34	32	35	32	37	29	36	23
4 or 5 times	18	18	20	16	19	17	19	17	16	22	19	17	21
More than 5 times	16	17	17	15	18	14	16	16	17	15	19	16	16
I do not have this issue	13	13	12	14	13	14	14	13	16	8	19	12	18
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[7] Over the past several years, these business practices – spam calls, increasing amounts of paperwork, and poor customer service systems – have become increasingly common for many Americans.

Which of the following statements comes closest to your belief, even if none are exactly right?

Response	Topline	Democrat	Inde- pendent / Third party	Repub lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Congress should prioritize this issue, because it would improve the daily lives of Americans.	28	31	22	30	29	27	31	27	30	26	27	29	31
Congress should prioritize this issue, but not over other top priorities.	40	43	45	35	38	44	39	41	38	45	49	40	29
Congress should not prioritize this issue, because only businesses can fix it.	25	20	26	29	25	24	24	25	24	26	18	25	34
Don't know	6	6	7	7	8	5	6	6	8	3	6	6	6
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155