

**Whether or Not Telephone Company Offered a Payment Plan
to Help Keep Local Service**

	Total %	Urban % a	Rural % b
Did not offer you a payment plan	58	62	49
Offer you a payment plan, but you could not afford it	18	18	19
Offer you a payment plan which you started, but could not continue	13	11	18
Don't know	11	9	14
(Base = Had Telephone Services Previously)	(296)	(211)	(85)

Q9: BEFORE your telephone service was shut-off, did the telephone company offer you a payment plan to help you keep your LOCAL service? Did they...

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whether or Not Telephone Company Offered a Payment Plan
to Help Keep Local Service**

	Total %	My Decision % a	Phone Company Decision % b
Did not offer you a payment plan	58	64	53
Offer you a payment plan, but you could not afford it	18	15	21
Offer you a payment plan which you started, but could not continue	13	6	20 a
Don't know	11	16 b	6
(Base = Had Telephone Services Previously)	(296)	(143)	(153)

Q9: BEFORE your telephone service was shut-off, did the telephone company offer you a payment plan to help you keep your LOCAL service? Did they...

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whether or Not Telephone Company Offered Anything Else
to Help Keep Local Service**

	Total %	Urban % a	Rural % b
No - did not offer anything else	94	93	98
Yes - did offer something else	2	2	2
Don't know	3	5 b	0
(Base = Had Telephone Services Previously)	(296)	(211)	(85)

Q10: BEFORE your telephone service was shut-off, did the telephone company offer you anything else besides a payment plan to help you keep your LOCAL service?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Interactions With Telephone Company
About Reconnecting Local Telephone Service**

Approximately one-in-four consumers has ever called their local telephone company to ask about reconnecting their local telephone service (23%).

Subgroup Differences

- Consumers in the lowest household income bracket, under \$5,000, were much more likely to have called about reconnecting their local phone service than consumers in the higher income brackets -- (43% vs. 24% (\$5,000-\$9,999), 10% (\$10,000-\$14,999), 20% (\$15,000-\$19,999), and 15% (20,000+).

Approximately 80% of those who have called the telephone company to inquire about reconnecting their local telephone service have called within the past 12 months, including 22% within the past 30 days.

Nearly one-half of those who have called have an unpaid telephone bill and were offered a payment plan to reconnect (49%) -- 35% were offered a payment plan, but could not afford it and 14% were offered a payment plan that was started, but could not be continued. Additionally, 12% did not have an unpaid bill.

Nearly all of the consumers who have called were not offered anything else besides a payment plan to help them get their local service reconnected (95%).

When these consumers have called to reconnect their local service, the interactions with the telephone company have not been very positive encounters overall, especially for rural residents.

- Twenty-eight percent feel "the person I talked with understood my problems." Although the sample size is small, it appears Rural consumers were even less likely to feel their problems were understood.
- Nineteen percent feel "the person I talked with was knowledgeable about ways to help me get telephone service back"
- Thirteen percent feel "the person I spoke with treated me with respect"

Incidence of Calling Telephone Company to Reconnect Local Telephone Service

	Total %	Urban % a	Rural % b
Yes (have called about reconnecting service)	23	22	24
No (have not called about reconnecting service)	74	76	71
Don't know	3	2	5
(Base)	(343)	(240)	(103)

Q11: Have you ever called your local telephone company to ask about reconnecting your LOCAL telephone service?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Incidence of Calling Telephone Company to Reconnect Local Telephone Service
Income**

	Total %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
Yes (have called about reconnecting service)	23	43 bcde	24 c	10	20	15
No (have not called about reconnecting service)	74	56	73 a	86 a	76 a	83 a
Don't know	3	1	3	5	4	2
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q11: Have you ever called your local telephone company to ask about reconnecting your LOCAL telephone service?

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

Length of Time Since Called Telephone Company to Ask About Reconnecting Local Service

	Total %	Urban % a	Rural % b
Within the past 30 days	22	25	16
Between 1 month and 3 months ago	26	21	36
Between 4 and 6 months ago	21	25	12
Between 7 and 12 months ago	12	11	12
More than 1 year ago	21	19	24
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Service)	(78)	(53)	(25)*

Q12: Approximately how long ago did you call your local telephone company to ask about reconnecting your LOCAL service?

* Very small base size (under 30) ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Whether or Not Telephone Company Offered a Payment Plan
to Help Get Local Service Reconnected**

	Total %	Urban % a	Rural % b
Not offer you a payment plan	38	45	24
Offer you a payment plan, but you could not afford it	35	32	40
Offer you a payment plan which you started, but could not continue	14	13	16
Do not have an unpaid telephone bill	12	8	20
Don't know	1	2	0
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Telephone Service)	(78)	(53)	(25)*

Q13: If you have an unpaid telephone bill, did the telephone company offer you a payment plan to help you get LOCAL service reconnected? Did they...

* Very small base size (under 30) Ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Ratings of Telephone Company on Treatment Received When
Asked About Reconnecting Local Service
Top Two Box Summary**

	Total %	Urban % a	Rural % b
<u>The person I talked with understood my problems</u> % Agree Strongly/Somewhat	28	32	20
<u>The person I talked with was knowledgeable about ways to help me get telephone service back</u> % Agree Strongly/Somewhat	19	25	8
<u>The person I spoke with treated me with respect</u> % Agree Strongly/Somewhat	13	19	-
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Telephone Service)	(78)	(53)	(25)*

Q15a-c: Now I would like you to rate your telephone company on how they treated you when you asked them about reconnecting your local service? Please tell me if you AGREE STRONGLY, AGREE SOMEWHAT, NEITHER AGREE NOR DISAGREE, DISAGREE SOMEWHAT OR DISAGREE STRONGLY with each statement.

* Very small base size (under 30) ineligible for significance testing
a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Ratings of Telephone Company on Treatment Received When
Asked About Reconnecting Local Service**

	Total %	Urban % a	Rural % b
<u>The person I talked with understood my problems</u>			
<u>Agree (Net)</u>	<u>28</u>	<u>32</u>	<u>20</u>
Agree strongly	18	23	8
Agree somewhat	10	9	12
Neither Agree nor Disagree	12	9	16
<u>Disagree (Net)</u>	<u>56</u>	<u>57</u>	<u>56</u>
Disagree somewhat	26	26	24
Disagree strongly	31	30	32
<u>The person I talked with was knowledgeable about ways to help me get telephone service back</u>			
<u>Agree (Net)</u>	<u>19</u>	<u>25</u>	<u>8</u>
Agree strongly	10	15	-
Agree somewhat	9	9	8
Neither Agree nor Disagree	5	6	4
<u>Disagree (Net)</u>	<u>72</u>	<u>68</u>	<u>80</u>
Disagree somewhat	40	38	44
Disagree strongly	32	30	36
<u>The person I spoke with treated me with respect</u>			
<u>Agree (Net)</u>	<u>13</u>	<u>19</u>	<u>-</u>
Agree strongly	9	13	-
Agree somewhat	4	6	-
Neither Agree nor Disagree	12	11	12
<u>Disagree (Net)</u>	<u>72</u>	<u>68</u>	<u>80</u>
Disagree somewhat	23	19	32
Disagree strongly	49	49	48
(Base = Has Called Local Telephone Company to Ask About Reconnecting Local Telephone Service)	(78)	(53)	(25)*

Q15a-c: Now I would like you to rate your telephone company on how they treated you when you asked them about reconnecting your LOCAL service. Please tell me if you AGREE STRONGLY, AGREE SOMEWHAT, NEITHER AGREE NOR DISAGREE, DISAGREE SOMEWHAT OR DISAGREE STRONGLY with each statement.

** Very small base size (under 30) ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Interest In Getting Local Phone Service

Nearly one-half of the consumers are likely to get (or reconnect) telephone service within the next six months – 10% “extremely likely” and 36% “very likely.”

Subgroup Differences

- Women (58%) and those with children (57%) are significantly more likely to get telephone service within the next six months than men (36%) and those without children (41%).
- Non-whites (56%) and those who have been without telephone service for less than six months (62%) are much more likely to get it within this time frame than Whites (41%) and those who have not had telephone service for at least six months (44%).
- Consumers in the lowest household income bracket, less than \$5,000, are also more likely to get telephone service in the next six months than their more affluent counterparts, especially in comparison to those who with incomes of \$5,000-\$9,999 and \$10,000-\$14,999 (62% vs. 37% and 40%, respectively). Consumers who owe something on a past due telephone bill are much more likely to get telephone service than those who do not currently owe anything (58% vs. 29%).
- Additionally, consumers who had been disconnected involuntarily are as likely to reconnect as those who made the decision to disconnect on their own (54% vs. 48%, respectively).

Among consumers who are either “not very likely” or “not at all likely” to get (or reconnect) telephone service within the next six months, the primary reasons are that they “don’t have the money/cannot afford it” (40%) or “don’t need a phone” (35%). Sixteen percent “have to pay off past due bill/still owe money.”

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months**

	Total %	Urban % a	Rural % b
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>48</u>	<u>46</u>
Extremely likely	10	12	7
Very likely	36	35	39
Neither likely nor unlikely	14	14	15
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>28</u>	<u>31</u>
Not very likely	11	11	12
Not at all likely	17	17	19
Don't know	10	11	9
(Base)	(343)	(240)	(103)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months
Gender / Children in Household**

	Total %	Gender		Children in Household	
		Male % e	Female % f	Yes % g	No % h
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>36</u>	<u>58</u> e	<u>57</u> h	<u>41</u>
Extremely likely	10	8	14	14	9
Very likely	36	29	45 e	43 h	32
Neither likely nor unlikely	14	18 f	10	13	16
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>35</u> f	<u>21</u>	<u>22</u>	<u>31</u> g
Not very likely	11	15	7	9	12
Not at all likely	17	20	14	13	19
Don't know	10	11	11	9	12
Base:	(343)	(170)	(170)	(148)	(185)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

e/f/g/h: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months
Race / Time Without Service**

	Total %	Race		Time Without Phone Service	
		White % k	Non-White % l	< 6 Months % f	6 Months or More % g
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>41</u>	<u>56</u> k	<u>62</u> g	<u>44</u>
Extremely likely	10	8	14	23 g	7
Very likely	36	33	42	39	36
Neither likely nor unlikely	14	16	11	11	15
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>33</u> l	<u>22</u>	<u>18</u>	<u>31</u> f
Not very likely	11	13	8	11	11
Not at all likely	17	20	13	7	20 f
Don't know	10	9	12	8	10
Base:	(343)	(201)	(142)	(71)	(268)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

k/W/f/g: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Within the Next Six Months
Income**

	Total %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>62</u> bc	<u>37</u>	<u>40</u>	<u>48</u>	<u>48</u>
Extremely likely	10	12	3	16 b	7	18 b
Very likely	36	51 bce	34	24	41	30
Neither likely nor unlikely	14	4	15 a	13	17 a	23 a
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>26</u>	<u>37</u>	<u>33</u>	<u>20</u>	<u>23</u>
Not very likely	11	6	10	13	11	15
Not at all likely	17	19 e	27 de	21 e	9	8
Don't know	10	8	11	14	15	6
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q16: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood of Getting/Reconnecting Telephone Service
Number of Features When Had Phone**

	Total %	None % e	1+ % f	Decided to use money for something else %
<u>Extremely/Very Likely (Net)</u>	<u>47</u>	<u>33</u>	<u>55 e</u>	<u>36</u>
Extremely likely	10	2	15 e	7
Very likely	36	31	39	28
Neither likely nor unlikely	14	16	13	19
<u>Not very/Not at all Likely (Net)</u>	<u>29</u>	<u>37 f</u>	<u>24</u>	<u>36</u>
Not very likely	11	16 f	9	14
Not at all likely	17	11	15	22
Don't know	10	14	9	10
(Base)	(343)	(121)	(222)	(162)

Q18: All things considered, how likely are you to get (or reconnect your) telephone service within the next six months? Are you...

e/f: Significantly greater than the column indicated by the letter at the 95% confidence level

Reasons for Being Neutral on Reconnect Telephone Service

	Total %	Urban % a	Rural % b
Don't need a phone	31	27	40
Don't have the money/Can't afford it	23	18	33
Have to pay off past due bill/Still owe money	15	18	7
Other bills are more important	6	3	13
I need phone service for emergencies/Have children	4	6	0
Other	21	27	7
Don't know	6	6	7
(Base = Neither Likely nor Unlikely)	(48)	(33)	(15)*

Q17: Why are you (RESPONSE IN Q.16) to get (or reconnect your) telephone service?

* Very small base (under 30) - ineligible for significance testing

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Reasons for Being Unlikely to Get/Reconnect Telephone Service

	Total %	Urban % a	Rural % b
Don't have the money/Can't afford it	40	42	34
Don't need a phone	35	33	38
Have to pay off past due bill/Still owe money	16	18	13
Not currently working	5	2	13 a
Other bills are more important	2	3	0
Would prefer to use a cell phone	2	3	0
Don't want to be ripped off	1	0	3
Can borrow the neighbor's phone	1	0	3
Other	6	6	6
Don't know	1	2	0
(Base = Not Interested)	(98)	(66)	(32)

Q17: Why are you (RESPONSE IN Q.16) to get (or reconnect your) telephone service?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Amount Owed On Past Due Telephone Bills

Two-in-five consumers do not owe anything at the present time on a past due telephone bill (39%). The average amount owed is \$195.

Subgroup Differences

- Rural residents are significantly more likely to not owe anything on a past due telephone bill than their urban counterparts (49% vs. 35%, respectively).
- Men (45%) and those without children in their household (48%) are also much more likely to not owe anything at the present time than women (33%) and those with children in their household (29%).

Interestingly, intent to reconnect is actually lower among those who do not currently owe any money.

Approximate Amount Owed on Past Due Telephone Bills

	Total %	Urban % a	Rural % b
\$0	39	35	49 a
\$1 to \$100	13	14	9
\$101 to \$200	19	18	20
\$201 to \$400	12	15 b	7
\$401 or more	11	12	11
Don't know	6	7	5
MEAN (\$)	\$195	\$209	\$165
(Base)	(343)	(240)	(103)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Approximate Amount Owed on Past Due Telephone Bills
Income**

	Total %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
\$0	39	21	32	52 ab	43 a	48 a
\$1 to \$100	13	14	13	10	15	12
\$101 to \$200	19	29 e	16	16	17	12
\$201 to \$400	12	9	18	14	13	12
\$401 or more	11	16	16	6	9	8
Don't know	6	12 c	5	2	2	8
MEAN (\$)	\$195	\$319 ce	\$216 c	\$122	\$182	\$135
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Approximate Amount Owed on Past Due Telephone Bills
Number of Features When Had Phone**

	Total %	None % e	1+ % f
\$0	39	66 f	24
\$1 to \$100	13	6	16 e
\$101 to \$200	19	9	24 e
\$201 to \$400	12	4	17 e
\$401 or more	11	4	15 e
Don't know	6	11 f	4
MEAN (\$)	\$195	\$90	\$248 e
(Base)	(343)	(121)	(222)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Likelihood to Get / Reconnect Telephone Service
Amount Owed**

	Owe Nothing %	Owe \$1 or More %
Likely	29	58
Unlikely	48	25
(Base)	(134)	(188)

Q18: Approximately how much do you currently owe, if anything, on past due telephone bills?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Current Payment Status

A net total of 43% of the consumers cannot pay off and are not making payments on an overdue LOCAL SERVICE bill (35%) or an overdue LONG DISTANCE bill (30%). A net total of 10% of the consumers is currently paying off an overdue LONG DISTANCE (7%) bill or an overdue LOCAL SERVICE bill (6%). Additionally, 48% said none of these conditions apply to them.

Current Payment Status

	Total %	Urban % a	Rural % b
<u>Total Cannot Pay Off (Net)</u>	<u>43</u>	<u>46</u>	<u>35</u>
I cannot pay off and I am not making payments on an overdue LOCAL SERVICE bill	35	39 b	24
I cannot pay off and I am not making payments on an overdue LONG DISTANCE bill	30	34 b	21
<u>Total Currently Paying Off (Net)</u>	<u>10</u>	<u>9</u>	<u>12</u>
I am currently paying off an overdue LONG DISTANCE bill	7	6	10
I am currently paying off an overdue LOCAL SERVICE bill	6	6	5
Or, Do none of these apply to you	48	45	52
(Base)	(343)	(240)	(103)

Q19: Which of the following sentences, if any, are true about your present situation with the telephone company?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Events That Would Have To Occur
To Get Telephone Service (Again)**

Not surprisingly, the things that would have to occur in order to get telephone service again are primarily financial-related (70%). Specific items mentioned most often include:

- Pay off existing LOCAL telephone service balance (38%)
- Pay off existing LONG DISTANCE telephone service balance (32%)
- Being able to afford an installation charge (30%)
- Being able to put down a deposit (30%)
- Being able to get telephone service at a lower cost (25%)

Consumers also mentioned some "lifestyle events" that would have to occur in order for them to get telephone service (37%). "Get an increase in pay" and "get a job" were cited most often (20% and 13%, respectively). Additionally, 15% said there is nothing that could happen to make them want to get telephone service.

Events That Would Have to Occur to Get Telephone Service (Again)

	Total %	Urban % a	Rural % b
<u>Financial Reasons (Net)</u>	<u>70</u>	<u>74</u> b	<u>60</u>
Pay off existing LOCAL telephone service balance	38	43 b	28
Pay off existing LONG DISTANCE telephone service balance	32	35	25
Being able to afford to pay an installation charge	30	32	26
Being able to afford to put down a deposit	30	31	28
Being able to get telephone service at a lower cost	25	29 b	17
<u>Lifestyle (Net)</u>	<u>37</u>	<u>37</u>	<u>36</u>
Get an increase in pay	20	21	18
Get a job	13	11	16
Change in life circumstances	8	6	11
Move out of current residence	3	3	2
Some other reason	2	1	5 a
There is nothing that would have to occur - you do not want telephone service	15	13	19
(Base)	(343)	(240)	(103)

Q20: Which of the following would have to occur before you would get telephone service (again)?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Events That Would Have to Occur to Get Telephone Service (Again)
Income**

	Total % %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
<u>Financial Reasons (NET)</u>	<u>70</u>	<u>79</u> ce	<u>76</u>	<u>62</u>	<u>70</u>	<u>61</u>
Pay off existing LOCAL telephone service balance	38	58 bc de	37	29	33	29
Pay off existing LONG DISTANCE telephone service balance	32	31	34	32	43 e	23
Being able to afford to pay an installation charge	30	34	34	25	30	26
Being able to afford to put down a deposit	30	31	32	32	28	24
Being able to get telephone service at a lower cost	25	42 bc de	24	16	22	18
<u>Lifestyle (NET)</u>	<u>37</u>	<u>36</u>	<u>47</u> e	<u>48</u> de	<u>28</u>	<u>26</u>
Get an increase in pay	20	13	27 a	25	20	20
Get a job	13	21 de	19 de	11	2	5
Change in life circumstances	8	8	6	14 e	7	2
Move out of current residence	3	--	2	8 a	2	3
Some other reason	2	3	2	--	--	6
There is nothing that would have to occur -- you do not want telephone service	15	1	15 a	17 a	20 a	24 a
Base:	(343)	(77)	(62)	(63)	(46)	(66)

Q18: Which of the following would have to occur before you would get telephone service (again)?

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Estimated Charges Associated With
Telephone Service Reconnection**

On average, consumers estimate that the telephone company would charge \$64 for installation, and the average LOCAL monthly service charge would be \$29. The maximum amount consumers could afford to pay each month for LOCAL service, not including long distance charges is slightly less (\$25).

Estimated Installation Charges

	Total %	Urban % a	Rural % b
\$10 or less	4	3	6
\$11 to \$20	2	3	1
\$21 to \$30	8	7	11
\$31 to \$40	8	9	6
\$41 to \$50	24	27	18
\$51 to \$60	13	14	13
\$61 to \$70	8	8	8
\$71 to \$80	14	13	16
\$81 to \$90	3	3	6
\$91 to \$100	7	6	10
\$101 or more	3	4	3
Don't know	4	5	4
MEAN	64	65	63
(Base)	(343)	(240)	(103)

Q21: How much do you think the telephone company would charge for installation?

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Estimated Monthly Service Charges

	Total %	Urban % a	Rural % b
\$10 or less	6	7	2
\$11 to \$20	24	28 b	17
\$21 to \$30	36	34	42
\$31 to \$40	23	20	29
\$41 to \$50	7	7	6
\$51 to \$60	1	1	-
\$61 to \$70	#	-	1
\$71 to \$80	#	#	-
\$81 to \$90	#	#	-
\$91 to \$100	1	#	1
Don't know	2	2	2
MEAN	29	28	32 a
(Base)	(343)	(240)	(103)

Q22: Assuming you had basic LOCAL telephone service reconnected, without any features such as Caller ID or Call Waiting, what do you think the telephone company would charge you PER MONTH? Please do not include any amount you would expect to pay for making long distance calls or receiving collect calls.

Less than 1%

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

Estimated Maximum Affordable Monthly Service Payment

	Total %	Urban % a	Rural % b
\$10 or less	15	14	17
\$11 to \$20	31	36 b	21
\$21 to \$30	31	31	32
\$31 to \$40	11	10	14
\$41 to \$50	6	5	8
\$51 to \$60	#	-	1
\$61 to \$70	1	#	2
\$71 to \$80	1	#	3 a
\$81 to \$90	#	#	-
\$91 to \$100	1	2	-
Don't know	2	2	2
MEAN	25	25	27
(Base)	(343)	(240)	(103)

Q23: What is the maximum amount you are able to afford each month for LOCAL telephone service, NOT including ong distance charges?

Less than 1%

a/b: Significantly greater than the column indicated by the letter at the 95% confidence level

**Estimated Maximum Affordable Monthly Service Payment
Income
(Mean Amount)**

	Total %	<\$5000 % a	\$5000- \$9,999 % b	\$10,000- \$14,999 % c	\$15,000- \$19,999 % d	\$20,000+ % e
MEAN (\$)	\$25	\$21	\$26	\$25	\$28 a	\$31 ac

Q23: What is the maximum amount you are able to afford each month for LOCAL telephone service, NOT including long distance charges?

a/b/c/d/e: Significantly greater than the column indicated by the letter at the 95% confidence level

**Estimated Maximum Affordable Monthly Service Payment
Number of Features When Had Phone
(Mean Amount)**

	Total %	None % e	1+ % f
MEAN (\$)	\$25	\$21	\$28 e
(Base)	(343)	(121)	(222)

Q23: What is the maximum amount you are able to afford each month for LOCAL telephone service, NOT including long distance charges?

e/f: Significantly greater than the column indicated by the letter at the 95% confidence level

Affordability Issues

	Total	Decided to use money for something else
Estimated maximum affordable monthly service payment (MEAN)	\$25	\$25
Approximate amount owed on past due telephone bills (MEAN)	\$195	\$166
<u>Disconnection</u>		
Telephone company disconnected me	45%	31%
My decision to discontinue service	42%	49%
Never had service	10%	15%
(Base)	(343)	(162)