

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**.

— Spam calls and text messages

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Very frustrating	68	61	66	75	74	61	57	73	72	60	65	69	54
Somewhat frustrating	17	21	21	11	13	22	19	16	15	21	21	18	21
A little frustrating	8	11	7	7	7	10	13	6	7	12	7	7	16
Not frustrating at all	3	3	3	3	2	4	6	2	2	5	6	2	5
I have not experienced this	4	4	3	4	4	3	5	3	4	3	2	4	4
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**.

— Health insurance paperwork and coordination, such as finding an in-network physician, getting prior authorizations, and getting accurate bills

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Very frustrating	30	33	24	32	31	29	30	30	30	31	25	32	31
Somewhat frustrating	28	28	30	27	29	27	30	27	30	24	36	26	29
A little frustrating	20	20	21	19	19	21	23	19	17	25	13	21	22
Not frustrating at all	10	10	11	9	11	9	10	10	10	10	17	8	11
I have not experienced this	12	10	14	12	10	13	7	14	12	11	9	13	6
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[3] 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	Repub-lican	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

[4] 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	Repub-lican	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

[5] 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**.

— Lengthy service windows for at-home appointments, such as for internet help, home repairs, and deliveries (e.g., 8am-8pm instead of 2-hour slots)

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Very frustrating	33	36	32	32	34	33	32	34	32	36	26	33	32
Somewhat frustrating	29	29	35	26	29	30	33	28	31	27	30	30	33
A little frustrating	17	16	16	20	17	18	19	17	16	21	21	17	18
Not frustrating at all	8	9	6	8	7	9	10	6	8	8	13	6	12
I have not experienced this	12	10	12	14	13	11	6	15	14	8	10	14	5
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[6] 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**.

— Automatically subscribing customers to email or mail marketing lists and making it difficult to unsubscribe

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Very frustrating	51	44	52	57	53	49	41	56	51	51	52	51	47
Somewhat frustrating	24	28	25	18	24	23	28	21	22	26	15	24	34
A little frustrating	14	17	12	13	14	14	19	12	15	13	18	14	7
Not frustrating at all	5	5	6	4	3	7	8	4	5	5	9	4	10
I have not experienced this	6	6	5	8	6	7	4	8	7	6	7	7	2
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[7] 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.

— Spam calls and text messages

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Completely fair	5	6	3	5	3	7	9	3	4	6	7	5	6
Somewhat fair	9	8	10	9	7	11	19	4	8	12	15	7	15
Somewhat unfair	16	15	20	13	14	17	19	14	15	17	24	15	17
Completely unfair	66	66	62	68	71	60	48	75	67	64	50	68	57
Don't know	4	4	5	4	4	5	5	4	5	2	4	4	5
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[8] 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.

— Health insurance paperwork and coordination, such as finding an in-network physician, getting prior authorizations, and getting accurate bills

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Completely fair	14	16	15	12	12	17	23	10	14	15	22	12	29
Somewhat fair	25	24	26	25	27	22	28	23	25	25	27	24	16
Somewhat unfair	28	29	24	29	27	29	23	30	29	26	24	30	21
Completely unfair	25	23	29	24	27	22	19	28	23	28	18	26	28
Don't know	8	8	6	9	7	9	7	9	9	6	9	8	7
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[9] 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	Repub-lican	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

[10] 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	Repub-lican	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

[11] 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.

— Lengthy service windows for at-home appointments, such as for internet help, home repairs, and deliveries (e.g., 8am-8pm instead of 2-hour slots)

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Completely fair	8	8	8	8	5	11	13	5	8	8	15	7	9
Somewhat fair	20	22	22	18	22	18	31	15	21	19	28	18	25
Somewhat unfair	34	34	35	34	34	34	33	35	30	42	27	36	29
Completely unfair	27	28	25	28	28	26	15	34	29	25	21	29	26
Don't know	10	8	10	13	11	10	8	12	13	7	9	11	11
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[12] 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.

— Automatically subscribing customers to email or mail marketing lists and making it difficult to unsubscribe

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Completely fair	6	5	4	8	5	7	10	3	7	4	9	5	7
Somewhat fair	10	12	8	10	9	12	21	5	11	9	19	8	20
Somewhat unfair	20	22	20	17	20	19	24	17	18	23	16	20	22
Completely unfair	57	54	60	59	59	56	36	68	56	59	52	59	41
Don't know	7	7	8	7	8	6	8	7	8	5	4	7	10
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

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

— Spam calls and text messages

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Once	5	6	5	5	4	6	7	5	6	5	7	5	8
2 or 3 times	13	17	10	12	14	13	19	10	13	14	15	11	24
4 or 5 times	14	12	16	14	14	14	19	12	14	14	11	15	13
More than 5 times	60	55	63	62	61	58	45	67	60	60	52	62	48
I do not have this issue	7	10	6	6	6	8	10	6	7	8	15	6	7
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

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

— Health insurance paperwork and coordination, such as finding an in-network physician, getting prior authorizations, and getting accurate bills

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Once	26	23	32	25	26	26	24	27	24	29	23	27	23
2 or 3 times	20	24	18	17	21	18	22	19	19	21	18	18	21
4 or 5 times	8	9	7	8	8	8	14	5	8	8	10	8	15
More than 5 times	7	8	6	7	7	8	11	5	6	9	11	6	11
I do not have this issue	39	36	37	43	39	40	29	44	42	34	38	41	30
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[15] 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	Repub-lican	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

[16] 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	Repub-lican	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

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

— Lengthy service windows for at-home appointments, such as for internet help, home repairs, and deliveries (e.g., 8am-8pm instead of 2-hour slots)

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Once	27	23	31	29	28	27	22	30	25	31	10	29	28
2 or 3 times	23	24	25	22	22	25	30	20	23	24	38	21	16
4 or 5 times	7	9	7	6	8	7	13	5	7	8	3	8	14
More than 5 times	6	9	2	5	7	5	11	3	6	6	14	3	15
I do not have this issue	36	35	35	39	36	36	25	42	39	30	34	39	28
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

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

— Automatically subscribing customers to email or mail marketing lists and making it difficult to unsubscribe

Response	Topline	Democrat	Independent / Third party	Repub-lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Once	18	17	16	20	18	18	22	16	18	18	19	18	15
2 or 3 times	26	23	29	26	26	25	28	25	26	25	24	26	26
4 or 5 times	15	18	13	12	13	16	14	15	14	16	12	15	16
More than 5 times	19	21	17	19	22	16	18	20	17	23	24	18	23
I do not have this issue	23	21	25	23	21	24	19	25	26	18	20	24	21
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[19] Below is the same list of business practices that have become increasingly common over the past several years.

Imagine you could pay a one-time fee to never have to deal with these issues again with any business. Please select how much you would hypothetically be willing to pay.

— Spam calls and text messages

Response	Topline	Democrat	Independent / Third party	Repub lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Up to \$25	27	26	25	29	26	29	31	25	27	29	34	27	21
\$26 to \$75	8	8	5	9	5	10	13	5	7	9	9	6	14
\$76 to \$150	5	6	3	5	5	5	11	2	5	4	9	4	12
More than \$150	3	2	5	2	1	5	6	1	1	6	2	3	4
I would not be willing to pay to avoid dealing with this.	57	57	61	55	62	51	38	67	60	51	46	61	49
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[20] Below is the same list of business practices that have become increasingly common over the past several years.

Imagine you could pay a one-time fee to never have to deal with these issues again with any business. Please select how much you would hypothetically be willing to pay.

— Health insurance paperwork and coordination, such as finding an in-network physician, getting prior authorizations, and getting accurate bills

Response	Topline	Democrat	Independent / Third party	Repub lican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Up to \$25	18	17	14	21	17	18	19	17	20	14	18	18	20
\$26 to \$75	11	12	11	10	9	13	19	6	10	12	18	9	19
\$76 to \$150	6	6	6	6	5	7	13	2	4	10	6	6	5
More than \$150	4	3	6	3	3	4	7	2	1	8	4	3	9
I would not be willing to pay to avoid dealing with this.	62	62	64	60	66	57	42	72	65	56	54	65	48
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[21] Below is the same list of business practices that have become increasingly common over the past several years.

Imagine you could pay a one-time fee to never have to deal with these issues again with any business. Please select how much you would hypothetically be willing to pay.

— 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
Up to \$25	18	20	14	19	15	20	23	15	18	17	23	18	13
\$26 to \$75	9	7	9	10	7	10	17	4	7	11	6	7	19
\$76 to \$150	6	7	7	6	6	7	16	2	6	7	17	5	7
More than \$150	2	1	1	3	1	2	2	1	1	2	3	1	4
I would not be willing to pay to avoid dealing with this.	66	66	69	63	71	60	42	78	67	63	52	69	57
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[22] Below is the same list of business practices that have become increasingly common over the past several years.

Imagine you could pay a one-time fee to never have to deal with these issues again with any business. Please select how much you would hypothetically be willing to pay.

— 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
Up to \$25	19	20	16	20	16	22	23	17	19	19	29	19	12
\$26 to \$75	9	9	10	9	7	12	18	5	7	12	9	8	12
\$76 to \$150	5	6	4	5	4	7	10	3	4	7	9	4	11
More than \$150	2	1	2	4	2	3	6	1	3	2	2	2	6
I would not be willing to pay to avoid dealing with this.	64	63	68	63	70	57	43	75	67	60	51	66	60
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[23] Below is the same list of business practices that have become increasingly common over the past several years.

Imagine you could pay a one-time fee to never have to deal with these issues again with any business. Please select how much you would hypothetically be willing to pay.

— Lengthy service windows for at-home appointments, such as for internet help, home repairs, and deliveries (e.g., 8am-8pm instead of 2-hour slots)

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Up to \$25	19	20	16	19	18	19	23	16	18	19	19	18	19
\$26 to \$75	10	11	10	10	7	14	22	4	8	15	20	8	15
\$76 to \$150	5	7	4	3	4	6	10	2	5	5	10	3	9
More than \$150	2	1	2	3	2	2	4	1	1	4	3	2	2
I would not be willing to pay to avoid dealing with this.	64	61	68	65	69	59	40	77	68	57	48	69	55
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[24] Below is the same list of business practices that have become increasingly common over the past several years.

Imagine you could pay a one-time fee to never have to deal with these issues again with any business. Please select how much you would hypothetically be willing to pay.

— Automatically subscribing customers to email or mail marketing lists and making it difficult to unsubscribe

Response	Topline	Democrat	Independent / Third party	Republican	Female	Male	Under 45	45+	No College	College	Black or African American	White	Latino
Up to \$25	20	18	18	24	18	23	24	18	21	19	30	19	22
\$26 to \$75	8	11	6	8	6	11	15	5	7	10	6	8	10
\$76 to \$150	5	6	7	4	5	5	12	2	4	8	7	4	11
More than \$150	2	2	3	2	2	3	6	1	2	3	4	2	7
I would not be willing to pay to avoid dealing with this.	64	64	67	62	69	58	43	75	65	61	53	67	50
Weighted N	1,143	410	293	440	610	533	388	755	737	406	126	810	155

[25] 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	Independent / Third party	Republican	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