Reasons For Not Having Telephone Service Now

	Total %	Time Without Phone Service: Less Than 2 Years % c	More Than 2 Years % d	Never Had % e
Financial Reasons (Net)	87	89 e	88	79
[illegible] telephone bills	41	48 e	49 e	-
[illegible] long distance calls [illegible]	37	35	38	43
[illegible] installation charges or the [illegible]	33	32	38	29
[illegible] local service is too expensive for me	33	29	29	54 cd
[illegible] of telephone features such as Call Waiting [illegible] Caller ID is too expensive for me	25	20	24	43 cd
I can't afford the monthly service charge/bill	20	19	23	21
My income is too low to qualify for phone service	14	12	19	13
I cannot afford to buy a telephone	8	5	11 c	11
I can't afford to pay another person's past-due telephone bills	8	6	15 ce	[illegible]
Reasons for Not Needing/Wanting (Net)	49	48	46	59
I decided to use the money for something else	29	33	26	25
I have gotten used to living without it	16	14	18	13
Base: Total Respondents	(372)	(206)	(109)	[illegible]

Q.6 Please tell me, yes or no, if any of the following are reasons you do not have telephone [illegible]

Findings

Reasons For Not Having Telephone Service Now

Reasons For Not Having Telephone Service Now (Cont.)

	Total %	Time Without Phone Service: Less Than 2 Years % c	More Than 2 Years % d	Never Had % e
Reasons [illegible] Needing/Wanting (Net) (Cont.)	49	48	46	59
[illegible] neighbors take calls for me	11	6	14 c	23 c
[illegible] bothersome/nusiance to me	6	4	9	2
[illegible] Needing/Wanting (Subnet)	7	5	11 c	7
[illegible] need it	5	3	6	7
[illegible] want it	5	2	9 c	5
Other (Net)	44	46	37	50
I can't control other household members' usage of the phone	16	18 e	15	7
I have moved recently/not installed it yet	12	14 d	5	21 d
I do not like to use the phone	7	4	10 c	13 c
We'd make too many calls if we had our own phone	5	6	5	
Base: Total Respondents	(372)	(206)	(109)	[illegible]

Q.6 Please tell me, yes or no, if any of the following are reasons you do not have [illegible]

Most Important Reason For Not Having Telephone Service Now

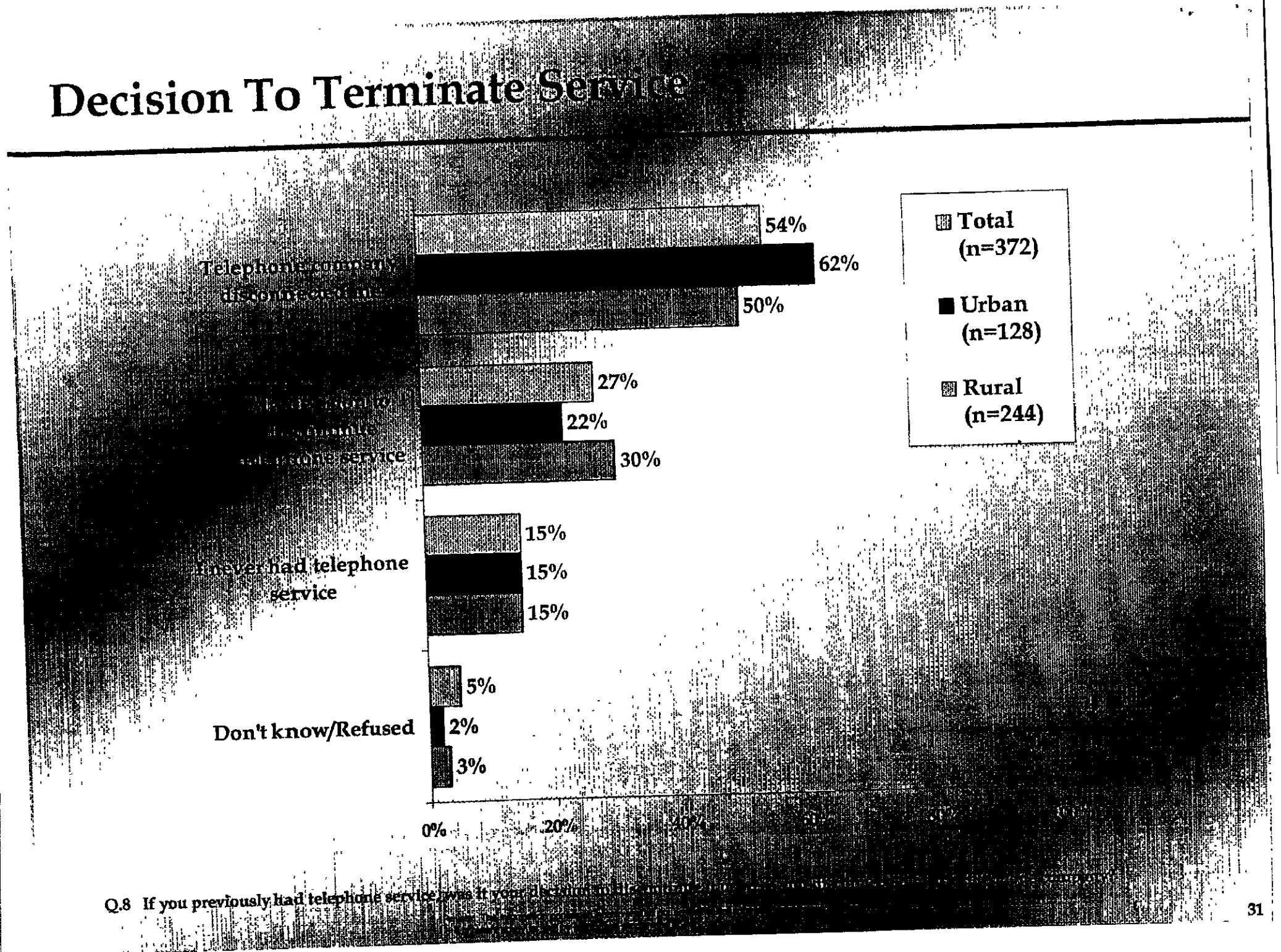
	Total %	Time Without Phone Service: Less Than 2 Years % c	More Than 2 Years % d	Never Had % e
Financial Reasons (Net)	69	67	77 e	59
I cannot [illegible] past-due telephone bills	28	36 e	28 e	-
[illegible] too expensive for me	11	6	9	32 cd
[illegible] installation charges or the [illegible]	9	6	12	13
[illegible] make or receive long distance calls is [illegible] for me	6	7	6	5
I can't afford the monthly service charge/bill	6	6	7	5
Reasons for Not Needing/Wanting (Net)	13	13	13	16
I decided to use the money for something else	8	11	5	5
I have gotten used to living without it	1	1	1	4
Other (Net)	16	17 d	8	25 d
I have moved recently/not installed it yet	6	7 d	1	16 cd
I cannot control other household members' usage of the phone	3	4		
Base: Gave a Reason at Q.6	(372)	(206)	(109)	[illegible]

Q.7 Which of the reasons you mentioned in Q.6 is most important for you [illegible]

Findings

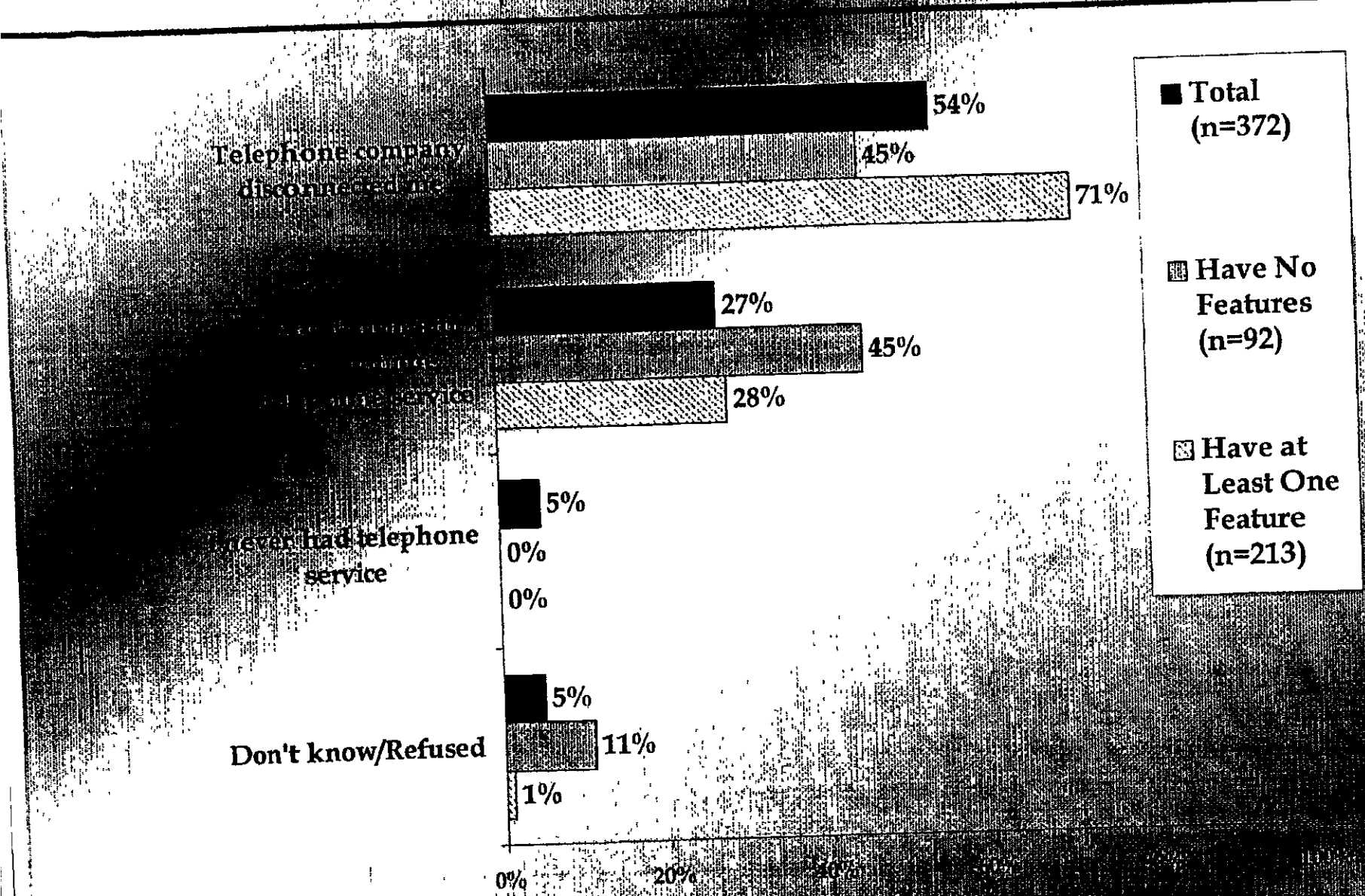
Terminating Service

Decision To Terminate Service



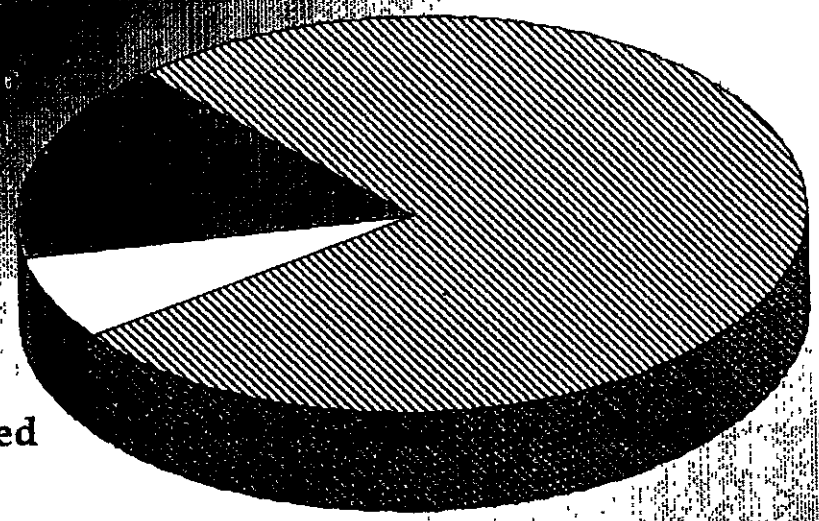
Q.8 If you previously had telephone service was it your decision to

Decision To Terminate Service (Cont.)



Q.8 If you previously had telephone service, was it your decision to discontinue service?

Interest In Continuing When You Disconnected Service



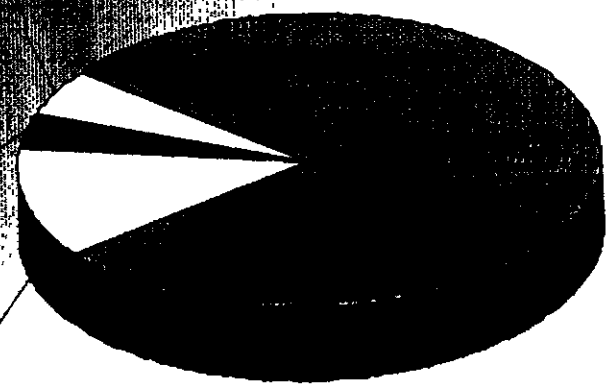
Base: Respondent Decision to Discontinue Telephone Service at Q.8 (n=102)

Q.8c At the time you discontinued your telephone service, did you want to continue [illegible] getting the service?

Findings

Payment Plans

Whether Payment Plans Were Offered



Base: Respondent Decision/Telephone Company Disconnected Service (Q.8, n=30)
Q.9 Before your telephone service was shut off, did the telephone company

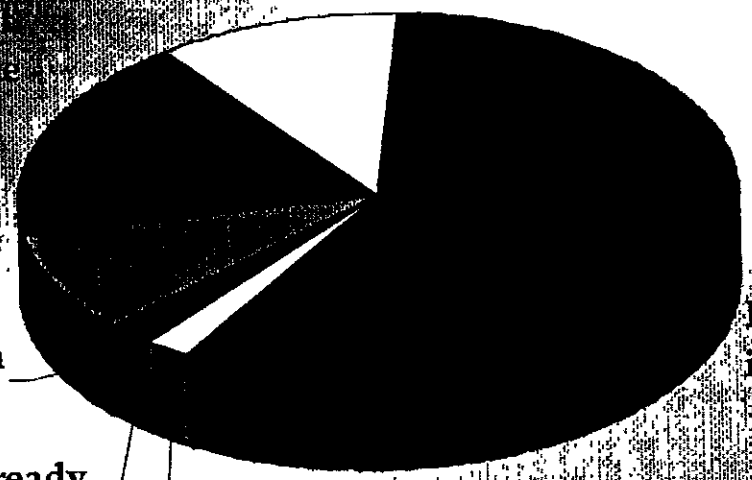
Findings

Contact With The Telephone Company

Whether You Contacted The Telephone Company

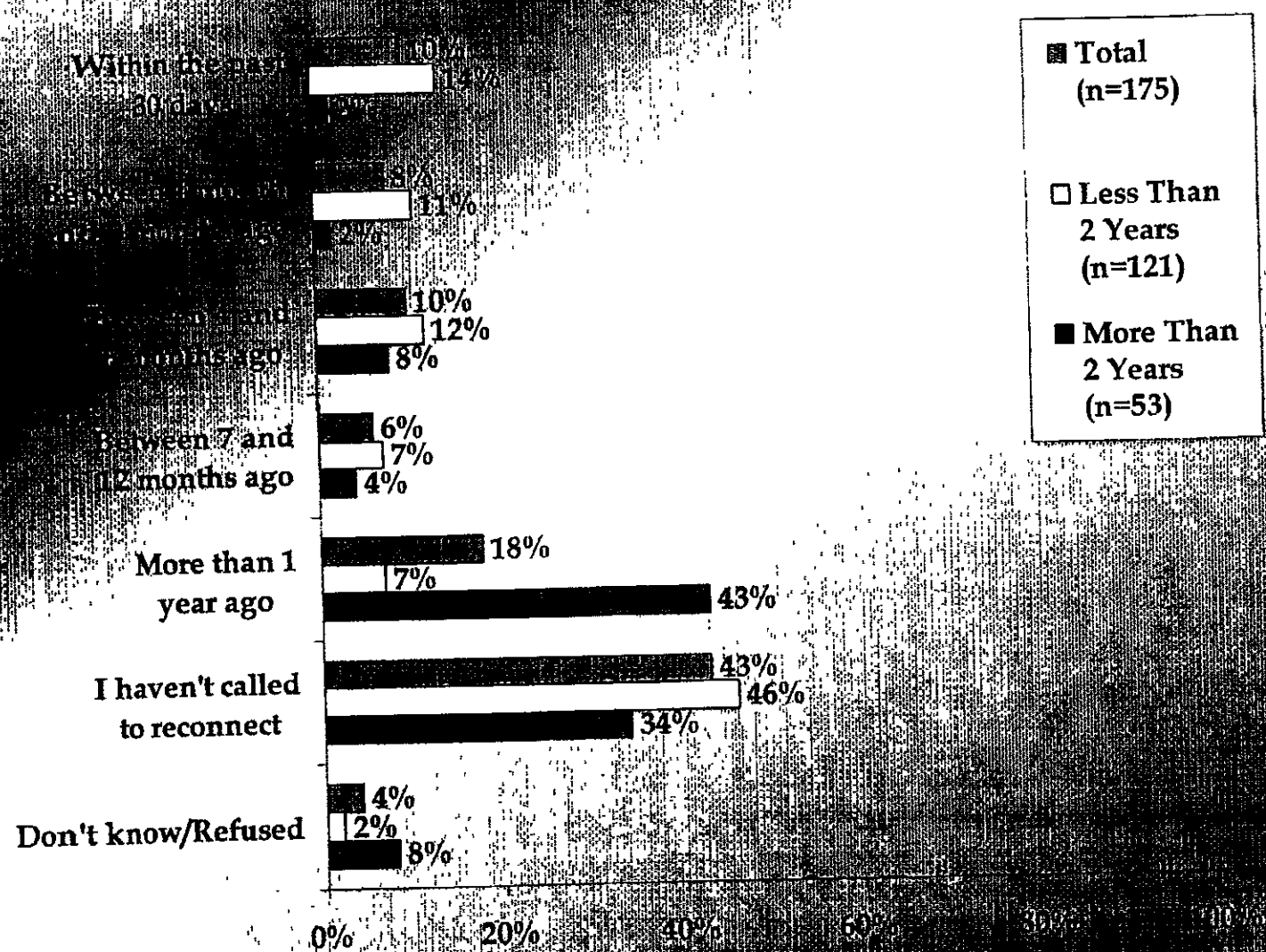
Base: Respondent Decision/Telephone Company Disconnected Service at Q.8 (n=318)
Q.10 Before your service was disconnected, did you contact the phone company?

Why The Telephone Company Was Not Contacted



Base: Respondent Decision/Telephone Company Disconnected Service at Q.
Q.11 Why didn't you contact the phone company?

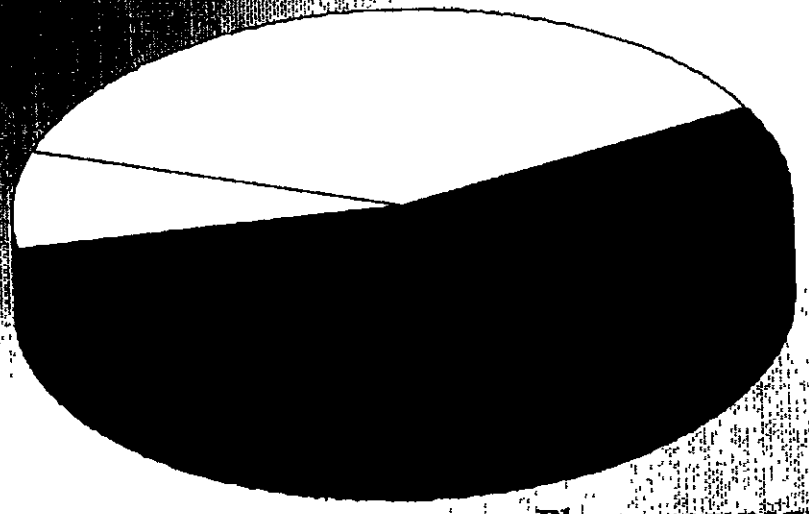
When The Telephone Company Was Called To Reconnect



Base: Respondent Decision/Telephone Company Disconnected Service at Q.8 and [illegible] Q.10

Q.12 Approximately how long ago did you call your local telephone [illegible]

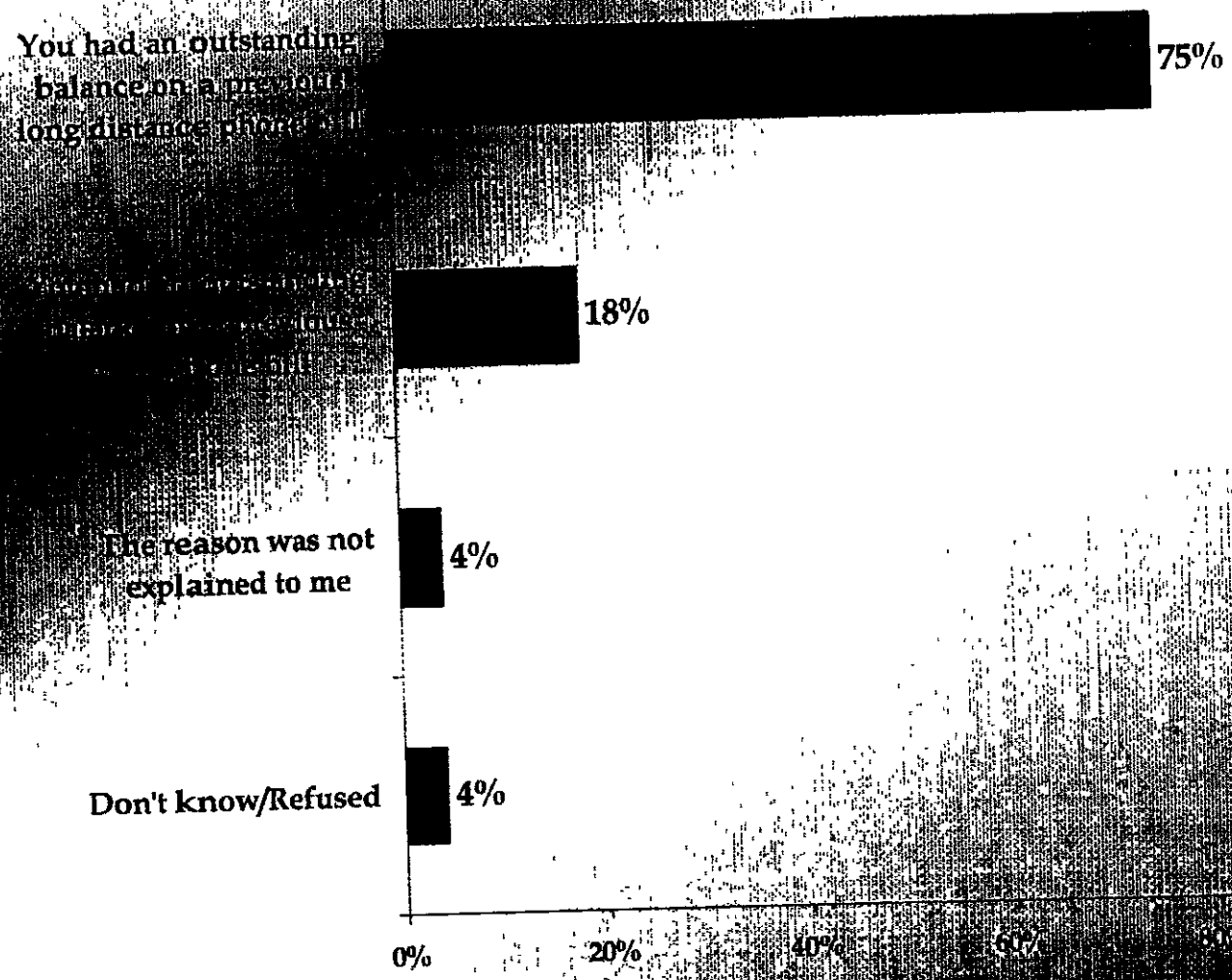
Who Decided Not To Get Telephone Service?



Base: Respondent Decision/Telephone Company Disconnected Service at Q.8 and Contacted Phone Company [illegible] Q.10 and Called About Reconnecting at Q.12 (n=100)

Q.12a After you contacted the phone company, did you decide not to get [illegible]

Reasons Why Service Was Not Reconnected

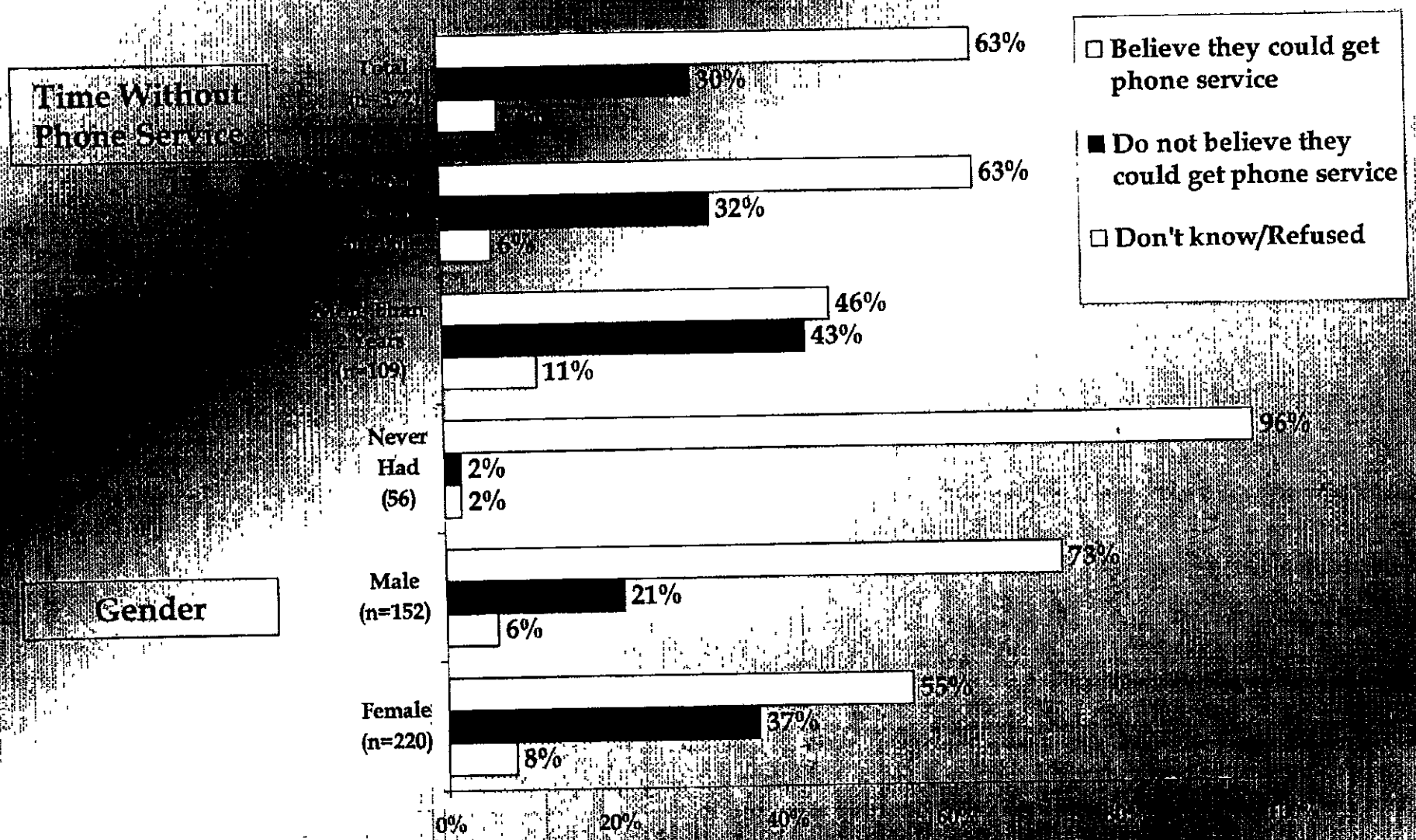


Base; Phone Company Decided Not to Give Service at Q.12a (n=55)
Q.13 Why did the phone company decide not to give you phone service?

Findings

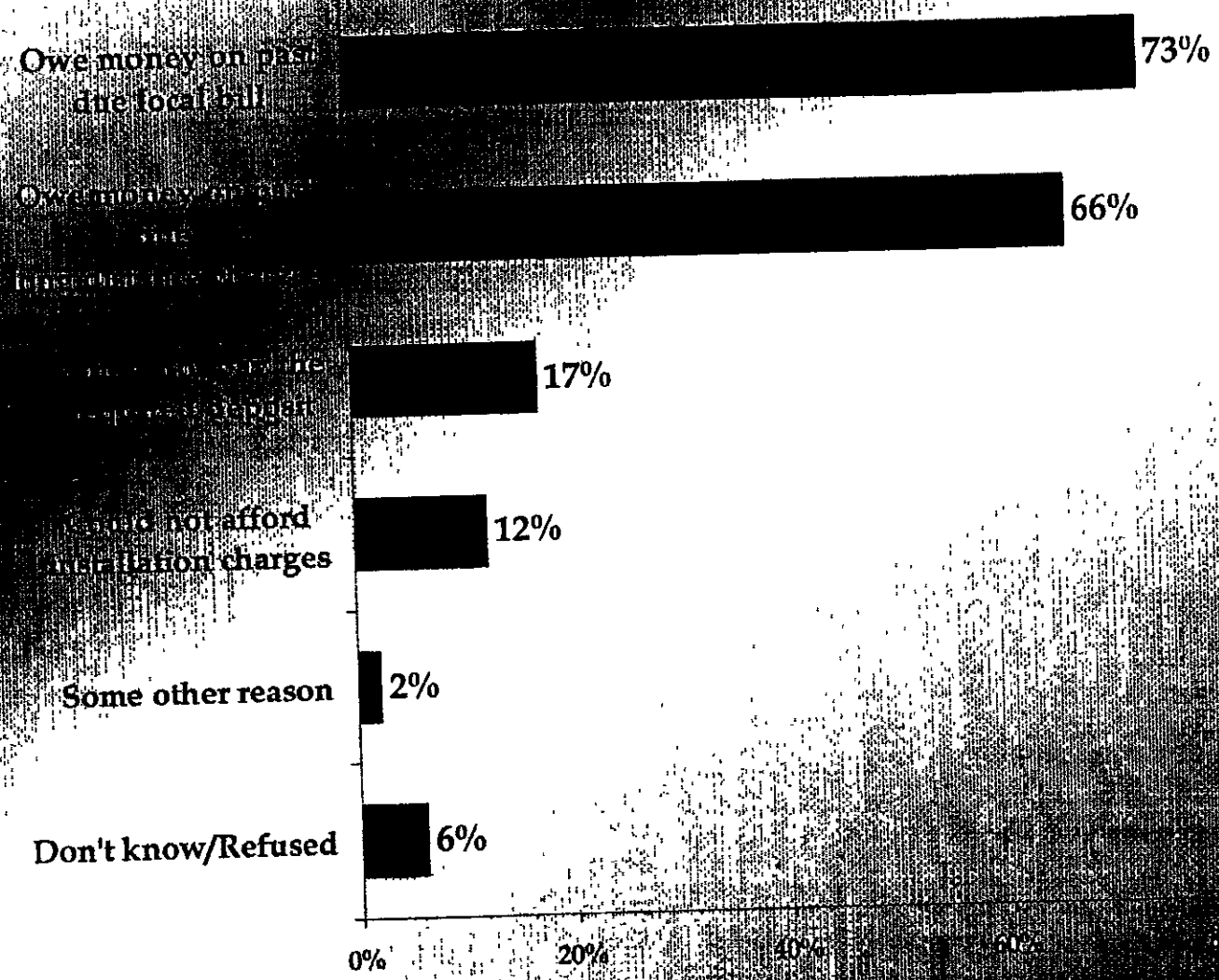
Future Likelihood Of Restoring Telephone Service

Perceptions Of The Likelihood To Be Able To Get Phone Service



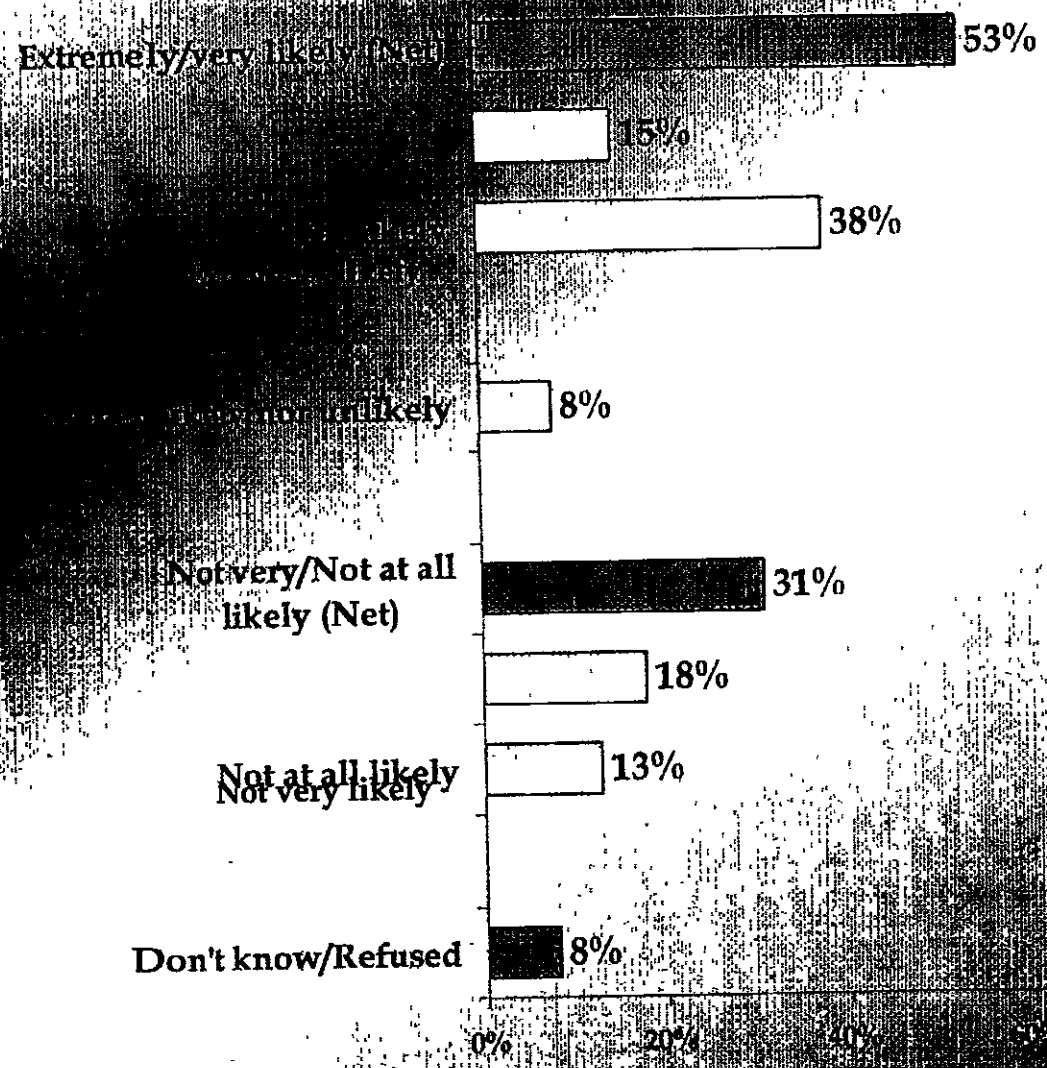
Base: Total Respondents
Q.14b Do you think you could get phone service now if you [illegible]

Reasons Why Believe They Could Not Restore Service



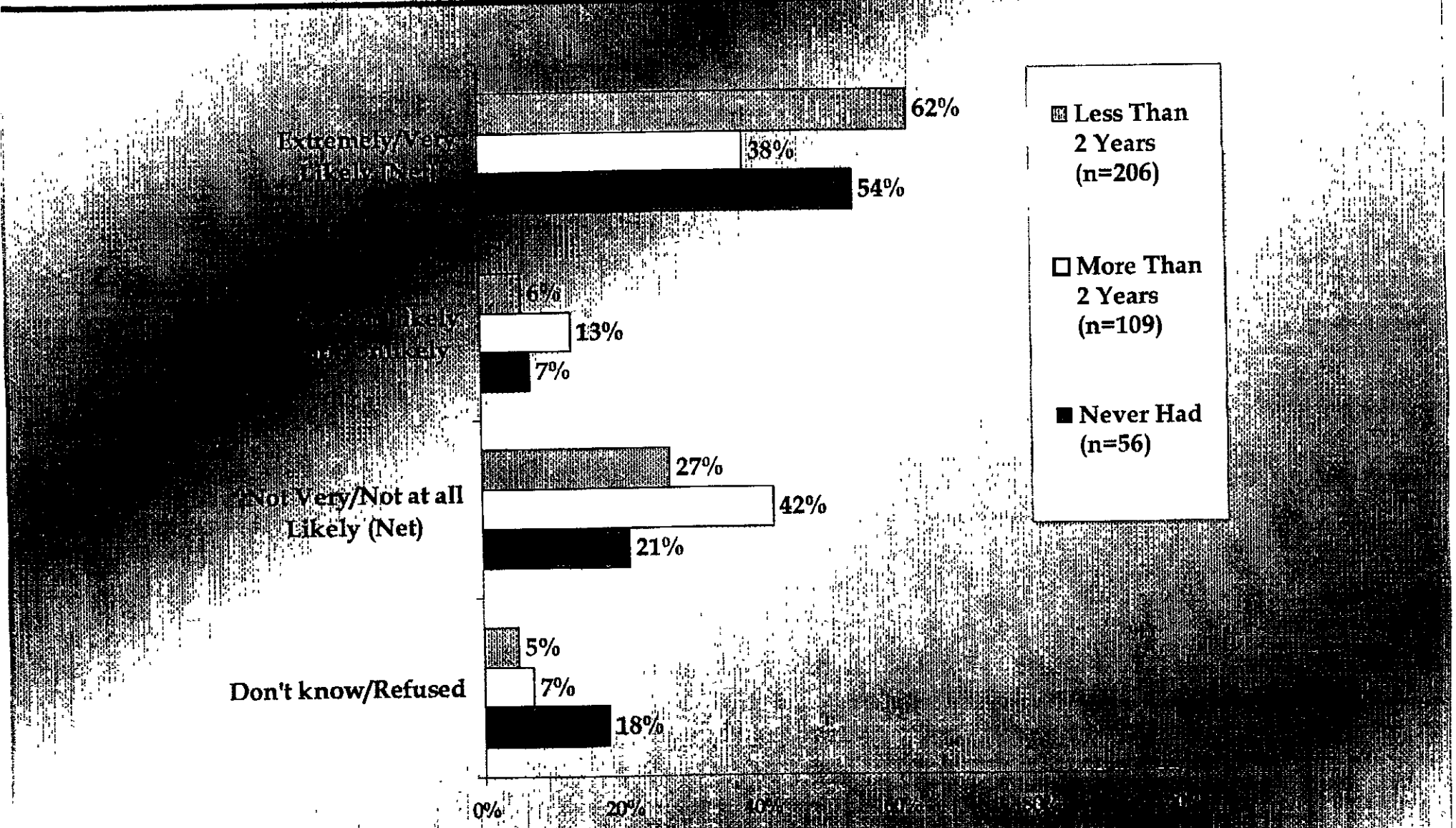
Base: Could Not Get Phone Service or Don't Know/Refused at Q.14b (n=159)
Q.14c Why do you think you could not get it? Any other reasons?

Estimation Of Likelihood Of Reconnecting Service



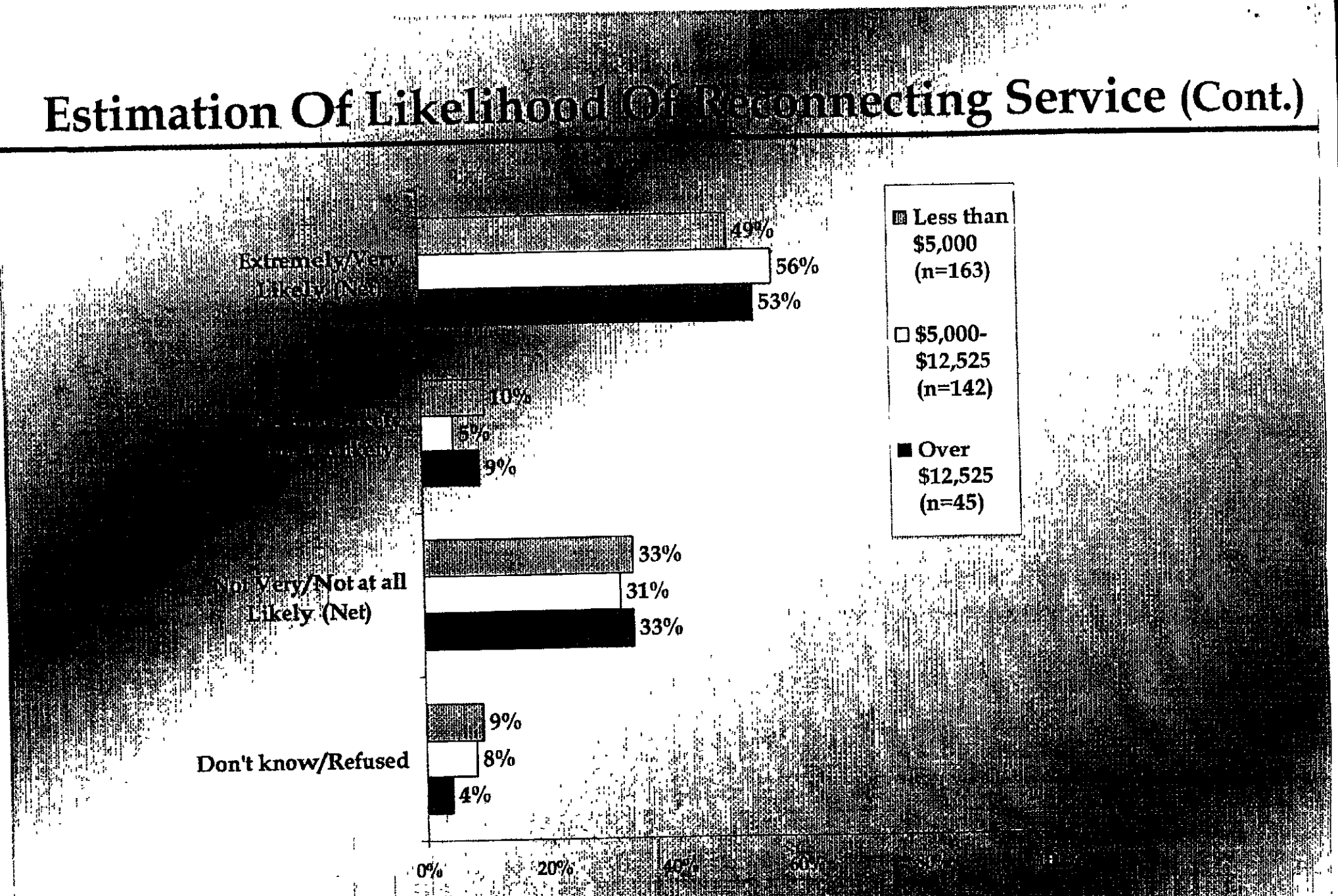
Base: Total Respondents (n=372)
Q.15 All things considered, how likely are you to get (or reconnect) your [illegible]

Estimation Of Likelihood Of Reconnecting Service (Cont.)



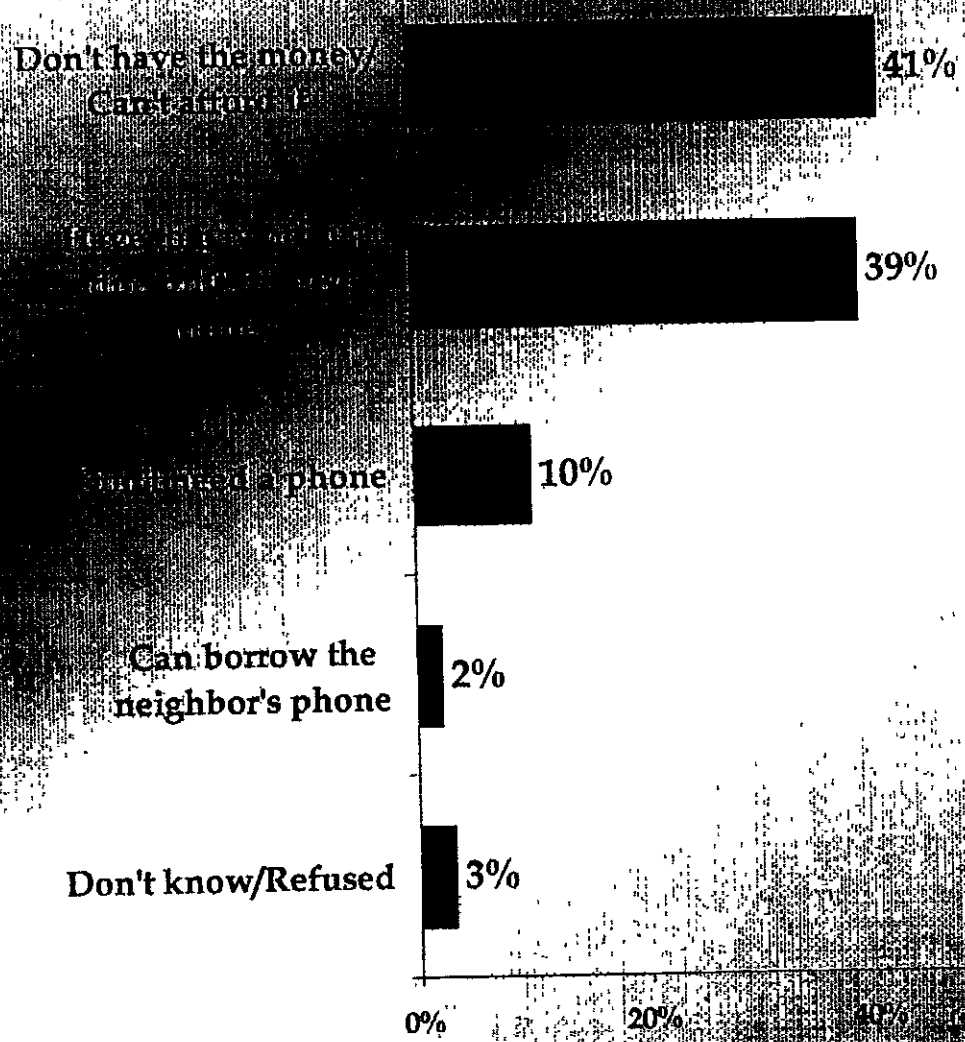
Base: Total Respondents (n=372)
Q.15 All things considered, how likely are you to get (or reconnect your) [illegible]

Estimation Of Likelihood Of Reconnecting Service (Cont.)



Base: Total Respondents (n=372)
Q.15 All things considered, how likely are you to get (or reconnect) your [illegible]

Reasons For Not Being Likely To Reconnect Service

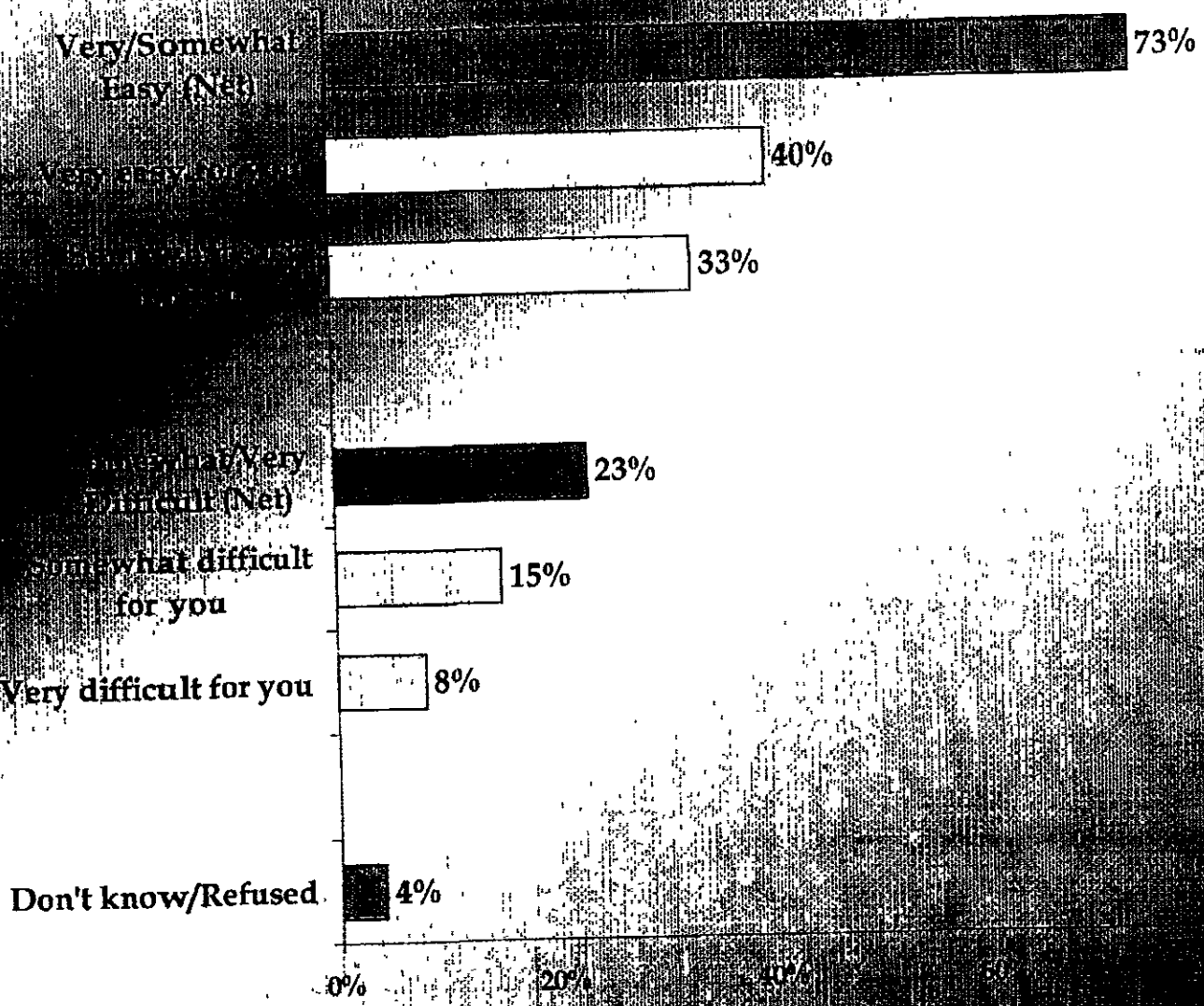


Base: Not Very/Not at All Likely at Q.15 (n=115)
Q.16-b Why are you... to get (or reconnect your) telephone service?

Findings

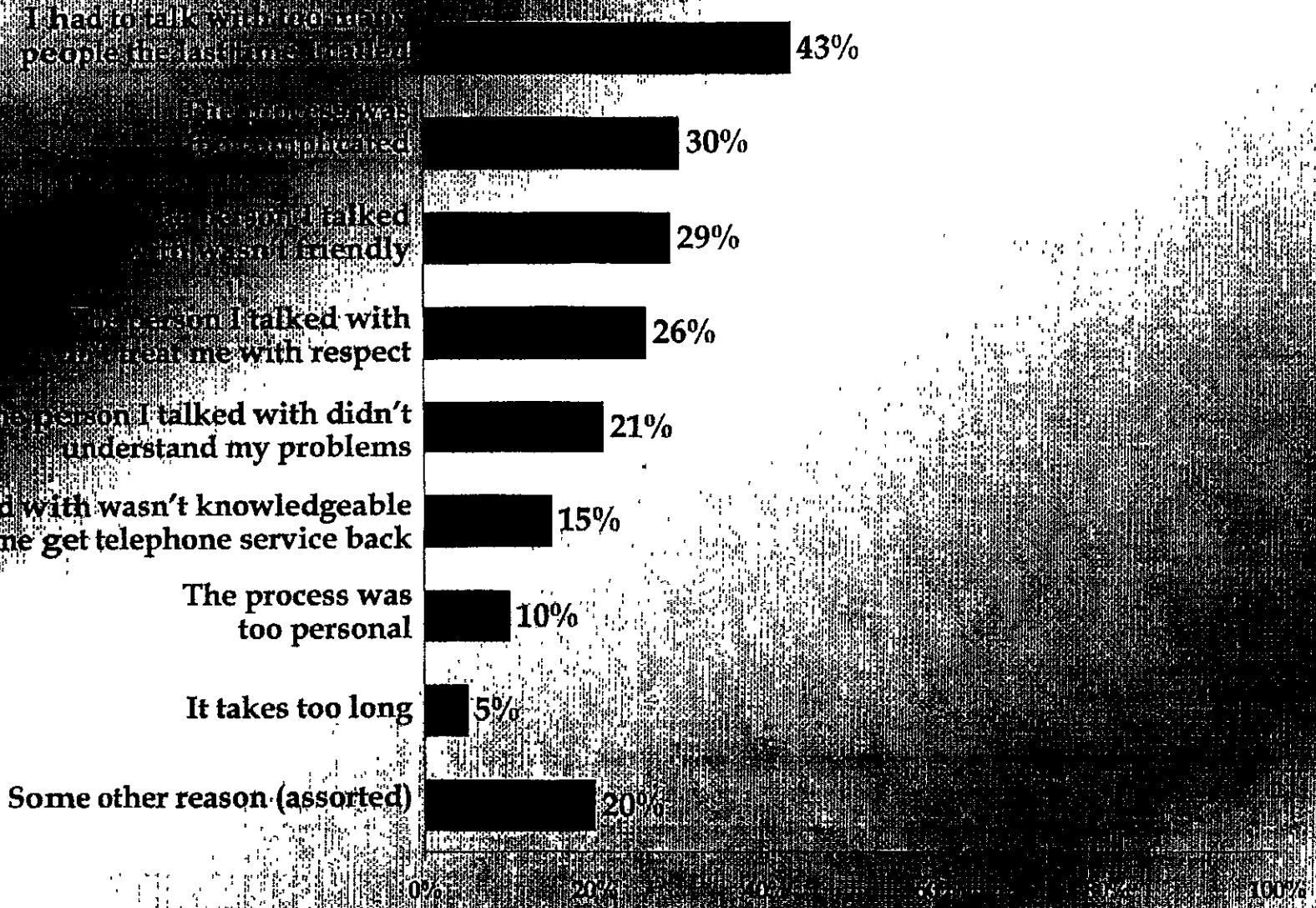
Feelings About Contacting The Phone Company To Ask About Phone Service

How Easy Is It To Contact The Phone Company?



Base: Total Respondents (n=372)
Q.16a How do you feel about contacting the phone company to ask about phone service?

Reasons For Being Difficult To Contact The Phone Company

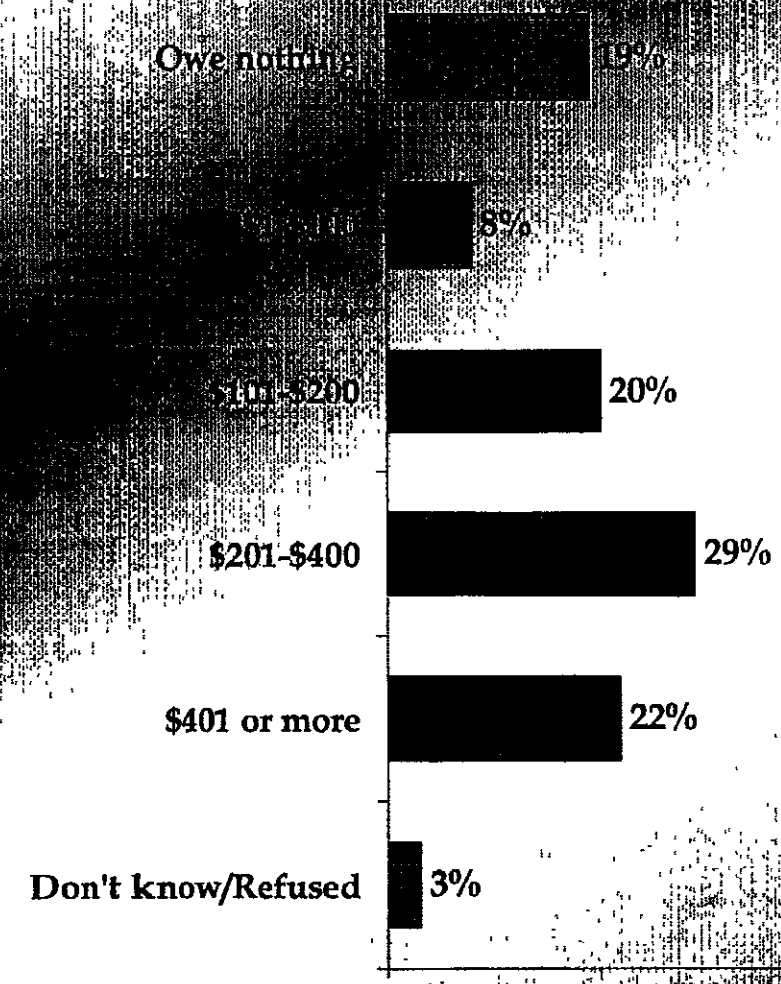


Base: Somewhat/Very Difficult at Q.16a (n=86)
Q.16b What makes it difficult for you?

Findings

Amount Currently Owed

Amount Past Due



Base: Had Phone Service at Q.4 (n=316)
Q.17 Approximately how much do you currently owe, if anything, on past due telephone bills?

Amount Past Due (Cont.)

Base: Had Phone Service at Q.4 (n=316)
Q.17a At the time you stopped service, did you owe for just one month or for more than one month?

Findings

Specifics On Amount Owed At Time Of Disconnection