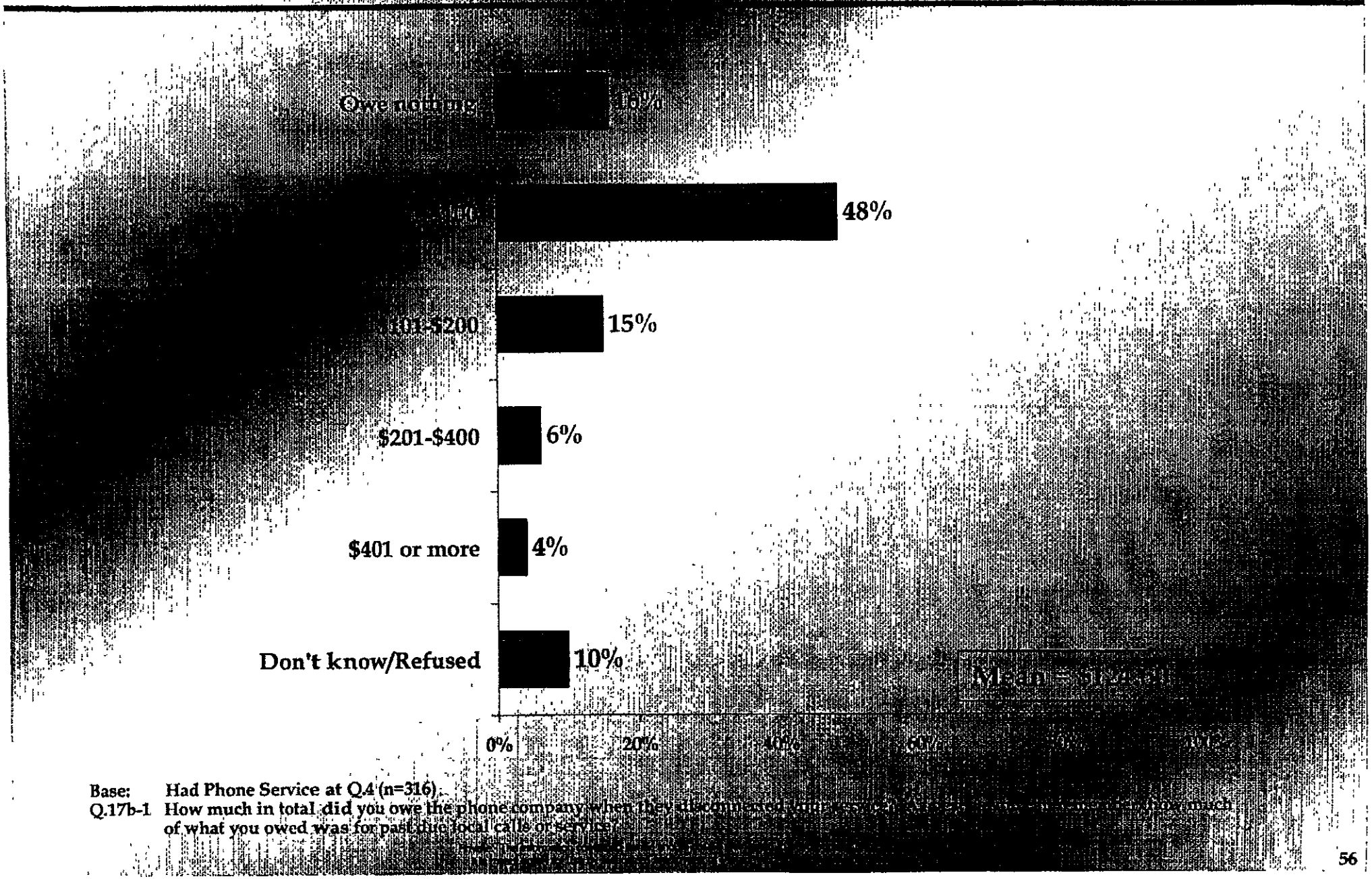
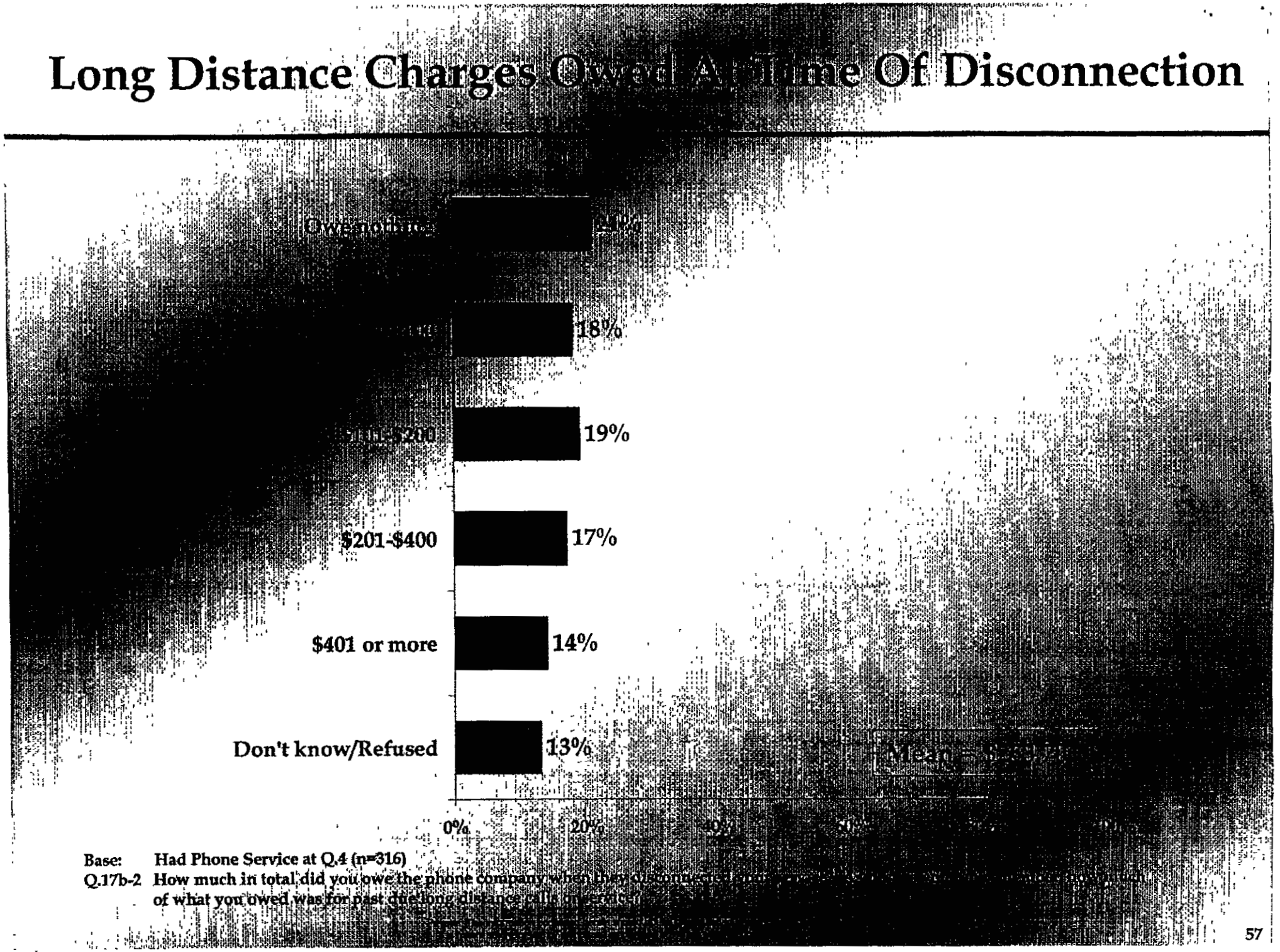
Local Charges Owed At Time Of Disconnection



Base: Had Phone Service at Q.4 (n=316).

Q.17b-1 How much in total did you owe the phone company when they disconnected [illegible] how much of what you owed was for past due local calls or service?

Long Distance Charges Owed At Time Of Disconnection



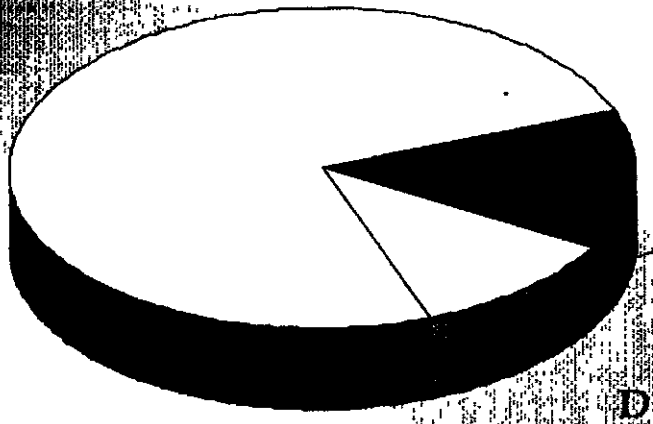
Base: Had Phone Service at Q.4 (n=316)

Q.17b-2 How much in total did you owe the phone company when they disconnected [illegible] of what you owed was for past due long distance calls or services?

Findings

Awareness Of Arrangements To Payoff Local Charges

Awareness Of Paying Off Local Charges Over Time



Were made aware they could pay over time 14%

Don't know/Refused 11%

Base: Had Telephone Service Previously at Q.4 (n=316)

Q.18 Did the phone company tell you that you could have arranged to pay only [illegible] so that your local service would not be disconnected?

Findings

Factors Impacting Restoring Telephone Service

What Would Have To Occur To Get Telephone Service?

	Total %	Time Without Phone Service: Less Than 2 Years % c	Time Without Phone Service: More Than 2 Years % d	Time Without Phone Service: Never Had % e
Financial (Net)	87	93 de	84	71
[illegible] service balance	58	71 e	61 e	4
[illegible] telephone service balance	56	64 e	68 e	4
[illegible] put down a deposit	38	30	49 c	45 c
[illegible] phone service at a lower cost	34	29	35	46 c
[illegible] to pay an installation charge	33	25	44 c	39 c
[illegible] (Net)	44	37	45	63 cd
[illegible] increase in pay	23	18	28 c	36 c
[illegible] job	22	18	25	30 c
Have a certain income level	13	9	18 c	14
Have a good credit rating	5	5	5	5
Have a bank account	3	2	3	5
Nothing (Net)	3	*	7 c	2
There is nothing that would have to occur, you do not want telephone service	3	*	7 c	2
Base: Total Respondents	(672)	(206)	(109)	(357)

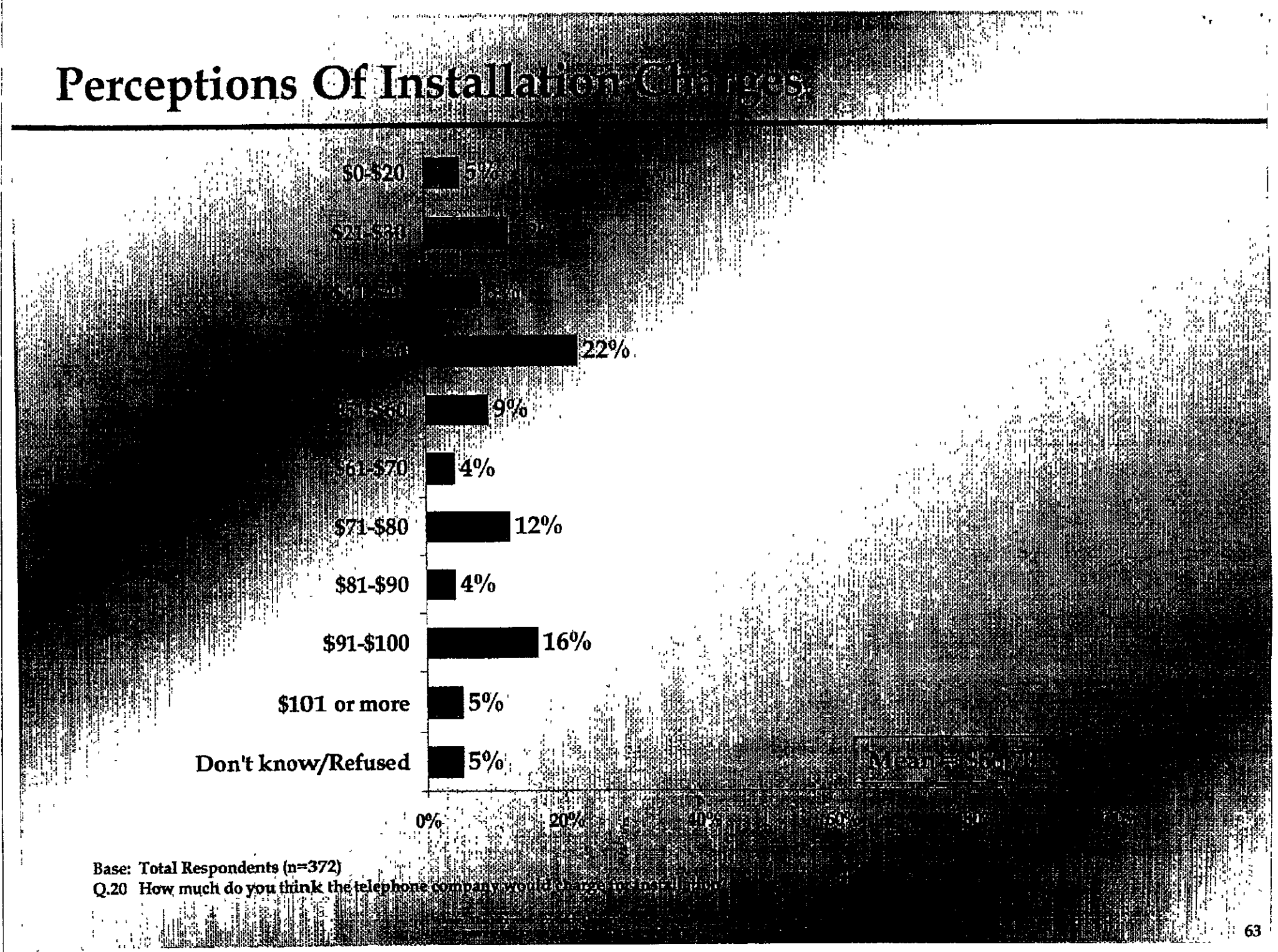
* Less than 1%

Q.19 Which of the following would have to occur before you would get a phone?

Findings

Perceptions Of Phone Charges

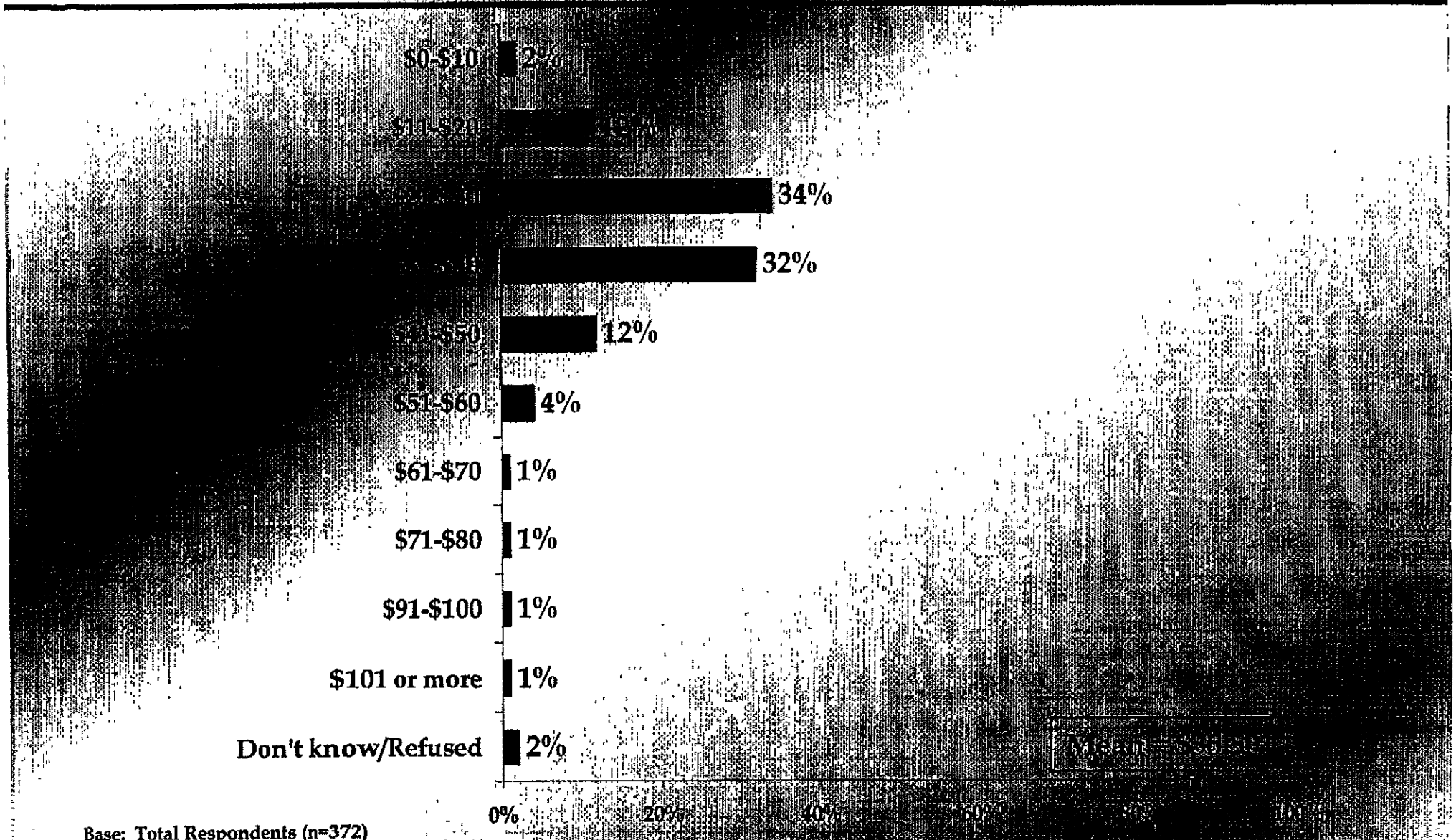
Perceptions Of Installation Charges



Base: Total Respondents (n=372)

Q.20 How much do you think the telephone company would charge to install [illegible]

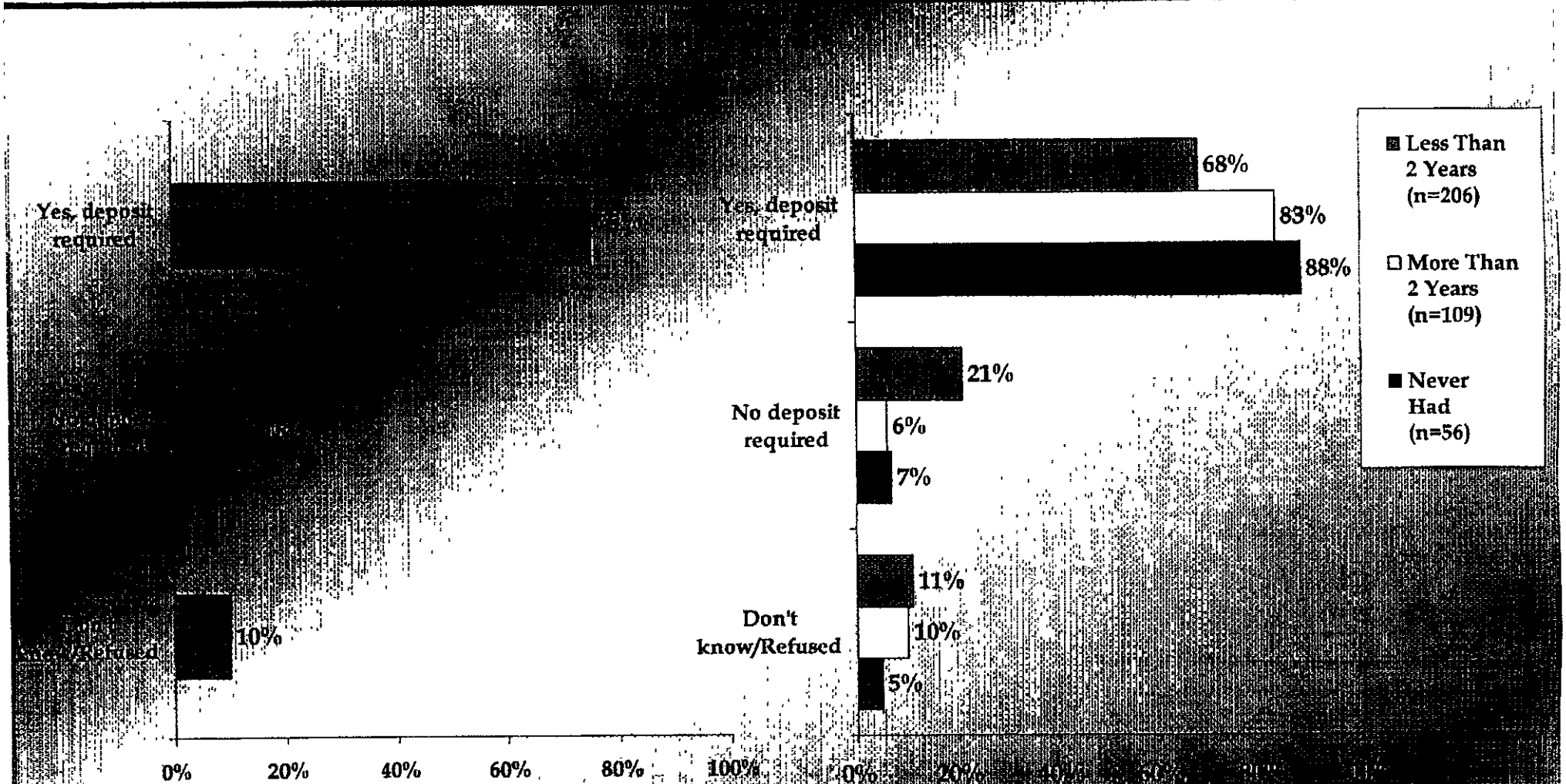
Perceptions Of Basic Local Telephone Service



Base: Total Respondents (n=372)

Q.21 Assuming you had basic local telephone service reconnected without any [illegible] long distance calls or receiving collect calls

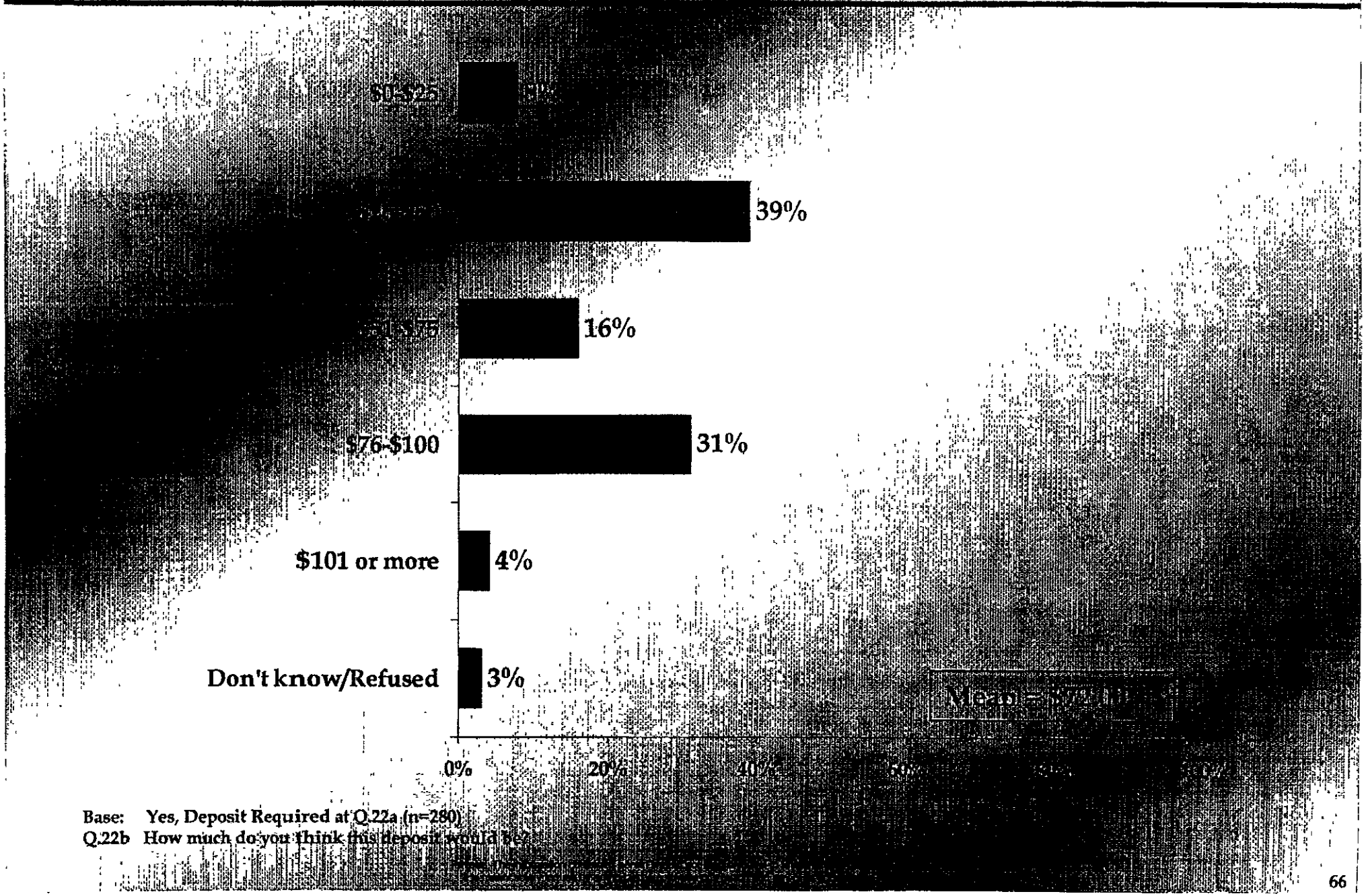
Perceptions Of A Required Deposit



Base: Total Respondents (n=372)

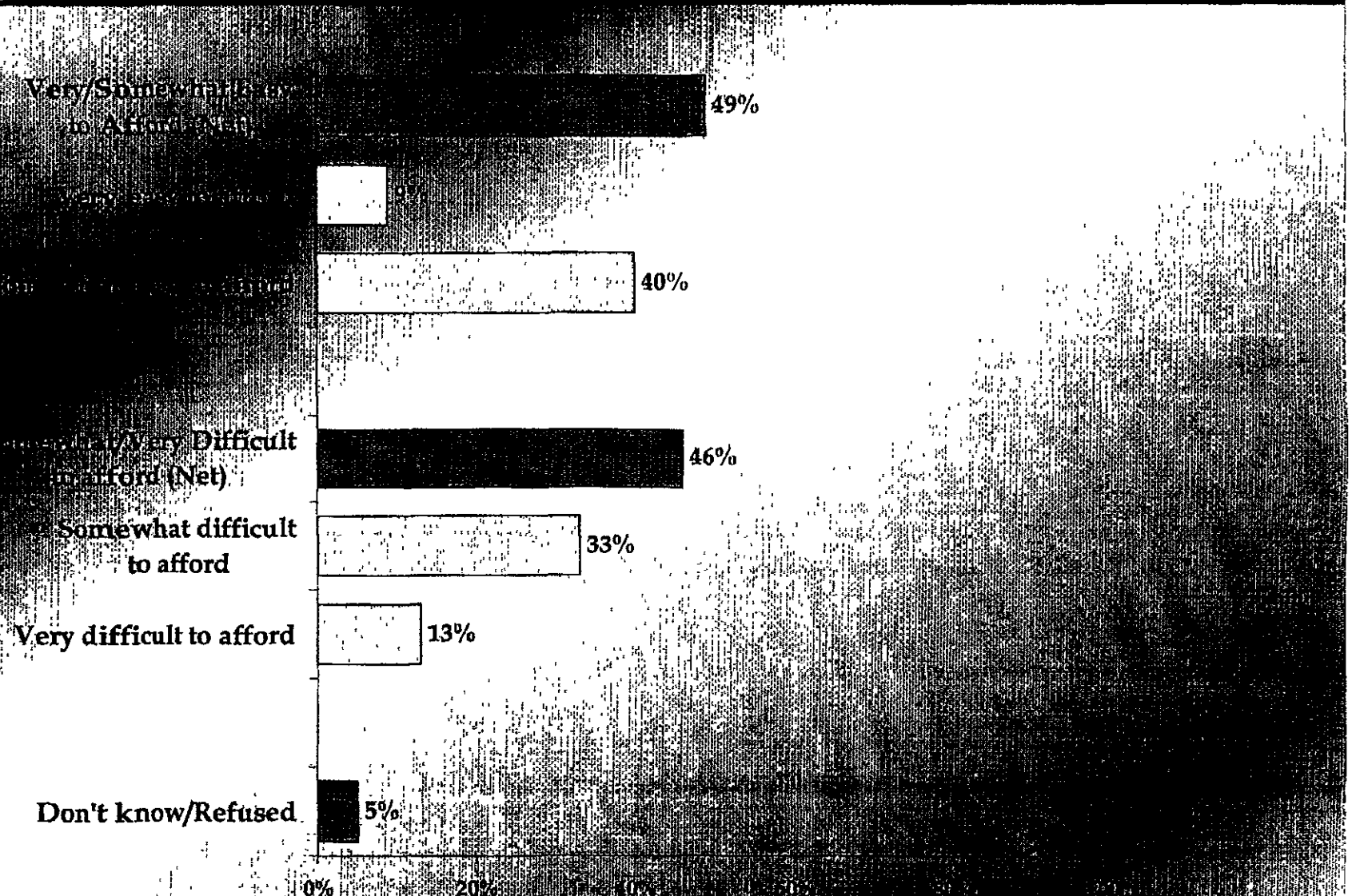
Q.22a Apart from what it costs to have service started, do you think [illegible]

Perceptions Of A Required Deposit (Cont.)



Base: Yes, Deposit Required at Q.22a (n=280)
Q.22b How much do you think this deposit would be?

Perceptions Of The Affordability Of Telephone Service Costs



Base: Total Respondents (n=372)

Q.22c Based on what you think it costs, do you feel telephone service [illegible]

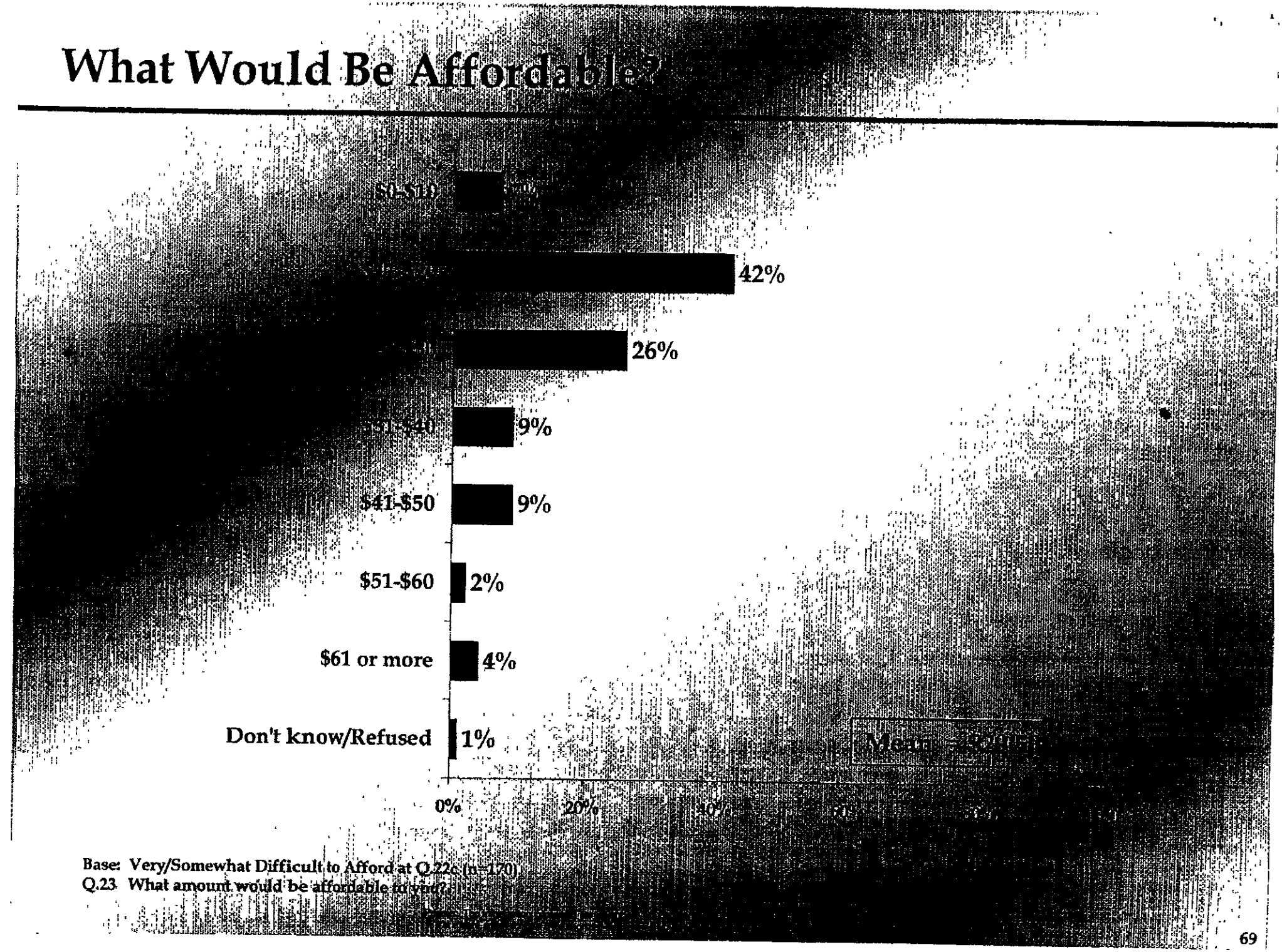
Perceptions Of The Affordability Of Telephone Service Costs

Very/Somewhat Easy to Afford	Mean
Area: Urban	2.7
Time Without Service: Less Than 2 Years	2.5
Employment Status: Employed/Retired	2.6
Ethnicity: Non-Caucasian	2.6
Household Income: Less Than $5,000	2.9
Household Income: $5,000-$12,525	2.6
Financial Reasons: Gave No Financial Reason	2.9
Household Size: 1-2 People	2.6

Somewhat/Very Difficult to Afford	Mean
Area: Rural	2.4
Time Without Service: More Than 2 Years	2.3
Employment Status: Not Employed/Retired	2.4
Ethnicity: Caucasian	2.3
Houshold Income: Less Than $5,000	2.4
Household Income: More Than $12,525	2.4
Financial Reasons: Gave At Least One Financial Reason	2.4
Household Size: 3+ People	2.3

Base: Total Respondents (n=372)
Q.22c Based on what you think it costs, do you feel telephone service for you would be ...
Scale: 4=Very easy to afford; 3=Somewhat easy to afford; 2=Somewhat difficult to afford; ...

What Would Be Affordable?



Base: Very/Somewhat Difficult to Afford at Q.22c (n=170)
Q.23 What amount would be affordable to you?

Findings

Lifeline

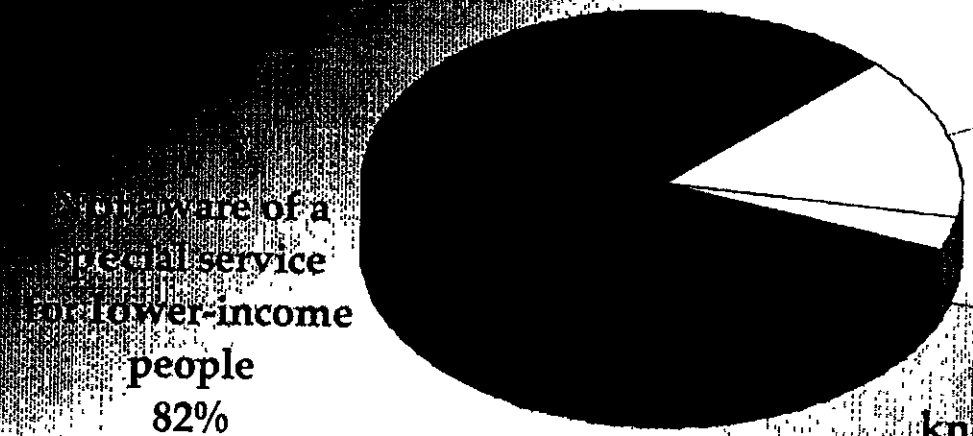
Lifeline Plan Description (As Read To Respondent)

- Your local telephone company offers [illegible] telephone service known as the Lifeline Program to make basic service even more affordable [illegible] customers.
- The Lifeline Program is designed [illegible] who might have difficulty affording phone service due to personal circumstances [illegible] a monthly discount of at least $6.10 off the basic local service rate.
- Benefits of the Lifeline Program include:
  - Monthly [illegible] between $6.07 and $13.98, depending on whether you have flat or measured [illegible] you live in.
  - [illegible] waiver for installation charges.
  - [illegible] ability to make long distance calls without paying a fee, but can still receive long [illegible] long distance service is requested, a deposit may be required.
  - [illegible] request, at no extra charge, calls to numbers with a 900 area code or a 976 prefix and [illegible] three-way calls could be blocked.
  - [illegible] payment plans for past due local telephone charges may be spread over six months after paying a minimum down payment of $25.

In order to qualify for Lifeline, you must receive aid from a benefits program, such as those listed below:

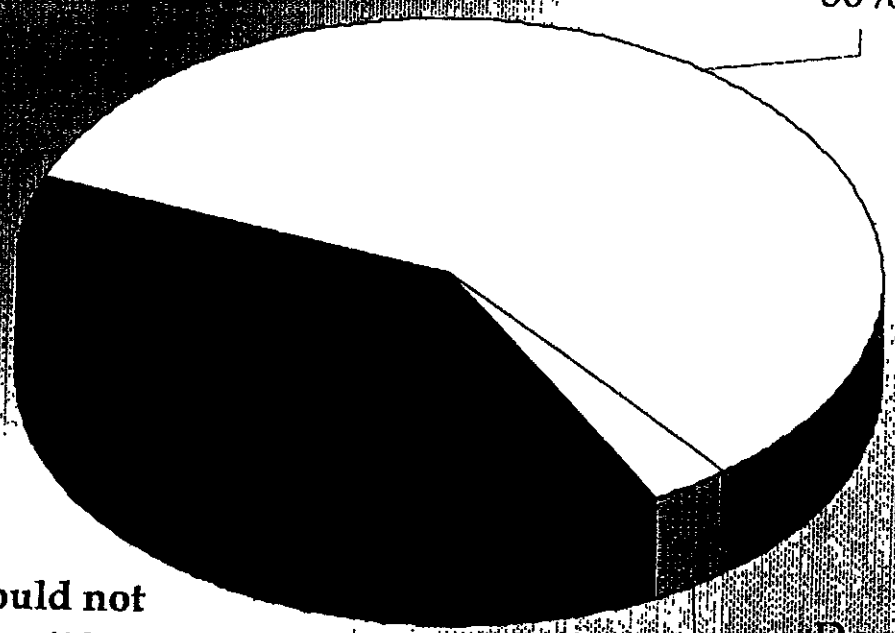
- Disability Assistance
- Federal Public Housing/Section 8
- Food Stamps
- Home Energy Assistance Programs (HEAP and LIHEAP)
- Medicaid
- Ohio Energy Credits Program (OECP)
- Ohio Works First (OWF - formerly known as AFDC, ADC and TANF)
- Supplemental Security Income (SSI)

Aided Awareness Of A Special Type Of Phone Service For Lower-Income People



Base: Total Respondents (n=372)
Q.27 Are you aware that the phone companies offer a special [illegible]

Perceived Qualification For The Lifeline Plan



Base: Total Respondents (n=372)

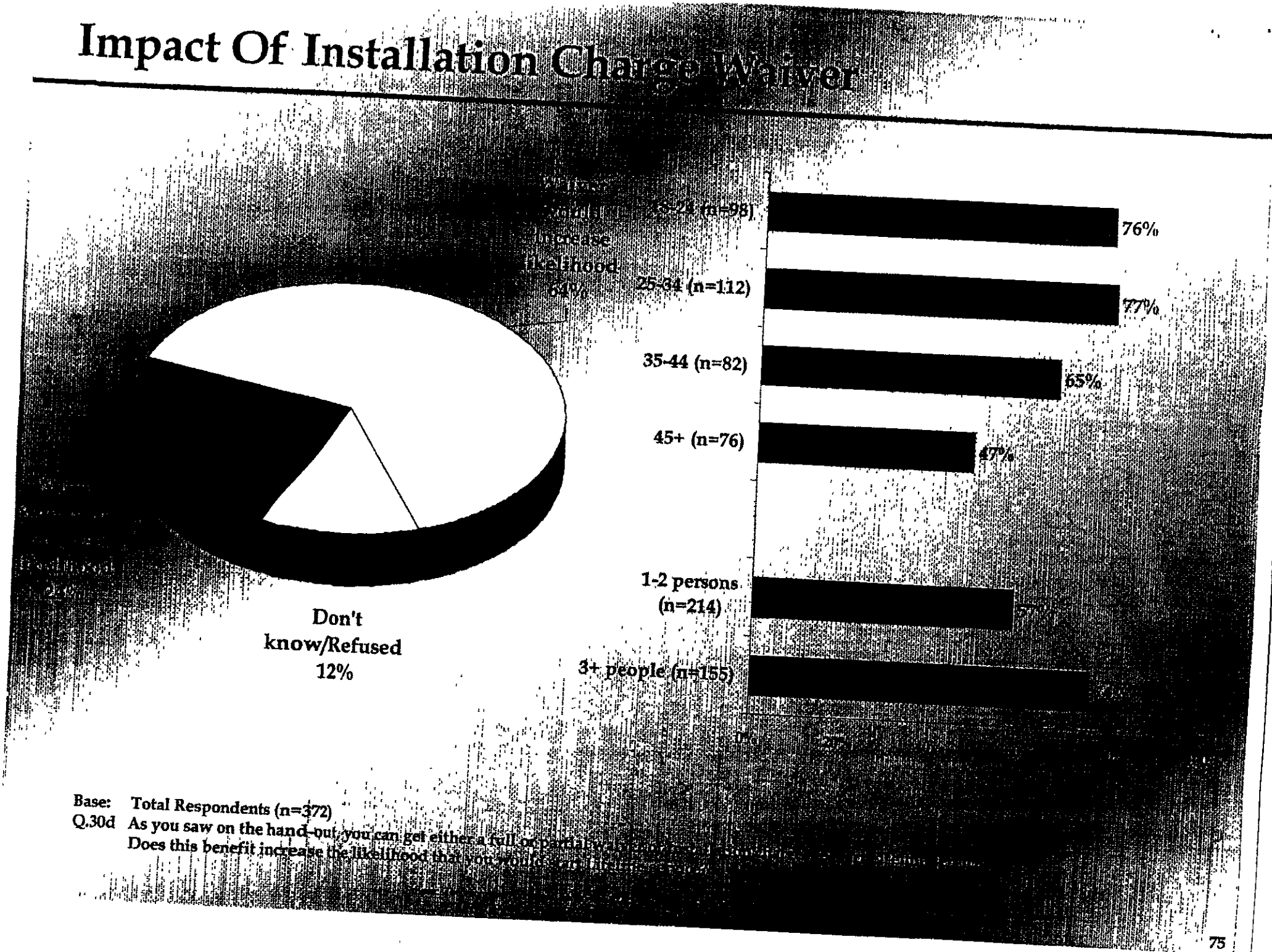
Q.29 Do you qualify for the Lifeline Plan? That is, do you receive aid from any of the programs listed

Perceived Qualification For The Lifeline Plan

Qualification Level			
Higher Than Average		Lower Than Average	
[illegible]	62%	Area: Urban	52%
[illegible] High School	65%	Education Level: High School Graduate+	54%
[illegible] Employed/Retired	67%	Employment Status: Full/Part Time	57%
[illegible]	65%	Gender: Male	49%
[illegible] Size: 3+ People	72%	Household Size: 1-2 People	59%

Base: Total Respondents (n=372)
Q.29 Do you qualify for the Lifeline Plan? That is, do you [illegible]

Impact Of Installation Charge Waiver



Base: Total Respondents (n=372)

Q.30d As you saw on the hand-out, you can get either a full or partial [illegible] Does this benefit increase the likelihood that you would [illegible]