

# **EXHIBIT A**

# Amvensys Capital Group



TAG Mobile, LLC

100%



Solarexchange.com, LLC

100%



Higher Revenue  
Solutions, LLC

100%



Empergy, LLC

100%



Unity Telecom, LLC  
f/k/a dPi Teleconnect, LLC

100%

DataProc, LLC

42.25%



Collaboration Marketing  
Partners, LLC

100%

Call Greeter, LLC

100%



Amvensys  
Technologies, LLC

100%



Amvensys  
Foundation, Inc.

100%



Amvensys Financial  
Services, LLC

100%

100%

ACG Telecom, LLC



Voicecom  
Telecommunications,  
LLC d/b/a Intelliverse

**TAG Mobile, LLC FRN: 0020419784**

<b>Company</b>	<b>State</b>	<b>SPIN</b>	<b>SAC</b>
TAG Mobile, LLC	Arkansas	143035649	409015
TAG Mobile, LLC	Louisiana	143035649	279032
TAG Mobile, LLC	Kentucky	143035649	269034
TAG Mobile, LLC	Maryland	143035649	189020
TAG Mobile, LLC	West Virginia	143035649	209026

**dPi Teleconnect, LLC FRN: 0004337226**

<b>Company</b>	<b>State</b>	<b>SPIN</b>	<b>SAC</b>
dPi Teleconnect, LLC	Alabama	143032385	259015
dPi Teleconnect, LLC	Arkansas	143032385	409007
dPi Teleconnect, LLC	Florida	143032385	219005
dPi Teleconnect, LLC	Kansas	143032385	419005
dPi Teleconnect, LLC	Kentucky	143032385	269015
dPi Teleconnect, LLC	Louisiana	143032385	279016
dPi Teleconnect, LLC	Missouri	143032385	429013
dPi Teleconnect, LLC	Missouri-M	143032385	429016
dPi Teleconnect, LLC	North Carolina	143032385	239007

# **EXHIBIT B**

State (TAG)	Filed As	File Date	Agency	Docket	Approval Date	Lifeline Packages
Louisiana	TAG Mobile, LLC	12/16/2009	Louisiana Public Service Commission	S-30502	12/29/2009	68 min., 3/1 txt, no RO Amending to 250 min, 1/1 text, no RO
Arkansas	TAG Mobile, LLC	2/11/2010	Arkansas Public Service Commission	08-015-U	8/10/2010	68 min., 3/1 txt, no RO Amending to 250 min, 1/1 text, no RO
Maryland	TAG Mobile, LLC	5/2/2011	Maryland Public Service Commission	ML# 130921	6/24/2011	68 min., 3/1 txt, no RO Amending to 250 min, 1/1 text, no RO
West Virginia	TAG Mobile, LLC	5/9/2011	Public Service Commission of West Virginia	11-0653-C-PC	7/28/2011	68 min., 3/1 txt, no RO Amending to 250 min, 1/1 text, no RO
Kentucky	TAG Mobile, LLC	8/23/2011	Kentucky Public Service Commission	2011-00312	12/20/2011	200 min., 3/1 txt, no RO Amending to 250 min, 1/1 text, no RO
Oklahoma	TAG Mobile, LLC	5/11/2011	Corporation Commission of Oklahoma	PUD 201100084	1/9/2012	TBD

# **EXHIBIT C**

## Broadband Pilot Program Application



When completed mail or fax form to:  
1330 Capital Parkway  
Carrollton, TX 75006  
Fax 866-254-6320  
Customer Service: 1-866-959-4918



A complete and signed Broadband Pilot Program Application and Certification Form ("Application") is required to enroll your household in TAG Mobile, LLC's ("TAG's") Broadband Pilot Program in your state. This Application is only for the purpose of verifying your eligibility for the Broadband Pilot Program and will not be used for any other purpose. The Broadband Pilot Program is a government program developed in conjunction with the Lifeline program and only eligible consumers may enroll. The Broadband Pilot Program non-transferrable and therefore may not be transferred to any other individual, including another eligible low-income consumer. All Broadband Pilot Program subscribers must complete their own Application for participation. Broadband Pilot Program participation requests will not be processed until this Application has been received and validated by TAG.

Broadband Pilot Program benefits are federal benefits and Applicants that make false statements in order to participate in the Broadband Pilot Program can be punished by fine or imprisonment, de-enrollment or can be barred from the program. Participation in the Broadband Pilot Program is limited to one per household. A household is defined, for purposes of the Broadband Pilot Program, as any individual or group of individuals who live together at the same address and share income and expenses. A household may not receive multiple Broadband Pilot Program benefits from multiple providers. A violation of the one-per-household requirement constitutes a violation of the Federal Communication Commission's rules and will result in de-enrollment from the program, and could result in criminal prosecution by the United States government.

**Each household will be required to verify continued eligibility for participation in the Broadband Pilot Program on at least an annual basis.**

I (Applicant) participate in at least one of the following programs, and am able to verify my identity and participation as required:

### PLEASE CHECK ONE

- |   |   |
|---|---|
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)   | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)           |
| <input type="checkbox"/> Section 8 Federal Public Housing Assistance (FPHA) | <input type="checkbox"/> Low Income Home Energy Assistance Plan (LIHEAP)          |
| <input type="checkbox"/> Medicaid ( <u>not Medicare</u> )                   | <input type="checkbox"/> National School Lunch Program's free lunch program (NSL) |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Income at or below 135% of federal poverty level         |

Evidence of program eligibility is required. Where such eligibility cannot be validated through a state and/or federal database or other alternative means, it may be validated by a TAG Agent by providing a copy of the Applicant's state issued ID card and a copy of the program identification card or other social service agency documentation showing current participation.

**I (Applicant) certify, under penalty of perjury that [check boxes]:**

- I have read and understand this Application, and swear and affirm that the information contained in this Application is true and correct, to the best of my knowledge and belief. I understand that I must meet certain eligibility qualifications as described above to participate in the Broadband Pilot Program, and I further understand that providing false or fraudulent information to participate in the Broadband Pilot Program is punishable by law.
- I meet the income-based eligibility criteria for participation in the Broadband Pilot Program or am a current recipient of the above designated program(s) and will notify TAG within thirty (30) business days (1) if I am no longer participating in any of the above designated program(s); (2) if my household is participating in more than one Broadband Pilot Program; or (3) if for any other reason my household no longer satisfies the criteria for participation in the Broadband Pilot Program. I have provided documentation of eligibility if required.
- The residence address provided below is my primary and permanent residence, and not a second home or business. I understand that if I move from the address included on this Application that I am required to notify TAG of my new address within 30 days.
- If I provided a temporary residential address to TAG, I will verify my temporary residential address every 90 days.
- I understand the notification requirements described above with respect to both program eligibility and current address information, and I further understand that I or my household may be subject to penalties if these requirements are not followed.
- I understand that I may be required to re-certify the continued eligibility of my household for participation in the Broadband Pilot Program at any time, but will be required to provide such recertification on at least an annual basis. I understand that failure to re-certify as required will result in the termination of Broadband Pilot Program benefits. I further understand that I may be subject to the same penalties for providing false or fraudulent information at the time of recertification as are applicable to the initial application.
- I authorize TAG to access any records required to verify my statements on this form and to confirm my eligibility for participation in the TAG Broadband Pilot Program. I give permission to the duly authorized official(s) administering the above programs to provide to TAG my participation status in any of the above program(s). I give this permission on the condition that the information in this Application and any

information about my participation in the above programs provided by officials be maintained by TAG as confidential customer account information.

- I authorize TAG to release any records required for the administration and/or reporting requirements of the TAG Broadband Pilot Program (including my name, telephone number and address), including to the Universal Service Administrative Company, to be used in a Broadband Pilot Program database and for information gathering, and to ensure the proper administration of the Broadband Pilot Program. Failure to consent will result in denial of participation in the Broadband Pilot Program.
- My household will participate in only one Broadband Pilot Program and, to the best of my knowledge, my household is not currently participating in a Broadband Pilot Program with any other provider.
- I am entitled to complete this Application, and am not listed as a dependent on another person's tax return (unless over the age of 60).

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ D.O.B.: \_\_\_\_\_ Last 4 Digits of SSN: \_\_\_\_\_

Residence Address (*May not be a PO Box*): \_\_\_\_\_

- The address provided above is a temporary address. I will validate this address with TAG every 90 days until I obtain a permanent address.
- The address provided above is a Multi-Household residence. (Requires completion of the multi-family worksheet.)

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Mailing Address (if different than residence address): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

If Qualifying for Broadband Pilot Program by Income, the Number of Individuals in My Household: \_\_\_\_\_.

I, \_\_\_\_\_, hereby attest that the Applicant's ID and supporting documentation checked below were presented and verified.  
(Agent/Company Representative Name)

Agent/Company Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For Agent Use Only (check the appropriate boxes for the proof of eligibility viewed and provide information requested; do not copy or retain documentation):**

**Documents Acceptable Proof for Income-Eligibility (check 1):**

- The prior year's state, federal, or Tribal tax return,
- Current income statement from an employer or paycheck stub,
- A Social Security statement of benefits,
- A Veterans Administration statement of benefits,
- A retirement/pension statement of benefits,
- An Unemployment/Workmen's Compensation statement of benefits,
- Federal or Tribal notice letter of participation in General Assistance, or
- A divorce decree, child support award, or other official document containing income information for at least three months time.

**List B - Choose 1:**

- Program participation card/document
- Prior year's statement of benefits
- Notice letter of participation
- Other official document evidencing participation \_\_\_\_\_

Last 4 digits of Document from List B \_\_\_\_\_

Date of Proof Document: \_\_\_\_/\_\_\_\_/\_\_\_\_

Expiration Date of Proof Document: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Documents Acceptable Proof for Program-Eligibility (choose 1 from each list A and B below):**

**List A - Choose 1**

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Section 8 Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program
- State Program 1
- State Program 2

Applicant Account Number	Rep/Agent Signature



## Broadband Pilot Program Application Income Eligibility Worksheet



Individuals in all states are able to enroll in TAG Mobile's Broadband Pilot Program (the "Pilot") by demonstrating that their household's annual income is at or below 135% of the Federal Poverty Guidelines. This table should be used to determine whether such an applicant is eligible for participation in the Pilot based on the number of individuals in the applicant's household and the applicant's household annual income:

HOUSEHOLD SIZE	INCOME LEVEL
1	\$15,080
2	\$20,426
3	\$25,772
4	\$31,118
5	\$36,464
6	\$41,810
7	\$47,156
8	\$52,502
For each additional person	Add \$5,346

**Applicants must list the number of individuals in the applicant's household on the Broadband Pilot Program Application form.** Applicants seeking to qualify for the Pilot based on their household income must present one of the following documents in order to prove eligibility:

- the prior year's state, federal, or Tribal tax return
- current income statement from an employer or paycheck stub
- a Social Security statement of benefits
- a Veterans Administration statement of benefits
- a retirement/pension statement of benefits
- an Unemployment/Workmen's Compensation statement of benefits
- Federal or Tribal notice letter of participation in General Assistance
- a divorce decree, child support award, or other official document containing income information for at least three months time

**This is a federally supported research pilot program provided by TAG Mobile. The Pilot is a government funded program. Participation in only one Pilot is available per household. Households are not permitted to participate in multiple Pilots whether they are from one or multiple companies. Proof of eligibility is required for enrollment and only eligible customers may enroll in the Pilot service. Consumers who willingly make false statements to participate in the Pilot can be punished by fine or imprisonment or can be barred from the program. The Pilot is a non-transferable program, and as such, participants may not transfer their Pilot service to any other person.**

# **EXHIBIT D**

**CERTIFICATION**

STATE OF TEXAS

COUNTY OF DALLAS

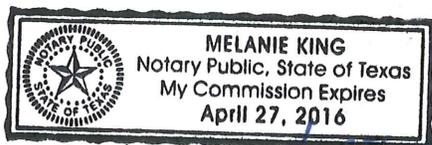
PERSONALLY came and appeared before me, the undersigned party in and for the jurisdiction aforesaid, **Frank Del Col**, who after being duly sworn by me stated under oath and penalty of perjury as follows:

- 1) that I am the Chief Executive Officer of TAG Mobile, LLC (“TAG Mobile”), a wireless service provider;
- 2) that I executed this verification for and on behalf of TAG Mobile;
- 3) that I am authorized to execute said verification;
- 4) that TAG Mobile intends to offer broadband service pursuant to the Federal Communication Commission’s (the “Commission”) rules and regulations for the Lifeline program;
- 5) that TAG Mobile will implement all necessary procedures and efforts to prevent waste, fraud and abuse in connection with its participation in the Pilot Program, including but not limited to procedures that TAG Mobile will have in place to prevent duplicate broadband subsidies within its subscriber base, and procedures the carrier undertakes to de-enroll subscribers receiving more than one broadband discount per household;
- 6) that TAG Mobile’s broadband service offering(s) will provide sufficiently low latency to enable use of real-time applications such as Voice over Internet Protocol (VoIP) and if there are usage limits for each plan, that they are reasonably comparable to usage limits for comparable broadband offerings in urban areas; and
- 7) that TAG Mobile will participate in the collection and sharing of anonymized qualitative and quantitative data with standardized data elements, formatting, and submission requirements, and that TAG Mobile will participate in workshops to discuss interim and final results of the project, and how best to use limited universal service funds to increase low-income consumers’ adoption of broadband services.

*Frank Del Col*

\_\_\_\_\_  
Frank Del Col

SWORN TO AND SUBSCRIBED before me on this the 28<sup>th</sup> day of June, 2012.



*Melanie King*  
\_\_\_\_\_  
Notary Public

My Commission Expires: 4-27-16

# **EXHIBIT E**

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level
Ashley County, Arkansas	6649	276	551	334	324	226	461	252
Baxter County, Arkansas	12217	216	544	600	699	768	641	324
Benton County, Arkansas	55157	1701	1474	1813	2203	2610	2613	707
Boone County, Arkansas	9588	212	336	498	383	490	576	151
Carroll County, Arkansas	7207	451	188	408	513	281	434	155
Clark County, Arkansas	5300	352	210	347	276	259	167	188
Cleburne County, Arkansas	7450	300	161	429	317	329	378	225
Columbia County, Arkansas	6743	379	323	270	394	287	276	137
Conway County, Arkansas	4979	304	114	149	303	359	259	72
Craighead County, Arkansas	24960	1519	1147	1010	1014	856	1453	460
Crawford County, Arkansas	16586	699	699	1231	301	1026	948	595
Crittenden County, Arkansas	14129	1026	854	1108	735	657	909	332
Faulkner County, Arkansas	26940	787	752	1370	896	940	947	424
Garland County, Arkansas	24547	975	1058	895	1333	1294	1300	559
Greene County, Arkansas	11933	675	661	435	675	704	429	101
Hempstead County, Arkansas	6631	601	347	240	243	681	182	168
Hot Spring County, Arkansas	8128	247	382	206	397	640	420	224
Independence County, Arkansas	10099	393	482	489	603	671	508	123
Jefferson County, Arkansas	19846	1412	889	993	1277	964	837	340
Johnson County, Arkansas	5928	219	299	209	245	499	508	124
Logan County, Arkansas	6305	231	243	296	441	285	406	208
Lonoke County, Arkansas	17867	700	565	474	1004	665	753	193
Miller County, Arkansas	11450	622	598	376	369	477	666	349
Mississippi County, Arkansas	12934	1034	676	971	640	807	858	369
Ouachita County, Arkansas	7460	381	481	495	589	368	457	224
Phillips County, Arkansas	6020	922	424	495	433	603	206	180
Poinsett County, Arkansas	7035	606	517	363	373	672	382	190
Polk County, Arkansas	5426	352	174	300	260	300	395	183
Pope County, Arkansas	15382	600	529	846	635	1022	730	308
Pulaski County, Arkansas	96590	4465	3440	4366	3390	4373	3881	2010
St. Francis County, Arkansas	5882	712	646	272	451	512	669	108

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level
Saline County, Arkansas	26615	929	281	646	877	879	668	523
Sebastian County, Arkansas	32273	1584	1570	1316	1432	2383	1593	621
Union County, Arkansas	12253	1038	520	778	767	480	773	264
Washington County, Arkansas	48010	2381	1383	1831	2345	2427	2185	1136
White County, Arkansas	19634	952	589	761	1126	1202	1067	406
Yell County, Arkansas	5780	210	361	241	337	520	359	245
Bella Vista town, Arkansas	7796	100	74	141	153	174	184	97
Benton city, Arkansas	7730	437	115	259	307	219	200	206
Bentonville city, Arkansas	8680	258	100	312	303	389	254	80
Cabot city, Arkansas	6411	250	144	229	339	228	236	23
Conway city, Arkansas	12910	468	400	751	561	321	458	104
Fayetteville city, Arkansas	15948	1147	369	543	817	827	493	307
Fort Smith city, Arkansas	21252	1303	1146	930	1143	1911	959	289
Hot Springs city, Arkansas	8413	444	454	297	661	394	483	256
Jacksonville city, Arkansas	8107	522	334	383	467	274	518	154
Jonesboro city, Arkansas	16437	1399	913	584	598	617	842	278
Little Rock city, Arkansas	46581	1918	2142	2411	1681	2505	1785	1115
North Little Rock city, Arkansas	15051	1367	482	766	661	791	642	315
Paragould city, Arkansas	6907	443	577	230	484	398	255	0
Pine Bluff city, Arkansas	11725	1161	756	775	841	555	434	231
Rogers city, Arkansas	13576	638	453	542	539	863	676	261
Russellville city, Arkansas	6382	311	304	477	320	306	278	141
Searcy city, Arkansas	5009	243	247	218	356	64	165	117
Sherwood city, Arkansas	8057	128	128	316	215	333	230	89
Springdale city, Arkansas	16805	703	666	1050	944	900	978	387
Texarkana city, Arkansas	7732	471	518	159	325	240	341	245
Van Buren city, Arkansas	6044	159	360	623	80	272	299	375
West Memphis city, Arkansas	6889	644	622	777	360	197	537	152

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Ashley County, Arkansas	320	856	1170	828	1051
Baxter County, Arkansas	334	2498	2091	1247	2255
Benton County, Arkansas	1693	9285	8113	7814	15131
Boone County, Arkansas	380	2475	1663	866	1558
Carroll County, Arkansas	351	1530	1098	620	1178
Clark County, Arkansas	238	757	819	513	1174
Cleburne County, Arkansas	302	1764	1102	752	1391
Columbia County, Arkansas	240	1074	1196	526	1641
Conway County, Arkansas	136	841	861	831	750
Craighead County, Arkansas	441	4435	3807	2498	6320
Crawford County, Arkansas	732	3190	2718	1838	2609
Crittenden County, Arkansas	623	2115	2325	988	2457
Faulkner County, Arkansas	556	5244	3802	3209	8013
Garland County, Arkansas	734	4147	3946	2500	5806
Greene County, Arkansas	361	2493	2183	1510	1706
Hempstead County, Arkansas	120	1382	1014	655	998
Hot Spring County, Arkansas	349	1876	1379	795	1213
Independence County, Arkansas	373	2148	1278	1164	1867
Jefferson County, Arkansas	666	3558	2964	1838	4108
Johnson County, Arkansas	90	1368	931	531	905
Logan County, Arkansas	283	985	1042	765	1120
Lonoke County, Arkansas	387	3254	3214	2478	4180
Miller County, Arkansas	322	2552	1785	1221	2113
Mississippi County, Arkansas	289	2330	1598	1408	1954
Ouachita County, Arkansas	261	1315	970	634	1285
Phillips County, Arkansas	202	1103	612	138	702
Poinsett County, Arkansas	211	1261	1014	684	762
Polk County, Arkansas	312	1253	748	405	744
Pope County, Arkansas	631	3464	2062	1588	2967
Pulaski County, Arkansas	2151	14374	13717	11199	29224
St. Francis County, Arkansas	144	977	517	289	585

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Saline County, Arkansas	660	5118	4196	3687	8151
Sebastian County, Arkansas	1149	5875	4474	3413	6863
Union County, Arkansas	206	1818	1872	1510	2227
Washington County, Arkansas	1447	9034	6611	5271	11959
White County, Arkansas	895	3763	2858	2006	4009
Yell County, Arkansas	207	1498	724	477	601
Bella Vista town, Arkansas	119	1375	1469	1370	2540
Benton city, Arkansas	174	1155	1266	1123	2269
Bentonville city, Arkansas	272	1487	1082	1107	3036
Cabot city, Arkansas	107	1036	1209	1030	1580
Conway city, Arkansas	169	2196	1883	1423	4176
Fayetteville city, Arkansas	476	2622	1863	1515	4969
Fort Smith city, Arkansas	727	3590	2936	2068	4250
Hot Springs city, Arkansas	276	1230	1401	735	1782
Jacksonville city, Arkansas	210	1252	1640	787	1566
Jonesboro city, Arkansas	183	2490	2185	1551	4797
Little Rock city, Arkansas	956	6975	5634	4869	14590
North Little Rock city, Arkansas	303	2096	2282	1766	3580
Paragould city, Arkansas	225	1208	1194	781	1112
Pine Bluff city, Arkansas	383	2304	1500	956	1829
Rogers city, Arkansas	411	2371	1630	1974	3218
Russellville city, Arkansas	174	1420	918	561	1172
Searcy city, Arkansas	281	1010	620	512	1176
Sherwood city, Arkansas	152	1467	1185	1285	2529
Springdale city, Arkansas	470	3569	2166	1519	3453
Texarkana city, Arkansas	182	1605	1072	754	1820
Van Buren city, Arkansas	81	1235	1132	640	788
West Memphis city, Arkansas	308	1118	1029	390	755

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level
Anderson County, Kentucky	6279	122	35	192	200	161	95	194
Barren County, Kentucky	11700	675	482	505	623	834	908	187
Bell County, Kentucky	7520	913	485	643	418	630	541	184
Boone County, Kentucky	30423	623	392	366	590	773	778	293
Boyd County, Kentucky	13779	1092	284	608	459	548	625	259
Boyle County, Kentucky	7447	306	409	268	214	183	428	129
Bullitt County, Kentucky	21102	633	624	384	833	1166	593	394
Calloway County, Kentucky	8588	393	362	301	237	331	387	105
Campbell County, Kentucky	21648	488	335	754	470	719	648	465
Carter County, Kentucky	7288	393	181	347	461	342	758	82
Christian County, Kentucky	18970	1528	716	966	928	931	764	617
Clark County, Kentucky	10646	621	214	502	345	811	264	47
Clay County, Kentucky	4550	666	598	348	311	139	252	56
Daviess County, Kentucky	26490	1392	955	841	874	1201	1126	627
Fayette County, Kentucky	69397	3115	2092	2407	1819	2162	2605	1186
Floyd County, Kentucky	11360	997	628	831	927	766	909	395
Franklin County, Kentucky	12297	602	151	583	236	439	466	170
Grant County, Kentucky	7589	344	456	434	344	460	763	162
Graves County, Kentucky	10320	505	446	609	500	520	456	311
Grayson County, Kentucky	6656	641	172	330	339	505	530	84
Greenup County, Kentucky	10023	569	196	457	457	442	432	215
Hardin County, Kentucky	27752	929	786	828	1056	1049	1306	897
Harlan County, Kentucky	7905	808	582	741	634	434	405	126
Henderson County, Kentucky	13336	670	334	594	704	727	671	205
Hopkins County, Kentucky	13502	698	704	633	528	711	730	254
Jefferson County, Kentucky	183176	9619	5670	6078	6074	6279	7555	2945
Jessamine County, Kentucky	13105	704	483	169	511	905	700	137
Johnson County, Kentucky	7029	616	299	214	810	466	389	203
Kenton County, Kentucky	41566	1508	1098	1461	1110	1737	1043	812
Knox County, Kentucky	8549	928	988	708	732	376	232	276
Laurel County, Kentucky	14823	827	655	754	1040	751	914	412

<b>Geo Name</b>	<b>Total Population</b>	<b>Number of people living at Under .50 of the poverty level</b>	<b>Number of people living between .50 to .74 of the poverty level</b>	<b>Number of people living between .75 to .99 of the poverty level</b>	<b>Number of people living between 1.00 to 1.24 of the poverty level</b>	<b>Number of people living between 1.25 to 1.49 of the poverty level</b>	<b>Number of people living between 1.50 to 1.74 of the poverty level</b>	<b>Number of people living between 1.75 to 1.84 of the poverty level</b>
Letcher County, Kentucky	6607	610	459	617	362	428	414	58
Lincoln County, Kentucky	6844	347	127	333	664	358	565	141
Logan County, Kentucky	7871	504	53	243	694	542	591	219
McCracken County, Kentucky	19306	833	668	658	650	1198	883	270
Madison County, Kentucky	19325	805	956	875	710	927	750	259
Marshall County, Kentucky	9122	401	319	265	421	363	305	173
Meade County, Kentucky	7097	318	287	345	361	476	523	222
Mercer County, Kentucky	6207	153	185	304	184	287	413	87
Montgomery County, Kentucky	6933	666	356	294	540	349	284	175
Muhlenberg County, Kentucky	9403	594	353	530	336	642	788	73
Nelson County, Kentucky	11894	557	194	268	608	358	472	114
Ohio County, Kentucky	6285	394	166	326	206	424	291	167
Oldham County, Kentucky	15545	311	101	211	155	302	280	100
Perry County, Kentucky	7699	680	741	600	371	405	404	74
Pike County, Kentucky	20485	1370	1108	1284	1104	1017	983	361
Pulaski County, Kentucky	15957	1143	662	907	1061	1187	588	261
Rowan County, Kentucky	5072	281	567	151	179	289	344	146
Scott County, Kentucky	12214	734	350	374	291	155	454	172
Shelby County, Kentucky	10841	332	441	216	116	356	395	96
Taylor County, Kentucky	5997	566	312	254	115	361	219	152
Warren County, Kentucky	26324	1269	924	966	1396	1130	1034	506
Wayne County, Kentucky	5659	457	493	397	500	606	313	90
Whitley County, Kentucky	9477	767	649	733	812	704	438	179
Woodford County, Kentucky	7185	308	219	169	79	278	207	23

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Anderson County, Kentucky	70	1287	1329	716	1878
Barren County, Kentucky	186	1899	1991	1411	1999
Bell County, Kentucky	264	1038	1053	736	615
Boone County, Kentucky	497	4706	5251	4395	11759
Boyd County, Kentucky	339	2620	2361	1546	3038
Boyle County, Kentucky	247	1256	1222	936	1849
Bullitt County, Kentucky	685	3548	4333	3077	4832
Calloway County, Kentucky	304	1604	1374	1321	1869
Campbell County, Kentucky	626	3293	3434	3045	7371
Carter County, Kentucky	211	1295	1132	1050	1036
Christian County, Kentucky	1010	4086	2710	1747	2967
Clark County, Kentucky	324	1736	1553	1625	2604
Clay County, Kentucky	93	1009	565	166	347
Daviess County, Kentucky	839	4677	4773	3270	5915
Fayette County, Kentucky	1312	9604	10014	7887	25194
Floyd County, Kentucky	376	2173	1381	1013	964
Franklin County, Kentucky	217	2109	1515	1685	4124
Grant County, Kentucky	188	1318	1081	706	1333
Graves County, Kentucky	508	2115	1427	1009	1914
Grayson County, Kentucky	220	1218	944	650	1023
Greenup County, Kentucky	173	2265	1988	871	1958
Hardin County, Kentucky	632	5466	3914	3945	6944
Harlan County, Kentucky	312	1022	1105	581	1155
Henderson County, Kentucky	271	2047	2546	1352	3215
Hopkins County, Kentucky	299	2743	1690	1798	2714
Jefferson County, Kentucky	3729	31766	25809	22244	55408
Jessamine County, Kentucky	343	2541	1962	1414	3236
Johnson County, Kentucky	126	1150	1164	935	657
Kenton County, Kentucky	969	7476	6337	5345	12670
Knox County, Kentucky	200	1792	810	577	930
Laurel County, Kentucky	369	2503	2471	1438	2689

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Letcher County, Kentucky	138	1300	821	608	792
Lincoln County, Kentucky	181	1540	1115	600	873
Logan County, Kentucky	111	1408	1313	895	1298
McCracken County, Kentucky	490	3178	3412	1640	5426
Madison County, Kentucky	624	3725	2464	2344	4886
Marshall County, Kentucky	200	1861	1578	1062	2174
Meade County, Kentucky	113	1449	917	844	1242
Mercer County, Kentucky	37	924	950	1022	1661
Montgomery County, Kentucky	278	1051	1021	561	1358
Muhlenberg County, Kentucky	355	1799	1187	1070	1676
Nelson County, Kentucky	261	2922	2223	1521	2396
Ohio County, Kentucky	201	1430	1130	825	725
Oldham County, Kentucky	258	1674	2284	2246	7623
Perry County, Kentucky	270	812	1133	742	1467
Pike County, Kentucky	528	4508	3120	2002	3100
Pulaski County, Kentucky	755	3013	2091	1778	2511
Rowan County, Kentucky	227	792	710	409	977
Scott County, Kentucky	277	1752	1803	1322	4530
Shelby County, Kentucky	299	1330	1972	1512	3776
Taylor County, Kentucky	208	1174	882	737	1017
Warren County, Kentucky	608	4554	3781	3044	7112
Wayne County, Kentucky	223	1353	428	196	603
Whitley County, Kentucky	568	1635	946	894	1152
Woodford County, Kentucky	308	1287	1225	558	2524

<b>Geo Name</b>	<b>Total Population</b>	<b>Number of people living at Under .50 of the poverty level</b>	<b>Number of people living between .50 to .74 of the poverty level</b>	<b>Number of people living between .75 to .99 of the poverty level</b>	<b>Number of people living between 1.00 to 1.24 of the poverty level</b>	<b>Number of people living between 1.25 to 1.49 of the poverty level</b>	<b>Number of people living between 1.50 to 1.74 of the poverty level</b>	<b>Number of people living between 1.75 to 1.84 of the poverty level</b>
Allegany County, Maryland	17900	773	481	320	527	600	1074	457
Anne Arundel County, Maryland	132567	1637	1375	1549	1785	2577	2405	1425
Baltimore County, Maryland	197549	3696	3084	3209	3398	4983	5008	3120
Calvert County, Maryland	22750	269	232	178	321	286	272	186
Caroline County, Maryland	8626	181	180	293	130	264	415	39
Carroll County, Maryland	44578	1180	310	577	453	571	878	691
Cecil County, Maryland	26014	629	299	513	389	649	591	358
Charles County, Maryland	36648	481	386	534	408	762	827	230
Dorchester County, Maryland	8951	553	154	104	298	295	252	259
Frederick County, Maryland	59131	924	492	870	882	872	1327	297
Garrett County, Maryland	8946	354	220	279	402	633	465	164
Harford County, Maryland	65757	1399	849	688	962	892	1526	596
Howard County, Maryland	73812	979	284	543	607	720	1047	424
Kent County, Maryland	5276	114	99	201	143	216	71	109
Montgomery County, Maryland	232799	3010	2814	2994	4070	4273	5555	1910
Prince George's County, Maryland	193257	3899	2191	2839	3905	4477	5095	2486
Queen Anne's County, Maryland	12546	97	162	226	247	218	214	132
St. Mary's County, Maryland	26599	684	350	396	983	182	769	393
Somerset County, Maryland	5438	407	292	93	202	297	252	92
Talbot County, Maryland	11100	130	81	246	376	328	316	132
Washington County, Maryland	37116	1137	794	946	1077	1370	1221	291
Wicomico County, Maryland	23456	824	481	411	819	779	911	519
Worcester County, Maryland	14950	317	291	460	654	487	313	167

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Allegany County, Maryland	714	3888	2503	2523	4040
Anne Arundel County, Maryland	1546	13784	17336	15692	71456
Baltimore County, Maryland	3282	28310	26606	26135	86718
Calvert County, Maryland	354	2077	2886	3163	12526
Caroline County, Maryland	147	1259	1558	1383	2777
Carroll County, Maryland	672	4719	5479	5635	23413
Cecil County, Maryland	674	3355	4378	3766	10413
Charles County, Maryland	383	3724	4372	5023	19518
Dorchester County, Maryland	105	1857	1063	1183	2828
Frederick County, Maryland	577	6586	7424	8522	30358
Garrett County, Maryland	177	1505	1689	1124	1934
Harford County, Maryland	1039	7518	9312	8702	32274
Howard County, Maryland	788	5319	7292	7424	48385
Kent County, Maryland	29	983	776	660	1875
Montgomery County, Maryland	2639	21475	21747	20259	142053
Prince George's County, Maryland	3389	27741	26114	25132	85989
Queen Anne's County, Maryland	344	1335	1349	1611	6611
St. Mary's County, Maryland	461	2680	3518	3287	12896
Somerset County, Maryland	135	1064	925	498	1181
Talbot County, Maryland	270	1546	1680	1174	4821
Washington County, Maryland	1130	6554	5767	5446	11383
Wicomico County, Maryland	579	4341	3911	2936	6945
Worcester County, Maryland	229	2621	2080	1993	5338

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level
Adair County, Missouri	5552	343	263	147	199	316	240	81
Audrain County, Missouri	6495	272	417	274	370	250	219	210
Barry County, Missouri	9658	484	384	433	455	336	564	367
Boone County, Missouri	36800	1636	943	1587	960	1288	1101	780
Buchanan County, Missouri	21494	1094	580	543	852	836	1256	436
Butler County, Missouri	10699	696	647	644	508	754	570	171
Callaway County, Missouri	11581	244	207	225	325	487	613	121
Camden County, Missouri	11514	522	175	213	408	475	536	363
Cape Girardeau County, Missouri	19571	811	538	487	460	757	932	374
Cass County, Missouri	28180	543	628	548	532	879	920	187
Christian County, Missouri	21788	659	389	737	401	943	945	437
Clay County, Missouri	59973	1233	697	765	1441	1586	1954	580
Clinton County, Missouri	5642	61	80	105	138	192	287	32
Cole County, Missouri	19258	529	405	260	650	613	745	223
Crawford County, Missouri	5843	336	209	130	115	438	413	139
Dunklin County, Missouri	8586	589	483	479	403	763	559	215
Franklin County, Missouri	26986	723	459	769	613	989	1097	537
Greene County, Missouri	68542	3249	2850	1991	2561	2800	2888	1293
Henry County, Missouri	6287	236	188	227	169	439	404	142
Howell County, Missouri	10858	560	687	720	735	876	555	410
Jackson County, Missouri	164358	8452	5037	4884	6122	6889	6407	2731
Jasper County, Missouri	28888	2064	1245	1249	1089	1746	1723	784
Jefferson County, Missouri	60068	1915	818	1482	1660	1510	2348	671
Johnson County, Missouri	12288	306	331	452	487	472	694	162
Laclede County, Missouri	10027	548	383	439	519	471	578	458
Lafayette County, Missouri	9582	155	426	305	245	375	425	227
Lawrence County, Missouri	10034	429	269	542	452	842	354	253
Lincoln County, Missouri	12324	408	341	289	286	376	614	274
McDonald County, Missouri	5970	269	144	321	445	481	356	169
Marion County, Missouri	7667	390	238	239	191	347	646	210
Miller County, Missouri	6284	371	114	123	310	475	582	120

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level
Morgan County, Missouri	5745	318	210	263	215	326	334	163
Newton County, Missouri	15100	679	529	700	1060	707	731	315
Nodaway County, Missouri	4553	77	352	266	135	135	86	84
Pettis County, Missouri	9885	203	429	164	668	535	576	225
Phelps County, Missouri	10173	441	388	342	416	531	478	175
Platte County, Missouri	24163	566	235	308	394	520	723	188
Polk County, Missouri	7915	221	544	443	449	384	421	135
Pulaski County, Missouri	9614	437	281	404	481	524	532	316
Randolph County, Missouri	6291	270	267	388	486	260	406	139
Ray County, Missouri	6797	172	210	151	136	200	274	112
St. Charles County, Missouri	94675	1105	987	870	1039	1715	1981	1265
St. Francois County, Missouri	14952	715	630	706	485	993	897	229
St. Louis County, Missouri	264422	7357	4754	4970	6858	7865	7534	3442
Saline County, Missouri	6024	300	141	318	407	252	162	137
Scott County, Missouri	10923	493	358	388	473	839	737	300
Stoddard County, Missouri	8381	299	331	476	550	674	504	162
Stone County, Missouri	9189	381	313	473	452	411	393	184
Taney County, Missouri	13582	537	366	281	723	862	711	160
Texas County, Missouri	6343	222	355	284	441	438	306	175
Vernon County, Missouri	5180	466	134	319	120	226	360	187
Warren County, Missouri	8729	297	213	297	193	346	481	29
Washington County, Missouri	6066	414	273	276	573	242	317	185
Webster County, Missouri	9580	420	308	506	417	560	452	94
St. Louis city, Missouri	70101	7022	3756	3547	4427	3630	3761	1265
	10722	728	416	734	482	480	254	278
	14367	582	325	497	182	442	542	360

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Adair County, Missouri	229	1200	1002	564	968
Audrain County, Missouri	191	1231	1131	782	1148
Barry County, Missouri	374	2160	1498	858	1745
Boone County, Missouri	602	5909	5541	4437	12016
Buchanan County, Missouri	627	4349	3613	2472	4836
Butler County, Missouri	418	1913	1425	1043	1910
Callaway County, Missouri	280	2476	1812	1825	2966
Camden County, Missouri	224	2578	1941	1398	2681
Cape Girardeau County, Missouri	384	3777	3860	2295	4896
Cass County, Missouri	503	5262	4710	4554	8914
Christian County, Missouri	484	4038	3940	3195	5620
Clay County, Missouri	1124	9968	10033	8933	21659
Clinton County, Missouri	49	1061	1007	1054	1576
Cole County, Missouri	195	2836	2948	2852	7002
Crawford County, Missouri	268	1399	1329	447	620
Dunklin County, Missouri	347	1618	1307	746	1077
Franklin County, Missouri	646	5465	5311	3262	7115
Greene County, Missouri	2163	11808	12478	8157	16304
Henry County, Missouri	334	1077	945	670	1456
Howell County, Missouri	399	2020	1710	895	1291
Jackson County, Missouri	3772	27651	23943	20384	48086
Jasper County, Missouri	1016	5935	4335	2756	4946
Jefferson County, Missouri	1043	11299	11079	8331	17912
Johnson County, Missouri	417	2333	2219	1412	3003
Laclede County, Missouri	309	2473	1928	530	1391
Lafayette County, Missouri	431	1851	1614	977	2551
Lawrence County, Missouri	165	2319	1997	1095	1317
Lincoln County, Missouri	309	2549	2302	1644	2932
McDonald County, Missouri	228	1241	953	620	743
Marion County, Missouri	85	1468	1366	956	1531
Miller County, Missouri	180	1467	1076	613	853

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Morgan County, Missouri	203	1593	897	310	913
Newton County, Missouri	491	3164	2253	1504	2967
Nodaway County, Missouri	121	942	813	593	949
Pettis County, Missouri	346	2137	1743	1116	1743
Phelps County, Missouri	197	2419	1371	865	2550
Platte County, Missouri	571	2747	4060	3536	10315
Polk County, Missouri	215	1860	975	822	1446
Pulaski County, Missouri	311	2027	1538	1212	1551
Randolph County, Missouri	385	1147	1054	591	898
Ray County, Missouri	255	1532	995	1005	1755
St. Charles County, Missouri	1508	12857	15633	15013	40702
St. Francois County, Missouri	520	2952	2461	1823	2541
St. Louis County, Missouri	5258	38381	38122	32832	107049
Saline County, Missouri	156	1519	931	918	783
Scott County, Missouri	338	2292	1722	933	2050
Stoddard County, Missouri	296	1535	1263	843	1448
Stone County, Missouri	202	2033	1537	874	1936
Taney County, Missouri	379	3062	2469	1323	2709
Texas County, Missouri	255	1722	946	387	812
Vernon County, Missouri	241	1064	784	631	648
Warren County, Missouri	165	1485	1543	1456	2224
Washington County, Missouri	90	1261	1135	614	686
Webster County, Missouri	501	2227	1488	1057	1550
St. Louis city, Missouri	2191	11324	8869	6010	14299
	186	1736	1747	1044	2637
	124	1938	2045	1853	5477

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level
Berkeley County, West Virginia	26361	604	971	356	967	1406	765	605
Boone County, West Virginia	7426	531	395	278	391	394	307	81
Brooke County, West Virginia	6466	124	169	115	114	292	360	178
Cabell County, West Virginia	24528	1463	814	1396	993	1145	1179	642
Fayette County, West Virginia	13095	564	626	927	582	912	798	191
Greenbrier County, West Virginia	10271	722	302	610	512	751	504	361
Hampshire County, West Virginia	5738	170	243	221	549	290	299	262
Hancock County, West Virginia	9089	401	294	350	408	563	574	114
Harrison County, West Virginia	19390	1170	1098	716	754	843	1176	577
Jackson County, West Virginia	7683	316	370	227	259	258	325	108
Jefferson County, West Virginia	13757	75	125	345	324	356	481	85
Kanawha County, West Virginia	51207	2283	1105	1827	1823	1922	2328	686
Lincoln County, West Virginia	6860	683	672	451	205	488	436	232
Logan County, West Virginia	10991	1006	304	767	670	474	702	315
McDowell County, West Virginia	6445	601	713	741	723	355	529	219
Marion County, West Virginia	14858	999	457	483	541	628	791	299
Marshall County, West Virginia	9545	495	486	453	409	466	521	128
Mason County, West Virginia	7082	483	281	320	356	608	461	197
Mercer County, West Virginia	15944	980	550	788	772	883	738	418
Mineral County, West Virginia	7563	255	261	293	347	130	800	169
Mingo County, West Virginia	7951	571	529	494	349	499	647	201
Monongalia County, West Virginia	16737	565	467	238	559	777	643	230
Nicholas County, West Virginia	7686	353	275	381	365	240	340	302
Ohio County, West Virginia	11676	518	459	204	145	651	418	188
Preston County, West Virginia	8541	298	308	240	465	514	370	188
Putnam County, West Virginia	16025	617	128	547	324	618	427	217
Raleigh County, West Virginia	21308	1494	671	1279	608	997	1004	499
Randolph County, West Virginia	7883	452	514	203	329	326	545	158
Upshur County, West Virginia	6716	331	301	240	515	144	278	143
Wayne County, West Virginia	11960	600	549	646	498	558	625	227
Wood County, West Virginia	24687	1401	1109	877	773	1093	1013	456

<b>Geo Name</b>	<b>Total Population</b>	<b>Number of people living at Under .50 of the poverty level</b>	<b>Number of people living between .50 to .74 of the poverty level</b>	<b>Number of people living between .75 to .99 of the poverty level</b>	<b>Number of people living between 1.00 to 1.24 of the poverty level</b>	<b>Number of people living between 1.25 to 1.49 of the poverty level</b>	<b>Number of people living between 1.50 to 1.74 of the poverty level</b>	<b>Number of people living between 1.75 to 1.84 of the poverty level</b>
Wyoming County, West Virginia	7162	730	266	115	287	453	253	105
Charleston city, West Virginia	11993	797	253	436	478	311	361	247
Huntington city, West Virginia	11909	978	655	860	604	575	625	444
Morgantown city, West Virginia	3934	147	109	25	226	192	81	0
Parkersburg city, West Virginia	8443	868	736	342	306	353	383	149
Wheeling city, West Virginia	7473	442	331	194	140	489	338	81

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Berkeley County, West Virginia	427	4884	4156	3390	7830
Boone County, West Virginia	118	1646	1018	844	1423
Brooke County, West Virginia	225	1508	1251	1092	1038
Cabell County, West Virginia	785	4788	3475	2561	5287
Fayette County, West Virginia	357	2629	2034	1296	2179
Greenbrier County, West Virginia	393	2031	1480	983	1622
Hampshire County, West Virginia	164	1245	724	840	731
Hancock County, West Virginia	300	1906	1439	786	1954
Harrison County, West Virginia	456	3564	2826	2173	4037
Jackson County, West Virginia	252	2020	1365	761	1422
Jefferson County, West Virginia	405	2000	2331	2156	5074
Kanawha County, West Virginia	1506	10254	7884	6185	13404
Lincoln County, West Virginia	278	1266	852	546	751
Logan County, West Virginia	161	2159	1769	1063	1601
McDowell County, West Virginia	124	1205	473	312	450
Marion County, West Virginia	422	3016	2655	1718	2849
Marshall County, West Virginia	277	2224	1590	1038	1458
Mason County, West Virginia	150	1380	978	773	1095
Mercer County, West Virginia	698	3154	2719	1561	2683
Mineral County, West Virginia	234	1569	1028	886	1591
Mingo County, West Virginia	205	1613	1109	784	950
Monongalia County, West Virginia	444	2822	2695	1910	5387
Nicholas County, West Virginia	214	1732	1321	679	1484
Ohio County, West Virginia	433	2019	2305	1333	3003
Preston County, West Virginia	375	1638	1645	1133	1367
Putnam County, West Virginia	374	3067	2620	2313	4773
Raleigh County, West Virginia	674	4450	3344	2670	3618
Randolph County, West Virginia	150	1708	1566	952	980
Upshur County, West Virginia	190	1538	1224	660	1152
Wayne County, West Virginia	445	2807	1904	1329	1772
Wood County, West Virginia	574	4604	4416	2826	5545

<b>Geo Name</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>	<b>Number of people living between 5.00 and over of the poverty level</b>
Wyoming County, West Virginia	131	1669	1344	860	949
Charleston city, West Virginia	313	1520	1544	1242	4491
Huntington city, West Virginia	260	2280	1257	1171	2200
Morgantown city, West Virginia	107	404	693	309	1641
Parkersburg city, West Virginia	334	1521	1248	854	1349
Wheeling city, West Virginia	316	1306	1450	828	1558

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level
Louisiana	1112005	61749	43624	47664	52294	50660
Louisiana; Urban	747379	45213	31657	34999	34823	33768
Louisiana; Rural	364626	16536	11967	12665	17471	16892
Louisiana; In metropolitan or micropolitan statistical area	1030637	56437	39194	42847	47379	45891
Louisiana; In metropolitan statistical area	814038	40584	28171	31102	35726	35223
Louisiana; In metropolitan statistical area -- in principal city	310377	19875	13188	15006	15864	13748
Louisiana; In metropolitan statistical area -- not in principal city	503661	20709	14983	16096	19862	21475
Louisiana; In micropolitan statistical area	216599	15853	11023	11745	11653	10668
Louisiana; In micropolitan statistical area -- in principal city	56932	5537	4225	4300	3483	2902
Louisiana; In micropolitan statistical area -- not in principal city	159667	10316	6798	7445	8170	7766
Louisiana; Not in metropolitan or micropolitan statistical area	81368	5312	4430	4817	4915	4769
Louisiana; Not in metropolitan statistical area	297967	21165	15453	16562	16568	15437
Acadia Parish, Louisiana	15780	1124	789	906	694	971
Allen Parish, Louisiana	5999	337	236	396	354	392
Ascension Parish, Louisiana	27551	939	886	627	809	740
Assumption Parish, Louisiana	6578	381	275	356	373	261
Avoyelles Parish, Louisiana	11504	693	894	660	863	564
Beauregard Parish, Louisiana	9587	340	248	326	478	528
Bossier Parish, Louisiana	29235	1210	841	1200	1084	1153
Caddo Parish, Louisiana	61134	3692	3051	2645	3706	2591
Calcasieu Parish, Louisiana	50398	2536	2126	1904	1993	2265
De Soto Parish, Louisiana	6342	317	213	323	391	287
East Baton Rouge Parish, Louisiana	104350	4943	3961	4159	4733	4012
East Feliciana Parish, Louisiana	5144	488	165	324	316	299
Evangeline Parish, Louisiana	8765	383	457	366	588	872
Franklin Parish, Louisiana	5871	381	356	644	202	290
Grant Parish, Louisiana	5920	434	153	290	269	250
Iberia Parish, Louisiana	19060	1329	871	880	1079	571
Iberville Parish, Louisiana	7799	316	260	395	274	580
Jefferson Parish, Louisiana	103334	3808	2433	3580	4008	4396
Jefferson Davis Parish, Louisiana	8506	329	168	374	494	455
Lafayette Parish, Louisiana	51588	1952	1481	2073	1906	2004

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level
Lafourche Parish, Louisiana	24706	1578	677	863	1010	1418
Lincoln Parish, Louisiana	9210	1008	229	517	424	382
Livingston Parish, Louisiana	31200	1032	826	653	1016	841
Morehouse Parish, Louisiana	7131	778	534	408	285	427
Natchitoches Parish, Louisiana	9422	776	772	627	687	375
Orleans Parish, Louisiana	63459	5454	2630	3154	3988	3299
Ouachita Parish, Louisiana	35694	2799	1890	1732	1369	1369
Plaquemines Parish, Louisiana	5653	212	22	107	277	192
Pointe Coupee Parish, Louisiana	5928	216	247	240	225	277
Rapides Parish, Louisiana	33744	1553	1592	1301	1725	2133
Richland Parish, Louisiana	5383	341	62	301	380	362
Sabine Parish, Louisiana	6921	392	371	434	382	353
St. Bernard Parish, Louisiana	8106	359	355	306	626	359
St. Charles Parish, Louisiana	14584	678	278	736	238	864
St. James Parish, Louisiana	5891	225	192	172	207	154
St. John the Baptist Parish, Louisiana	11747	602	290	324	698	526
St. Landry Parish, Louisiana	22335	2290	1644	1596	1071	1138
St. Martin Parish, Louisiana	14206	638	290	653	944	946
St. Mary Parish, Louisiana	13962	1025	625	850	743	802
St. Tammany Parish, Louisiana	63243	1796	1608	1556	1730	1968
Tangipahoa Parish, Louisiana	30393	2398	1389	1192	1698	1129
Terrebonne Parish, Louisiana	28008	1716	1243	1207	1416	1029
Union Parish, Louisiana	6530	630	204	250	301	313
Vermilion Parish, Louisiana	15353	917	510	1025	683	579
Vernon Parish, Louisiana	13497	628	470	599	625	985
Washington Parish, Louisiana	11641	863	920	807	860	816
Webster Parish, Louisiana	12067	932	673	440	670	632
West Baton Rouge Parish, Louisiana	6439	286	198	327	262	425
Alexandria city, Louisiana	11327	705	834	593	623	846
Baton Rouge city, Louisiana	49804	3569	2441	3157	2811	2102
Bossier City city, Louisiana	16305	872	472	697	685	689
Central city, Louisiana	7357	219	22	81	104	46

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level
Hammond city, Louisiana	4244	235	305	335	388	323
Houma city, Louisiana	8278	492	280	393	394	304
Kenner city, Louisiana	15876	475	502	659	652	900
Lafayette city, Louisiana	26947	1463	662	1422	889	870
Lake Charles city, Louisiana	17967	1381	927	776	965	919
Laplace CDP, Louisiana	8242	187	195	162	443	378
Marrero CDP, Louisiana	7459	453	390	298	548	192
Metairie CDP, Louisiana	34424	677	417	770	1034	1025
Monroe city, Louisiana	11055	1489	1044	779	526	442
New Iberia city, Louisiana	8317	729	531	442	548	139
New Orleans city, Louisiana	63459	5454	2630	3154	3988	3299
Opelousas city, Louisiana	5294	1027	838	339	187	253
Ruston city, Louisiana	3732	570	156	191	180	77
Shreveport city, Louisiana	46865	2933	2690	2297	2801	2020
Slidell city, Louisiana	7206	627	183	132	233	127
Terrytown CDP, Louisiana	5702	385	94	298	427	282
Alexandria city, LA; Alexandria, LA Metro Area	11327	705	834	593	623	846
Baton Rouge city, LA; Baton Rouge, LA Metro Area	49804	3569	2441	3157	2811	2102
Houma city, LA; Houma-Bayou Cane-Thibodaux, LA Metro Area	8278	492	280	393	394	304
Lafayette city, LA; Lafayette, LA Metro Area	26947	1463	662	1422	889	870
Lake Charles city, LA; Lake Charles, LA Metro Area	17967	1381	927	776	965	919
Monroe city, LA; Monroe, LA Metro Area	11055	1489	1044	779	526	442
New Iberia city, LA; New Iberia, LA Micro Area	8317	729	531	442	548	139
Kenner city, LA; New Orleans-Metairie-Kenner, LA Metro Area	15876	475	502	659	652	900
Metairie CDP, LA; New Orleans-Metairie-Kenner, LA Metro Area	34424	677	417	770	1034	1025
New Orleans city, LA; New Orleans-Metairie-Kenner, LA Metro Area	63459	5454	2630	3154	3988	3299
Opelousas city, LA; Opelousas-Eunice, LA Micro Area	5294	1027	838	339	187	253
Ruston city, LA; Ruston, LA Micro Area	3732	570	156	191	180	77
Bossier City city, LA; Shreveport-Bossier City, LA Metro Area	16305	872	472	697	685	689
Shreveport city, LA; Shreveport-Bossier City, LA Metro Area	46865	2933	2690	2297	2801	2020
Congressional District 1, Louisiana (111th Congress)	173988	6851	4971	4933	6126	6020
Congressional District 2, Louisiana (111th Congress)	99151	7515	4006	5291	6031	5591

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level
Congressional District 3, Louisiana (111th Congress)	164450	9387	5673	6975	8245	7597
Congressional District 4, Louisiana (111th Congress)	167335	9755	7612	7579	8969	7929
Congressional District 5, Louisiana (111th Congress)	162049	11110	8317	8723	8347	8446
Congressional District 6, Louisiana (111th Congress)	173761	7661	5908	5941	7231	6833
Congressional District 7, Louisiana (111th Congress)	171271	9470	7137	8222	7345	8244
PUMA5 00101, Louisiana	30264	2391	2158	1621	2149	1266
PUMA5 00102, Louisiana	30870	1301	893	1024	1557	1325
PUMA5 00200, Louisiana	41302	2142	1514	1640	1754	1785
PUMA5 00300, Louisiana	42406	3469	2270	2461	2379	2050
PUMA5 00400, Louisiana	35694	2799	1890	1732	1369	1369
PUMA5 00500, Louisiana	40855	3285	1999	2513	2315	2246
PUMA5 00600, Louisiana	34084	2291	2287	2166	2218	1706
PUMA5 00700, Louisiana	33744	1553	1592	1301	1725	2133
PUMA5 00800, Louisiana	39777	1656	1179	1741	1977	2448
PUMA5 00900, Louisiana	50398	2536	2126	1904	1993	2265
PUMA5 01000, Louisiana	26293	1417	662	1422	889	870
PUMA5 01100, Louisiana	41120	1659	1608	1557	1711	2105
PUMA5 01200, Louisiana	31100	2673	2101	1962	1659	2010
PUMA5 01300, Louisiana	24679	1398	866	1086	1201	1755
PUMA5 01401, Louisiana	29196	783	977	457	1253	1144
PUMA5 01402, Louisiana	31968	877	766	872	931	1191
PUMA5 01501, Louisiana	22574	2383	1790	2099	1920	1545
PUMA5 01502, Louisiana	27051	1186	626	1058	891	557
PUMA5 01600, Louisiana	58751	1971	1712	1280	1825	1581
PUMA5 01700, Louisiana	30393	2398	1389	1192	1698	1129
PUMA5 01801, Louisiana	12126	1480	702	593	457	785
PUMA5 01802, Louisiana	13266	716	404	537	774	617
PUMA5 01803, Louisiana	20523	2274	861	1218	1690	923
PUMA5 01804, Louisiana	17544	984	663	806	1067	974
PUMA5 01901, Louisiana	33188	677	405	647	1021	812
PUMA5 01902, Louisiana	22841	603	582	854	724	1198
PUMA5 01903, Louisiana	21895	1415	704	1112	1050	906

Geo Name	Total Population	Number of people living at Under .50 of the poverty level	Number of people living between .50 to .74 of the poverty level	Number of people living between .75 to .99 of the poverty level	Number of people living between 1.00 to 1.24 of the poverty level	Number of people living between 1.25 to 1.49 of the poverty level
PUMA5 01904, Louisiana	23945	1079	722	902	1081	1368
PUMA5 01905, Louisiana	15224	605	397	478	1035	663
PUMA5 02001, Louisiana	44068	1362	1747	1449	1693	1765
PUMA5 02002, Louisiana	30816	1297	781	914	897	1019
PUMA5 02100, Louisiana	31284	1959	952	1219	1383	1679
PUMA5 02200, Louisiana	28008	1716	1243	1207	1416	1029
PUMA5 02300, Louisiana	28168	1663	915	1503	1687	1748
PUMA5 02400, Louisiana	32222	1505	760	1232	1143	1544
PUMA5 02500, Louisiana	34368	2246	1381	1905	1762	1150
Acadia Parish School District, Louisiana	15780	1124	789	906	694	971
Zachary Community School District, Louisiana	5524	59	108	29	236	344
Allen Parish School District, Louisiana	5999	337	236	396	354	392
Ascension Parish School District, Louisiana	27551	939	886	627	809	740
Assumption Parish School District, Louisiana	6578	381	275	356	373	261
Avoyelles Parish School District, Louisiana	11504	693	894	660	863	564
Beauregard Parish School District, Louisiana	9587	340	248	326	478	528
Bossier Parish School District, Louisiana	29235	1210	841	1200	1084	1153
Caddo Parish School District, Louisiana	61134	3692	3051	2645	3706	2591
Calcasieu Parish School District, Louisiana	50398	2536	2126	1904	1993	2265
De Soto Parish School District, Louisiana	6342	317	213	323	391	287
East Baton Rouge Parish School District, Louisiana	87243	4488	3627	3932	4116	3318
East Feliciana Parish School District, Louisiana	5144	488	165	324	316	299
Evangeline Parish School District, Louisiana	8765	383	457	366	588	872
Franklin Parish School District, Louisiana	5871	381	356	644	202	290
Grant Parish School District, Louisiana	5920	434	153	290	269	250
Iberia Parish School District, Louisiana	19060	1329	871	880	1079	571
Iberville Parish School District, Louisiana	7799	316	260	395	274	580
Jefferson Davis Parish School District, Louisiana	8506	329	168	374	494	455
Jefferson Parish School District, Louisiana	103334	3808	2433	3580	4008	4396
Lafayette Parish School District, Louisiana	51588	1952	1481	2073	1906	2004
Lafourche Parish School District, Louisiana	24706	1578	677	863	1010	1418
Lincoln Parish School District, Louisiana	9210	1008	229	517	424	382

<b>Geo Name</b>	<b>Total Population</b>	<b>Number of people living at Under .50 of the poverty level</b>	<b>Number of people living between .50 to .74 of the poverty level</b>	<b>Number of people living between .75 to .99 of the poverty level</b>	<b>Number of people living between 1.00 to 1.24 of the poverty level</b>	<b>Number of people living between 1.25 to 1.49 of the poverty level</b>
Livingston Parish School District, Louisiana	31200	1032	826	653	1016	841
Monroe City School District, Louisiana	11055	1489	1044	779	526	442
Morehouse Parish School District, Louisiana	7131	778	534	408	285	427
Natchitoches Parish School District, Louisiana	9422	776	772	627	687	375
Orleans Parish School District, Louisiana	63459	5454	2630	3154	3988	3299
Ouachita Parish School District, Louisiana	24639	1310	846	953	843	927
Plaquemines Parish School District, Louisiana	5653	212	22	107	277	192
Pointe Coupee Parish School District, Louisiana	5928	216	247	240	225	277
Rapides Parish School District, Louisiana	33744	1553	1592	1301	1725	2133
Richland Parish School District, Louisiana	5383	341	62	301	380	362
Sabine Parish School District, Louisiana	6921	392	371	434	382	353
St. Bernard Parish School District, Louisiana	8106	359	355	306	626	359
St. Charles Parish School District, Louisiana	14584	678	278	736	238	864
St. James Parish School District, Louisiana	5891	225	192	172	207	154
St. John the Baptist Parish School District, Louisiana	11747	602	290	324	698	526
St. Landry Parish School District, Louisiana	22335	2290	1644	1596	1071	1138
St. Martin Parish School District, Louisiana	14206	638	290	653	944	946
St. Mary Parish School District, Louisiana	13962	1025	625	850	743	802
St. Tammany Parish School District, Louisiana	63243	1796	1608	1556	1730	1968
Tangipahoa Parish School District, Louisiana	30393	2398	1389	1192	1698	1129
Terrebonne Parish School District, Louisiana	28008	1716	1243	1207	1416	1029
Union Parish School District, Louisiana	6530	630	204	250	301	313
Vermilion Parish School District, Louisiana	15353	917	510	1025	683	579
Vernon Parish School District, Louisiana	13497	628	470	599	625	985
Washington Parish School District, Louisiana	8644	545	763	468	518	666
Webster Parish School District, Louisiana	12067	932	673	440	670	632
West Baton Rouge Parish School District, Louisiana	6439	286	198	327	262	425
Central Community School District, Louisiana	7860	219	22	81	104	46

Geo Name	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level	Number of people living between 1.85 to 1.99 of the poverty level	Number of people living between 2.00 to 2.99 of the poverty level	Number of people living between 3.00 to 3.99 of the poverty level	Number of people living between 4.00 to 4.99 of the poverty level
Louisiana	50644	21482	29151	189564	154066	119745
Louisiana; Urban	33168	14688	19494	123015	100097	78142
Louisiana; Rural	17476	6794	9657	66549	53969	41603
Louisiana; In metropolitan or micropolitan statistical area	46173	19779	26755	174843	143148	112065
Louisiana; In metropolitan statistical area	35122	15190	20369	135569	112906	90958
Louisiana; In metropolitan statistical area -- in principal city	13963	6274	8094	49508	38344	30814
Louisiana; In metropolitan statistical area -- not in principal city	21159	8916	12275	86061	74562	60144
Louisiana; In micropolitan statistical area	11051	4589	6386	39274	30242	21107
Louisiana; In micropolitan statistical area -- in principal city	3058	1070	1989	9698	6438	4447
Louisiana; In micropolitan statistical area -- not in principal city	7993	3519	4397	29576	23804	16660
Louisiana; Not in metropolitan or micropolitan statistical area	4471	1703	2396	14721	10918	7680
Louisiana; Not in metropolitan statistical area	15522	6292	8782	53995	41160	28787
Acadia Parish, Louisiana	750	337	591	2954	2223	1338
Allen Parish, Louisiana	312	176	245	1230	646	536
Ascension Parish, Louisiana	1066	360	643	3632	4351	3354
Assumption Parish, Louisiana	354	93	146	877	1128	533
Avoyelles Parish, Louisiana	831	389	307	1707	1787	860
Beauregard Parish, Louisiana	506	198	392	1983	1442	1128
Bossier Parish, Louisiana	793	551	904	4664	4372	4175
Caddo Parish, Louisiana	2908	1136	1469	10848	8431	6127
Calcasieu Parish, Louisiana	2275	1223	1414	9004	7160	5484
De Soto Parish, Louisiana	440	119	229	1139	852	770
East Baton Rouge Parish, Louisiana	4272	1576	2365	15225	13895	10429
East Feliciana Parish, Louisiana	152	46	49	828	704	566
Evangeline Parish, Louisiana	414	247	172	1609	990	997
Franklin Parish, Louisiana	335	143	109	1206	655	458
Grant Parish, Louisiana	334	144	202	1424	677	499
Iberia Parish, Louisiana	800	360	667	3604	2741	1832
Iberville Parish, Louisiana	339	176	160	1324	1290	698
Jefferson Parish, Louisiana	4276	2124	2761	18087	14683	11808
Jefferson Davis Parish, Louisiana	513	58	100	1606	1457	1059
Lafayette Parish, Louisiana	1835	1045	960	8758	7401	5804

Geo Name	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level	Number of people living between 1.85 to 1.99 of the poverty level	Number of people living between 2.00 to 2.99 of the poverty level	Number of people living between 3.00 to 3.99 of the poverty level	Number of people living between 4.00 to 4.99 of the poverty level
Lafourche Parish, Louisiana	1064	432	782	3950	3591	2675
Lincoln Parish, Louisiana	386	252	77	1745	1242	808
Livingston Parish, Louisiana	1682	656	607	5820	4895	4499
Morehouse Parish, Louisiana	497	189	175	1229	1084	625
Natchitoches Parish, Louisiana	405	242	229	1479	1223	957
Orleans Parish, Louisiana	2968	1308	1738	10356	6658	5542
Ouachita Parish, Louisiana	1612	658	1047	5666	4791	3902
Plaquemines Parish, Louisiana	228	29	115	1020	877	894
Pointe Coupee Parish, Louisiana	472	83	235	898	956	748
Rapides Parish, Louisiana	1506	552	800	6449	4610	3414
Richland Parish, Louisiana	494	31	153	1274	691	381
Sabine Parish, Louisiana	320	123	296	1142	1053	704
St. Bernard Parish, Louisiana	635	238	324	1649	1244	778
St. Charles Parish, Louisiana	316	110	421	2132	2114	1580
St. James Parish, Louisiana	148	34	110	1075	1302	789
St. John the Baptist Parish, Louisiana	448	311	268	2049	1829	1364
St. Landry Parish, Louisiana	1066	453	724	3565	2722	1857
St. Martin Parish, Louisiana	927	334	349	2551	1872	1608
St. Mary Parish, Louisiana	784	261	512	2547	1871	1292
St. Tammany Parish, Louisiana	2133	1011	1225	9984	8876	8569
Tangipahoa Parish, Louisiana	1729	390	839	6292	3606	3289
Terrebonne Parish, Louisiana	1302	482	561	4510	4124	3235
Union Parish, Louisiana	346	207	256	1113	746	688
Vermilion Parish, Louisiana	713	364	546	2348	2184	1870
Vernon Parish, Louisiana	668	304	347	2895	2108	1420
Washington Parish, Louisiana	573	472	258	2011	1654	847
Webster Parish, Louisiana	699	267	547	2008	1928	1161
West Baton Rouge Parish, Louisiana	176	171	145	1131	935	775
Alexandria city, Louisiana	581	215	183	1523	1335	1180
Baton Rouge city, Louisiana	2610	927	1256	7448	6480	3776
Bossier City city, Louisiana	495	409	558	2543	2333	2257
Central city, Louisiana	120	23	49	1009	1217	1081

Geo Name	Number of people living between 1.50 to 1.74 of the poverty level	Number of people living between 1.75 to 1.84 of the poverty level	Number of people living between 1.85 to 1.99 of the poverty level	Number of people living between 2.00 to 2.99 of the poverty level	Number of people living between 3.00 to 3.99 of the poverty level	Number of people living between 4.00 to 4.99 of the poverty level
Hammond city, Louisiana	182	18	88	782	304	390
Houma city, Louisiana	415	161	72	1396	1093	1157
Kenner city, Louisiana	559	132	459	3047	2073	1574
Lafayette city, Louisiana	978	770	727	4482	3321	2770
Lake Charles city, Louisiana	962	425	656	3179	2058	1468
Laplace CDP, Louisiana	310	270	115	1393	1362	900
Marrero CDP, Louisiana	334	186	261	1653	1127	805
Metairie CDP, Louisiana	1288	632	779	5322	4612	4613
Monroe city, Louisiana	477	201	254	1281	1235	727
New Iberia city, Louisiana	398	205	491	1386	1083	681
New Orleans city, Louisiana	2968	1308	1738	10356	6658	5542
Opelousas city, Louisiana	283	136	100	689	629	271
Ruston city, Louisiana	124	55	30	681	487	233
Shreveport city, Louisiana	2252	900	1128	7952	6223	4818
Slidell city, Louisiana	386	113	113	1301	901	1166
Terrytown CDP, Louisiana	178	115	248	1181	727	586
Alexandria city, LA; Alexandria, LA Metro Area	581	215	183	1523	1335	1180
Baton Rouge city, LA; Baton Rouge, LA Metro Area	2610	927	1256	7448	6480	3776
Houma city, LA; Houma-Bayou Cane-Thibodaux, LA Metro Area	415	161	72	1396	1093	1157
Lafayette city, LA; Lafayette, LA Metro Area	978	770	727	4482	3321	2770
Lake Charles city, LA; Lake Charles, LA Metro Area	962	425	656	3179	2058	1468
Monroe city, LA; Monroe, LA Metro Area	477	201	254	1281	1235	727
New Iberia city, LA; New Iberia, LA Micro Area	398	205	491	1386	1083	681
Kenner city, LA; New Orleans-Metairie-Kenner, LA Metro Area	559	132	459	3047	2073	1574
Metairie CDP, LA; New Orleans-Metairie-Kenner, LA Metro Area	1288	632	779	5322	4612	4613
New Orleans city, LA; New Orleans-Metairie-Kenner, LA Metro Area	2968	1308	1738	10356	6658	5542
Opelousas city, LA; Opelousas-Eunice, LA Micro Area	283	136	100	689	629	271
Ruston city, LA; Ruston, LA Micro Area	124	55	30	681	487	233
Bossier City city, LA; Shreveport-Bossier City, LA Metro Area	495	409	558	2543	2333	2257
Shreveport city, LA; Shreveport-Bossier City, LA Metro Area	2252	900	1128	7952	6223	4818
Congressional District 1, Louisiana (111th Congress)	6665	2817	4063	28854	23356	20804
Congressional District 2, Louisiana (111th Congress)	5033	2449	2859	17789	12041	9395

<b>Geo Name</b>	<b>Number of people living between 1.50 to 1.74 of the poverty level</b>	<b>Number of people living between 1.75 to 1.84 of the poverty level</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>
Congressional District 3, Louisiana (111th Congress)	7696	2851	4573	27797	24670	17881
Congressional District 4, Louisiana (111th Congress)	7716	3313	5064	30158	23556	18276
Congressional District 5, Louisiana (111th Congress)	8666	3469	4341	28759	21942	15564
Congressional District 6, Louisiana (111th Congress)	7439	2851	3677	26874	24646	19268
Congressional District 7, Louisiana (111th Congress)	7429	3732	4574	29333	23855	18557
PUMA5 00101, Louisiana	1567	491	701	5739	3779	2392
PUMA5 00102, Louisiana	1341	645	768	5109	4652	3735
PUMA5 00200, Louisiana	1492	818	1451	6672	6300	5336
PUMA5 00300, Louisiana	2045	941	1096	7551	5598	4264
PUMA5 00400, Louisiana	1612	658	1047	5666	4791	3902
PUMA5 00500, Louisiana	2591	822	1031	7812	5270	3610
PUMA5 00600, Louisiana	1977	985	1146	5704	4565	2922
PUMA5 00700, Louisiana	1506	552	800	6449	4610	3414
PUMA5 00800, Louisiana	2116	789	1224	7994	5916	4768
PUMA5 00900, Louisiana	2275	1223	1414	9004	7160	5484
PUMA5 01000, Louisiana	956	752	727	4332	3264	2629
PUMA5 01100, Louisiana	1629	630	824	7380	6360	4513
PUMA5 01200, Louisiana	1480	700	896	5174	3712	2854
PUMA5 01300, Louisiana	1463	360	644	4128	3659	2360
PUMA5 01401, Louisiana	869	258	643	4990	4453	3928
PUMA5 01402, Louisiana	969	562	611	3918	3952	3500
PUMA5 01501, Louisiana	1534	718	673	4121	2441	1306
PUMA5 01502, Louisiana	1076	209	583	3327	3984	2470
PUMA5 01600, Louisiana	2748	1016	1250	9452	9246	7853
PUMA5 01700, Louisiana	1729	390	839	6292	3606	3289
PUMA5 01801, Louisiana	652	445	627	2232	1390	1040
PUMA5 01802, Louisiana	554	217	321	2454	1585	1360
PUMA5 01803, Louisiana	850	401	551	3550	2086	1467
PUMA5 01804, Louisiana	912	245	239	2120	1597	1675
PUMA5 01901, Louisiana	1229	576	763	4962	4538	4533
PUMA5 01902, Louisiana	851	256	601	4241	3058	2226
PUMA5 01903, Louisiana	847	449	769	4065	3076	2261

<b>Geo Name</b>	<b>Number of people living between 1.50 to 1.74 of the poverty level</b>	<b>Number of people living between 1.75 to 1.84 of the poverty level</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>
PUMA5 01904, Louisiana	1276	828	603	4626	3806	2635
PUMA5 01905, Louisiana	936	282	464	2862	2326	1825
PUMA5 02001, Louisiana	1316	975	809	7091	6090	5290
PUMA5 02002, Louisiana	1390	508	674	4904	4440	4126
PUMA5 02100, Louisiana	1418	525	928	4827	4719	3208
PUMA5 02200, Louisiana	1302	482	561	4510	4124	3235
PUMA5 02300, Louisiana	1711	595	861	5098	3743	2900
PUMA5 02400, Louisiana	912	455	799	5256	5245	3733
PUMA5 02500, Louisiana	1513	724	1213	5952	4925	3702
Acadia Parish School District, Louisiana	750	337	591	2954	2223	1338
Zachary Community School District, Louisiana	174	85	110	940	739	832
Allen Parish School District, Louisiana	312	176	245	1230	646	536
Ascension Parish School District, Louisiana	1066	360	643	3632	4351	3354
Assumption Parish School District, Louisiana	354	93	146	877	1128	533
Avoyelles Parish School District, Louisiana	831	389	307	1707	1787	860
Beauregard Parish School District, Louisiana	506	198	392	1983	1442	1128
Bossier Parish School District, Louisiana	793	551	904	4664	4372	4175
Caddo Parish School District, Louisiana	2908	1136	1469	10848	8431	6127
Calcasieu Parish School District, Louisiana	2275	1223	1414	9004	7160	5484
De Soto Parish School District, Louisiana	440	119	229	1139	852	770
East Baton Rouge Parish School District, Louisiana	3790	1468	2037	12439	11466	7953
East Feliciana Parish School District, Louisiana	152	46	49	828	704	566
Evangeline Parish School District, Louisiana	414	247	172	1609	990	997
Franklin Parish School District, Louisiana	335	143	109	1206	655	458
Grant Parish School District, Louisiana	334	144	202	1424	677	499
Iberia Parish School District, Louisiana	800	360	667	3604	2741	1832
Iberville Parish School District, Louisiana	339	176	160	1324	1290	698
Jefferson Davis Parish School District, Louisiana	513	58	100	1606	1457	1059
Jefferson Parish School District, Louisiana	4276	2124	2761	18087	14683	11808
Lafayette Parish School District, Louisiana	1835	1045	960	8758	7401	5804
Lafourche Parish School District, Louisiana	1064	432	782	3950	3591	2675
Lincoln Parish School District, Louisiana	386	252	77	1745	1242	808

<b>Geo Name</b>	<b>Number of people living between 1.50 to 1.74 of the poverty level</b>	<b>Number of people living between 1.75 to 1.84 of the poverty level</b>	<b>Number of people living between 1.85 to 1.99 of the poverty level</b>	<b>Number of people living between 2.00 to 2.99 of the poverty level</b>	<b>Number of people living between 3.00 to 3.99 of the poverty level</b>	<b>Number of people living between 4.00 to 4.99 of the poverty level</b>
Livingston Parish School District, Louisiana	1682	656	607	5820	4895	4499
Monroe City School District, Louisiana	477	201	254	1281	1235	727
Morehouse Parish School District, Louisiana	497	189	175	1229	1084	625
Natchitoches Parish School District, Louisiana	405	242	229	1479	1223	957
Orleans Parish School District, Louisiana	2968	1308	1738	10356	6658	5542
Ouachita Parish School District, Louisiana	1135	457	793	4385	3556	3175
Plaquemines Parish School District, Louisiana	228	29	115	1020	877	894
Pointe Coupee Parish School District, Louisiana	472	83	235	898	956	748
Rapides Parish School District, Louisiana	1506	552	800	6449	4610	3414
Richland Parish School District, Louisiana	494	31	153	1274	691	381
Sabine Parish School District, Louisiana	320	123	296	1142	1053	704
St. Bernard Parish School District, Louisiana	635	238	324	1649	1244	778
St. Charles Parish School District, Louisiana	316	110	421	2132	2114	1580
St. James Parish School District, Louisiana	148	34	110	1075	1302	789
St. John the Baptist Parish School District, Louisiana	448	311	268	2049	1829	1364
St. Landry Parish School District, Louisiana	1066	453	724	3565	2722	1857
St. Martin Parish School District, Louisiana	927	334	349	2551	1872	1608
St. Mary Parish School District, Louisiana	784	261	512	2547	1871	1292
St. Tammany Parish School District, Louisiana	2133	1011	1225	9984	8876	8569
Tangipahoa Parish School District, Louisiana	1729	390	839	6292	3606	3289
Terrebonne Parish School District, Louisiana	1302	482	561	4510	4124	3235
Union Parish School District, Louisiana	346	207	256	1113	746	688
Vermilion Parish School District, Louisiana	713	364	546	2348	2184	1870
Vernon Parish School District, Louisiana	668	304	347	2895	2108	1420
Washington Parish School District, Louisiana	333	448	167	1468	1396	643
Webster Parish School District, Louisiana	699	267	547	2008	1928	1161
West Baton Rouge Parish School District, Louisiana	176	171	145	1131	935	775
Central Community School District, Louisiana	120	23	49	1115	1325	1225

Geo Name	Number of people living between 5.00 and over of the poverty level
Louisiana	291362
Louisiana; Urban	198315
Louisiana; Rural	93047
Louisiana; In metropolitan or micropolitan statistical area	276126
Louisiana; In metropolitan statistical area	233118
Louisiana; In metropolitan statistical area -- in principal city	85699
Louisiana; In metropolitan statistical area -- not in principal city	147419
Louisiana; In micropolitan statistical area	43008
Louisiana; In micropolitan statistical area -- in principal city	9785
Louisiana; In micropolitan statistical area -- not in principal city	33223
Louisiana; Not in metropolitan or micropolitan statistical area	15236
Louisiana; Not in metropolitan statistical area	58244
Acadia Parish, Louisiana	3103
Allen Parish, Louisiana	1139
Ascension Parish, Louisiana	10144
Assumption Parish, Louisiana	1801
Avoyelles Parish, Louisiana	1949
Beauregard Parish, Louisiana	2018
Bossier Parish, Louisiana	8288
Caddo Parish, Louisiana	14530
Calcasieu Parish, Louisiana	13014
De Soto Parish, Louisiana	1262
East Baton Rouge Parish, Louisiana	34780
East Feliciana Parish, Louisiana	1207
Evangeline Parish, Louisiana	1670
Franklin Parish, Louisiana	1092
Grant Parish, Louisiana	1244
Iberia Parish, Louisiana	4326
Iberville Parish, Louisiana	1987
Jefferson Parish, Louisiana	31370
Jefferson Davis Parish, Louisiana	1893
Lafayette Parish, Louisiana	16369

Geo Name	Number of people living between 5.00 and over of the poverty level
Lafourche Parish, Louisiana	6666
Lincoln Parish, Louisiana	2140
Livingston Parish, Louisiana	8673
Morehouse Parish, Louisiana	900
Natchitoches Parish, Louisiana	1650
Orleans Parish, Louisiana	16364
Ouachita Parish, Louisiana	8859
Plaquemines Parish, Louisiana	1680
Pointe Coupee Parish, Louisiana	1331
Rapides Parish, Louisiana	8109
Richland Parish, Louisiana	913
Sabine Parish, Louisiana	1351
St. Bernard Parish, Louisiana	1233
St. Charles Parish, Louisiana	5117
St. James Parish, Louisiana	1483
St. John the Baptist Parish, Louisiana	3038
St. Landry Parish, Louisiana	4209
St. Martin Parish, Louisiana	3094
St. Mary Parish, Louisiana	2650
St. Tammany Parish, Louisiana	22787
Tangipahoa Parish, Louisiana	6442
Terrebonne Parish, Louisiana	7183
Union Parish, Louisiana	1476
Vermilion Parish, Louisiana	3614
Vernon Parish, Louisiana	2448
Washington Parish, Louisiana	1560
Webster Parish, Louisiana	2110
West Baton Rouge Parish, Louisiana	1608
Alexandria city, Louisiana	2709
Baton Rouge city, Louisiana	13227
Bossier City city, Louisiana	4295
Central city, Louisiana	3386

Geo Name	Number of people living between 5.00 and over of the poverty level
Hammond city, Louisiana	894
Houma city, Louisiana	2121
Kenner city, Louisiana	4844
Lafayette city, Louisiana	8593
Lake Charles city, Louisiana	4251
Laplace CDP, Louisiana	2527
Marrero CDP, Louisiana	1212
Metairie CDP, Louisiana	13255
Monroe city, Louisiana	2600
New Iberia city, Louisiana	1684
New Orleans city, Louisiana	16364
Opelousas city, Louisiana	542
Ruston city, Louisiana	948
Shreveport city, Louisiana	10851
Slidell city, Louisiana	1924
Terrytown CDP, Louisiana	1181
Alexandria city, LA; Alexandria, LA Metro Area	2709
Baton Rouge city, LA; Baton Rouge, LA Metro Area	13227
Houma city, LA; Houma-Bayou Cane-Thibodaux, LA Metro Area	2121
Lafayette city, LA; Lafayette, LA Metro Area	8593
Lake Charles city, LA; Lake Charles, LA Metro Area	4251
Monroe city, LA; Monroe, LA Metro Area	2600
New Iberia city, LA; New Iberia, LA Micro Area	1684
Kenner city, LA; New Orleans-Metairie-Kenner, LA Metro Area	4844
Metairie CDP, LA; New Orleans-Metairie-Kenner, LA Metro Area	13255
New Orleans city, LA; New Orleans-Metairie-Kenner, LA Metro Area	16364
Opelousas city, LA; Opelousas-Eunice, LA Micro Area	542
Ruston city, LA; Ruston, LA Micro Area	948
Bossier City city, LA; Shreveport-Bossier City, LA Metro Area	4295
Shreveport city, LA; Shreveport-Bossier City, LA Metro Area	10851
Congressional District 1, Louisiana (111th Congress)	58528
Congressional District 2, Louisiana (111th Congress)	21151

Geo Name	Number of people living between 5.00 and over of the poverty level
Congressional District 3, Louisiana (111th Congress)	41105
Congressional District 4, Louisiana (111th Congress)	37408
Congressional District 5, Louisiana (111th Congress)	34365
Congressional District 6, Louisiana (111th Congress)	55432
Congressional District 7, Louisiana (111th Congress)	43373
PUMA5 00101, Louisiana	6010
PUMA5 00102, Louisiana	8520
PUMA5 00200, Louisiana	10398
PUMA5 00300, Louisiana	8282
PUMA5 00400, Louisiana	8859
PUMA5 00500, Louisiana	7361
PUMA5 00600, Louisiana	6117
PUMA5 00700, Louisiana	8109
PUMA5 00800, Louisiana	7969
PUMA5 00900, Louisiana	13014
PUMA5 01000, Louisiana	8373
PUMA5 01100, Louisiana	11144
PUMA5 01200, Louisiana	5879
PUMA5 01300, Louisiana	5759
PUMA5 01401, Louisiana	9441
PUMA5 01402, Louisiana	13819
PUMA5 01501, Louisiana	2044
PUMA5 01502, Louisiana	11084
PUMA5 01600, Louisiana	18817
PUMA5 01700, Louisiana	6442
PUMA5 01801, Louisiana	1723
PUMA5 01802, Louisiana	3727
PUMA5 01803, Louisiana	4652
PUMA5 01804, Louisiana	6262
PUMA5 01901, Louisiana	13025
PUMA5 01902, Louisiana	7647
PUMA5 01903, Louisiana	5241

Geo Name	Number of people living between 5.00 and over of the poverty level
PUMA5 01904, Louisiana	5019
PUMA5 01905, Louisiana	3351
PUMA5 02001, Louisiana	14481
PUMA5 02002, Louisiana	9866
PUMA5 02100, Louisiana	8467
PUMA5 02200, Louisiana	7183
PUMA5 02300, Louisiana	5744
PUMA5 02400, Louisiana	9638
PUMA5 02500, Louisiana	7895
Acadia Parish School District, Louisiana	3103
Zachary Community School District, Louisiana	1868
Allen Parish School District, Louisiana	1139
Ascension Parish School District, Louisiana	10144
Assumption Parish School District, Louisiana	1801
Avoyelles Parish School District, Louisiana	1949
Beauregard Parish School District, Louisiana	2018
Bossier Parish School District, Louisiana	8288
Caddo Parish School District, Louisiana	14530
Calcasieu Parish School District, Louisiana	13014
De Soto Parish School District, Louisiana	1262
East Baton Rouge Parish School District, Louisiana	28609
East Feliciana Parish School District, Louisiana	1207
Evangeline Parish School District, Louisiana	1670
Franklin Parish School District, Louisiana	1092
Grant Parish School District, Louisiana	1244
Iberia Parish School District, Louisiana	4326
Iberville Parish School District, Louisiana	1987
Jefferson Davis Parish School District, Louisiana	1893
Jefferson Parish School District, Louisiana	31370
Lafayette Parish School District, Louisiana	16369
Lafourche Parish School District, Louisiana	6666
Lincoln Parish School District, Louisiana	2140

Geo Name	Number of people living between 5.00 and over of the poverty level
Livingston Parish School District, Louisiana	8673
Monroe City School District, Louisiana	2600
Morehouse Parish School District, Louisiana	900
Natchitoches Parish School District, Louisiana	1650
Orleans Parish School District, Louisiana	16364
Ouachita Parish School District, Louisiana	6259
Plaquemines Parish School District, Louisiana	1680
Pointe Coupee Parish School District, Louisiana	1331
Rapides Parish School District, Louisiana	8109
Richland Parish School District, Louisiana	913
Sabine Parish School District, Louisiana	1351
St. Bernard Parish School District, Louisiana	1233
St. Charles Parish School District, Louisiana	5117
St. James Parish School District, Louisiana	1483
St. John the Baptist Parish School District, Louisiana	3038
St. Landry Parish School District, Louisiana	4209
St. Martin Parish School District, Louisiana	3094
St. Mary Parish School District, Louisiana	2650
St. Tammany Parish School District, Louisiana	22787
Tangipahoa Parish School District, Louisiana	6442
Terrebonne Parish School District, Louisiana	7183
Union Parish School District, Louisiana	1476
Vermilion Parish School District, Louisiana	3614
Vernon Parish School District, Louisiana	2448
Washington Parish School District, Louisiana	1229
Webster Parish School District, Louisiana	2110
West Baton Rouge Parish School District, Louisiana	1608
Central Community School District, Louisiana	3531

# **EXHIBIT F**

## Public Utility Research Center Recent Publications and Working Papers

**Hauge, Janice A., Mark A. Jamison, and Mircea I. Marcu.** 2011. "Consumer Usage of Broadband Internet Services: An Analysis of the Case of Portugal." In *Adoption, Usage, and Global Impact of Broadband Technologies: Diffusion, Practice and Policy*, ed. Yogesh K. Dwivedi, 198-213. Hershey, PA: IGI Global.

**Hauge, Janice A., and Mark A. Jamison.** 2010. "Effects of Using Specific versus General Data in Social Program Research." *Applied Economics*, 42(13): 1627-1639.

**Hauge, Janice A., and James Prieger.** 2010. "Demand-Side Programs to Stimulate Adoption of Broadband: What Works?" *Review of Network Economics*, 9(3): Article 4.

**Hauge, Janice A., Eric P. Chiang, and Mark A. Jamison.** 2009. "Whose Call Is It? Targeting Universal Service Programs to Low-Income Households' Telecommunications Preferences." *Telecommunications Policy*, 33(3-4): 129-145.

**Holt, Lynne, and Mark A. Jamison.** 2009. "Broadband and Contributions to Economic Growth: Lessons from the U.S. Experience." *Telecommunications Policy*, 33(10-11): 575-581.

**Hauge, Janice A., Mark A. Jamison, and Mircea Marcu.** 2009. "Scientific Research Project Coordinated by ICP-ANACOM and ANATEL with a Focus on Mobile Broadband: Final Report." University of Florida, Department of Economics, PURC Working Paper.

**Hauge, Janice A., Mark A. Jamison, and R. Todd Jewell.** 2008. "Discounting Telephone Service: An Examination of Participation in the Lifeline Assistance Program Using Panel Data." *Information Economics and Policy*, 20(2): 135-149.

**Hauge, Janice A., Eric P. Chiang, and Mark A. Jamison.** 2008. "More Than a Lifeline: Low-Income Households' Telecommunications Preferences." University of Florida, Department of Economics, PURC Working Paper.

**Holt, Lynne, and Mark A. Jamison.** 2008. "Broadband and Contributions to Economic Growth: The U.S. Experience and Future Direction." University of Florida, Department of Economics, PURC Working Paper.

**Chiang, Eric P., Janice A. Hauge, and Mark A. Jamison.** 2007. "Subsidies and Distorted Markets: Do Telecom Subsidies Affect Competition?" University of Florida, Department of Economics, PURC Working Paper.

**Hauge, Janice, Mark A. Jamison, and R. Todd Jewell.** 2007. "Participation in Social Programs by Consumers and Companies: A Nationwide Analysis of Participation Rates for Telephone Lifeline Programs." *Public Finance Review*, 35(5): 606-25.



**Holt, Lynne, and Mark A. Jamison.** 2007. “Re-Evaluating FCC Policies Concerning the Lifeline and Link-Up Programs.” *Journal on Telecommunications and High Technology Law*, 5(2): 393-412.

**Holt, Lynne, and Mark A. Jamison.** 2006. “Making Telephone Service Affordable for Low-Income Households: An Analysis of Lifeline and Link-Up Telephone Programs in Florida.” University of Florida, Department of Economics, PURC Working Paper.



# **EXHIBIT G**

## **Mark A. Jamison**

### **Areas of Expertise**

Leadership and Strategy, Competition and Pricing, Cost Analysis, Universal Service

### **Education**

Ph.D. University of Florida, 2001

M.S. Kansas State University, 1980

B.S. Kansas State University, 1978

Dr. Mark Jamison is the director of the [Public Utility Research Center](#) (PURC) at the University of Florida and also serves as its director of Telecommunications Studies. He provides international training and research on business and government policy, focusing primarily on utilities and network industries. He co-directs the [PURC/World Bank International Training Program on Utility Regulation and Strategy](#).

Dr. Jamison's current research topics include leadership and institutional development in regulation, competition and subsidies in telecommunications, and regulation for next generation networks. He has conducted education programs in numerous countries in Asia, Africa, Europe, the Caribbean, and North, South, and Central America. Dr. Jamison is also a research associate with the UF Center for Public Policy Research and with Cambridge Leadership Associates, where he provides consulting and training on adaptive leadership. He is an affiliated scholar with the Communications Media Center at New York Law School.

Dr. Jamison is the former associate director of Business and Economic Studies for the UF Center for International Business Education and Research and has served as special academic advisor to the chair of the Florida Governor's Internet task force and as president of the Transportation and Public Utilities Group.

Previously, Dr. Jamison was manager of regulatory policy at Sprint, head of research for the Iowa Utilities Board, and communications economist for the Kansas Corporation Commission. He has served as chairperson of the National Association of Regulatory Utility Commissioners (NARUC) Staff Subcommittee on Communications, chairperson of the State Staff for the Federal/State Joint Conference on Open Network Architecture, and member of the State Staff for the Federal/State Joint Board on Separations. Dr. Jamison was also on the faculty of the NARUC Annual Regulatory Studies Program and other education programs.

Dr. Jamison serves on the editorial board of *Utilities Policy*. He is also a referee/reviewer for the *International Journal of Industrial Organization*, *The Information Society*, *Telecommunications Policy*, and *Utilities Policy*.

## Janice A. Hauge, Ph.D.

Department of Economics  
1155 Union Circle, Box 311457  
University of North Texas  
Denton, TX 76203-5017  
Phone: 940-565-4544  
E-mail: [jhaug@unt.edu](mailto:jhaug@unt.edu)

Home Address:  
4239 Boxwood Drive  
Denton, TX 76208  
Phone: 940-271-0241

---

### EDUCATION:

- 2001     PhD in Economics, University of Florida  
Dissertation: Effects of the 1997 Balanced Budget Act on Medicare Managed Care Providers. Committee: D. Sappington (Chair), C. Ai, H. Elms, D. Figlio, S. Slutsky  
Fields: Health Economics, Industrial Organization, and Regulation.
- 1991     MSc in Economics, London School of Economics and Political Science  
Concentration in Development Economics and Economic History.  
Dissertation: Educational Aid to Underdeveloped Countries.
- 1989     BA, Double major in American Studies and Economics, Hamilton College
- 1988     Officer Candidate School, United States Marine Corps  
Honor Graduate in leadership training course. Qualified for commission as 2nd Lieutenant. Graduated first in class.

### PROFESSIONAL EXPERIENCE:

- May 2009 – present, Associate Professor, University of North Texas, Department of Economics, Denton, TX.
- January 2003 – May 2009, Assistant Professor, University of North Texas, Department of Economics, Denton, TX.
- Fall 2005 – present, Senior Research Associate, Public Utilities Research Center, University of Florida, Gainesville, FL.
- Spring 2005 – 2009, Tutor and Project Supervisor, Master's Program in Telecommunication Regulation and Policy, University of West Indies, Trinidad & Tobago, West Indies.
- Fall 1999 – Spring 2001, Acting Director, Center for Economic Education, University of Florida, Gainesville, FL.
- Fall 1997 – Fall 1999, Assistant Director, Center for Economic Education, University of Florida, Gainesville, FL.

Fall 1998 – 2004, Research Fellow, Public Utilities Research Center, University of Florida, Gainesville, FL.

Spring 1998, Consultant, The Florida High School, Ocala, FL.

## **PROFESSIONAL ACTIVITIES:**

### **Memberships in Professional Organizations:**

Committee on the Status of Women in the Economics Profession, Industrial Organization Society, North Texas Global Telecommunications Society (non-member attendee).

### **Other Activities:**

Peer Reviewer for Scholarly Journals: *Journal of Industrial Economics*, *Southern Economic Journal*, *Telecommunications Policy*, *Utilities Policy*, *Information Economics and Policy*, *Review of Network Economics*, *Review of Industrial Organization*, *Competition and Regulation in Network Industries*

### **Textbook Reviewer:**

- Stone, *Principles of Economics*, Worth Publishers, 2011.
- Blair, R. *Sports Economics*, Cambridge University Press, 2008.
- NorthCoast Publishers, Public Economics text, 2006.
- Browning E., and M. Zupan, *Microeconomics Theory and Applications*, Wiley, 2005.
- Gruber, J., *Public Finance and Public Choice*, Worth Publishers, 2004.

Participation in Teaching Innovations Program, 2006 – 2008. The program has three phases: a workshop, completion of two teaching modules, and supporting the scholarship of teaching and learning.

### **Honors & Awards:**

Currently ranked first among all current and former Department of Economics tenured and tenure-track instructors since records have been maintained (1986-2011).

2011, Awarded UNT's nomination for the Minnie Stevens Piper Award for outstanding teaching.

2010, Nominated for the Minnie Stevens Piper Award for outstanding teaching.

2001, Edward Zabel Award. Award for superior research progress; specifically, progress toward publications after being admitted to candidacy.

2001 and 2000, Walter Lanzillotti Dissertation Award. Research award for promising dissertation research.

1989, Paul S. Langa Prize Scholarship. Awarded to top female athlete, Hamilton College.

1987, Robert A. Bankert Junior Prize Scholarship. Awarded to athlete with greatest academic improvement, Hamilton College.

**Areas of Expertise:**

Industrial Organization, Regulation, Telecommunications

**SERVICE TO THE UNIVERSITY:**

Fall 2011 – Political Science Search Committee  
Spring 2011 – present, Committee on the Effectiveness of Teaching Evaluations  
Fall 2009 – present, Academic Integrity Consultant  
Fall 2008 – present, Academic Advisor to UNT SemperFi Society  
Fall 2008 – 2011, Emerald Eagle Scholars Mentor  
Fall 2007 – 2009, Chair, Teaching Fellows / Teaching Assistants Committee  
Fall 2005 – 2009, Teaching Fellows / Teaching Assistants Committee  
Fall 2004 – present, Coordinator, State Employees Charitable Contribution Campaign

**SERVICE TO THE DEPARTMENT:**

Spring 2011 – present, Promotion and Tenure Committee  
Fall 2010 – present, Graduate Admissions Director  
Fall 2009 – present, Graduate Student Advisor  
Fall 2005 – present, Department Curriculum Committee  
Fall 2010 – Spring 2011, Faculty Recruiting Committee (search for macroeconomist)  
Fall 2008 – Fall 2010, Chair, Faculty Awards Committee  
Fall 2007 – Spring 2008, Faculty Recruiting Committee (search for econometrician)  
Fall 2006 – Spring 2007, Faculty Recruiting Committee (search for public policy economist)  
Fall 2005 – Spring 2006, Chair, Faculty Recruiting Committee (search for full-time lecturer)  
Spring 2005, Co-chair, Department of Economics President's Writing Award Committee  
Fall 2004 – Fall 2007, Personnel Affairs Committee  
Fall 2004 – Spring 2005, Faculty Recruiting Committee (search for micro econometrician)  
Fall 2003 – Spring 2004, Faculty Recruiting Committee (search for macroeconomist)  
Spring 2003 – Fall 2004, Faculty Secretary

**GRANTS AND CONTRACTS:**

2011, Texas Department of Transportation. Project Title: Selected 2012-2014 Trade Flows and Texas Gulf Ports: Panama Canal and South American Markets. Co-Principal Investigator (with Dr.Terry Clower) Funded: 103,751.00, November 1, 2011- February 28, 2013.

2007, Public Utilities Research Center at the University of Florida. Grant to assist in development of international training materials and scholarly research in utility regulation. Funded: \$26,632.86, August 2007.

2007, NET Institute Summer Grant. The Networks, Electronic Commerce, and Telecommunications Institute competitively funds projects in the specified areas of research. Requested amount: \$15,000. "Funding Universal Service: The effects of telecommunications subsidy programs on competition and retail prices." Funded: \$3,000. July, 2007.

2006 - 2007, UNT Hispanic and Global Studies Initiatives Fund. Proposal titled "Providing Telephone Service to Low-Income Hispanic Texans". Requested amount: \$12,105. Funded: \$5,000. October, 2006.

2006, Teaching Innovations Program. Educational grant to participate in the American Economic Association's Committee on Economic Education program. May, 2006.

2005, Junior Faculty Summer Research Fellowship (\$5,000), University of North Texas.

2004, Faculty Research Grant (\$1,000), University of North Texas.

2003, Junior Faculty Summer Research Fellowship (\$5,000), University of North Texas.

### **Grant Applications:**

2012, National Science Foundation. Comprehensive Approaches for a Literally Brighter Future of Sustainable Organic Technologies Towards Tomorrow's Generation of Lighting and Display Devices. Co-PIs: Mohammad Omary, Chemistry; Terry Clower, Economics. Requested amount: \$1,947,027.52. Participant listed in grant application.

2008, Charn Uswachoke International Development Fund. Proposal titled "Establishing International Best Practices in Regulation of Infrastructure Industries." Requested amount: \$21,076.11, March 2008 (*not awarded*).

2008, Junior Faculty Summer Research Fellowship (\$5,000), University of North Texas (*not awarded*).

2007 - 2008, UNT Hispanic and Global Studies Initiatives Fund. Proposal titled "Providing Telephone Service to Low-Income Hispanic Texans". Requested amount: \$9,915. September, 2007 (*not awarded*).

NET Institute Summer Grant. The Networks, Electronic Commerce, and Telecommunications Institute competitively funds projects in the specified areas of research. Requested amount: \$15,000. May 2006 (*not awarded*).

2007, Junior Faculty Summer Research Fellowship (\$5,000), University of North Texas (*not awarded*).

Smith Richardson Foundation Domestic Public Policy Research Fellowship Program. The foundation awards research grants to individuals conducting research on domestic public policy issues. Requested amount: \$50,935.15. June, 2006 (*not awarded*).

2006, Junior Faculty Summer Research Fellowship (\$5,000), University of North Texas (*not awarded*).

## **PUBLICATIONS:**

### **Publications in Peer Reviewed/Refereed Journals:**

Hauge, Janice A., Mark A. Jamison and James E. Prieger, (2012) "Oust the Louse: Does Political Pressure Discipline Regulators?" *The Journal of Industrial Economics*, forthcoming.

Kang, Fei, Hauge, Janice A, and Lu, Ting-Jie, (2012) "Competition and mobile network investment in China's telecommunications industry. " *Telecommunications Policy*, forthcoming.

Hauge, Janice A. and James E. Prieger, (2010) "Demand-Side Programs to Stimulate Adoption of Broadband: What Works?" *Review of Network Economics*, 9(3), Article 4.

Hauge, Janice A. and Mark A. Jamison, (2010). Effects of using specific versus general data in social program research, *Applied Economics*, 42: 1627–1639.

Hauge, Janice A., Mark A. Jamison and R. Todd Jewell, (2009). A consideration of telecommunications market structure in the presence of municipal provision: The case of US cities, *Review of Industrial Organization*, 34: 135-152.

Hauge, Janice A., Eric P. Chiang and Mark A. Jamison, (2009). Whose call is it? Targeting universal service to low-income households' telecommunications preferences, *Telecommunications Policy*, 33(3-4): 129-145.

Carroll, Scott. and Janice A. Hauge, (2009). Politics and the implementation of public policy: The case of the US military housing allowance program, *Public Choice*, 138(30): 367-386.

Hauge, Janice A., Mark A. Jamison and R. Todd Jewell, (2008). Discounting telephone service: An examination of participation in the Lifeline Assistance Program using panel data, *Information Economics and Policy*, (20)2: 135-149.

Hauge, Janice A. (2008). Promoting competition under regulation: Nixon v. Missouri Municipal League, *The Antitrust Bulletin*, 53(1): 117-132.

Hauge, Janice A., Mark A. Jamison, and Richard Gentry, (2008). Bureaucrats as entrepreneurs: Do municipal telecommunications providers hinder private entrepreneurs? *Information Economics and Policy*, 20(1): 89-102.

Hauge, Janice A., Mark A. Jamison, and R. Todd Jewell, (2007). Participation in social programs by consumers and companies: A nationwide analysis of penetration rates for telephone Lifeline programs, *Public Finance Review*, 35(5): 606-625.

Hauge, Janice A., (2006). Contradictory incentives in the Medicare+Choice Medical Savings Account Program, *Cato Journal*, 26(1): 125-142.

Berg, Sanford, Mark A. Jamison and Janice A. Hauge, (1998). Soluciones comprobadas ofrecidas en entrenamiento para reguladores, *Potencia*, 18(4): 18-21, Julio-Agosto 1998 ("Key lessons on electricity regulation: What regulators have taught us").

### **Book Chapters:**

Hauge, Janice A., "Incentive for Aggression in American Football," in *Demand for Violence in Sports*, edited by R. T. Jewell, 2011.

Hauge, Janice A., Mark A. Jamison, and Mircea I. Marcu, "Consumer Usage of Broadband Internet Services: an analysis of the case of Portugal," in *Adoption, Usage, and Global Impact of Broadband Technologies: Diffusion, Practice and Policy*, edited by Yogesh K. Dwivedi, Swansea University, 2011.

Hauge, Janice A. and David E.M. Sappington, "Pricing in network industries" in the *Handbook of Regulation*, Oxford, UK, Oxford University Press, edited by Robert Baldwin, Martin Lodge, and Martin Cave, 2010.

Jamison, Mark A. and Janice A. Hauge, "Dumbing down the net: A further look at the net neutrality debate" in *Internet Policy and Economics: challenges and perspective*," New York, NY, Springer, edited by William Lehr and Lorenzo Pupillo, 2009.

Jamison, Mark and Janice A. Hauge, "Global rivalry in infrastructure," in *Private Initiatives in Infrastructure: Priorities, Incentives and Performance*; Chiba, Japan: Institute for Developing Economies, edited by Masatsugu Tsuji, Sanford V. Berg, and Michael G. Pollitt, 2000: 299-349.

### **Revise and Resubmit at Peer Reviewed/Refereed Journals:**

Chiang, Eric P. and Janice A. Hauge, "The impact of non-neutral federal regulatory policy on competition." *Telecommunications Policy*, initial submission June 2011; revision May 2012.

### **Work in Progress:**

Hauge, J.A., and M. Jamison, "Why regulators don't follow theoretically optimal policies. Who isn't listening to whom?"

Hauge, J.A., and M. McPherson, "Academic tenure and incentive compatibility."

Hauge, J.A., "Bias in Recovery Act investments to expand broadband access and adoption".

**CONFERENCE PROCEEDINGS AND PARTICIPATION:**

2012, Invited paper at the Western Economic Association Annual Conference, San Francisco, CA, June 29-July 3, 2012. Paper: Bias in Recovery Act investments to expand broadband access and adoption.

2012, International Industrial Organization Conference, Alexandria, VA, March 16 – 18, 2012., Conference organizer, sessions chair, presenter, and discussant. Paper: Trade Flows and Texas Gulf Ports.

2011, Telecommunications Policy Research Conference, Arlington, VA, September 23-25, presenter. Paper: Competition and mobile network investment in China's telecommunications industry.

2011, International Industrial Organization Conference, Boston, MA, April 8-10, 2011, conference organizer, sessions chair, presenter, and discussant. Paper: Academic tenure and incentive compatibility.

2011, 38<sup>th</sup> Annual PURC Conference: Next Generation Regulation, Gainesville, FL, February 2-4, 2011, invited speaker.

2010, International Industrial Organization Conference, Vancouver, BC, May 14-16, 2010, conference organizer, presenter, and discussant. Paper: Wireless broadband and the possibility of limited differential effects on innovation and societal goals.

2010, Telecommunications Policy Research Conference, Arlington, VA, October 1-3, 2010, presenter and discussant. Paper: Demand-Side Programs to Stimulate Adoption of Broadband: What Works?

2009, Southern Economic Association Conference, San Antonio, TX, November 21-23, 2009, discussant.

2009, Telecommunications Policy Research Conference, Arlington, VA September 25-27, 2009, presenter. Paper: Empirical Analysis of Mobile Broadband Deployment and Adoption.

2009, Experts Workshop: Beyond Broadband Access: Data Based Information Policy for a New Administration, The New America Foundation, Washington, DC, September 22 – 24, 2009, presenter. Paper: Analyzing the evolving concept of broadband.

2009, International Industrial Organization Conference, Boston, MA, April 3-5, 2009, presenter and discussant. Paper: Do political pressures discipline regulators?

2008, Telecommunications Policy Research Conference, Arlington, VA September 26-28, 2008, presenter. Paper: Changing Telecommunications Preferences of Low-Income Households.

2008, 24<sup>th</sup> PURC/World Bank International Training Program on Utility Regulation and Strategy, Gainesville, FL, June 9-20, 2008, instructor.

2008, International Industrial Organization Conference, Arlington, VA, May 16-18, 2008, presenter and discussant. Paper: Legitimate Regulators and Suboptimal Contracts.

2007, Telecommunications Policy Research Conference, Arlington, VA September 27-30, 2007, presenter. Paper: Getting What You Pay For: Analyzing the Net Neutrality Debate.

2007, 22<sup>nd</sup> PURC/World Bank International Training Program on Utility Regulation and Strategy, Gainesville, FL, June 11-22, 2007, instructor.

2007, International Industrial Organization Conference, Savannah, GA, April 13-15, 2007, presenter and discussant. Paper: Universal Service Fund Contributions: Do Surpluses and Deficits Affect Telecommunications Competition.

2007, 34<sup>th</sup> Annual PURC Conference: A Century of Utility Regulation: Looking Forward to the Next Hundred Years, Gainesville, FL, February 15-16, 2007, participant.

2007, Allied Social Sciences Association Annual Conference, Chicago, IL, January 5-7, 2007, presenter.

Paper: Bureaucrats as Entrepreneurs: Do Municipal Telecom Providers Hinder Private Entrepreneurs?

2006, Telecommunications Policy Research Conference, Arlington, VA, September 29 - October 1, 2006, presenter. Paper: Bureaucrats as Entrepreneurs: Do Municipal Telecom Providers Hinder Private Entrepreneurs?

2006, Teaching Innovations Program, Chicago, IL, May 19-21, 2006, participant.

2006, International Industrial Organization Conference, Boston, MA, April 7-9, 2006, presenter, session chair, and discussant. Paper: Discounting Telephone Service: An Examination of Participation in Florida's Lifeline Program Using Panel Data.

2005, Weber State University seminar series participant (*invited*), Ogden, UT, November 29, 2005. Paper: Discounting Telephone Service: An Examination of Participation in Florida's Lifeline Program Using Panel Data.

2005, International Industrial Organization Conference, Atlanta, GA, April 4-8, presenter and discussant. Paper: Municipal Entry in the Telecom Market.

2005, University of Florida / London Business School Conference: The Future of Broadband: Wired & Wireless, Gainesville, FL, February 24-25, 2005, presenter and moderator. Paper: Empirical Analysis of Municipal Entry in the Telecom Market.

2005, Allied Social Sciences Association Annual Conference, Philadelphia, PA, January 7-9, 2005. Committee on the Status of Women in the Economics Profession mentoring conference for junior faculty.

2004, International Industrial Organization Conference, Chicago, IL, April 23-24, 2004, presenter and discussant. Paper: An Empirical Analysis of Provider Exit in the Medicare Managed Care Market.

2004, Allied Social Sciences Association Annual Conference, San Diego, CA, January 3-5, 2004, session chair for Telecommunications and Public Utilities Group.

2004, Allied Social Sciences Association Annual Conference, San Diego, CA, January 5-8, 2004. Committee on the Status of Women in the Economics Profession mentoring conference for junior faculty.

2002, Allied Social Sciences Association Annual Conference, Atlanta, GA, January 5, 2002, presenter. Paper: The Impact of Telecommunications Regulations on Competition in the U.S. and the European Union.

1999, International Communications Forecasting Conference, Denver, CO, June 17, 1999, presenter. Paper: Impacts of Mergers and Global Rivalry on Local Network Competition.

1998, 4<sup>th</sup> PURC/World Bank International Training Program on Utility Regulation and Strategy, Gainesville, FL, June 15-26, session chair.

#### **INSTRUCTIONAL ACTIVITIES:**

Courses Taught and Corresponding Student Evaluation Scores (1 = highest/best; 4 = lowest/worst)

<b>Term</b>	<b>Course</b>	<b>Score</b>
Spring 2012	ECON 4450 ECON 4500	
Fall 2011	ECON 5460	Average: 1.2 Department Rank: 1 <sup>st</sup>
Spring 2011	ECON 4450 ECON 4500	1.11 1.23 Average: 1.169 Department Rank: 1 <sup>st</sup>

Fall 2010	ECON 4450 ECON 4500	1.10 1.19 Average :1.162 Department Rank: 1 <sup>st</sup>
Spring 2010	ECON 4450 ECON 4500	1.13 1.23 Average: 1.179 Department Rank: 1 <sup>st</sup>
Fall 2009	ECON 4450 ECON 4500	1.15 1.17 Average: 1.156 Department Rank: 1 <sup>st</sup>
Spring 2009	ECON 5050 ECON 4980 ECON 4500	1.16 1.44 1.35 Average: 1.346 Department Rank: 5 <sup>th</sup>
Fall 2008	ECON 3550 ECON 4500	1.40 1.45 Average: 1.425 Department Rank: 7 <sup>th</sup>
Spring 2008	ECON 4500 ECON 4980	1.19 1.11 Average: 1.15 Department Rank: 1 <sup>st</sup>
Fall 2007	Grant provided course buyout.	
Spring 2007	ECON 3550 ECON 4460	1.35 1.06 Average: 1.20 Department Rank: 2 <sup>nd</sup>
Fall 2006	ECON 3550 ECON 4150	1.29 / 1.44 1.35 Average: 1.35 Department Rank: 3 <sup>rd</sup>
Spring 2006	ECON 4150	1.2

	ECON 4460	1.11
	ECON 5150	1.2
	ECON 5460	1.36
		Average: 1.19
		Department Rank: 1 <sup>st</sup>
Fall 2005	ECON 3550	1.47
	ECON 4150	1.41
		Average: 1.44
		Department Rank: 4 <sup>th</sup>
Spring 2005	ECON 4150	1.13
	ECON 4460	1.32
	ECON 5150	1.80
	ECON 5460	1.44
		Average: 1.27
		Department Rank: 4 <sup>th</sup>
Fall 2004	ECON 3550	1.37
	ECON 4150	1.23
		Average: 1.30
		Department Rank: 3 <sup>rd</sup>
Spring 2004	ECON 4150	1.26
	ECON 4460	1.25
	ECON 5150	1.60
	ECON 5460	1.53
		Average: 1.32
		Department Rank: 2 <sup>nd</sup>
Fall 2003	ECON 3550	1.46
	ECON 4150	1.39
		Average: 1.42
		Department Rank: 3 <sup>rd</sup>
Spring 2003:	ECON 4150	1.45
	ECON 4460	1.58
	ECON 5150	1.50
	ECON 5460	1.60
		Average: 1.52
		Department Rank: 5 <sup>th</sup>
Summer 2001 (Univ. of FL)	ECP 3703	4.64 scale: 1 (lowest) to 5 (highest).
Summer 2000 (Univ. of FL)	ECO 3100	4.87 scale: 1 (lowest) to 5 (highest).
Fall 1999 (Univ. of FL)	ECO 6075	4.47 scale: 1 (lowest) to 5 (highest).

### **Special Studies Sections:**

Undergraduate Honors Thesis: Sang Jun Lee, Spring 2012 – Spring 2013

Undergraduate Honors Thesis: Laura Jones – Summer 2012 – Spring 2013

Undergraduate independent study, Spring 2011: Sam Wiegand

Undergraduate independent study, Fall 2009: Levi Dartt (*Telecommunications Market Comparisons*)

Graduate independent study, Summer 2009: Nishelli Perera (*Topics in Game Theory*).

Undergraduate independent study and Honors College Thesis Supervisor and Mentor, Fall 2007: Joshua Ness.

Graduate independent studies, Summer 2006: James Schlaffer and Justin Tischler (*Topics in Game Theory*).

Graduate independent studies, Spring 2006: Chandra Ganesan (*Advanced Public Economic Research*), Karen Mulligan (*Topics in Game Theory*).

Graduate independent study, Fall 2005: Chandra Ganesan (*Advanced Public Economic Theory*).

Graduate independent studies, Fall 2004: Joanna Palin, Christina Henderson (*Introduction to Game Theory*).

# **EXHIBIT H**

# **TAG Mobile Broadband Pilot**

## **Draft Terms and Conditions of Service**

### **Broadband Pilot Participant Selection:**

TAG Mobile, in concert with our collaborative partner the Public Utility Research Center (“PURC”), will develop a detailed outreach and survey process to select both the sample group and control group from TAG Mobile’s existing subscriber base. This will create a large outreach target group from TAG Mobile’s known, established, low-income qualified Lifeline voice users who have been identified as not already subscribing to broadband services. TAG Mobile will also select the group based on their longevity at their current address. TAG Mobile has determined that many Lifeline participants change their address often. By selecting longer term existing customers TAG Mobile will minimize the risk of losing a sample user due to change of address during the one year measurement period.

### **Broadband Pilot Service and Equipment Description:**

Participants in TAG Mobile’s Broadband Pilot Program (the “Pilot”) will be provided with a laptop and 1 MBB device (either a wireless Mifi Device or an Air Card). A general description of the equipment to be provided is included below:

- **Mifi Devices:** The device is smaller than a deck of cards, portable, and convenient. With the push of a button, up to 5 users in a household can wirelessly access the Internet from virtually anywhere within the network on a WiFi-enabled device. Installation is easy and the battery lasts up to 4 hours on a single charge.
- **Mobile Broadband USB (Air) Cards:** Fits in the palm of your hand, portable, convenient, and does not contain a battery. The user plugs it in to the USB port of the laptop and the user is able to connect wirelessly to the network. Installation is easy and no battery is required.
- **Laptops:** basic laptops will be provided to the user with installed applications to assist in the learning process, provide resources to overcome digital literacy, and assist the user with becoming connected.

There will be no cost to the subscribers for hardware or devices for the duration of the Pilot.

TAG Mobile offers service for the Pilot on its 3G network: Average Download Speeds are 600 KBPS - 1400 KBSP (2 MBPS during peak periods); Average Upload Speeds are 300 - 500 KBPS. The speeds offered are not less than the benchmarks identified. Further, TAG Mobile intends to pursue options to upgrade its current data operating network from 3G to 4G LTE. There will be no additional cost to the fund, nor additional charges to the customer, upon completion of such upgrade to the network during the Pilot.

The Pilot will also provide participants with a digital literacy training guide that will be placed on the laptop computer of the Pilot participant. The completion of this digital literacy training

guide will be a requirement of the participants in the Pilot. This digital literacy training guide will provide detailed guidelines related to how to use a computer and broadband access in the following areas:

- Educational uses for the computer
- Career assessment and job search tools
- E-mail and other electronic communications tools
- Social media Do's and Don'ts
- Personal finance and budgeting
- Introduction to Microsoft Office programs (Word, Excel and PowerPoint)

### **Broadband Pilot Service and Equipment Costs to Pilot Participants:**

TAG Mobile is seeking subsidy for the entire reduced Pilot rate of \$45.95 for 2G of data service, resulting in a \$0 cost to program participants. Subsequent overage would be charged at a rate of \$0.0238 per MB. However, TAG Mobile plans to seek reimbursement for the overage from the Pilot funding as well, in an effort to ensure there are no additional or ancillary costs for Pilot participants. TAG Mobile requests a subsidy to eliminate the cost of non-recurring fees of \$1.40 per device (reduced Pilot rate). This cost is for carrier activation. There would be no resulting cost to the subscribers.

### **Eligibility Determination for Broadband Pilot Participation:**

For all participants of the Pilot, TAG Mobile will utilize the Eligibility Determination procedures outlined below. These procedures will be implemented for both new and existing TAG Mobile customers that apply to participate in the Pilot, and will be independent from and in addition to the current Certification and Verification requirements related to TAG Mobile Lifeline service. The procedures referenced above are detailed as follows:

If TAG Mobile cannot determine a prospective subscriber's eligibility for the Pilot by accessing income databases or program eligibility databases, TAG Mobile's employees or agents ("Company personnel") will review documentation establishing eligibility pursuant to the Lifeline rules.

**Proof of Eligibility:** Company personnel will be trained on acceptable documentation required to establish income-based and program-based eligibility. Acceptable documentation of program eligibility includes: (1) the current or prior year's statement of benefits from a qualifying state, federal or Tribal program; (2) a notice letter of participation in a qualifying state, federal or Tribal program; (3) program participation documents (e.g., the consumer's Supplemental Nutrition Assistance Program (SNAP) electronic benefit transfer card or Medicaid participation card (or copy thereof)); or (4) another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

Acceptable documentation of income eligibility includes the prior year's state, federal, or Tribal tax return; current income statement from an employer or paycheck stub; a Social Security statement of benefits; a Veterans Administration statement of benefits; a retirement/pension

statement of benefits; an Unemployment/Workmen's Compensation statement of benefits; federal or Tribal notice letter of participation in General Assistance; or a divorce decree, child support award, or other official document containing income information for at least three months time.

Company personnel will examine this documentation for each Pilot applicant, and will record the type of documentation used to satisfy the income or program-based criteria by checking the appropriate box on the application form. In addition, Company personnel will fill in, where available, the last four digits of an account or other identifying number on the proof document, the date of the proof document and the expiration of the proof document. TAG Mobile will not retain a copy of this documentation. Where Company personnel conclude that proffered documentation is insufficient to establish such eligibility, TAG Mobile will deny the associated application and inform the applicant of the reason for such rejection. In the event that Company personnel cannot ascertain whether documentation of a specific type is sufficient to establish an applicant's eligibility, the matter will be escalated to the appropriately qualified supervisory personnel at TAG Mobile's corporate headquarters in Carrollton, Texas.

De-Enrollment for Ineligibility: If TAG Mobile has a reasonable basis to believe that one of its Pilot participants no longer meets the eligibility criteria, TAG Mobile will notify the participant of impending termination in writing and give the participant 30 days to demonstrate continued eligibility. A demonstration of eligibility must comply with the annual verification procedures below and found in new rule section 54.410(f), including the submission of a completed and signed certification form.

Participant Certifications for Enrollment: TAG Mobile will implement certification policies and procedures that enable consumers to demonstrate their eligibility for the Pilot to Company personnel. Every applicant will be required to complete an application/certification form containing disclosures, and collecting certain information and certifications as discussed below. Applicants that seek to enroll based on income eligibility will be referred to a worksheet showing the Federal Poverty Guidelines by household size.

Applicants that do not complete the form in person will be required to submit a completed and signed application/certification to TAG Mobile by mail, facsimile, electronic mail or other electronic transmission, inclusive of the required proof of eligibility. Any evidentiary documentation submitted with the application/certification is used strictly to verify a consumer's eligibility to participate in the Pilot. Upon approval of the customer's application/certification, such proof of eligibility is either returned to the customer or destroyed, and is not retained by TAG Mobile, as previously stated above. In addition, Company personnel will verbally explain the certifications to consumers when they are enrolling in person or over the phone.

Disclosures: TAG Mobile's application/certification forms will include the following disclosures: (1) The Pilot is a federally sponsored pilot program being developed in conjunction with the Lifeline program. Willfully making false statements to participate in the Pilot can result in fines, imprisonment, de-enrollment or being barred from the program; (2) Pilot participation is limited to one per household; (3) a household is defined, for purposes of the Pilot, as any individual or group of individuals who live together at the same address and share income and

expenses; (4) a household is not permitted to participate in the Pilot with multiple providers; (5) violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the applicant's de-enrollment from the program; and (6) the participation in the Pilot is non-transferable and the applicant may not transfer his or her program participation to any other person.

Application/certification forms will also state that: (1) the program for which the consumer is applying is a Pilot program developed in conjunction with the Lifeline program, (2) the Pilot is a government program, and (3) only eligible consumers may enroll in the Pilot.

Information Collection: TAG Mobile will also collect the following information from the applicant in the application/certification form: (1) the applicant's full name; (2) the applicant's full residential address (P.O. Box is not sufficient); (3) whether the applicant's residential address is permanent or temporary; (4) the applicant's billing address, if different from the applicant's residential address; (5) the applicant's date of birth; (6) the last four digits of the applicant's Social Security number (or the applicant's Tribal identification number, if the subscriber is a member of a Tribal nation and does not have a Social Security number); (7) if the applicant is seeking to qualify for the Pilot under the program-based criteria, the name of the qualifying assistance program from which the applicant, his or her dependents, or his or her household receives benefits; and (8) if the applicant is seeking to qualify for the Pilot under the income-based criterion, the number of individuals in his or her household.

Applicant Certification: Consistent with new rule section 54.410(d)(3), TAG Mobile will require the applicant to certify, under penalty of perjury, in writing or by electronic signature or interactive voice response recording, the following: (1) the applicant meets the income-based or program-based eligibility criteria for participating in the Pilot; (2) the applicant will notify TAG Mobile within 30 days if for any reason he or she no longer satisfies the criteria for Pilot participation including, as relevant, if the applicant no longer meets the income-based or program-based criteria, the applicant is participating in more than one Pilot, or another member of the applicant's household is participating in the Pilot; (3) if the applicant is seeking to qualify for participation in the Pilot as an eligible resident of Tribal lands, that he or she lives on Tribal lands; (4) if the applicant moves to a new address, that he or she will provide that new address to TAG Mobile within 30 days; (5) if the applicant provided a temporary residential address to TAG Mobile, the applicant will be required to verify his or her temporary residential address every 90 days; (6) the applicant's household will participate in only one Pilot and, to the best of the applicant's knowledge, the applicant's household is not already participating in a Pilot being conducted by another carrier; (7) the information contained in the applicant's application/certification form is true and correct to the best of the applicant's knowledge; (8) the applicant acknowledges that providing false or fraudulent information to participate in the Pilot is punishable by law; and (9) the applicant acknowledges that the applicant may be required to re-certify his or her continued eligibility for participation in the Pilot at any time, and the applicant's failure to re-certify as to the applicant's continued eligibility will result in de-enrollment from and termination of the applicant's participation in the Pilot pursuant to the de-enrollment policy included below and in the Commission's rules.

In addition, the applicant will be required to authorize TAG Mobile to access any records required to verify the applicant's statements on the application/certification form and to confirm the applicant's eligibility for participation in the Pilot. The applicant must also authorize TAG Mobile to release any records required for research and data collection related to the Pilot.

### **Collection of Information and Usage Data for Broadband Pilot Participation:**

TAG Mobile intends to collect additional data to supplement the information collected on the Low-Income Broadband Pilot Program Reporting Form. The type of analysis will cite data related to how outreach/marketing methods may affect the interest and perceived relevance to the user and how it relates to their usage. This data should allow the FCC to measure usage, perceived relevance, and gauge interest based on the types of marketing and outreach programs provided. This will allow TAG Mobile to determine if certain applications or resources are determined to be irrelevant to the user when one marketing approach is used versus another. If the customers opt to continue the service, the cost of resources and software applications may be affected for the program based upon data obtained by changing marketing tactics to increase perceived relevance, provide additional resources that users desire based on perceived relevance, or will be removed/reduced based on removal of unused/unnecessary resources. Examples of this type of data include reports provided by Google Apps which measure email usage, and/or data provided by other potential partnerships that would provide usage data and perceived relevance of that resource based on usage. Survey information containing the users opinions would also be obtained to show perceived relevance.

### **Broadband Pilot Customer Service Tiers:**

Tier I: This tier handles basic questions both about the account and the device. They would review the account to ensure that the account is active, has a balance of available data, as well as whether or not the account information is correct. They would also "troubleshoot" devices by explaining common "How To's" out of the user's manual. When this does not resolve the issue, Tier I would transfer to Tier II.

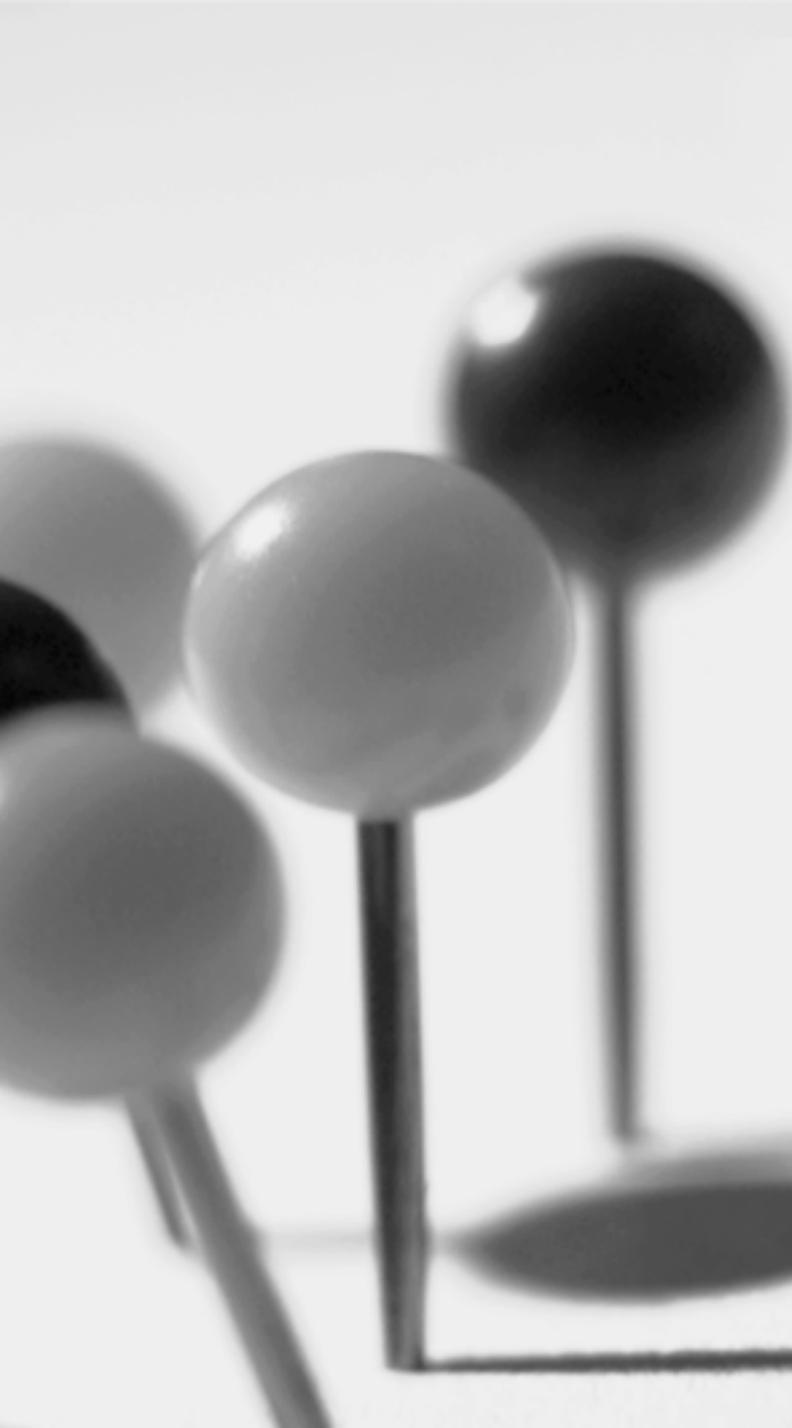
Tier II: This tier is responsible for all advanced troubleshooting of documented issues. Any issues that would require access to additional tools like a switch or data access center would go to this tier. TAG Mobile representatives in this tier have a more in depth knowledge of how the network works and would be better able to isolate the possible causes of any issues. Any advanced issue outside of the user's manual that has been documented and confirmed with a resolution will also be handled by Tier II. If the purposed resolution does not resolve the issue or if the issue is unknown/unique, the call would be escalated to Tier III.

Tier III: This is the group that finds solutions to issues when none are currently known. This group has a deep understanding of how data routes through the network to be able to check each point and make sure it is functioning. They start a new case document for the knowledge base (KB) and document the steps they attempt to go through to resolve the issue. When the resolution is found, it is then moved to a pending status. When the case ID has been confirmed a second time to resolve the issue, it is added to the KB for future troubleshooting by Tier II.

### **Conclusion of the Pilot:**

TAG Mobile will to send notices to Pilot participants indicating they have the option of continuing their service with TAG Mobile for a cost, or in the event that the Commission has established a Broadband fund, continuing service through the subsidized program established for Broadband, subject to continued eligibility requirements. Data concerning how many of these users actually made the transition could be obtained for the FCC Pilot if requested. If the customers opt to continue the service, whether it be for pay or subsidized, they will be able to retain the equipment provided in conjunction with the Pilot. If the consumers choose not to continue the service, then TAG Mobile will require the return of the equipment.

# **EXHIBIT I**



# TAG Mobile

FCC Pilot Program

Strategic Plan





*I will not sacrifice the core investments that we need to grow and create jobs.*

*We will invest in medical research. We will invest in clean energy technology.*

*We will invest in new roads and airports and broadband access. We will invest*

*in education. We will invest in job training. We will do what we need to do to compete, and we will win the future.*

—Remarks by President Obama on Fiscal Policy in Washington, DC, April 13, 2011

# Table of Contents

1. Mission / Goal
2. Stakeholders and Responsibilities
3. Strategic Plan
4. Research / Background Data & Selection
5. Product
  - Devices
  - Packages
6. Relevance & Resources
7. Additional Information / Data

# Mission

TAG Mobile's goal, in response to its submission for the broadband adoption pilot program for low income consumers, is to work in concert with the Bureau, our collaboration partner "PURC" to provide valid reporting and results of its wireless broadband solution to meet the goals of the Bureau as directed by the Commission.

We, at TAG Mobile and the PURC, will provide a valid sampling of random, low income customers, who will be selected to provide data and information as to the behavior, characteristics and usage profiles in order to best enable the Bureau and the Commission to evaluate how to best structure and create a support program in the future.

# Mission

1. High Quality Data
  - Address FCC concerns
  - Enable judicious decisions concerning data program
2. Sensible Cost Conscious Products
  - Several products to meet the needs of various demographics
  - Various packages to capture monitored usage
3. Efficient well balanced Strategy / Methodology
  - Focus: Consumer Education, Overcoming top reasons for non broadband usage (PEW), Data Collection, Utilizing current resources for best fit.

# The TAG Mobile Team

Sponsors: Frank Del Col & Joel Johnson

**Project/Product Development:** Martha Clark

**Marketing & Surveys:** Karl Hall

**Revenue Assurance:** Darryl Hankins

**Operations Support:** Steve Howey

**Regulatory/Compliance:** Melanie King

**Fulfillment:** Raymond Byers

# Strategic Plan

Attack the project in 3 Phases:

1. Phase I: Delegate Ownership, Research, Determine Needs, Create Milestones/Timelines & Apply
  - Delegation will take into consideration the strengths of individuals as well as knowledge/experience to ensure SUCCESS of the project.
  - Each team member is responsible for research, collaboration, coordination milestone setting and action item breakup to reach the final goal.
  - Pinpoint Action Items by creating a timeline, breaking down into milestones & action items, & encouraging collaboration.
  - Assess Direction, Opportunities, & Acknowledge Progress, Determine Impact, Timeline Management
2. Phase 2: Action: Periodic Meetings & Weekly Updates
  - Translating Requirements documentation into action items, Working Meetings
  - Collaboration , Take Action, Make Changes
3. Testing, & Launch & Implementation

# Background Data



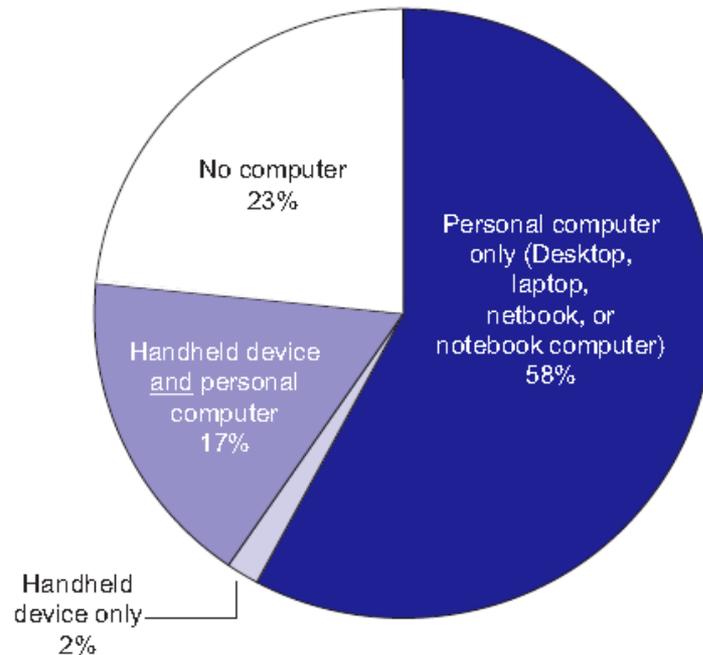
## EXPLORING THE DIGITAL NATION COMPUTER AND INTERNET USE AT HOME

Prepared by  
ECONOMICS AND STATISTICS ADMINISTRATION  
and  
NATIONAL TELECOMMUNICATIONS  
AND INFORMATION ADMINISTRATION  
in the  
U. S. DEPARTMENT OF COMMERCE

NOVEMBER 2011

# Background Data

**Figure 2: Household Computer Use by Type of Computer, 2010**



*Source:* U.S. Census Bureau, Current Population Survey School Enrollment and Internet Use Supplement, October 2010, and ESA calculations.

*Note:* Handheld devices include smartphones and other Internet-capable devices of similar size and functionality.

<sup>3</sup> For the 2010 household-level estimate of computer usage based on the total sample, the margin of error at the 90 percent confidence level is plus or minus 0.35 percentage points based on a standard error (SE) of 0.21 percentage points. See Appendix B, Table B2 for estimates of computer use and standard errors for population subgroups. The last time the CPS included data on computer use was in 2003.

<sup>4</sup> All comparisons referenced in this paper have been tested for statistical significance, and are significant at the 90 percent confidence level.

# Background Data

"The explosive growth of wireless technologies in recent years reflects American's desire to carry portable devices that provide communications capabilities they previously could only access at home or work.

In addition to having a stronger preference for mobile broadband Internet access, users of handheld devices were also more likely than their counterparts using only personal computers to subscribe to fiber optic broadband services and less likely to subscribe to DSL services.

Six percent of households with a handheld device reported fiber optics use, compared to three percent of households with no handheld device but with a personal computer; DSL was used in 23 percent of households with a handheld device versus 33 percent of households with only a personal computer.

# Background Data

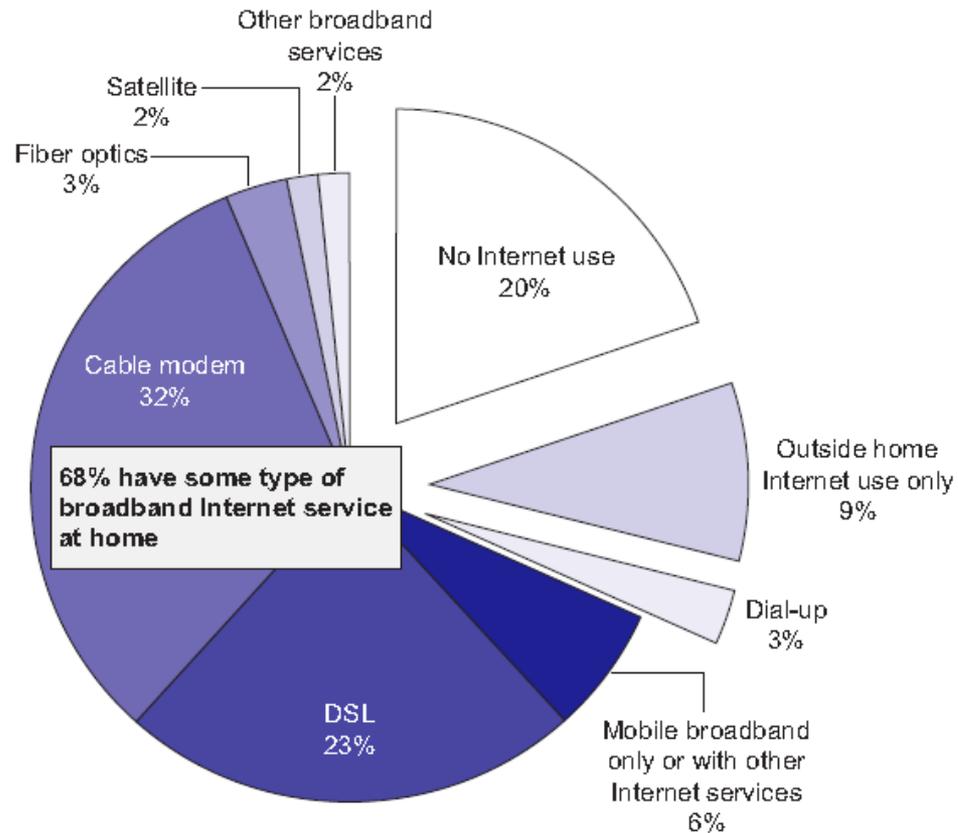
Mobile broadband services offer Internet access utilizing service providers' cellular networks. Mobile broadband is unique in its ability to function wherever radio signals are available, rather than at a fixed location (or, where Wi-Fi routers are used, a small range of locations).

This feature supports a continuous Internet connection using mobile devices, and enables the use of location-aware online services. Smartphones with "data plans" represent the most common way people obtain mobile broadband service.

In addition, mobile users may access mobile broadband services with cards, adapters, and base stations that connect computers and other Internet-ready devices. CPS data suggest that a small share of households (six percent) utilized mobile broadband services at home in 2010.

# Background Data

**Figure 3: Household Internet Adoption by Type of Technology, 2010**



*Source:* U.S. Census Bureau, Current Population Survey School Enrollment and Internet Use Supplement, October 2010, and ESA calculations.

*Note:* Other broadband services include unspecified service types, or any other combination of listed service types excluding mobile broadband.

# Background Data

**Table 1. Household Characteristics by Type of Computer at Home, 2010**

	Handheld device alone or in combination	Personal computer only (Desktop, laptop, netbook, or notebook)	No computer
Mean Age* (years)	42	49	57
Income < \$25,000	14%	23%	57%
Income > \$100,000	31%	16%	3%
High school diploma*	18%	28%	42%
College degree or more*	48%	33%	10%
Urban	89%	83%	79%
Rural	10%	16%	21%

*Source:* U.S. Census Bureau, Current Population Survey School Enrollment and Internet Use Supplement, October 2010, and ESA calculations.

*Note:* Handheld devices include smartphones and other Internet-capable devices of similar functionality.

\*These are attributes of the householder.

# Background Data

"The most important reasons households without broadband Internet or dial-up service gave for not subscribing were:

- (1) lack of need or interest (47 percent);
- (2) lack of affordability (24 percent); and
- (3) inadequate computer (15 percent)..."

Survey figures within this publication show, "That home computer use and Internet adoption are strongly associated with income. Almost half (46 percent) of the households in the lowest-income category did not have a computer, compared to only four percent of the highest-income households.

# Background Data

"... individuals with no home broadband Internet access service relied on locations such as public libraries (20 percent) or other people's houses (12 percent) more frequently than those who used broadband Internet access service at home."

Focusing on broadband, adoption exhibited a similar relationship with income. Less than half (43 percent) of all households with annual household incomes below \$25,000 in 2010 reported having broadband Internet access at home, compared with the vast majority (93 percent) of households with incomes exceeding \$100,000. Dial-up service, however, accounted for a very small segment of households with Internet access irrespective of income (ranging from one percent to three percent of all households depending on income).

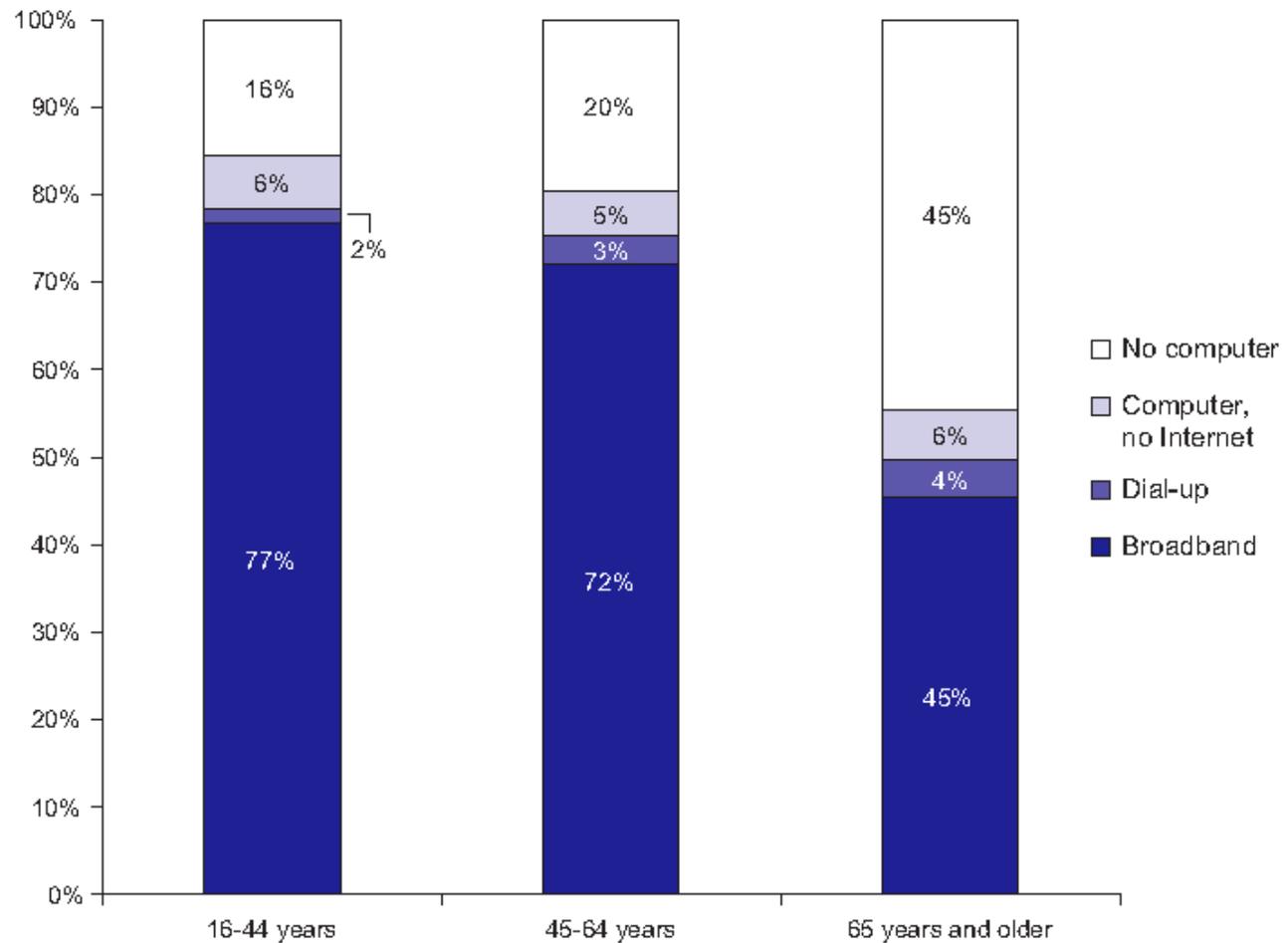
# Background Data

The total share of households with computers...consists of households with broadband, dial-up, and those that reported having a computer, but no Internet access. The vast majority of this computer-using group had broadband Internet access at home.

Moreover, this pattern was visible across income groups suggesting that broadband adoption was more consistent among computer users than among all households across income groups. Almost four-fifths (79 percent) of households with computers and incomes below \$25,000 used broadband at home, compared to 96 percent of computer-using households with incomes exceeding \$100,000.

# Background Data

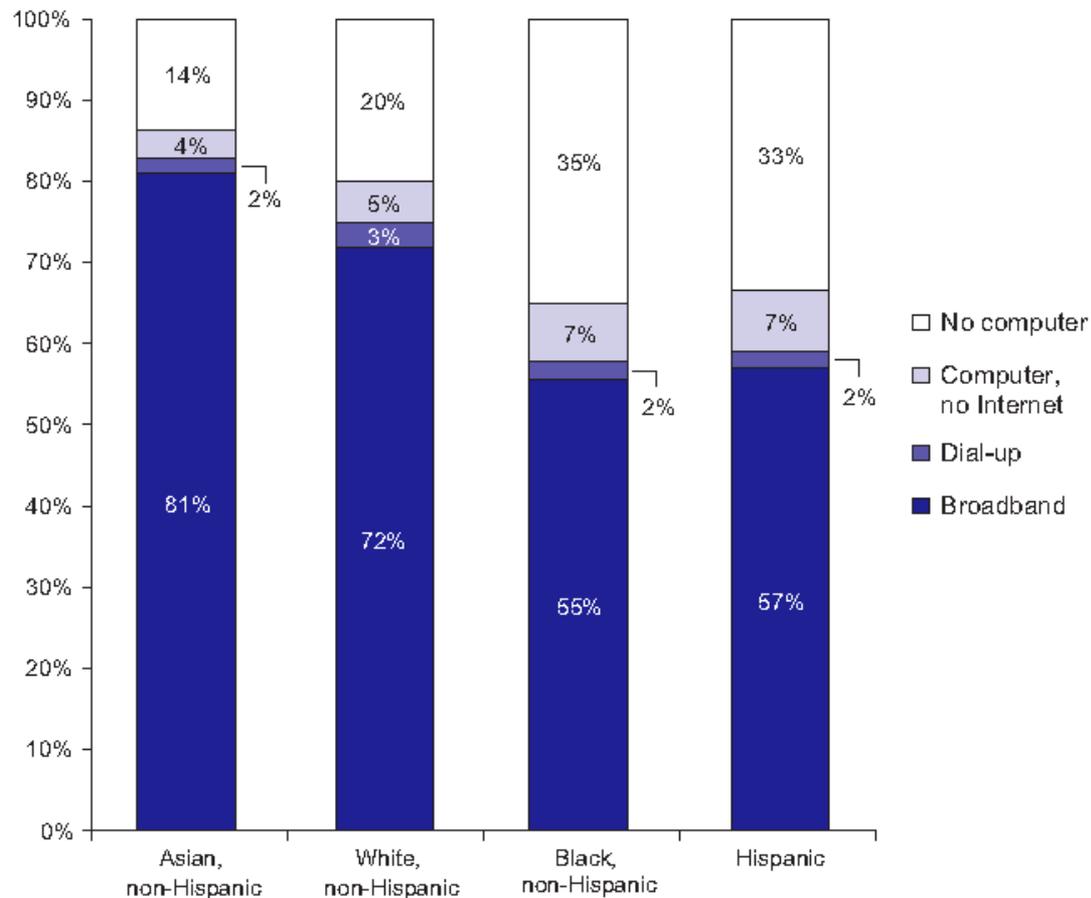
**Figure 8: Computer and Internet Use by Householder Age, 2010**



Source: U.S. Census Bureau, Current Population Survey School Enrollment and Internet Use Supplement, October 2010, and ESA calculations.

# Background Data

**Figure 9: Computer and Internet Use by Householder Race and Ethnicity, 2010**



Source: U.S. Census Bureau, Current Population Survey School Enrollment and Internet Use Supplement, October 2010, and ESA calculations.

Note: Data for Whites, Blacks, Asians, and American Indians and Alaska Natives do not include people of Hispanic origin. Persons of Hispanic origin may be of any race.

# Background Data

Data for only computer-using households show a less pronounced race-and ethnicity related gap in broadband adoption. Among households using computers, broadband Internet adoption rates were 94 percent for Asians, 90 percent for Whites, and 86 percent for both Black and Hispanic households... This again suggests that computer use is strongly correlated with broadband Internet access at home.

According to data within the publication concerning computer and Internet Use by Householder Age, household Hispanic households and Black households lagged behind - only about two-thirds of Black households and Hispanic households (65 percent and 67 percent, respectively) had a computer at home, and only slightly more than half of all Black and Hispanic households (55 percent and 57 percent, respectively) had broadband service.

# Background Data

Households headed by American Indian or Alaska Native householders also had computer use (66 percent and broadband adoption (52 percent) rates that trailed the national average...".

References from **Exploring the Digital Nation: Computer and Internet Use at Home** *Prepared by Economics and Statistics Administration and National Telecommunications and Information Administration*  
**U.S. Department of Commerce**

November 2011

# Background Data



a project of the  
**PewResearchCenter**

APRIL 13, 2012

## Digital differences

*While increased internet adoption and the rise of mobile connectivity have reduced many gaps in technology access over the past decade, for some groups digital disparities still remain*

**Kathryn Zickuhr**  
*Research Specialist, Pew Internet*

**Aaron Smith**  
*Senior Research Specialist, Pew Internet*

Pew Research Center's Internet & American Life Project  
1615 L St., NW – Suite 700  
Washington, D.C. 20036  
Phone: 202-419-4500

<http://pewinternet.org/Reports/2012/Digital-differences.aspx>

# Background Data

## Demographics of internet users in 2000 and 2011

*% of each group of American adults who use the internet. For instance, 76% of women use the internet as of August 2011.*

	% of adults who use the internet	
	June 2000	August 2011
<b>All adults (age 18+)</b>	<b>47%</b>	<b>78%</b>
Men	50	80
Women	45	76
<b>Race/ethnicity</b>		
White, Non-Hispanic	49	80
Black, Non-Hispanic	35	71
Hispanic <sup>^</sup>	40	68
<b>Age</b>		
18-29	61	94
30-49	57	87
50-64	41	74
65+	12	41
<b>Household income</b>		
Less than \$30,000/yr	28	62
\$30,000-\$49,999	50	83
\$50,000-\$74,999	67	90
\$75,000+	79	97
<b>Educational attainment</b>		
No high school diploma	16	43
High school grad	33	71
Some College	62	88
College +	76	94

<sup>^</sup> **Note:** In the 2000 survey, this included only English-speaking Hispanics. In the 2011 survey, this included both English- and Spanish-speaking Hispanics.

All differences are statistically significant except for those between blacks and Hispanics in 2011.

**Sources:** The Pew Research Center's Internet & American Life Project's May 2000 Tracking Survey conducted May 19-June 21, 2000. N=2,117 adults age 18 and older. Interviews were conducted in English. // The Pew Research Center's Internet & American Life Project's August Tracking Survey conducted July 25-August 26, 2011. N=2,260 adults age 18 and older, including 916 interviews conducted by cell phone. Interviews were conducted in both English and Spanish.

**More:** <http://pewinternet.org/Static-Pages/Trend-Data/Whos-Online.aspx>

# Background Data

## The main reasons non-internet users do not use the internet

*In May 2010, 21% of American adults age 18+ did not use the internet. (This number is 22% as of August 2011.) When asked the main reason they do not go online (in their own words), these are the factors they cite.*

	% of offline adults
<b>What is the MAIN reason you don't use the internet or email?</b>	
Just not interested	31%
Don't have a computer	12
Too expensive	10
Too difficult	9
It's a waste of time	7
Don't have access	6
Don't have time to learn	6
Too old to learn	4
Don't want/need it	4
Just don't know how	2
Physically unable	2
Worried about viruses/spyware/spam	1
Other	6

**Source:** Pew Research Center's Internet & American Life Project, April 29-May 30, 2010 Tracking Survey. N=2,252 adults 18 and older (n=496 for non-internet users).

**More:** <http://pewinternet.org/Reports/2010/Home-Broadband-2010.aspx>

Most of these non-users have never used the internet before, and don't have anyone in their household who does. [About one in five](#) (21%) say that they know enough about technology to start using the internet on their own, and only one in ten told us that they were interested in using the internet or email in the future.

# Participant Selection

We at Tag Mobile, in concert with our collaborative partner the PURC, will develop a detailed outreach and survey process to select both the sample group and control group from our existing subscriber base.

We will create a large outreach target group from our known established, low income qualified Lifeline voice user who we have identified as not already subscribing to broadband services.

We will also select the group based on their longevity at their current address. We have experienced that many Lifeline participants change their address often. By selecting longer term existing customers we will minimize the risk of losing a sample user due to change of address during the one year measurement period.

# Packages

All qualifying selected non-control participants with laptops/devices will be provided with:

Connectivity with service for the data pilot on TAG Mobile's 3G network: Average Download Speeds are 600 KBPS - 1400 KBSP (2 MBPS during peak periods); Average Upload Speeds are 300 - 500 KBPS. 3 levels of Customer Support is included.

There will be no limit to the user as to their data limit, in order to enable the collection of high quality data.

During the pilot TAG Mobile will provide a discount price for which they will request subsidy and reimbursement for participants overages. There is no cost to the participant.

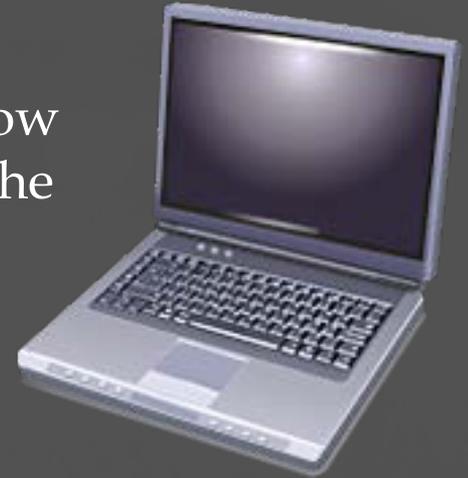
Participants will not be told of any limitations so as not to inhibit or distort usage.

# Devices / Equipment

Participants in control groups will not receive devices. All qualifying/selected participants in Non Control Groups will receive a laptop and either an aircard or a Mifi device and 3 levels of customer support.

## Laptop:

All participants will be provided with a low cost laptop (TAG will pay for the cost of the device for participants for the duration of the pilot program). Only one will be allowed per qualifying household.



## Aircards:

Some participants will be provided with aircards. This allows only the laptop user to have MBB connection. A user simply plugs it into their laptops USB port.



## 3G Mobile Hotspot / MIFI

Allows up to 5 users within a household to connect wirelessly.

# Relevance/Resources

- The pilot will provide all users with a digital literacy training guide, placed on the laptop of the participant. The completion of this training will be a requirement of the participants in the broadband pilot program. It will provide details guidelines related to how to use a computer and broadband access in the following areas:
  - - Education uses for the computer
  - - Career assessment and job search tools
  - - Email and other electronic communications tools
  - - Social media Do's and Don't
  - - Personal finance and budgeting
  - - Introduction to Microsoft Office programs (Word, Excel and PowerPoint)

# Relevance/Resources

Participants with laptops/devices will be provided with:

A navigable desktop setup that allows ease of use and provides user friendly resources including but not limited to:

- Gmail: Access to free, easy to use email.
- Live Career Resume writing/Career search assistance
- Various other tools and resources: Skype, Educational Sites, Nutrition Sites, Health Sites, Digital Literacy Sites.
- Digital Literacy Resources: “How to” videos, URL’s, and written literature to assist users with getting the most out of their resources.

# Relevance/Resources

- Google Apps Services include but are not limited to:
  - 24/7 email and phone support
  - 99.9% uptime guarantee
  - More storage
  - Many more features
- Additional Sites/URLS:
  - <http://www.digitalliteracy.gov/>
  - <http://www.connect2compete.org/>
  - tagmobile.com

# Sample Desktop Page



# Connect 2 Compete

Harnessing Digital Opportunity for all Americans

connect<sup>2</sup>  
COMPETE

HOME

ABOUT US

APPLY

PRESS ROOM

FAQ

PARTNERS

## Learn Together!

Apply now for a \$150 laptop computer!



Overview

High-Speed Internet

Low-Cost Computer

Digital Literacy

From America's leading technology companies:

**Internet:** \$9.95 per month high-speed Internet for free school lunch families

**Computers:** \$150 laptop or desktop computer for free school lunch families

**Free Training:** Free digital literacy training online

Are you eligible?  
APPLY NOW



# Digital Literacy



Browse Resources Find Educator Tools Learn the Basics Learn Job Skills In the Community Collaborate

## Libraries and Digital Literacy

In today's 21st century digital economy, libraries play a critical role in providing access to high-speed internet and training to help more Americans compete in today's... [Read more](#)

1 2 3 4

This is the destination for digital literacy resources and collaboration. Use it to share and enhance the tools necessary to learn computer and internet skills needed in today's global work environment.

### Frequently Used Resources

 **Basic Computer Skills**  
A training on basic online skills (computer, email, word processing, and web skills).  
[Read more](#)

 **Public Library Funding and Technology Access Study**  
This study provides an annual "state of the library" report on the technology resources brokered by libraries and the funding that enables free public access to these resources.  
[Read more](#)

 **Google.com Advanced Search**  
A one-page reference guide on how to use the Advanced Search function of Google.  
[Read more](#)

[View all](#)

### In the Community

 **Common Sense Media Launches Digital Citizenship Curriculum for Middle School Students**  
Common Sense Media launched its digital citizenship curriculum for middle schools, Digital Citizenship in a Connected Culture, a free program that empowers students to think critically and make... [Read more](#)

 **California Connects Trains Community Members in the Central Valley Area**  
The Foundation for California Community Colleges launched California Connects, a Recovery Act-funded... [Read more](#)

 **Housing Authority of the City of Pittsburgh Bedford Dwellings Offers Free Computer Access and Digital Literacy Classes**  
The Housing Authority of the City of Pittsburgh Bedford Dwellings offers free computer and internet access to help residents further their education and find employment opportunities. The Bedford... [Read more](#)

# Google Apps

Google Apps for Education

English (US)



Sign in

Solutions

Products

Features & benefits

Get started

Customers

Resources

Free email and collaboration tools for schools

Get Apps today

Contact us



Introducing Google Drive:  
Keep everything, share anything

[Learn more](#)

Higher Education



K-12



States & Systems



# Google Apps

Google Apps



## Explore Google Apps: A quick look at Gmail and Docs

Now that you're a day into using Google Apps, it's time to start exploring what it is all about. Learn about 2 of our core products:

**[Gmail](#)** - It's email, only turbo-charged. Get email [@your\\_company.com](#), 25GB of storage, and access from anywhere - on the web, on your phone, and even offline.

**[Google Docs](#)** - Share and collaborate on documents, spreadsheets, and presentations. Always access the most up-to-date versions of your work files from anywhere.

Get Started

### Want to see the product in action?

Attend an [overview webinar](#) with live Q&A.

### Need additional help deciding?

Contact our [sales team](#)

[Google Apps billing options](#)

### Questions about set up?

Attend a [setup webinar](#) for processes, tools, and live Q&A.

# Live Career

## Sample Career Interest Report (6 out of 14 pages)

Help

< Back

Next >

### Assessment - An Overview

Page 2 of 14

When it comes to making career and educational decisions, it's helpful to get a clear picture of who you are and what you want at this stage of your life. That's why assessment is the starting point of any career planning process.

Assessment examines 4 aspects that make up who you are:

- Interests - What You Like/Dislike
- Personality - What Makes You Unique

Over **5 million people** have taken this test to help them make better career decisions.

To You  
Abilities - What You're Good At



Take **America's #1 Free Career Test** and find out which careers are right for you.

The Free Career Test is designed for anyone who is:

- Looking for a job
- Considering a career change
- Re-entering the workforce
- Feeling "stuck" in their career
- In need of career direction
- Seeking their true calling

This report provides you with personalized profiles and interpretations of your interests and work personality based on your test responses. It also includes detailed information about values and knowledge skills and abilities. At the conclusion, you'll be able to apply what you've learned about yourself and choose career options that are right for you.

Key Questions:

- Who are you?
- Where are you now?
- What do you want out of a career?

To receive your own personalized results, take the free online test. **No credit card required.**

Help

< Back

Next >

# Pilot Launch

## 3 Phases:

### 1. Phase I: Initial Selection / Periodic Surveys

- Work with the PURC and follow the selection process and select participants (including control groups). Schedule periodic surveys.
- Issue non-control participants their equipment and devices
- Provide different percentages of participants differing levels of education with regard to digital (video, literature, face to face, vs. none) to measure effects.

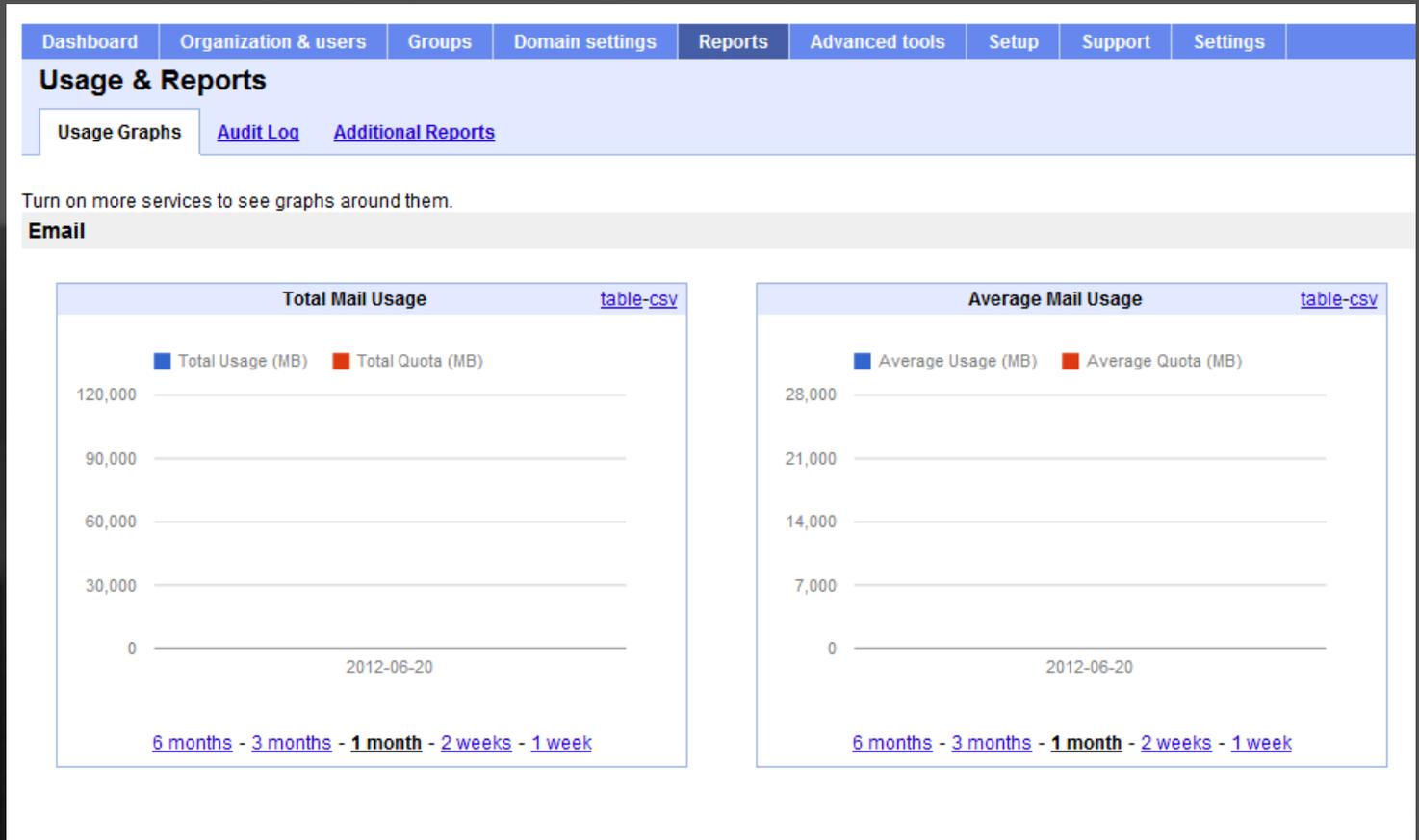
### 2. Phase 2: Periodic Surveys

- Administrate Surveys
- Collect/Analyze Data: Usage, Demographics, Changes, Opinions, etc.
- Make recommended changes to future surveys as recommended by FCC/PURC

### 3. Transition

- Prepare participants for transition
- Collect final survey after transition period

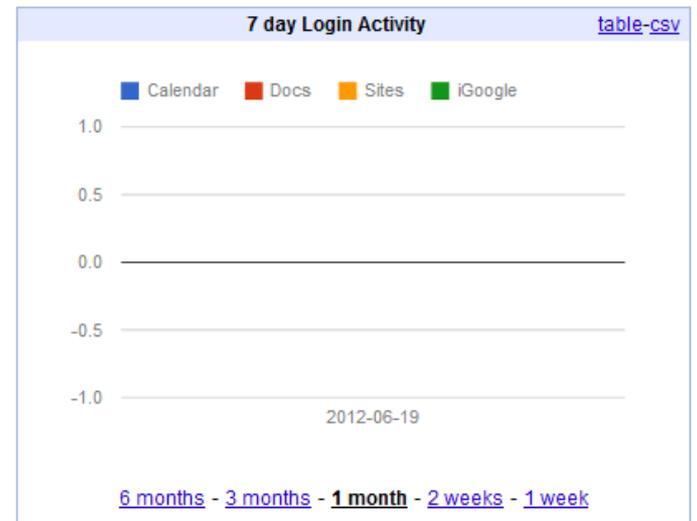
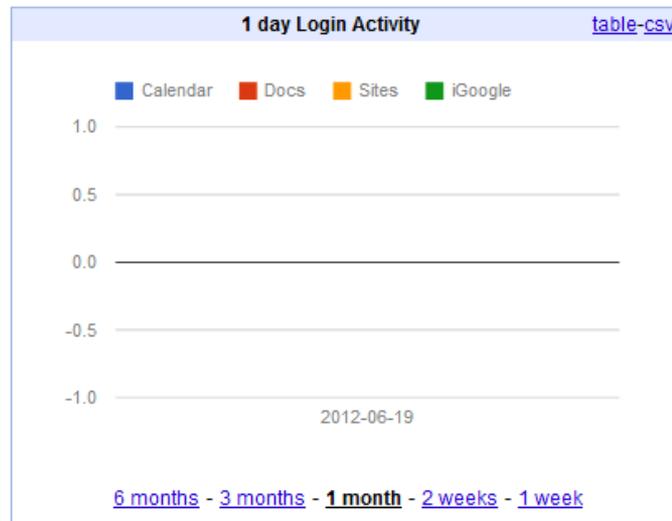
# Additional Data Collected



The attached screen shots are examples of additional reporting data that will be available through google apps.

# Additional Data Collected

## Login Activity



# TAG Mobile

## Contact Information:



**Frank Del Col | TAG Mobile, LLC**  
**President and CEO**

1330 Capital Parkway, Carrollton, TX 75006

Office: 214-390-5411

Email: [frank.delcol@tagmobile.com](mailto:frank.delcol@tagmobile.com)

[www.tagmobile.com](http://www.tagmobile.com)

# **EXHIBIT J**



a project of the  
**PewResearchCenter**

APRIL 13, 2012

---

# Digital differences

*While increased internet adoption and the rise of mobile connectivity have reduced many gaps in technology access over the past decade, for some groups digital disparities still remain*

**Kathryn Zickuhr**  
*Research Specialist, Pew Internet*

**Aaron Smith**  
*Senior Research Specialist, Pew Internet*

Pew Research Center's Internet & American Life Project  
1615 L St., NW – Suite 700  
Washington, D.C. 20036  
Phone: 202-419-4500

<http://pewinternet.org/Reports/2012/Digital-differences.aspx>

## Overview

When the Pew Internet Project first began writing about the role of the internet in American life in 2000, there were stark differences between those who were using the internet and those who were not.<sup>1</sup>

Today, differences in internet access still exist among different demographic groups, especially when it comes to access to high-speed broadband at home. Among the main findings about the state of digital access:

- **One in five American adults does not use the internet.** Senior citizens, those who prefer to take our interviews in Spanish rather than English, adults with less than a high school education, and those living in households earning less than \$30,000 per year are the least likely adults to have internet access.
- Among adults who do not use the internet, almost half have told us that **the main reason they don't go online is because they don't think the internet is relevant to them.** Most have never used the internet before, and don't have anyone in their household who does. About one in five say that they do know enough about technology to start using the internet on their own, and only one in ten told us that they were interested in using the internet or email in the future.
- The 27% of **adults living with disability** in the U.S. today are significantly less likely than adults without a disability to go online (54% vs. 81%). Furthermore, 2% of adults have a disability or illness that makes it more difficult or impossible for them to use the internet at all.
- Though overall internet adoption rates have leveled off, **adults who are already online are doing more.** And even for many of the “core” internet activities we studied, significant differences in use remain, generally related to age, household income, and educational attainment.

The ways in which people connect to the internet are also much more varied today than they were in 2000. As a result, internet access is no longer synonymous with going online with a desktop computer:

- Currently, **88% of American adults have a cell phone, 57% have a laptop, 19% own an e-book reader, and 19% have a tablet computer;** about six in ten adults (63%) go online wirelessly with one of those devices. Gadget ownership is generally correlated with age, education, and household income, although some devices—notably e-book readers and tablets—are as popular or even more popular with adults in their thirties and forties than young adults ages 18-29.
- **The rise of mobile is changing the story.** Groups that have traditionally been on the other side of the digital divide in basic internet access are using wireless connections to go online. Among smartphone owners, young adults, minorities, those with no college experience, and those with lower household income levels are more likely than other groups to say that their phone is their main source of internet access.

---

<sup>1</sup> <http://pewinternet.org/Reports/2000/Whos-Not-Online.aspx>

- Even beyond smartphones, **both African Americans and English-speaking Latinos are as likely as whites to own any sort of mobile phone**, and are more likely to use their phones for a wider range of activities.

The primary recent data in this report are from a Pew Internet Project tracking survey. The survey was fielded from July 25-August 26, 2011, and was administered by landline and cell phone, in English and Spanish, to 2,260 adults age 18 and older. The margin of error for the full sample is  $\pm 2$  percentage points. For more information about this survey and others that contributed to these findings, please see the **Methodology** section at the end of this report.

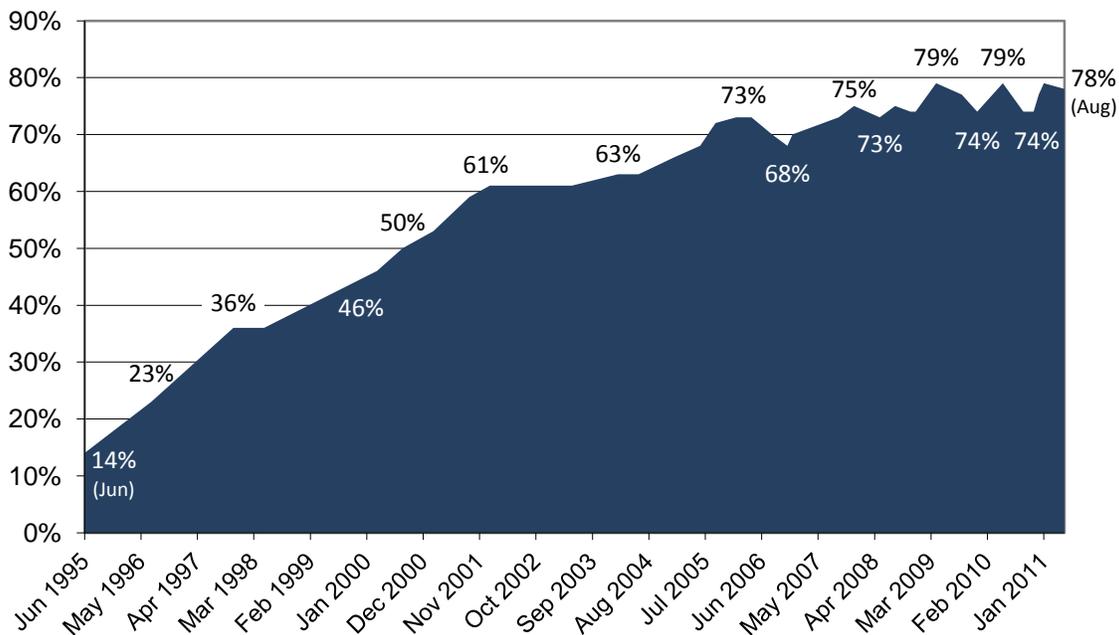
## Internet adoption over time

In 1995, only about one in 10 adults in the U.S. were going online.<sup>2</sup> As of August 2011, the U.S. internet population includes [78% of adults](#) (and [95% of teenagers](#)).<sup>3</sup> Certain aspects of the current internet population still strongly resemble the state of internet adoption in 2000, when [one of Pew Internet's first reports](#) found that minorities, adults living in households with lower incomes, and seniors were less likely than others to be online. "Those who do not use the Internet often do not feel any need to try it, some are wary of the technology, and others are unhappy about what they hear about the online world," the report concluded.<sup>4</sup>

---

### Internet adoption, 1995-2011

*% of American adults (age 18+) who use the internet, over time. As of August 2011, 78% of adults use the internet.*



**Source:** Pew Internet & American Life Project Surveys, March 2000-August 2011.

**More:** <http://pewinternet.org/Trend-Data/Internet-Adoption.aspx>

---

As of 2011, internet use remains strongly correlated with age, education, and household income, which are the strongest positive predictors of internet use among any of the demographic differences we studied. Yet while gaps in internet adoption persist, some have narrowed in the past decade—as shown in the table below.

---

<sup>2</sup> Internet use over time: <http://pewinternet.org/Trend-Data/Internet-Adoption.aspx>

<sup>3</sup> A note on definitions: "Adults" refers to American adults age 18 and older. "Teens" are defined as American teens ages 12-17.

<sup>4</sup> "Who's not online" (2000) <http://pewinternet.org/Reports/2000/Whos-Not-Online.aspx>

## Demographics of internet users in 2000 and 2011

*% of each group of American adults who use the internet. For instance, 76% of women use the internet as of August 2011.*

	% of adults who use the internet	
	June 2000	August 2011
<b>All adults (age 18+)</b>	<b>47%</b>	<b>78%</b>
Men	50	80
Women	45	76
<b>Race/ethnicity</b>		
White, Non-Hispanic	49	80
Black, Non-Hispanic	35	71
Hispanic <sup>^</sup>	40	68
<b>Age</b>		
18-29	61	94
30-49	57	87
50-64	41	74
65+	12	41
<b>Household income</b>		
Less than \$30,000/yr	28	62
\$30,000-\$49,999	50	83
\$50,000-\$74,999	67	90
\$75,000+	79	97
<b>Educational attainment</b>		
No high school diploma	16	43
High school grad	33	71
Some College	62	88
College +	76	94

<sup>^</sup> **Note:** In the 2000 survey, this included only English-speaking Hispanics. In the 2011 survey, this included both English- and Spanish-speaking Hispanics.

All differences are statistically significant except for those between blacks and Hispanics in 2011.

**Sources:** The Pew Research Center's Internet & American Life Project's May 2000 Tracking Survey conducted May 19-June 21, 2000. N=2,117 adults age 18 and older. Interviews were conducted in English. // The Pew Research Center's Internet & American Life Project's August Tracking Survey conducted July 25-August 26, 2011. N=2,260 adults age 18 and older, including 916 interviews conducted by cell phone. Interviews were conducted in both English and Spanish.

**More:** <http://pewinternet.org/Static-Pages/Trend-Data/Whos-Online.aspx>

The internet access gap closest to disappearing is that between whites and minorities. Differences in access persist, especially in terms of adults who have high-speed broadband at home, but they have become significantly less prominent over the years<sup>5</sup>—and have disappeared entirely when other demographic factors (including language proficiency) are controlled for.

Ultimately, neither race nor gender are themselves part of the story of digital differences in its current form. Instead, age (being 65 or older), a lack of a high school education, and having a low household income (less than \$20,000 per year) are the strongest negative predictors for internet use. Our survey in the summer of 2011 was also offered to respondents in both English and Spanish; those who chose to take the survey in Spanish were also notably less likely to use the internet than those who chose English.

Yet even groups that have persistently had the lowest access rates have still seen significant increases over the past decade. In 2000, for instance, we found that there existed “a pronounced ‘gray gap’ as young people go online and seniors shun the internet.” Adults age 65 and older are still significantly less likely to use the internet than other groups, but now 41% of them use the internet. In 2000, over five times as many adults under 30 used the internet as did adults 65 and older, but as of 2011 young adults’ adoption levels are only a little over twice that of the 65-and-over age group.

Along with age, educational attainment represents one of the most pronounced gaps in internet access. Some 43% of adults who have not completed high school use the internet, versus 71% of high school graduates—and 94% of college graduates. [Household income](#) is also a strong predictor of internet use, as only six in ten (62%) of those living in households in the lowest income bracket (less than \$30,000 per year) use the internet, compared with 90% of those making at least \$50,000-74,999 and 97% of those making more than \$75,000.<sup>6</sup> Educational attainment and household income continue to be strongly correlated not only with internet adoption, but also with a wide range of internet activities and ownership of a number of devices.

## Why one in five American adults does not use the internet

[Back in 2000](#), a majority of adults did not use the internet and many non-users felt that that the internet was “a dangerous thing”—54% believed this, especially seniors and those with less than a high school education. Some 39% said that internet access is too expensive (particularly young adults under age 30, Hispanics, and those with less than a high school education), and 36% expressed concern that the internet “is confusing and hard to use,” especially those with a high school education or less.<sup>7</sup>

[More recent research](#) by the Pew Internet Project has shown that among current non-internet users, almost half (48%) say the main reason they don’t go online now is because they don’t think the internet is relevant to them—often saying they don’t want to use the internet and don’t need to use it to get the

---

<sup>5</sup> Why only these groups? See: Problems associated with surveying small demographic groups <http://pewinternet.org/Commentary/2010/August/Why-not-report-Asians.aspx>

<sup>6</sup> See also: “Use of the internet in higher-income households” (2010), <http://pewinternet.org/Reports/2010/Better-off-households.aspx>

<sup>7</sup> <http://pewinternet.org/Reports/2000/Whos-Not-Online/Report/Part-4.aspx>

information they want or conduct the communication they want. About one in five (21%) mention price-related reasons, and a similar number cite usability issues (such as not knowing how to go online or being physically unable to). Only 6% say that a lack of access or availability is the *main* reason they don't go online.<sup>8</sup>

## The main reasons non-internet users do not use the internet

*In May 2010, 21% of American adults age 18+ did not use the internet. (This number is 22% as of August 2011.) When asked the main reason they do not go online (in their own words), these are the factors they cite.*

	% of offline adults
<b>What is the MAIN reason you don't use the internet or email?</b>	
Just not interested	31%
Don't have a computer	12
Too expensive	10
Too difficult	9
It's a waste of time	7
Don't have access	6
Don't have time to learn	6
Too old to learn	4
Don't want/need it	4
Just don't know how	2
Physically unable	2
Worried about viruses/spyware/spam	1
Other	6

**Source:** Pew Research Center's Internet & American Life Project, April 29-May 30, 2010 Tracking Survey. N=2,252 adults 18 and older (n=496 for non-internet users).

**More:** <http://pewinternet.org/Reports/2010/Home-Broadband-2010.aspx>

Most of these non-users have never used the internet before, and don't have anyone in their household who does. [About one in five](#) (21%) say that they know enough about technology to start using the internet on their own, and only one in ten told us that they were interested in using the internet or email in the future.

<sup>8</sup> For more about non-internet users, see <http://pewinternet.org/Reports/2010/Home-Broadband-2010.aspx>

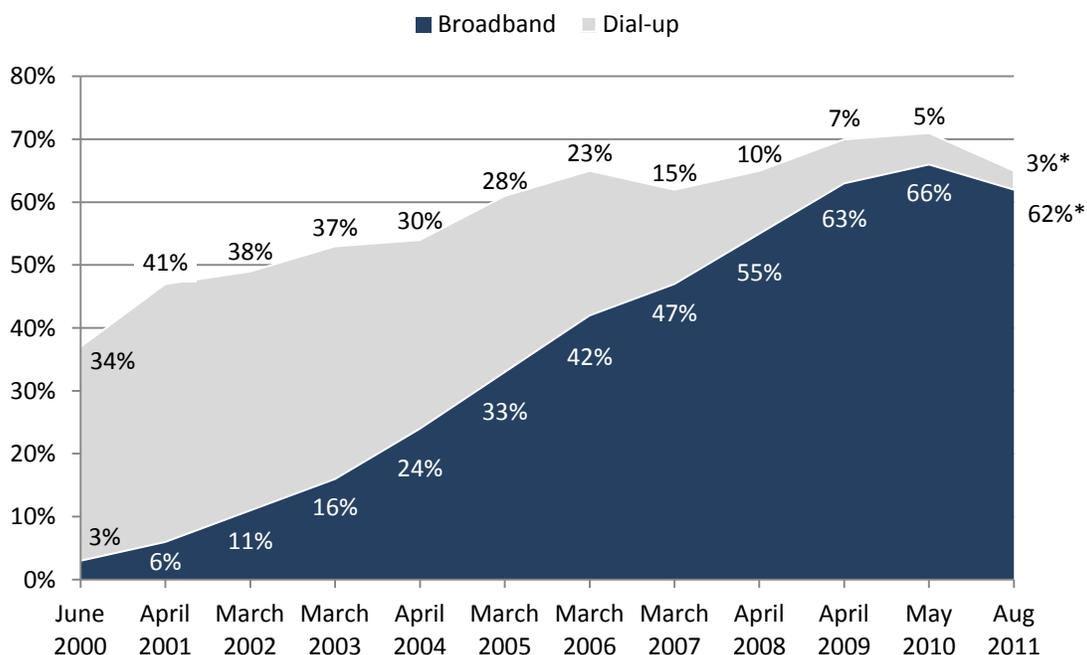
## Why four in ten American adults do not have a high-speed broadband connection at home

In February 2001, when about half of adults were online, only 4% of American households had broadband access; [as of August 2011](#), about six in ten American adults (62%) have a high-speed broadband connection at home.<sup>9</sup> Men are more likely than women to have home broadband, and whites are more likely than minorities. We also see clear patterns in home broadband adoption by age, household income, and education.

Having broadband strongly affects how one uses the internet, especially as multimedia elements such as video become more and more popular. Even [back in 2002](#) we found that dial-up users take part in an average of 3 online activities per day, while broadband users take part in 7.<sup>10</sup>

### Broadband and dial-up adoption, 2000-2011

*% of American adults who access the internet at home via dial-up or broadband, over time. As of August 2011, 62% of American adults age 18+ have a high-speed broadband connection at home.*



\* Our method for measuring home internet use changed in 2011, which would contribute to the seeming decline in adoption.

**Source:** Pew Internet & American Life Project Surveys, March 2000-August 2011. Question wording has changed slightly over time.

**More:** <http://pewinternet.org/Trend-Data/Home-Broadband-Adoption.aspx>

<sup>9</sup> <http://pewinternet.org/Trend-Data/Home-Broadband-Adoption.aspx> Our method for measuring home internet use changed in 2011. See page 35 of this report for more details.

<sup>10</sup> <http://pewinternet.org/Reports/2002/The-Broadband-Difference-How-online-behavior-changes-with-highspeed-Internet-connections.aspx>

[In the spring of 2009](#), we asked adults who had dial-up internet what it would take for them to switch to a broadband connection at home. A plurality (35%) said the price would have to fall, and 17% said it would have to become available where they live. One in five (20%) said nothing would get them to change.<sup>11</sup>

## Reasons people do not have broadband at home

*In April of 2009, 7% of American adults age 18+ used dial-up internet at home. (As of August 2011, this number is 3%.) These are the reasons they gave for not switching to broadband.*

	% of dial-up users
<b>What would it take to get you to switch to broadband?</b>	
Price must fall	35%
Nothing would get me to switch	20
Don't know	16
It would have to become available where I live	17
Other	13

**Source:** Pew Internet & American Life Project Survey, April 2009.

**More:** <http://pewinternet.org/Reports/2009/10-Home-Broadband-Adoption-2009.aspx>

[By 2010](#), while national adoption had slowed, growth in broadband adoption among African Americans jumped well above the national average, with 22% broadband adoption growth since the previous year.<sup>12</sup> Even with these gains, however, minorities are still less likely than whites to have home broadband overall. And foreign-born and Spanish-dominant Latinos trail not only whites but also native and English-speaking Latinos. In our August 2011 survey, 62% of all American adults have high-speed internet access at home, including two thirds (66%) of whites and roughly half of African Americans (49%) and Hispanics (51%).

However, as with internet adoption in general, the most persistent demographic differences in home broadband access continue to center around age, household income, and educational attainment. Looking at the groups with the lowest levels of home broadband access, we see adoption levels of 22% for adults who have not completed high school, 30% for seniors age 65 and older, and 41% for those who live in households making less than \$30,000 per year. This is compared with 85% of college graduates, 76% of adults under age 30, and 89% of those making at least \$75,000 per year.

<sup>11</sup> More about dial-up users: <http://pewinternet.org/Reports/2009/10-Home-Broadband-Adoption-2009/5-Barriers-to-broadband-adoption.aspx?view=all>

<sup>12</sup> <http://pewinternet.org/Trend-Data/Home-Broadband-Adoption.aspx>

---

## Home broadband demographics

*% of American adults age 18+ who have a high-speed broadband connection at home, as of August 2011.*

	<b>% who access the internet via broadband at home</b>
<b>All adults (age 18+)</b>	<b>62%</b>
Men	65
Women	59
<b>Race/ethnicity</b>	
White, Non-Hispanic	66
Black, Non-Hispanic	49*
Hispanic (English- and Spanish-speaking)	51*
<b>Age</b>	
18-29	76
30-49	70
50-64	60
65+	30
<b>Household income</b>	
Less than \$30,000/yr	41
\$30,000-\$49,999	66
\$50,000-\$74,999	81
\$75,000+	89
<b>Educational attainment</b>	
No high school diploma	22
High school grad	52
Some College	73
College +	85

\* All differences are statistically significant except for those between the rows designated with an asterisk.

**Source:** The Pew Research Center's Internet & American Life Project's August Tracking Survey conducted July 25-August 26, 2011. N=2,260 adults age 18 and older, including 916 interviews conducted by cell phone. Interviews were conducted in both English and Spanish.

---

## Americans living with a disability and their internet profile

Finally, there is one difference in internet access that does not often show up in standard demographic tables, and that is the one facing the roughly [one in four adults](#) in the United States (27%) who live with a disability that interferes with activities of daily living.<sup>13</sup>

There are many factors associated with disability that are generally associated with lower internet use—such as being older, being less educated, and living in a lower-income household. When we control for all of these demographic factors, however, we still find that living with a disability in and of itself is negatively correlated with the likelihood that someone has internet access. Some 54% percent of adults living with a disability use the internet, compared with 81% of adults without a disability.

High-speed internet access is also an issue. People living with disability, once they are online, are also less likely than other internet users to have home broadband or wireless access. For instance, 41% of adults living with a disability have broadband at home, compared with 69% of those without a disability.

Finally, a disability or illness itself might be a factor in preventing internet use; 2% of American adults say they have a disability or illness that makes it more difficult—or impossible—for them to use the internet.

## Internet activities: Those already online are doing more

While internet adoption has been more or less stable [over the past few years](#), there has been significant growth in the activities internet users engage in once they are online. As a result, the gap in technical experience—and general understanding of the internet—between online adults and offline adults is increasing.

[Email and search](#) remain the backbone of the internet (roughly six in ten online adults engage in each of these activities on a typical day), but other activities are becoming ubiquitous as well. Using social networking sites, an activity once dominated by young adults, is now done by 65% of internet users—representing a majority of the total adult population. For the following “core” internet activities, which also include online shopping and online banking, the main gaps in use are related to age, household income, and educational attainment.

### Email and search

Since the Pew Internet Project began measuring adults’ online activities in the last decade, email and search have consistently ranked as the most popular. In fact, they remain nearly universal among adult internet users—with a few exceptions.<sup>14</sup> Women, for instance, are somewhat more likely than men to use email to communicate, mirroring a trend that we have seen around [other online communication](#)

---

<sup>13</sup> “Americans living with disability and their technology profile” (2011)  
<http://pewinternet.org/Reports/2011/Disability.aspx>

<sup>14</sup> “Search and email still top the list of most popular online activities” (2011),  
<http://pewinternet.org/Reports/2011/Search-and-email.aspx>

[activities](#).<sup>15</sup> And young adults under age 30 are more likely than adults age 65 and older to use search engines to find information. Both activities also have a fairly strong correlation with education and income, although there are no significant differences among different groups for either activity by race or ethnicity.

## Online commerce: Banking and shopping

Online banking is a [relatively common](#) activity online: 61% of adult internet users do it, making it about as popular an activity as using social networking sites. However, as with buying products online, we do see a few noticeable differences among demographic groups, especially in terms of age, household income, and education. Most strikingly, adults age 65 and older are significantly less likely than other age groups to do any banking online. Additionally, those with at least some college (including college graduates) are more likely to use online banking than those with a high school diploma or less, and those in households making less than \$30,000 per year are the income bracket least likely to use online banking, while those in households making more than \$75,000 per year are most likely. Online banking is also more popular with online men than with online women. There are no differences by race or ethnicity.

Purchasing products online is also significantly less popular with adults over age 65. Those who have not completed high school and those in households making less than \$30,000 per year are less likely to buy products online, while college graduates and those in households making more than \$75,000 are more likely to do this. Online Hispanics are also somewhat less likely to make online purchases than whites or African Americans. There are no significant differences between internet users by gender.

## Social networking site usage

Though one of the newer online activities the Pew Internet Project studies,<sup>16</sup> as of 2011 social networking sites are used by [65% of all internet users](#)—half of all American adults.<sup>17</sup> Among internet users, we see a very strong correlation in use with age, as some 87% of internet users under 30 use these sites, compared with less than a third (29%) of those 65 and older. However, though their overall numbers are still relatively low, older adults have represented [one of the fastest-growing segments](#) of the social networking site-using population.<sup>18</sup> This growth may be driven by [several factors](#), some of which include the ability to reconnect with people from the past, find supporting communities to deal with a chronic disease, and connect with younger generations.<sup>19</sup>

---

<sup>15</sup> <http://pewinternet.org/Reports/2011/Social-Networking-Sites/Report/Part-2.aspx>

<sup>16</sup> Friendster and MySpace were founded in the early 2000's, and Facebook was launched in 2004.

<sup>17</sup> "65% of online adults use social networking sites" (2011), <http://pewinternet.org/Reports/2011/Social-Networking-Sites.aspx>

<sup>18</sup> "Generations Online" (2010), <http://pewinternet.org/Reports/2010/Generations-2010.aspx>

<sup>19</sup> "Older Adults and Social Media" (2010). <http://pewinternet.org/Reports/2010/Older-Adults-and-Social-Media/Report/Implications.aspx>

Other groups that are particularly likely to use social networking sites are adults with at least some college experience (who have not yet graduated) and parents with minor children living at home. There are currently no major differences in overall social networking site usage by gender, race, or household income.

## Online activities, by demographics

*% of internet users age 18+ within each group who do the following activities online*

	Search	Email	Buy a product	Use social network sites	Bank online sites
Date of survey	May 2011	Aug 2011	May 2011	Aug 2011	May 2011
<b>All adults</b>	92%	91%	71%	64%	61%
Men	93	89	69	63	65
Women	91	93	74	66	57
<b>Race/ethnicity</b>					
White, Non-Hispanic	93	92	73	63	62
Black, Non-Hispanic	91	88	74	70	67
Hispanic (English- and Spanish-speaking)	87	86	59	67	52
<b>Age</b>					
18-29	96	91	70	87	61
30-49	91	93	73	68	68
50-64	91	90	76	49	59
65+	87	86	56	29	44
<b>Household income</b>					
Less than \$30,000/yr	90	85	51	68	42
\$30,000-\$49,999	91	93	77	65	65
\$50,000-\$74,999	93	94	80	61	74
\$75,000+	98	97	90	66	80
<b>Educational attainment</b>					
No high school diploma	81	69	33	63	32
High school grad	88	87	59	60	47
Some College	94	95	74	73	66
College +	96	97	87	63	74

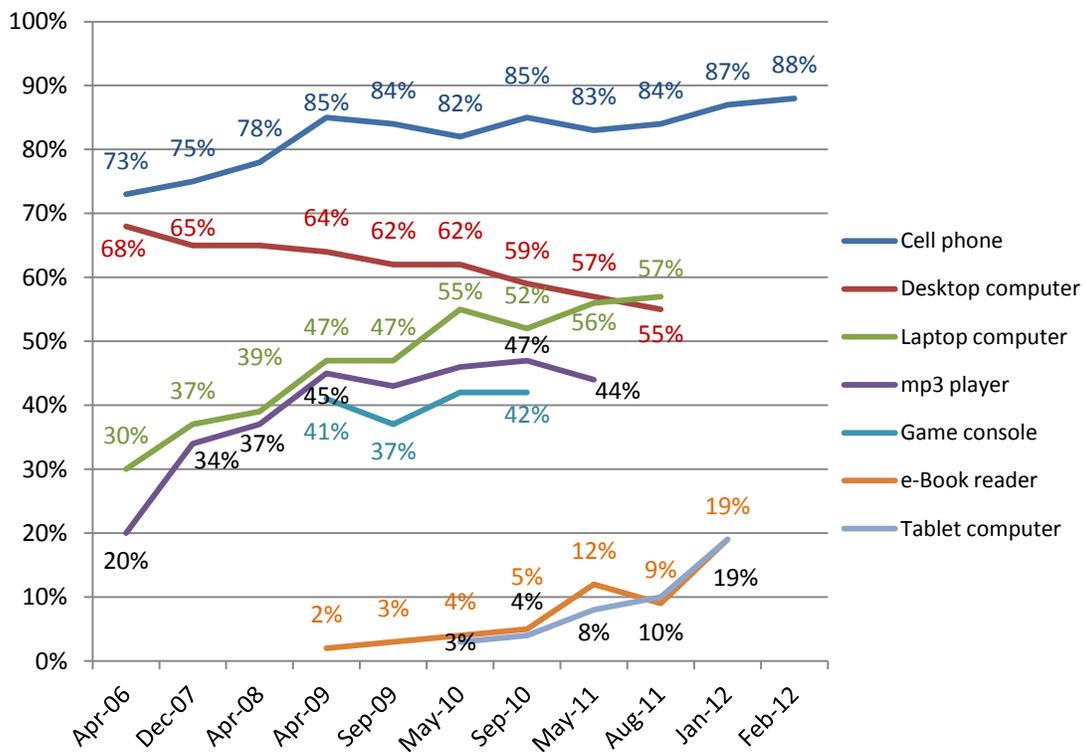
**Sources:** The Pew Research Center's Internet & American Life Project Tracking Surveys, May & August 2011. Interviews were conducted by landline and cell phone, in both English and Spanish.

## The power of mobile

Currently, 88% of American adults age 18 and older have a cell phone, 57% have a laptop, 19% own an e-book reader, and 19% have a tablet computer; about six in ten adults (63%) go online wirelessly with one of those devices. [Gadget ownership](#) is generally correlated with age, education, and household income, although some devices—notably [e-book readers and tablets](#)<sup>20</sup>—are as popular or even more popular with adults ages 30-49 than those under 30.

### Adult gadget ownership over time (2006-2012)

% of American adults age 18+ who own each device



Source: Pew Internet surveys, 2006-2012.

As our research has documented the rise of mobile internet use, we have also noticed a “[mobile difference](#)”: Once someone has a wireless device, she becomes much more active in how she uses the internet—not just with wireless connectivity, but also with wired devices. The same holds true for the impact of wireless connections and people’s interest in using the internet to connect with others. These

<sup>20</sup> <http://pewinternet.org/Reports/2012/E-readers-and-tablets.aspx>

mobile users go online not just to find information but to share what they find and even create new content much more than they did before.<sup>21</sup>

## Mobile internet use, by demographics

*% of American adults age 18+ within each group who go online wirelessly with a laptop or cell phone, as of August 2011*

	% who go online wirelessly
<b>All adults (age 18+)</b>	<b>63%</b>
Men	67
Women	59
<b>Age</b>	
18-29	88
30-49	76
50-64	53
65+	21
<b>Race/ethnicity</b>	
White, Non-Hispanic	63*
Black, Non-Hispanic	62*
Hispanic (English- and Spanish-speaking)	63*
<b>Household income</b>	
Less than \$30,000/yr	50
\$30,000-\$49,999	64
\$50,000-\$74,999	75
\$75,000+	86
<b>Educational attainment</b>	
No high school diploma	36
High school grad	53
Some College	72
College +	82

\* All differences are statistically significant except for those between the rows designated with an asterisk.

**Source:** The Pew Research Center's Internet & American Life Project's August Tracking Survey conducted July 25-August 26, 2011. N=2,260 adults age 18 and older, including 916 interviews conducted by cell phone. Interviews were conducted in both English and Spanish.

<sup>21</sup> See: "The Mobile Difference" (2009) <http://www.pewinternet.org/Reports/2009/5-The-Mobile-Difference--Typology.aspx>

## A closer look at smartphones

Some 46% of American adults have a [smartphone](#), defined as adults who either say their phone is a smartphone when asked, or who describe their phone as running on the Android, Blackberry, iPhone, Palm or Windows platforms.<sup>22</sup> Two in five adults (41%) own a cell phone that is not a smartphone, which means that smartphone owners are now more prevalent within the overall population than owners of more basic mobile phones.

As we found in our [May 2011](#) study of smartphone adoption, several demographic groups have higher than average levels of smartphone adoption, including groups that traditionally have higher rates of tech adoption in general: the financially well-off, the well-educated, and adults under age 50.

Additionally, we see no significant differences in use between whites and minorities. Both African-Americans and Latinos have overall adoption rates that are comparable to the national average for all Americans (smartphone penetration is 49% in each case, just higher than the national average of 46%).

*(continued on the following page)*

---

<sup>22</sup> <http://pewinternet.org/Reports/2012/Smartphone-Update-2012.aspx>

## Smartphone ownership demographics

*% of American adults age 18+ within each group who own a smartphone. "Smartphone ownership" includes those who say their phone is a smartphone, or who describe their phone as running on the Android, Blackberry, iPhone, Palm or Windows platforms.*

	May 2011	Feb. 2012
<b>All adults (age 18+)</b>	<b>35%</b>	<b>46%</b>
Men	39	49
Women	31	44
<b>Race/Ethnicity</b>		
White, non-Hispanic	30	45
Black, non-Hispanic	44	49
Hispanic (English- and Spanish-speaking)	44	49
<b>Age</b>		
18-29	52	66
30-49	45	59
50-64	24	34
65+	11	13
<b>Household Income</b>		
Less than \$30,000/yr	22	34
\$30,000-\$49,999	40	46
\$50,000-\$74,999	38	49
\$75,000+	59	68
<b>Education level</b>		
No high school diploma	18	25
High school grad	27	39
Some college	38	52
College+	48	60
<b>Geographic location</b>		
Urban	38	50
Suburban	38	46
Rural	21	34

**Source:** Pew Research Center's Internet & American Life Project April 26-May 22, 2011 and January 20-February 19, 2012 tracking surveys. For 2011 data, n=2,277 adults ages 18 and older, including 755 interviews conducted on respondent's cell phone. For 2012 data, n=2,253 adults and survey includes 901 cell phone interviews. Both 2011 and 2012 data include Spanish-language interviews.

Young adults continue to have higher-than-average levels of smartphone ownership [regardless](#) of income or educational attainment.<sup>23</sup> Younger adults under age 30 with a high school diploma or less are significantly more likely to own a smartphone than adults 50 and older who have attended college. Similarly, adults under age 30 who live in households making less than \$30,000 per year are still more likely to own a smartphone than those over age 50 in higher income brackets.

---

## Smartphone ownership by age & income/education

*% of adults within each group who own a smartphone (for example, 58% of 18-29 year olds with a household income of less than \$30,000 per year are smartphone owners)*

	18-29 (n=336)	30-49 (n=601)	50-64 (n=639)	65+ (n=626)
<b>All adults</b>	66%	59%	34%	13%
<b>Annual Household Income</b>				
Less than \$30,000	58	42	16	5
\$30,000 or more	72	69	44	27
<b>Educational Attainment</b>				
High school grad or less	63	43	22	8
Some college or college graduate	70	71	44	20

**Source:** Pew Research Center’s Internet & American Life Project January 20-February 19, 2012 tracking survey. N=2,253 adults age 18 and older, including 901 interviews conducted on respondent’s cell phone. Interviews conducted in both English and Spanish.

---

*(continued on the following page)*

---

<sup>23</sup> The highest rates of smartphone ownership are seen among young adults ages 25-34, 71% of whom own a smartphone.

Previously, in May of 2011, we found that young adults, minorities, those with no college experience, and those with lower household income levels who owned smartphones were more likely to say that their phone was their [main source of internet access](#).<sup>24</sup> Many of “cell mostly” internet users have other ways to connect to the internet—most have a desktop or laptop computer at home, for instance. But about one third of these adults do **not** have a traditional high-speed broadband connection at home. For them, their smartphone is a way for them to access the online world.

## The demographics of smartphone users who go online mostly using their cell phone (May 2011)

*% of American adult smartphone owners age 18+ within each group who go online mostly using their cell phone, as of May 2011*

	% who go online mostly using their cell phone
<b>All smartphone owners (age 18+, n=688)</b>	<b>25%</b>
Men (n=349)	24
Women (n=339)	26
<b>Race/Ethnicity</b>	
White, non-Hispanic (n=417)	17
Black/Hispanic (n=206)	38
<b>Age</b>	
18-29 (n=177)	42
30-49 (n=256)	21
50+ (n=240)	10
<b>Household Income</b>	
Less than \$30,000/yr (n=131)	40
\$30,000-\$49,999 (n=118)	29
\$50,000+ (n=334)	17
<b>Education level</b>	
High school grad (n=169)	33
Some college (n=171)	27
College+ (n=308)	13

**Source:** The Pew Research Center's Internet & American Life Project, April 26 – May 22, 2011 Spring Tracking Survey. n=2,277 adult internet users ages 18 and older, including 755 cell phone interviews. Interviews were conducted in English and Spanish.

<sup>24</sup> Overall, one in four smartphone owners (25%) say their phones are their main source of internet access. <http://pewinternet.org/Reports/2011/Smartphones/Section-2/Smartphones-as-an-internet-appliance.aspx>

## How organizations are harnessing the power of mobile

Many organizations, especially health-related organizations, are turning to mobile strategies to address the digital divide and reach underserved populations. Cell phones are especially powerful because they are so widespread throughout the U.S. population; while certain groups, such as young adults, certainly have higher adoption rates than others, cell phones are still relatively ubiquitous throughout all age groups, income levels, and racial and ethnic groups.

One example of a mobile outreach program is text4baby ([www.text4baby.org](http://www.text4baby.org)), a free service that provides free prenatal advice and information to pregnant women and new moms, pegged to the due date of the child, in English or Spanish. The service includes everything from reminders about prenatal check-ups to advice and resources about nutrition, exercise, car seat safety, breastfeeding, and other topics.

For more examples, see Susannah Fox's presentation, "The Power of Mobile":  
<http://pewinternet.org/Commentary/2010/September/The-Power-of-Mobile.aspx>

### Mobile activities

Beyond smartphones, our surveys have found that both African Americans and English-speaking Latinos are more likely to own any sort of mobile phone than whites. Foreign-born Latinos do trail their native-born counterparts in cell phone ownership, but this gap is significantly smaller than the gap in internet use between these groups.

Over time, we've seen that minority groups use [a much wider range](#) of their cell phones' capabilities compared with white cell phone owners.<sup>25</sup> The full list is available in the table on the following page.

---

<sup>25</sup> <http://pewinternet.org/Reports/2011/Cell-Phones.aspx>

## Cell phone activities by race/ethnicity

*% of American adult cell phone owners age 18+ within each group who do the following activities with their cell phone, as of May 2011*

	White, non-Hispanic (n=1343)	Black, non-Hispanic (n=232)	Hispanic (n=196)
Send or receive text messages	70	76	<b>83*</b>
Take a picture	71	70	<b>79*</b>
Access the internet	39	<b>56*</b>	<b>51*</b>
Send a photo or video to someone	52	58	<b>61*</b>
Send or receive email	34	<b>46*</b>	<b>43*</b>
Download an app	28	<b>36*</b>	<b>36*</b>
Play a game	31	<b>43*</b>	<b>40*</b>
Play music	27	<b>45*</b>	<b>47*</b>
Record a video	30	<b>41*</b>	<b>42*</b>
Access a social networking site	25	<b>39*</b>	<b>35*</b>
Watch a video	21	<b>33*</b>	<b>39*</b>
Post a photo or video online	18	<b>30*</b>	<b>28*</b>
Check bank balance or do online banking	15	<b>27*</b>	<b>25*</b>
Participate in a video call or video chat	4	<b>10*</b>	<b>12*</b>
Mean (out of 14)	4.7	6.1	6.2

\*indicates statistically significant differences compared with whites.

**Source:** The Pew Research Center's Internet & American Life Project, April 26 – May 22, 2011 Spring Tracking Survey. n=2,277 adults ages 18 and older, including 755 cell phone interviews. Interviews were conducted in English and Spanish.

## Methodology for May 2011 Tracking Survey

This report is based on the findings of surveys on Americans' use of the Internet. The results in this report are based primarily on data from telephone interviews conducted by Princeton Survey Research Associates International from April 26 to May 22, 2011, among a sample of 2,277 adults, age 18 and older. Telephone interviews were conducted in English and Spanish by landline (1,522) and cell phone (755, including 346 without a landline phone). For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 2.4 percentage points. For results based Internet users (n=1,701), the margin of sampling error is plus or minus 2.7 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults in the continental United States who have access to either a landline or cellular telephone. Both samples were provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications. Numbers for the landline sample were selected with probabilities in proportion to their share of listed telephone households from active blocks (area code + exchange + two-digit block number) that contained three or more residential directory listings. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

New sample was released daily and was kept in the field for at least five days. The sample was released in replicates, which are representative subsamples of the larger population. This ensures that complete call procedures were followed for the entire sample. At least 7 attempts were made to complete an interview at a sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making contact with a potential respondent. Each number received at least one daytime call in an attempt to find someone available. For the landline sample, interviewers asked to speak with the youngest adult male or female currently at home based on a random rotation. If no male/female was available, interviewers asked to speak with the youngest adult of the other gender. For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult and in a safe place before administering the survey. Cellular sample respondents were offered a post-paid cash incentive for their participation. All interviews completed on any given day were considered to be the final sample for that day.

Weighting is generally used in survey analysis to compensate for sample designs and patterns of non-response that might bias results. A two-stage weighting procedure was used to weight this dual-frame sample. The first-stage weight is the product of two adjustments made to the data – a Probability of Selection Adjustment (PSA) and a Phone Use Adjustment (PUA). The PSA corrects for the fact that respondents in the landline sample have different probabilities of being sampled depending on how many adults live in the household. The PUA corrects for the overlapping landline and cellular sample frames.

The second stage of weighting balances sample demographics to population parameters. The sample is balanced by form to match national population parameters for sex, age, education, race, Hispanic origin, region (U.S. Census definitions), population density, and telephone usage. The White, non-Hispanic subgroup is also balanced on age, education and region. The basic weighting parameters came from a special analysis of the Census Bureau's 2010 Annual Social and Economic Supplement (ASEC) that included all households in the continental United States. The population density parameter was derived from Census 2000 data. The cell phone usage parameter came from an analysis of the January-June 2010 National Health Interview Survey.<sup>26</sup>

---

<sup>26</sup> Blumberg SJ, Luke JV. Wireless substitution: Early release of estimates from the National Health Interview Survey, January-June, 2010. National Center for Health Statistics. December 2010.

Following is the full disposition of all sampled telephone numbers:

**Table 2: Sample Disposition**

Landline	Cell	
32,909	19,899	Total Numbers Dialed
1,416	364	Non-residential
1,428	35	Computer/Fax
32	----	Cell phone
16,833	8,660	Other not working
1,629	287	Additional projected not working
11,571	10,553	Working numbers
35.2%	53.0%	Working Rate
543	96	No Answer / Busy
3,091	3,555	Voice Mail
53	10	Other Non-Contact
7,884	6,892	Contacted numbers
68.1%	65.3%	Contact Rate
489	1,055	Callback
5,757	4,618	Refusal
1,638	1,219	Cooperating numbers
20.8%	17.7%	Cooperation Rate
56	33	Language Barrier
----	426	Child's cell phone
1,582	760	Eligible numbers
96.6%	62.3%	Eligibility Rate
60	5	Break-off
1,522	755	Completes
96.2%	99.3%	Completion Rate
13.6%	11.5%	Response Rate

The disposition reports all of the sampled telephone numbers ever dialed from the original telephone number samples. The response rate estimates the fraction of all eligible respondents in the sample that were ultimately interviewed. At PSRAI it is calculated by taking the product of three component rates:

- Contact rate – the proportion of working numbers where a request for interview was made
- Cooperation rate – the proportion of contacted numbers where a consent for interview was at least initially obtained, versus those refused
- Completion rate – the proportion of initially cooperating and eligible interviews that were completed

Thus the response rate for the landline sample was 13.6 percent. The response rate for the cellular sample was 11.5 percent.

# Spring Change Assessment Survey 2011

Final Topline

7/11/2011

Data for April 26–May 22, 2011

Princeton Survey Research Associates International  
for the Pew Research Center’s Internet & American Life Project

Sample: n= 2,277 national adults, age 18 and older, including 755 cell phone interviews  
Interviewing dates: 04.26.2011 – 05.22.2011

Margin of error is plus or minus 2 percentage points for results based on Total [n=2,277]  
Margin of error is plus or minus 3 percentage points for results based on internet users [n=1,701]  
Margin of error is plus or minus 3 percentage points for results based on cell phone users [n=1,914]  
Margin of error is plus or minus 3 percentage points for results based on SNS or Twitter users [n=1,015]

**WEB1** Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...[INSERT; RANDOMIZE]? / Did you happen to do this **yesterday**, or not?<sup>27</sup>

Based on all internet users [N=1,701]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Use a social networking site like MySpace, Facebook or LinkedIn <sup>28</sup>					
Current	65	43	35	*	0
January 2011	61	n/a	39	0	0
December 2010	62	n/a	38	*	0
November 2010	61	37	39	*	*
September 2010	62	39	38	*	0
May 2010	61	38	39	0	0
January 2010	57	32	43	*	0
December 2009	56	33	44	0	*
September 2009	47	27	52	*	*
April 2009	46	27	54	*	*
December 2008	35	19	65	*	--
November 2008	37	19	63	0	0
July 2008	34	n/a	66	*	--
May 2008	29	13	70	*	--
August 2006	16	9	84	*	--
September 2005	11	3	88	1	--
February 2005	8	2	91	1	--

**WEB1 continued...**

<sup>27</sup> Prior to January 2005, question wording was “Please tell me if you ever do any of the following when you go online. Do you ever...?/Did you happen to do this yesterday, or not?” Unless otherwise noted, trends are based on all internet users for that survey.

<sup>28</sup> In December 2008, item wording was “Use a social networking site like MySpace or Facebook.” In August 2006, item wording was “Use an online social networking site like MySpace, Facebook or Friendster”. Prior to August 2006, item wording was “Use online social or professional networking sites like Friendster or LinkedIn”

**WEB1 continued...**

**WEB1** Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...[INSERT; RANDOMIZE]? / Did you happen to do this **yesterday**, or not?<sup>29</sup>

Based on Form A internet users [N=855]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
<b>Buy a product online, such as books, music, toys or clothing</b>					
Current	71	6	29	*	0
May 2010	66	8	34	0	0
April 2009 <sup>30</sup>	75	8	25	0	0
December 2007 <sup>31</sup>	71	7	29	0	--
Sept 2007	66	6	34	*	--
August 2006	71	6	29	0	--
June 2005	67	n/a	33	*	--
November 23-30, 2004	67	6	33	0	--
Feb 2004	65	3	35	0	--
May 2003	62	5	38	0	--
March 20-25, 2003	61	4	39	*	--
March 12-19, 2003	60	3	40	0	--
March 3-11, 2003	57	5	43	0	--
<b>Do any banking online</b>					
Current	61	24	39	0	*
May 2010	58	26	42	0	*
April 2009	57	24	43	*	*
December 2008	55	19	45	*	--
September 2007	53	21	47	*	--
February 2005	41	12	58	*	--
January 2005	44	15	56	0	--
November 23-30, 2004	44	11	55	1	--
October 2002	30	7	70	*	--
Sept 2002	32	10	68	*	--
July 2002	32	8	68	*	--
March/May 2002	30	9	70	*	--
June 2000	18	4	82	*	--

<sup>29</sup> Prior to January 2005, question wording was "Please tell me if you ever do any of the following when you go online. Do you ever...?/Did you happen to do this yesterday, or not?" Unless otherwise noted, trends are based on all internet users for that survey.

<sup>30</sup> In April 2009, item was asked only of Form A internet users [N=808].

<sup>31</sup> In December 2007, item was asked only of landline internet users or Form 1 cell phone internet users [N=1,359].

**WEB1** Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...[INSERT; RANDOMIZE]? / Did you happen to do this **yesterday**, or not?<sup>32</sup>

Based on Form B internet users [N=846]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Use an online search engine to help you find information on the Web					
Current	92	59	8	*	0
May 2010	87	49	12	*	*
April 2009 <sup>33</sup>	88	50	12	*	0
May 2008	89	49	10	*	--
December 2006	91	41	9	1	--
August 2006	88	42	11	*	--
Dec 2005	91	38	9	1	--
September 2005	90	41	9	*	--
June 2004	84	30	16	*	--
June 2003	89	31	10	1	--
Jan 2002	85	29	14	1	--

<sup>32</sup> Prior to January 2005, question wording was "Please tell me if you ever do any of the following when you go online. Do you ever...?/Did you happen to do this yesterday, or not?" Unless otherwise noted, trends are based on all internet users for that survey.

<sup>33</sup> In April 2009, item was asked only of Form B internet users [N=879].

**CELL4** Some phones are called “smartphones” because of certain features they have. Is your cell phone a smartphone or not, or are you not sure?

Based on cell phone users [N=1,914]

	<u>CURRENT</u>	
%	33	Yes, is a smartphone
	53	No, is not a smartphone
	14	Not sure
	*	Refused

**CELL5** Which of the following best describes the type of cell phone you have? Is it an iPhone, a Blackberry, an Android phone, a Windows phone, a Palm, or something else?

Based on cell phone users [N=1,914]

	<u>CURRENT</u>	
%	10	iPhone
	10	Blackberry
	15	Android
	2	Windows phone
	2	Palm
	8	Basic cell phone – unspecified (VOL.)
	7	Samsung – unspecified (VOL.)
	5	LG – unspecified (VOL.)
	3	Flip phone – unspecified (VOL.)
	3	Motorola – unspecified (VOL.)
	2	Nokia – unspecified (VOL.)
	2	Tracfone (VOL.)
	1	Pantech – unspecified (VOL.)
	16	Something else (SPECIFY)
	13	Don’t know
	1	Refused

**Q14** Please tell me if you ever use your cell phone to do any of the following things. Do you ever use your cell phone to [INSERT ITEMS; ALWAYS ASK a-b FIRST in order; RANDOMIZE c-h]?<sup>34</sup>

Based on cell phone users

	YES	NO	DON'T KNOW	REFUSED
<b>a. Send or receive email</b>				
Current [N=1,914]	38	62	0	*
December 2010 [N=1,982]	38	62	*	*
November 2010 [N=1,918]	34	66	0	*
September 2010 [N=2,485]	34	66	*	0
May 2010 [N=1,917]	34	66	0	0
January 2010 [N=1,891]	30	70	0	0
December 2009 [N=1,919]	29	70	*	*
September 2009 [N=1,868]	27	73	*	0
April 2009 [N=1,818]	25	75	*	0
December 2007 [N=1,704]	19	81	0	--
<b>b. Send or receive text messages</b>				
Current	73	27	0	0
December 2010	74	26	*	*
November 2010	71	28	*	0
September 2010	74	26	*	0
May 2010	72	28	0	0
January 2010	69	31	*	0
December 2009	68	32	*	0
September 2009	65	35	*	0
April 2009	65	35	*	0
December 2007	58	42	0	--
<b>c. Take a picture</b>				
Current	73	27	*	0
May 2010	76	24	*	*
<b>d. Play music</b>				
Current	34	66	0	0
May 2010	33	67	0	0
September 2009	27	73	0	0
April 2009	21	79	*	0
December 2007	17	83	*	--

<sup>34</sup> In May 2011, the question was asked of all Form B cell phone users and Form A cell phone users who said in CELL7 that they do more than make calls on their phone. The percentages are based on all cell phone users, counting as “no” Form A cell phone users who said in CELL7 they use their phones only for making calls. Prior to May 2011, question was asked of all cell phone users. Prior to January 2010, question wording was “Please tell me if you ever use your cell phone or Blackberry or other device to do any of the following things. Do you ever use it to [INSERT ITEM]?” In January 2010, question wording was “Please tell me if you ever use your cell phone or Blackberry or other handheld device to do any of the following things. Do you ever use it to [INSERT ITEMS]?” For January 2010, December 2009, and September 2009, an answer category “Cell phone can’t do this” was available as a volunteered option; “No” percentages for those trends reflect combined “No” and “Cell phone can’t do this” results.

**Q14 continued...**

	YES	NO	DON'T KNOW	REFUSED
e. Download a software application or "app" <sup>35</sup>				
Current	31	69	*	0
September 2009	22	78	1	0
f. Record a video				
Current	34	66	0	*
May 2010	34	66	*	0
April 2009	19	81	0	0
December 2007	18	82	0	--
g. Play a game				
Current	35	65	0	0
May 2010	34	66	*	0
April 2009	27	73	*	0
December 2007	27	73	0	--
h. Access the internet <sup>36</sup>				
Current	44	56	0	0
December 2010	42	58	*	*
November 2010	39	61	*	*
September 2010	39	61	*	0
May 2010	38	62	0	0
January 2010	34	66	0	0
December 2009	32	67	*	0
September 2009	29	71	*	0
April 2009	25	74	*	*
December 2007	19	81	0	--

**CELL9** Overall, when you use the internet, do you do that mostly using your cell phone or mostly using some other device like a desktop, laptop or tablet computer?

Based on those who access the internet on their cell phone [N=746]

	CURRENT	
%	27	Mostly on cell phone
	62	Mostly on something else
	10	Both equally (VOL.)
	1	Depends (VOL.)
	*	Don't know
	*	Refused

<sup>35</sup> In September 2009, item wording was "Download an application for your cell phone"

<sup>36</sup> In December 2007, item wording was "Access the internet for news, weather, sports, or other information"

**Q17** Thinking of some other things that people might do on their cell phones, do you ever use your cell phone to... [INSERT ITEMS; ALWAYS ASK a-c FIRST IN ORDER; RANDOMIZE d-g; ALWAYS ASK h-i LAST IN ORDER]?<sup>37</sup>

Based on cell phone users

	YES, DO THIS	NO, DO NOT DO THIS/ HAVE NOT DONE THIS	(VOL.) CELL PHONE CAN'T DO THIS	DON'T KNOW	REFUSED
a. Watch a video					
Current [N=1,914]	26	74	*	0	0
April 2009 [N=1,818]	14	86	n/a	*	0
December 2007 [N=1,704]	10	90	n/a	0	--
b. Send a photo or video to someone					
Current	54	45	*	0	0
c. Post a photo or video online					
Current	22	78	*	*	0
<i>Item D: Based on cell users who use SNS</i>					
d. Access a social networking site like MySpace, Facebook or LinkedIn					
Current [N=953]	52	48	0	0	0
<i>Item E: Based on cell users who use Twitter</i>					
e. Access Twitter					
Current [N=188]	55	45	0	0	0
f. Check your bank account balance or do any online banking					
Current	18	81	*	0	*
g. Participate in a video call or video chat <sup>38</sup>					
Current	6	94	*	0	0
September 2010	7	93	n/a	*	*

**Q17 continued...**

<sup>37</sup> In May 2011, the question was asked of all Form B cell phone users and Form A cell phone users who said in CELL7 that they do more than make calls on their phone. The percentages are based on all cell phone users, counting as “no” Form A cell phone users who said in CELL7 they use their phones only for making calls. Prior to May 2011, question was asked of all cell phone users and question wording was “Please tell me if you ever use your cell phone or Blackberry or other device to do any of the following things. Do you ever use it to [INSERT ITEM]?”

<sup>38</sup> September 2010 item wording was “Participate in a video call, video chat or teleconference”

**Q17 continued...**

	YES, DO THIS	NO, DO NOT DO THIS/ HAVE NOT DONE THIS	(VOL.) CELL PHONE CAN'T DO THIS	DON'T KNOW	REFUSED
h. Use a service such as Foursquare or Gowalla to "check in" to certain locations or share your location with friends					
Current	5	94	*	*	0
i. Get directions, recommendations, or other information related to your present location <sup>39</sup>					
Current	28	72	*	0	0
April 2009	18	82	n/a	*	*
December 2007	14	86	n/a	*	--

<sup>39</sup> April 2009 and December 2007 item wording was "Get a map or directions to another location"

## Methodology for August 2011 Tracking Survey

This report is based on the findings of a survey on Americans' use of the Internet. The results in this report are based on data from telephone interviews conducted by Princeton Survey Research Associates International from July 25 to August 26, 2011, among a sample of 2,260 adults, age 18 and older. Telephone interviews were conducted in English and Spanish by landline (1,344) and cell phone (916, including 425 without a landline phone). For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 2.3 percentage points. For results based on Internet users (n=1,716), the margin of sampling error is plus or minus 2.6 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults in the continental United States who have access to either a landline or cellular telephone. Both samples were provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications. Numbers for the landline sample were selected with probabilities in proportion to their share of listed telephone households from active blocks (area code + exchange + two-digit block number) that contained three or more residential directory listings. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

New sample was released daily and was kept in the field for at least five days. The sample was released in replicates, which are representative subsamples of the larger population. This ensures that complete call procedures were followed for the entire sample. At least 7 attempts were made to complete an interview at a sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making contact with a potential respondent. Each number received at least one daytime call in an attempt to find someone available. For the landline sample, interviewers asked to speak with the youngest adult male or female currently at home based on a random rotation. If no male/female was available, interviewers asked to speak with the youngest adult of the other gender. For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult and in a safe place before administering the survey. Cellular sample respondents were offered a post-paid cash incentive for their participation. All interviews completed on any given day were considered to be the final sample for that day.

Weighting is generally used in survey analysis to compensate for sample designs and patterns of non-response that might bias results. A two-stage weighting procedure was used to weight this dual-frame sample. The first-stage corrected for different probabilities of selection associated with the number of adults in each household and each respondent's telephone usage patterns.<sup>40</sup> This weighting also adjusts for the overlapping landline and cell sample frames and the relative sizes of each frame and each sample. The second stage of weighting balances sample demographics to population parameters. The sample is balanced by form to match national population parameters for sex, age, education, race, Hispanic origin, region (U.S. Census definitions), population density, and telephone usage. The White, non-Hispanic subgroup is also balanced on age, education and region. The basic weighting parameters came from a special analysis of the Census Bureau's 2010 Annual Social and Economic Supplement (ASEC) that included all households in the continental United States. The population density parameter was derived from Census 2000 data. The cell phone usage parameter came from an analysis of the July-December 2010 National Health Interview Survey.<sup>41</sup>

---

<sup>40</sup> i.e., whether respondents have only a landline telephone, only a cell phone, or both kinds of telephone.

<sup>41</sup> Blumberg SJ, Luke JV. Wireless substitution: Early release of estimates from the National Health Interview Survey, July-December, 2010. National Center for Health Statistics. June 2011.

Following is the full disposition of all sampled telephone numbers:

<b>Sample Disposition</b>		
Landline	Cell	
27,999	21,600	Total Numbers Dialed
1,138	323	Non-residential
1,348	54	Computer/Fax
2	----	Cell phone
13,357	8,166	Other not working
1,565	262	Additional projected not working
10,589	12,795	Working numbers
37.8%	59.2%	Working Rate
522	87	No Answer / Busy
3,398	4,396	Voice Mail
35	8	Other Non-Contact
6,634	8,304	Contacted numbers
62.7%	64.9%	Contact Rate
521	1,331	Callback
4,700	5,475	Refusal
1,413	1,498	Cooperating numbers
21.3%	18.0%	Cooperation Rate
36	49	Language Barrier
----	509	Child's cell phone
1,377	940	Eligible numbers
97.5%	62.8%	Eligibility Rate
33	24	Break-off
1,344	916	Completes
97.6%	97.4%	Completion Rate
13.0%	11.4%	Response Rate

The disposition reports all of the sampled telephone numbers ever dialed from the original telephone number samples. The response rate estimates the fraction of all eligible respondents in the sample that were ultimately interviewed. At PSRAI it is calculated by taking the product of three component rates:

- **Contact rate** – the proportion of working numbers where a request for interview was made
- **Cooperation rate** – the proportion of contacted numbers where a consent for interview was at least initially obtained, versus those refused
- **Completion rate** – the proportion of initially cooperating and eligible interviews that were completed

Thus the response rate for the landline sample was 13 percent. The response rate for the cellular sample was 11.4 percent.

**August Tracking Survey 2011**  
Data for July 25–August 26, 2011

Final Topline

8/30/2011

Princeton Survey Research Associates International  
for the Pew Research Center’s Internet & American Life Project

Sample: n=2,260 national adults, age 18 and older, including 916 cell phone interviews  
Interviewing dates: 07.25.2011 – 08.26.2011

Margin of error is plus or minus 2 percentage points for results based on Total [n=2,260]  
Margin of error is plus or minus 3 percentage points for results based on internet users [n=1,716]  
Margin of error is plus or minus 3 percentage points for results based on cell phone owners [n=1,948]  
Margin of error is plus or minus 3 percentage points for results based on SNS or Twitter users [n=1,047]

**INTUSE** Do you use the internet, at least occasionally?

**EMLOCC** Do you send or receive email, at least occasionally?<sup>42</sup>

	USES INTERNET	DOES NOT USE INTERNET
Current	78	22
May 2011	78	22
January 2011 <sup>43</sup>	79	21
December 2010 <sup>44</sup>	77	23
November 2010 <sup>45</sup>	74	26
September 2010	74	26
May 2010	79	21
January 2010 <sup>46</sup>	75	25
December 2009 <sup>47</sup>	74	26
September 2009	77	23
April 2009	79	21
December 2008	74	26
November 2008 <sup>48</sup>	74	26
August 2008 <sup>49</sup>	75	25

<sup>42</sup> Prior to January 2005, question wording was “Do you ever go online to access the Internet or World Wide Web or to send and receive email?”

<sup>43</sup> January 2011 trends based on the Pew Internet Project/Project for Excellence in Journalism/Knight Foundation “Local News survey,” conducted January 12-25, 2011 [N=2,251, including 750 cell phone interviews].

<sup>44</sup> December 2010 trends based on the Social Side of the Internet survey, conducted November 23–December 21, 2010 [N=2,303, including 748 cell phone interviews].

<sup>45</sup> November 2010 trends based on the Post-Election Tracking Survey 2010, conducted November 3-24, 2010 [N=2,257, including 755 cell phone interviews].

<sup>46</sup> January 2010 trends based on the Online News survey, conducted December 28, 2009 – January 19, 2010 [N=2,259, including 562 cell phone interviews].

<sup>47</sup> December 2009 trends based on the Fall Tracking “E-Government” survey, conducted November 30 – December 27, 2009 [N=2,258, including 565 cell phone interviews].

<sup>48</sup> November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254].

<sup>49</sup> August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251].

**HOME3NW** Do you ever use the internet or email at HOME?<sup>50</sup>

Based on all internet users [N=1,716]

	YES	NO	DON'T KNOW	REFUSED
Current	90	10	0	0
May 2011	88	12	0	*
January 2011	89	11	*	0
December 2010	95	4	*	*
November 2010	95	4	*	*
September 2010	95	5	*	*
May 2010	94	6	*	*
January 2010	94	6	*	*
December 2009	93	6	*	*
September 2009	92	6	*	*
April 2009	91	8	*	*
December 2008	92	6	*	*
November 2008	93	7	*	*
August 2008	93	7	*	--
July 2008	93	7	*	--
May 2008	95	6	*	--
December 2007	94	7	*	--
September 2007	93	6	*	--
February 2007	95	5	*	--
November 2006	93	7	*	--
February 2006	94	6	*	--
June 2005	90	10	*	--
July 2004	94	7	*	--
March 2004	92	8	*	--

<sup>50</sup> Trend wording was as follows: "About how often do you use the internet or email from... HOME – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, less often or never?" Results shown here for "YES" reflect combined "Several times a day," "About once a day," "3-5 days a week," "1-2 days a week," "Every few weeks," and "Less often" responses. Results shown here for "NO" reflect "Never" responses. In January 2011 and May 2011, question wording was slightly different: "Do you ever use the internet or email from home?"

**MODEM3B** At home, do you connect to the internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FIOS or a T-1?<sup>51</sup>

Based on those who use the internet at home

	DIAL-UP	TOTAL HIGH SPEED	----- DSL	----- CABLE MODEM	----- WIRELESS	----- FIBER OPTIC <sup>52</sup>	----- T-1	----- (VOL.) OTHER BROAD-BAND	----- (VOL.) BROAD-BAND COMBO	(VOL.) NO HOME NET ACCESS	(VOL.) ACCESS NET ON CELL ONLY	(VOL.) NONE OF THE ABOVE <sup>53</sup>	DK	REF.
Current [N=1,565]	5	89	22	34	26	5	*	2	*	1	1	1	3	*
May 2011 [N=1,518]	6	88	25	31	29	4	*	n/a	n/a	n/a	n/a	1	3	1
Jan 2011 [N=1,610]	4	88	28	33	22	5	1	n/a	n/a	n/a	n/a	2	4	1
Dec 2010 [N=1,731]	6	85	27	33	19	5	*	n/a	n/a	n/a	n/a	2	6	2
Nov 2010 [N=1,560]	6	86	28	33	20	5	1	n/a	n/a	n/a	n/a	2	4	2
Sept 2010 [N=1,947]	7	86	29	31	20	6	1	n/a	n/a	n/a	n/a	2	4	1
May 2010 [N=1,659]	7	86	27	33	20	5	1	n/a	n/a	n/a	n/a	2	4	1
Jan 2010 [N=1,573]	7	88	29	38	18	4	*	n/a	n/a	n/a	n/a	1	3	1
Dec 2009 [N=1,582]	9	86	28	37	17	3	1	n/a	n/a	n/a	n/a	2	4	1
Sept 2009 [N=1,584]	7	87	30	37	15	4	*	n/a	n/a	n/a	n/a	2	3	2
April 2009 [N=1,567]	9	86	29	36	15	4	1	n/a	n/a	n/a	n/a	2	3	1
Dec 2008 [N=1,538]	13	80	30	32	15	3	*	n/a	n/a	n/a	n/a	1	5	--
Nov 2008 [N=1,481]	12	82	33	34	13	3	*	n/a	n/a	n/a	n/a	1	5	--
Aug 2008 [N=1,543]	13	81	37	30	10	3	1	n/a	n/a	n/a	n/a	1	5	--
July 2008 [N=1,797]	14	81	35	30	13	3	1	n/a	n/a	n/a	n/a	1	4	--
May 2008 [N=1,463]	15	79	36	31	9	2	*	n/a	n/a	n/a	n/a	1	5	--
Dec 2007 [N=1,483]	18	77	34	31	10	2	1	n/a	n/a	n/a	n/a	1	3	--
Sept 2007 [N=1,575]	20	73	34	30	8	2	n/a	n/a	n/a	n/a	n/a	1	6	--
Feb 2007 [N=1,406]	23	70	35	28	6	1	n/a	n/a	n/a	n/a	n/a	1	6	--

<sup>51</sup> From September 2009 thru January 2010, the question asking about type of home internet connection (MODEM) was form split. MODEMA was asked of Form A respondents who use the internet from home. MODEMB was asked of Form B respondents who use the internet from home. Trend results shown here reflect combined MODEMA and MODEMB percentages. Form B respondents who answered "satellite," fixed wireless provider," or "other wireless such as an Aircard or cell phone" have been combined in the "Wireless" column in the table.

<sup>52</sup> In Sept. 2007 and before, "Fiber optic connection" and "T-1 connection" were collapsed into one category. Percentage for "Fiber optic connection" reflects the combined "Fiber-optic/T-1" group.

<sup>53</sup> May 2011 and earlier trend percentages for "None of the above" reflect "Other (SPECIFY)" responses.

**Q10** As I read the following list of items, please tell me if you happen to have each one, or not. Do you have... [INSERT ITEMS IN ORDER]?

	YES	NO	DON'T KNOW	REFUSED
a. A desktop computer				
Current	55	45	*	*
May 2011	57	42	*	*
November 2010	61	39	0	*
September 2010	59	40	*	*
May 2010	62	38	*	*
January 2010	59	41	0	*
December 2009	58	42	*	*
September 2009	62	37	0	*
April 2009	64	36	*	*
April 2008	65	34	*	--
Dec 2007	65	35	*	--
April 2006	68	32	*	--
b. A laptop computer or netbook <sup>54</sup>				
Current	57	43	*	*
May 2011	56	44	*	*
January 2011	57	43	*	*
December 2010	53	47	*	*
November 2010	53	47	*	*
September 2010	52	48	*	*
May 2010	55	45	*	0
January 2010	49	51	*	*
December 2009	46	53	*	*
September 2009	47	53	*	*
April 2009	47	53	*	*
April 2008	39	61	*	--
Dec 2007	37	63	*	--
April 2006	30	69	*	--

**Q10 continued...**

<sup>54</sup> Through January 2010, item wording was "A laptop computer [IF NECESSARY: includes a netbook]."

**Q10 continued...**

	YES	NO	DON'T KNOW	REFUSED
c. A cell phone or a Blackberry or iPhone or other device that is also a cell phone <sup>55</sup>				
Current	84	15	*	*
May 2011	83	17	*	0
January 2011	84	16	*	*
December 2010	81	19	*	*
November 2010	82	18	0	*
September 2010	85	15	*	*
May 2010	82	18	*	0
January 2010	80	20	0	*
December 2009	83	17	0	*
September 2009	84	15	*	*
April 2009	85	15	*	*
Dec 2008	84	16	*	*
July 2008	82	18	*	--
May 2008	78	22	*	0
April 2008	78	22	*	--
January 2008	77	22	*	--
Dec 2007	75	25	*	--
Sept 2007	78	22	*	--
April 2006	73	27	*	--
January 2005	66	34	*	--
November 23-30, 2004	65	35	*	--
d. An electronic Book device or e-Book reader, such as a Kindle or Nook <sup>56</sup>				
Current	9	90	*	*
May 2011	12	88	*	0
November 2010	6	94	*	*
September 2010	5	95	*	*
May 2010	4	96	*	*
September 2009	3	97	*	*
April 2009	2	98	*	*

<sup>55</sup> Question was asked of landline sample only. Results shown here have been recalculated to include cell phone sample in the "Yes" percentage. In past polls, question was sometimes asked as an independent question and sometimes as an item in a series. In January 2010, question wording was "Do you have...a cell phone or a Blackberry or iPhone or other handheld device that is also a cell phone." In Dec 2008, Nov 2008, May 2008, January 2005 and Nov 23-30 2004, question wording was "Do you happen to have a cell phone?" In August 2008, July 2008 and January 2008, question wording was "Do you have a cell phone, or a Blackberry or other device that is also a cell phone?" In April 2008, Dec 2007, Sept 2007 and April 2006, question wording was "Do you have a cell phone?" Beginning December 2007, question/item was not asked of the cell phone sample, but results shown here reflect Total combined Landline and cell phone sample.

<sup>56</sup> Through November 2010, item wording was "An electronic book device or e-Book reader, such as a Kindle or Sony Digital Book".

**Q10 continued...**

	YES	NO	DON'T KNOW	REFUSED
e. A tablet computer like an iPad, Samsung Galaxy or Motorola Xoom <sup>57</sup>				
Current	10	90	*	*
May 2011	8	92	*	0
January 2011	7	92	*	*
November 2010	5	95	*	*
September 2010	4	96	*	*
May 2010	3	97	*	0

**Q12** You said you have [a Laptop; an e-Book reader; a tablet computer]. Do you ever use [this device / any of those devices] to go online wirelessly, either at home or somewhere else?<sup>58</sup>

Based on those who have a laptop/netbook, e-Book reader, or tablet computer

	CURRENT		MAY 2011
%	87	Yes	75
	13	No	24
	*	Don't know	*
	*	Refused	*
	[n=1,300]		[n=1,380]

**WIRELESS** Wireless internet use<sup>59</sup>

	WIRELESS INTERNET USER	INTERNET USER BUT NOT WIRELESS	ALL OTHERS
Current	63	16	21
May 2011	59	20	21
December 2010	59	20	20
November 2010	57	20	23
September 2010	57	20	23
May 2010	59	22	19
January 2010	53	24	23
December 2009	55	24	21
September 2009	54	25	21
April 2009	56	23	20
December 2008	43	30	26
November 2008	37	37	26

<sup>57</sup> Through January 2011, item wording was "A tablet computer like an iPad"

<sup>58</sup> In May 2011, question was also asked of those who have an MP3 player.

<sup>59</sup> Definitions for wireless internet use may vary from survey to survey.

**WEB1** Next... Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to...[INSERT; RANDOMIZE]? / Did you happen to do this yesterday, or not?<sup>60</sup>

Based on all internet users [N=1,716]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Send or read e-mail					
Current	91	59	9	*	0
November 2010	92	61	8	*	*
September 2010	91	61	9	*	*
May 2010	94	62	6	*	0
January 2010	92	59	8	*	*
December 2009	90	55	10	*	*
September 2009	89	58	11	*	*
April 2009	90	57	9	*	0
December 2008	91	58	9	*	--
November 2008	89	56	11	0	*
August 2008	92	60	8	*	--
December 2007	92	60	8	*	--
September 2007	90	56	10	*	--
February 2007	91	56	9	*	--
December 2006	91	54	8	*	--
November 2006 <sup>61</sup>	91	52	9	*	--
August 2006 <sup>62</sup>	90	53	10	*	--
December 2005	91	53	9	*	--
September 2005	91	54	9	*	--
February 2005	91	52	9	*	--
January 2005	90	49	9	*	--
November 23-30, 2004	92	48	8	*	--
November 2004	93	54	7	*	--
June 2004	93	45	7	*	--
February 2004	91	48	8	*	--
Nov 2003	91	48	8	*	--
June 2003	91	49	9	*	--
May 2003	93	52	7	*	--
March 20-25, 2003	94	50	6	*	--
March 12-19, 2003 <sup>63</sup>	91	52	9	0	--
March 3-11, 2003	94	54	6	*	--
February 2003	91	50	9	*	--

**WEB1 continued...**

<sup>60</sup> Prior to January 2005, question wording was "Please tell me if you ever do any of the following when you go online. Do you ever...?/Did you happen to do this yesterday, or not?" Unless otherwise noted, trends are based on all internet users for that survey.

<sup>61</sup> November 2006 results for this activity series reflect the landline respondents only [N=1,578].

<sup>62</sup> August 2006 WEB1 trends were asked of internet users based on split form. Results shown for "Send or read e-mail" reflect combined responses for total internet users.

<sup>63</sup> March 12-19, 2003 trends based on daily tracking survey conducted March 12-19, 2003 [N=883].

**WEB1 continued...**

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Use a social networking site like MySpace, Facebook or LinkedIn <sup>64</sup>					
Current	64	43	35	*	0
May 2011	65	43	35	*	0
January 2011	61	n/a	39	0	0
December 2010	62	n/a	38	*	0
November 2010	61	37	39	*	*
September 2010	62	39	38	*	0
May 2010	61	38	39	0	0
January 2010	57	32	43	*	0
December 2009	56	33	44	0	*
September 2009	47	27	52	*	*
April 2009	46	27	54	*	*
December 2008	35	19	65	*	--
November 2008	37	19	63	0	0
August 2008	33	17	67	*	--
July 2008	34	n/a	66	*	--
May 2008	29	13	70	*	--
August 2006	16	9	84	*	--
September 2005	11	3	88	1	--
February 2005	8	2	91	1	--

<sup>64</sup> In December 2008, item wording was “Use a social networking site like MySpace or Facebook.” In August 2006, item wording was “Use an online social networking site like MySpace, Facebook or Friendster”. Prior to August 2006, item wording was “Use online social or professional networking sites like Friendster or LinkedIn”

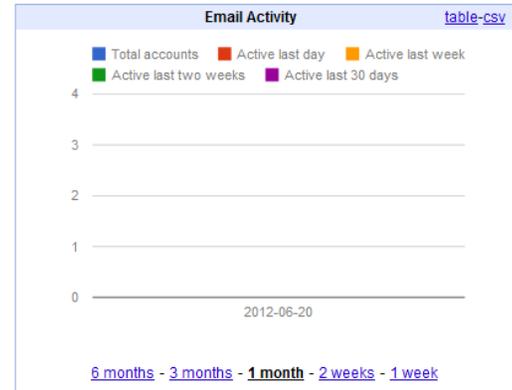
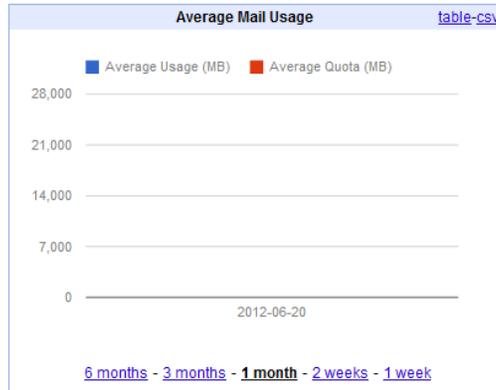
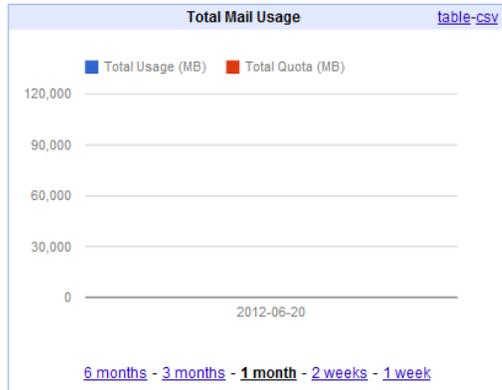
# **EXHIBIT K**

## Usage & Reports

Usage Graphs [Audit Log](#) [Additional Reports](#)

Turn on more services to see graphs around them.

### Email



### Login Activity

