

Where Born, Length of Residence in U.S.

	<u>Hispanic Non-customers</u>					<u>Hispanic Matched Customers</u>				
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>LD</u>	<u>NLD</u>	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>LD</u>	<u>NLD</u>
	%	%	%	%	%	%	%	%	%	%
Born outside U.S.	79	79	80	96	53	83	85	83	97	63
Lived in U.S. —										
2 yrs or less	12	8	12	18	2	5	4	6	4	7
3-5 yrs	23	22	23	30	10	12	9	13	16	6
6-9 yrs	18	16	18	18	18	20	24	19	30	5
10 or more yrs	26	30	25	28	22	44	46	44	46	41
Born in U.S.	19	20	19	3	45	16	15	16	2	37
Base	(347)	(202)	(145)	(205)	(142)	(347)	(203)	(144)	(201)	(146)

Where Born, Length of Residence in U.S.

Table 1.7

All non-customers as well as the matched customers were asked where they were born and how long they have lived in the United States.

The table opposite shows responses among Hispanics. The next page puts these responses into perspective by including Blacks and Whites as well (virtually all of whom say they were born in the United States).

Highlights

LD Hispanics -- 34 % of non-customers

Most of the LD Hispanics were born outside the United States: 18% have lived in the U.S. 2 years or less, another 30% have lived here 3 to 5 years. 46% have lived here more than 5 years.

NLD Hispanics -- 21 % of non-customers

About half of the NLD Hispanics were born outside the United States, but, in contrast to their language dependent counterparts, these Hispanics have typically been in the United States for more than 5 years.

The percentages of relatively recent immigrants among their respective non-customer pools are about the same for both companies.

Compared to matched customers: While matched Hispanic customers are no more likely to have been born in the United States than non-customers, one does see a difference among those who were born elsewhere: Specifically, Hispanic customers are much more likely to have been in the United States more than 5 years than are non-customers (64% vs. 44%). This suggests that length of residence in the U.S. IS a factor in determining whether one has telephone service or not, i.e. recent immigrants are less likely to have it than those who have been in the United States for more than 5 years.

Where Born, Length of Residence in U.S.

	<u>Non-customers</u>					<u>Matched Customers</u>					
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>			<u>Black</u>	<u>White</u>	<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>					
	%	%	%	%	%	%	%	%	%	%	
Born outside U.S.	47	56	46	79	96	53	2	5	51	62	50
Lived in U.S. —											
2 yrs or less	7	6	7	12	18	2	-	-	4	3	4
3-5 yrs	13	15	13	23	30	10	-	2	7	6	7
6-9 yrs	10	11	10	18	18	18	-	-	12	17	11
10 or more yrs	16	22	16	26	28	22	2	3	27	34	26
Born in U.S.	52	44	53	19	3	45	98	95	48	37	49
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

Where Born, Length of Residence in U.S.

Table 1.8

The table opposite projects the data from the previous chart to total non-customers and includes Whites and Blacks.

Highlights

About half of the total non-customers were born outside the United States -- this statistic reflects the fact that the majority of non-customers are Hispanic. 79% of the Hispanic non-customers were born outside the United States.

GTE's non-customers are more likely to have been born outside the United States, reflecting the higher percentages of Hispanics, and, especially LD Hispanics in its non-customer base.

One in five non-customers can be considered a relatively recent immigrant: 20% were born elsewhere and have lived in the United States 5 years or less. This is about the same for both companies.

18% of the LD Hispanic non-customers have lived in the United States 2 years or less, another 30% have lived here 3 to 5 years and 46% have lived here more than 5 years.

Compared to matched customers: Non-customers are no more likely than customers to have been born outside the United States, but they are more likely to be recent immigrants.

Household Income

	<u>Non-customers</u>					<u>Matched Customers</u>					
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>					<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>	<u>Black</u>	<u>White</u>			
	%	%	%	%	%	%	%	%	%	%	
Household income —											
\$15,300 or less	67	71	67	64	66	59	72	71	57	58	57
\$15,301 - \$21,500	14	11	14	12	14	9	18	15	17	17	17
Over \$21,500	7	6	7	7	9	4	5	7	10	10	10
Refused/DK	13	12	13	17	11	27	6	7	17	15	17
# Depend on that income —											
One	33	14	34	16	15	18	40	63	27	15	28
2-3	28	31	28	29	27	31	37	23	33	30	33
4 or more	36	53	35	52	54	49	19	14	38	53	37
% Who are —											
ULTS qualified (a)	83	85	83	84	89	76	87	80	71	74	71
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

(a) For the most part, the algorithm (income/dependents) was used to qualify households. 13% of non-customers and 17% of customers did not answer the income question. 54% of the non-customers (7% of 13%) and 18% of the customers (9% of 17%) said they thought they would qualify when shown the qualifications. These are included as 'qualify'.

Household Income

Table 1.9

At the end of the interview, respondents were shown a card listing various income categories and asked which of these best describes their annual household income. They were also asked how many persons are dependent on that income. The income categories followed those used in the algorithm the phone companies use to determine eligibility for Universal Lifeline Telephone Service (ULTS).

Highlights

The majority of non-customers have household incomes of \$15,300 or less (67%) and thus would qualify for ULTS on that basis. Another 14% have incomes in the \$15,301 - \$21,500 range; only 7% have incomes over \$21,500. (13% did not provide this information.)

Most non-customers have at least 2 persons depending on their household income, and a substantial percentage (36%) have 4 or more persons depending on that income.

As a result, almost all of the non-customers interviewed in these low telephone penetration areas would meet the income/number of dependents requirements for ULTS: 83%.

By company: Non-customers in GTE areas tend to have more persons dependent on the household income than do non-customers in Pacific Bell's areas. This is probably because of the higher percentages of Hispanics in GTE's low telephone penetration areas (see below). Still, the percentage who qualify for ULTS is the same for both companies.

By ethnicity/race: Household income levels do not vary significantly among Hispanic, White and Black non-customers. (If the "not reporteds" are removed, then the incomes for Hispanics are more like those of White and Black non-customers.)

While incomes don't vary that much across the three ethnic/racial groups, Hispanics have more persons dependent on those incomes than do White or Black non-customers: 52% of Hispanic non-customers have 4 or more persons dependent on those incomes as compared to only 19% and 14% of Black and White non-customers who have that many persons dependent on the household income.

Compared to matched customers: Matched customers have only marginally higher incomes than non-customers with about the same number of persons, on average, dependent on those incomes. As a result, 71% of the matched customers meet the ULTS qualifications (compared to 83% for non-customers).

Household Income (cont'd)

	<u>Non-customers</u>					<u>Matched Customers</u>					
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>			<u>Black</u>	<u>White</u>	<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>					
	%	%	%	%	%	%	%	%	%	%	
# Persons contribute to that income											
One	70	66	70	64	64	66	73	80	66	63	67
Two or more	24	27	24	29	29	30	19	16	30	33	30
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

Household Income (continued)

Table 1.10

Respondents were also asked how many persons in the household contribute to that income.

Responses are shown opposite.

Highlights

70% of the non-customers say that there is only one person who contributes to the household income; about one in four (24%) has two or more persons who contribute to the household income. (6% did not respond to this question.)

By company: This does not vary significantly by company.

By ethnicity/race: Hispanics are more likely than Blacks or Whites to have 2 or more persons contributing to the household income. (They also have much larger families -- see next page.)

Compared to matched customers: The number of persons contributing to the household income is almost the same for non-customers as for their customer counterparts in these low telephone penetration areas.

Household Size and Composition

	<u>Non-customers</u>					<u>Matched Customers</u>					
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>			<u>Black</u>	<u>White</u>	<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>					
	%	%	%	%	%	%	%	%	%	%	
Number this address —											
One (single adult)	26	9	28	9	7	11	30	60	22	11	23
Two	10	11	10	7	4	13	15	14	16	11	17
Three	18	18	18	20	19	21	26	9	13	16	13
Four	14	23	13	18	18	17	14	7	19	20	18
5 or more	31	39	31	47	52	38	15	10	30	42	28
Mean	4	4	4	5	5	4	3	2	4	4	4
Composition —											
Adults only	44	27	46	27	24	32	52	75	44	29	46
Children (1 or more)	<u>56</u>	<u>73</u>	<u>54</u>	<u>73</u>	<u>76</u>	<u>68</u>	<u>48</u>	<u>25</u>	<u>56</u>	<u>71</u>	<u>54</u>
Teen	19	25	18	23	20	28	15	14	20	29	19
Child 6-12	25	38	24	35	31	41	20	9	31	41	30
Child under 6	40	47	40	54	55	53	35	14	36	42	36
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

Source: Q.989, 910(NC)(C)

Field Research Corporation

Household Size and Composition

Table 1.11

Respondents were asked how many persons reside at this address and how many are adults, teenagers, children 6 to 12 and children under 6.

Responses are shown opposite. (Readers interested in knowing the numbers of teenagers, children 6 to 12 and children under 6 can find those data in the detailed statistical tabulations delivered under separate cover.)

Highlights

The large majority of non-customers have more than one person living at their address. The average number of persons living at the address is 4 and close to one-third have 5 or more persons living at the address. Only about one in four non-customers (26%) is a single adult household.

Non-customer households divide about evenly into those that are adults only (44%) and those that have one or more persons under 18 (56%).

By company: While GTE has proportionately fewer adult only households among its non-customers than Pacific Bell (9% vs. 28%), GTE is more likely to have 4 or more persons living at the address: 62% GTE vs. 44% Pacific Bell. However, the average number of persons is about the same for both companies: 4. This means Pacific Bell must have more very large households among its non-customers. GTE's non-customers are much more likely to have children/teens in the household than are Pacific Bell's, due to higher percentages of Hispanics in GTE's low telephone penetration areas (see below).

By ethnicity/race: Hispanics have many more persons living at the address than do Blacks or Whites -- average number: 5 for Hispanics vs. 3 for Blacks and 2 for Whites. Hispanics are also much more likely to have children and/or teenagers in the family than Black or White non-customers. 60% of the White non-customers are one-person households compared to 30% for Blacks and 9% for Hispanics.

Compared to matched customers: Matched customers are very much like the non-customers with respect to number of persons living at the address and family composition.

Household Size and Composition (cont'd)

	<u>Non-customers</u>								<u>Matched Customers</u>		
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>					<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>	<u>Black</u>	<u>White</u>			
	%	%	%	%	%	%	%	%	%	%	
<i>Number of families at this address</i>											
One-person HH	26	9	28	9	7	11	30	60	22	11	23
One family (a)	64	76	63	76	72	82	64	39	65	78	63
Two or more families (a)	10	14	9	15	20	7	6	*	12	10	12
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

(a) 2 or more persons in HH

* less than 0.5%

Source: Q.911(NC)(C)

Household Size and Composition (continued)

Table 1.12

Respondents were also asked how many families there are living at this address.

Responses are shown opposite.

Highlights

While the large majority of non-customers say there is just one family living at the address (90%), one in ten says there is more than one family.

By company: Because it has more Hispanics among its non-customers, GTE's non-customers are slightly more likely than Pacific Bell's to have two or more families living at the address (14% vs. 9%), although the large majority in both cases have just one family at the address.

By ethnicity/race: LD Hispanic non-customers are more likely than any others to have more than one family living at the address: 20% have two or more families vs. 7% for Hispanics who are not language dependent, 6% for Blacks and less than one percent for Whites.

Compared to matched customers: Non-customers are very similar to the matched customers on this characteristic.

Education and Employment Status

	<u>Non-customers</u>								<u>Matched Customers</u>		
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>					<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>	<u>BlackWhite</u>				
%	%	%	%	%	%	%	%	%	%	%	
Education (a)											
Less than HS	47	56	46	62	64	57	23	30	42	52	41
High school	33	32	34	27	27	26	47	37	27	29	27
Some college	16	7	17	8	8	9	25	26	21	12	22
College completed	2	3	2	1	*	1	2	5	7	3	7
Employment status (a)											
Employed full-time	22	23	22	25	32	15	17	19	26	31	25
Employed part-time	14	13	14	13	10	18	9	20	9	11	9
Temporarily unempl.	20	24	20	20	18	22	27	17	18	15	18
Homemaker full-time	24	30	23	29	32	24	27	10	23	29	23
Student	4	2	4	2	*	5	4	7	3	3	3
Retired	7	3	8	3	3	4	8	14	13	7	13
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

(a) of respondent

* less than 0.5%

Source: Q.920, 921(NC)(C)

Field Research Corporation

Education and Employment Status

Table 1.13

Respondents were asked the highest level of education they had completed and their current employment status.

NOTE: Both variables refer to the respondent. The respondent was selected as the person in the household who would have the "most to say about the type of phone service you would get" (non-customers) or the person in the household "most familiar with the phone bill" (customers).

Highlights

Close to half (47%) of the non-customers have not completed high school; another 33% have completed high school. Some (16%) have some technical school or college but only 2% have completed college. Over one-third of the respondents (36%) are currently employed (22% full-time, 14% part-time). This leaves a majority of respondents who are not currently employed: 20% temporarily unemployed, 24% full-time homemakers, 4% students and 7% retired.

By company: Because of its higher percentage of Hispanics (who have less formal education -- see below), GTB's non-customers have, on average, less formal schooling than Pacific Bell's, but the difference is not great -- relatively few of either company's non-customers have completed more than high school, and almost half have not completed high school. The employment status of the respondent does not vary significantly by company.

By ethnicity/race: Hispanic non-customers have notably less formal education than Black or White non-customers -- completed high school: 36% vs. 74% for Blacks and 68% for Whites. LD Hispanic respondents are the most likely of the four groups to be employed full-time (32%) or to be full-time homemakers (32%). Fewer Black non-customers are employed full or part-time than in other groups.

Compared to matched customers: On average, matched customers tend to have more formal education than non-customers (at least some college: 28% vs. 18%) and may be just slightly more likely to be employed full-time (26% vs. 22%). However, the differences are small suggesting that neither education nor employment status are major variables differentiating those who have telephone service from those who do not.

Age and Marital Status

	<u>Non-customers</u>					<u>Matched Customers</u>					
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>			<u>Black</u>	<u>White</u>	<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>					
	%	%	%	%	%	%	%	%	%	%	
Age											
Under 21	8	9	8	9	10	9	8	7	4	6	4
21-29	31	34	31	39	47	28	22	20	30	31	30
30-39	29	33	28	30	26	37	32	24	24	31	24
40-59	21	17	22	14	14	14	26	35	23	21	23
60 or older	7	4	7	2	1	4	7	12	14	9	15
Mean	35	33	36	32	31	33	37	40	40	36	40
Marital status											
Married	35	47	34	52	56	46	13	14	46	55	45
Never married	44	35	45	34	33	35	57	60	32	30	32
Sep/Div/Widowed	20	18	20	13	10	19	30	24	22	15	22
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

Age and Marital Status

Table 1.14

Highlights

About two out of five non-customers are under age 30 (39%), another 29% are between 30 and 39 and 21% are between 40 and 59. Only 7% in total are 60 or older. The average age of non-customers is 35.

44% of the non-customers are "never marrieds", 35% are married and 20% are separated, widowed or divorced.

By company: While the age and marital status profiles of each company's non-customers are similar, GTE's non-customers are somewhat younger on average, somewhat more likely to be married and less likely to be single, "never marrieds". These differences reflect the fact that GTE has more Hispanics in its non-customer pool than Pacific Bell.

By ethnicity/race: Hispanic non-customers, as compared to White and Black non-customers, are younger and more likely to be married (less likely to be never marrieds or divorced/widowed/separated). White non-customers tend to be the oldest, on average, with close to half over 40 compared to only 16% of Hispanics over 40. Still, the percentage of Whites 60 or over is relatively small: just 12%.

Compared to matched customers: Matched customers are somewhat older on average than non-customers. The largest difference is in the percentage of respondents who are 60 or over: 14% among customers and just 7% among non-customers. This means that older persons tend, if anything, to be more likely than their younger counterparts to have telephone service.

This is further reflected in marital status: customers are more likely than non-customers to be married and non-customers are more likely than customers to be single, never marrieds.

Residence Characteristics

	<u>Non-customers</u>					<u>Matched Customers</u>					
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>					<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>	<u>BlackWhite</u>				
	%	%	%	%	%	%	%	%	%	%	
Tenure											
Rent	96	95	96	96	95	98	95	98	87	83	87
Own	2	5	2	3	4	2	3	1	13	15	13
Type of Dwelling											
Apt/Flat	65	71	64	69	72	66	64	57	62	65	62
House	21	25	20	25	24	27	23	11	28	32	28
Hotel Room	8	-	9	1	1	2	9	21	6	-	6
Other	5	3	6	4	4	5	4	8	4	2	4
Equipped With Jack?											
Yes	80	84	80	84	85	84	84	70	NA	NA	NA
No	8	5	9	5	7	3	11	11			
DK	11	11	11	9	8	10	6	19			
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

NA: Not asked

Source: Q.915, 916(NC)(C), 927(NC)

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Residence Characteristics

Table 1.15

Highlights

Virtually all of the non-customers (96%) are renters; only 2% own their homes. Most live in an apartment or flat (65%); about one in five lives in a house (21%), 8% live in single hotel rooms. 5% mention miscellaneous other multiple dwelling situations.

Most (80%) say their dwelling unit is equipped with a jack; 11% don't know and just 8% say it does not have a jack.

By company: The type of dwelling unit does not vary much by company although none of GTE's non-customers say they live in a single hotel room vs. 9% for Pacific Bell. The large majority of both companies' customers say their dwelling unit is equipped with a jack.

By ethnicity/race: White non-customers are much more likely than others to live in a single hotel room (21%). 9% of Blacks do so versus only 1% of Hispanics. While the majority in all groups say their unit is equipped with a jack, the percentage saying it is not is highest among Whites (11%) and Blacks (11%) and LD Hispanics (7%); it is lowest among NLD Hispanics (3%).

Compared to matched customers: Matched customers are similar to non-customers on these dimensions, although they are more likely to own their homes (13% vs. 2%).

Residence Characteristics (cont'd)

	<u>Non-customers</u>								<u>Matched Customers</u>		
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>					<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>	<u>Black</u>	<u>White</u>			
	%	%	%	%	%	%	%	%	%	%	
<i>Length of Residence</i>											
Less than 6 mos	36	40	36	35	37	32	43	36	18	17	18
6 mos to 1 yr	16	11	17	16	19	11	13	20	9	11	9
1-3 yrs	29	30	29	35	33	38	24	21	37	35	37
4 or more yrs	18	18	17	14	11	20	21	21	36	36	36
<i>In last 5 yrs, moved —</i>											
None	14	11	14	12	9	17	13	17	25	27	25
Once	22	26	22	27	29	24	21	13	28	31	27
Twice	21	29	20	23	23	24	22	14	23	25	22
3 or more times	40	30	41	34	36	32	42	52	22	14	23
Not reported	3	4	3	3	3	3	3	5	3	3	3
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

Source: Q.800(NC)(C)

Field Research Corporation

Residence Characteristics (continued)

Table 1.16

Highlights

Non-customers show a high mobility rate: about half of them (52%) have lived at their current address for less than one year: 36% for less than 6 months and 16% for 6 to 11 months. Another 29% have lived there for 1 to 3 years and just 18% for 4 or more years. Similarly, the large majority have moved at least once in the past 5 five years and 40% have moved 3 or more times in that period.

By company: Both companies' non-customers show a high mobility rate, but Pacific Bell's non-customers are more likely to have moved as many as 3 times in the past 5 years than are GTE's (41% vs. 30%).

By ethnicity/race: There are more Whites who have moved very often (52% three or more times in past 5 years) than Blacks (42%) or Hispanics (34%). LD Hispanics have not lived at their current address as long as have the others (fewer have lived there 4 or more years) which could be due to higher percentages of recent immigrants in this group. If one looks at those who have been at the address less than a year, the percentages are more nearly equal across the groups except for NLD Hispanics who have lived at their current address longer than the others (fewer less than one year).

Compared to matched customers: Non-customers show a much higher rate of mobility than their matched customers. This is one of the largest differentiators of the two groups. Thus, mobility is a major factor differentiating customers from non-customers.

Presence of Others in Households Who Don't Have Phone Service

	<u>Matched Customers</u>			<u>Hispanic</u>				
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Tot</u>	<u>LD</u>	<u>NLD</u>	<u>Black</u>	<u>White</u>
	%	%	%	%	%	%	%	%
<i>Number of families at this address —</i>								
One	87	89	86	83	81	85	91	92
Two or more	12	10	12	16	19	13	8	7
Have any in household not allowed to use phone								
Related to respondent	3	1	4	3	2	3	5	3
Not related	1	1	*	1	*	1	1	-
	3	-	3	2	2	3	2	3
<i>Have 1 or more other families who —</i>								
Don't have phone service	3	2	3	4	6	2	3	-
Who share (my) service	5	7	4	6	4	8	4	3
Net: Have anyone not allowed to use or doesn't have own service (a)								
	10	9	10	11	10	12	11	7
Base	(566)	(287)	(279)	(347)	(201)	(146)	(112)	(98)

(a) I.e. there is a "NON-CUSTOMER" within the CUSTOMER household. Includes those who share the service.

* Less than 0.5% Source: Q.911, 1991-1995

Field Research Corporation

Presence of Others in Household Who Do Not Have Phone Service

Table 1.17

Non-customers as well as the matched customers were asked how many families live at this address. These findings are presented in Table 1.12.

At the end of the interview, matched customers were asked if there are any other adult members of their household who are NOT allowed to use the telephone service (i.e. could count as non-customers). Matched customers were also asked, if there ARE other families in the household, whether any of these families do not have phone service (i.e. could count as non-customers).

Responses are shown opposite.

Highlights

The majority of customers (87%) report that there is just one family living at the address; however, 12% have more than one family at the address.

3% of matched customers have one or more persons at the address who are not allowed to use the phone; these are mostly persons unrelated to the respondent.

3% have one or more families at the address who do not have telephone service, and 5% have other families at the address who share the phone service (i.e. do not have telephone service on their own).

A net unduplicated count of the various situations reveals that 10% of the matched customer households have one or more persons at the address who do not have their own telephone service; half of them (5%) share the service.

Incidence of having persons at the address who do not have their own telephone service is about the same across the ethnic groups.

Presence of Person(s) with Disability

	<u>Non-customers</u>								<u>Matched Customers</u>		
	<u>Total</u>	<u>GTE</u>	<u>PB</u>	<u>Hispanic</u>					<u>Total</u>	<u>GTE</u>	<u>PB</u>
				<u>Tot</u>	<u>LD</u>	<u>NLD</u>	<u>BlackWhite</u>				
%	%	%	%	%	%	%	%	%	%	%	
Have person with disability	6	5	6	2	1	4	7	14	6	6	6
Mobility	3	2	4	1	1	*	2	10	1	3	1
Other	3	3	3	2	*	4	4	4	5	3	5
Base	(571)	(288)	(283)	(347)	(205)	(142)	(115)	(94)	(566)	(287)	(279)

* less than 0.5%

Source: Q.912, 913(NC)(C)

Presence of Person(s) in Household with Disability

Table 1.18

Respondents were asked whether there is anyone at the address who has a disability that could make it difficult for them to use a telephone.

Responses are shown opposite.

Highlights

6% of the non-customer households report having someone with a disability that could make it difficult to use a telephone: 3% mobility problems and 3% hearing, speech or sight problems.

By company: There is no substantial difference between the two companies with respect to incidence of persons with disabilities that could affect use of the telephone.

By ethnicity/race: Whites are more likely than others to have someone with a disability: 14% vs. 7% for Blacks and just 2% for Hispanics.

Compared to matched customers: Non-customers are very similar to the matched customers on this characteristic.

Chapter 2.0 Telephone Usage, Perceived Need to Have Telephone Service and Whether Plan to Get in Future

Examines:

Telephone usage patterns

- *Telephone usually used*
- *Number of telephone calls (average week)*
- *Use of public phones*
- *Amount spent on telephone calls (month)*

Access to phone in emergency

Attitude toward NOT having phone (inconvenience)

Plans to get phone service in future and whether think one would be able to