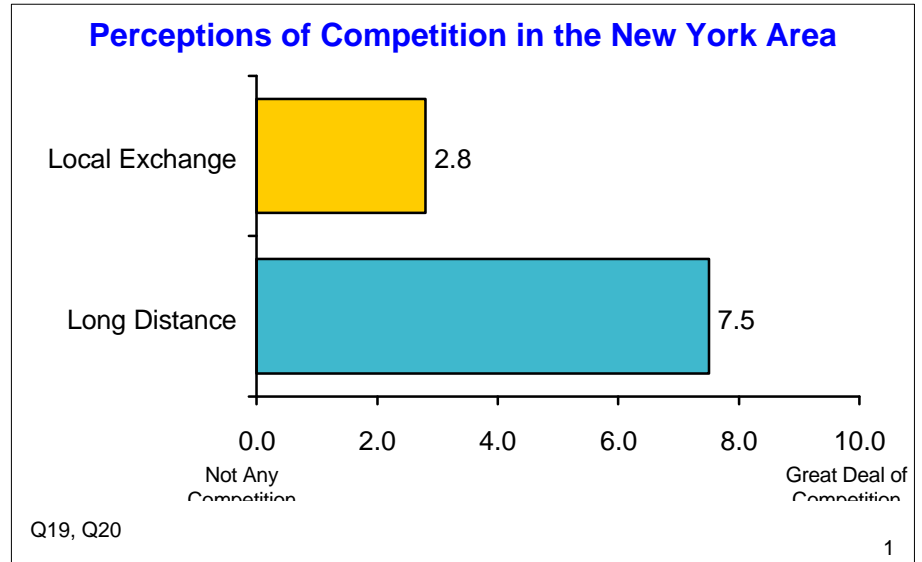


# New York State Telephone Competition Survey



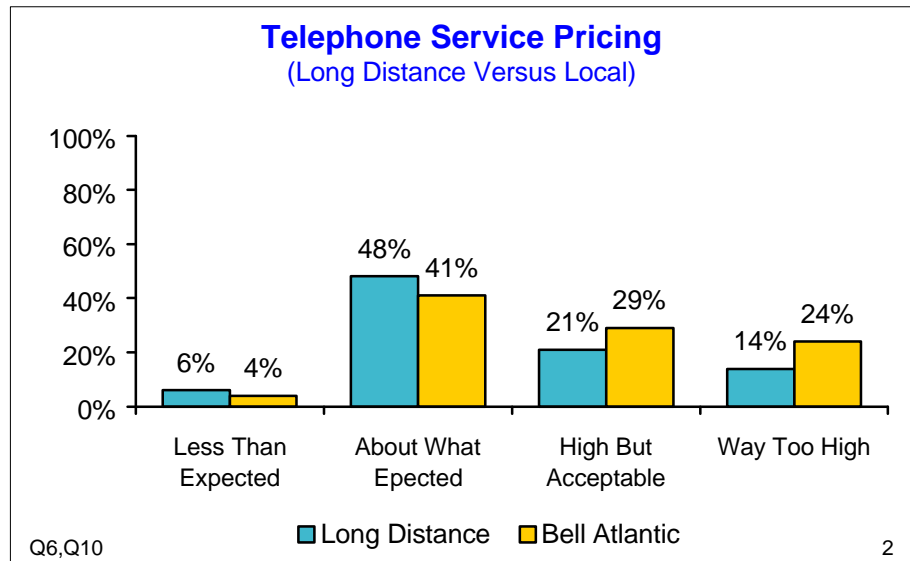
# Findings

## I. Attitudes About Competition in the Telecommunications Marketplace



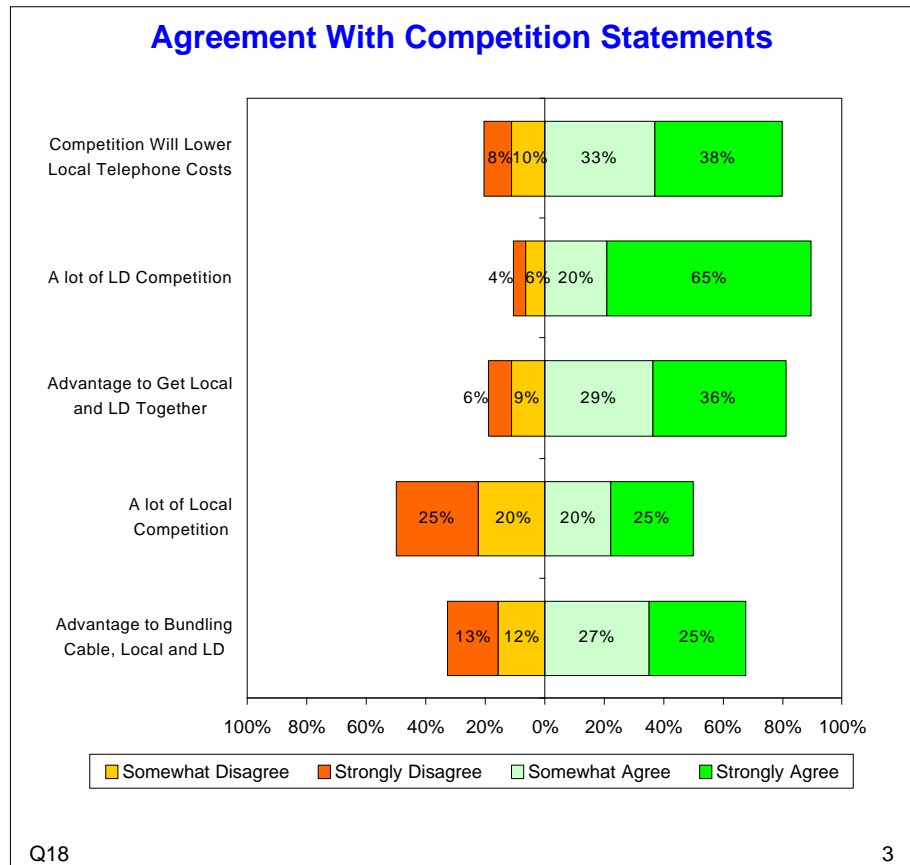
New York residential telephone customers are much more inclined to rate competition in the long distance consumer market much higher than competition in the local exchange market.

People who are dissatisfied with their Bell Atlantic phone service are inclined to rate the level of competition for local phone service even lower.



Bell Atlantic customers are more inclined to believe that long distance telephone service providers are charging more reasonable rates for their services as compared to what Bell Atlantic charges for local service.

More than fifty percent of residents (53%) feel that Bell Atlantic is charging high rates, while only 35% feel this way about their long distance carrier.



A large majority of New York residents (71%) believe that strong competition in the marketplace for local exchange service will lower the cost of local telephone service for most households.

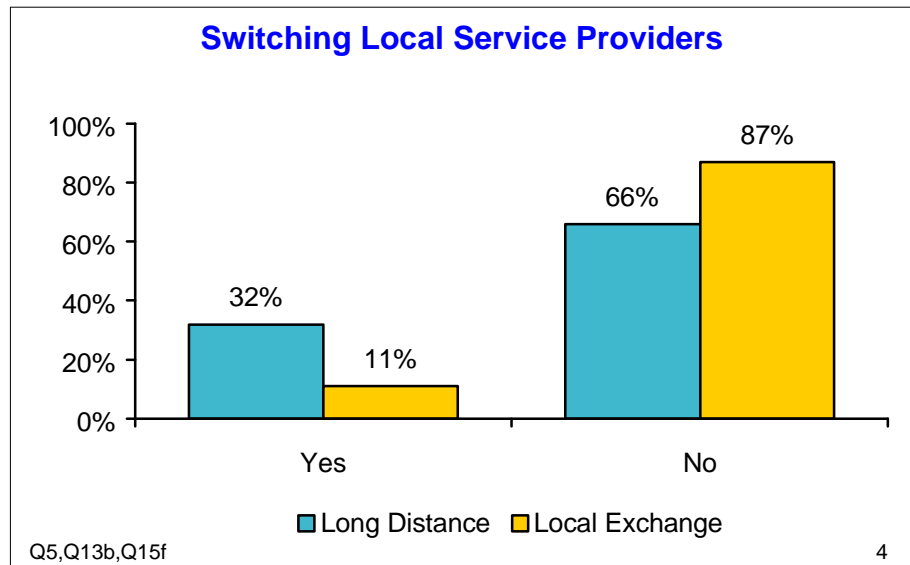
More than four times as many residents do not think that there is a lot of competition in local telephone services (45% *Strongly* or *Somewhat* disagree), compared to those who do not think that there is a lot of competition in long distance telephone services (10% *Strongly* or *Somewhat* disagree).

## II. Choosing Local Exchange Carriers

Only 4% of the households surveyed report having a competitive local exchange carrier other than AT&T for their telephone services, 4% report having AT&T, 3% said they don't know who their telephone service provider is, and 90% of households report having Bell Atlantic as their LEC.

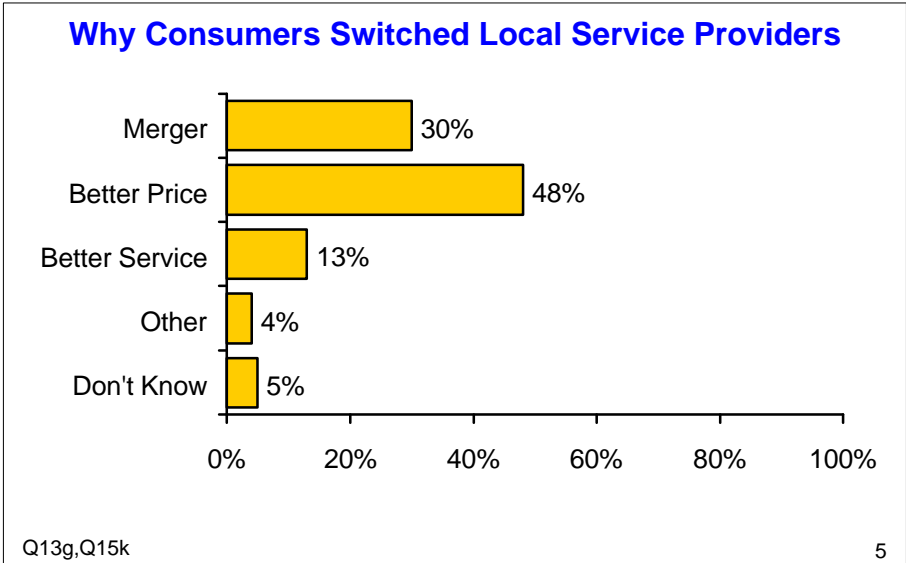
While 4% of households report having AT&T as their LEC, the brand strength and the pre-breakup presence of AT&T as the local phone company, compounded by AT&T's large share of the long distance market, appears to be creating confusion in some consumers' minds, causing them to believe their LEC is AT&T when in fact it is Bell Atlantic. Rigorous probing of residents who reported that they use AT&T revealed that many of them in fact have Bell Atlantic as their local exchange carrier, and associate that company with the old AT&T/Bell system. Calling back 38 people who had reported in question 12 that they have AT&T as their local telephone service provider and further interviewing them about their LEC, revealed 36 of the 38 had Bell Atlantic as their local telephone company. Survey interviewers were able to clarify the true carrier of many of those who are still confused by the changes associated with the AT&T break-up, but it appears that there are still Bell Atlantic customers in the survey who reported that they have AT&T for their local phone service. This ambiguity over AT&T makes the true market penetration of Bell Atlantic, when compared to other service providers, even more lopsided.

### III. Switching to Alternative Local Exchange Carriers



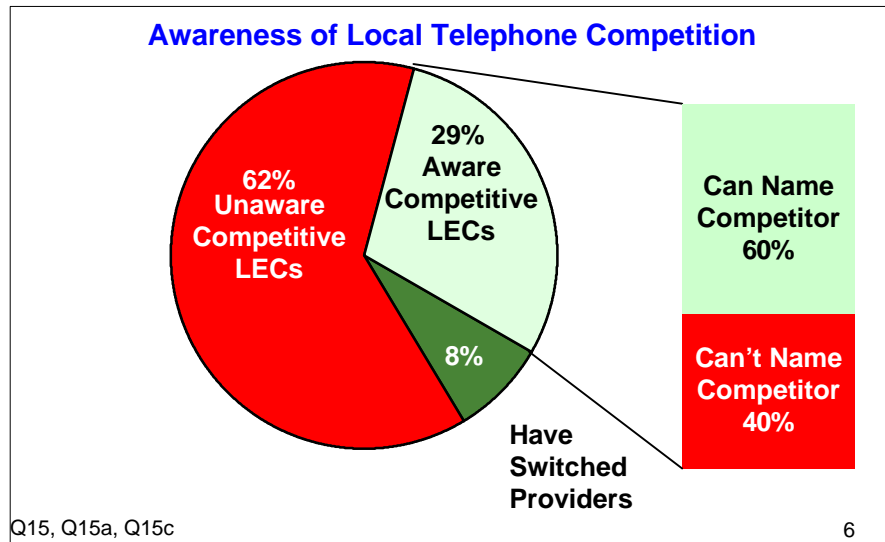
When comparing how many customers have switched local exchange companies versus how many have switched long distance companies, dramatically more households have switched their long distance provider than their local phone carrier. Almost one in three (32%) of households surveyed report that they have switched long distance companies, compared to only one in ten (11%) households reporting they have switched LEC's.

Combining this finding with the number of households that report receiving LEC service from AT&T but are most likely to be Bell Atlantic customers and taking into account that almost one-third of customers who have switched report having done so for noncompetitive reasons, the reported proportion of customers who say they have switched their telephone service provider *for competitive reasons* falls from 11% to only 7%.

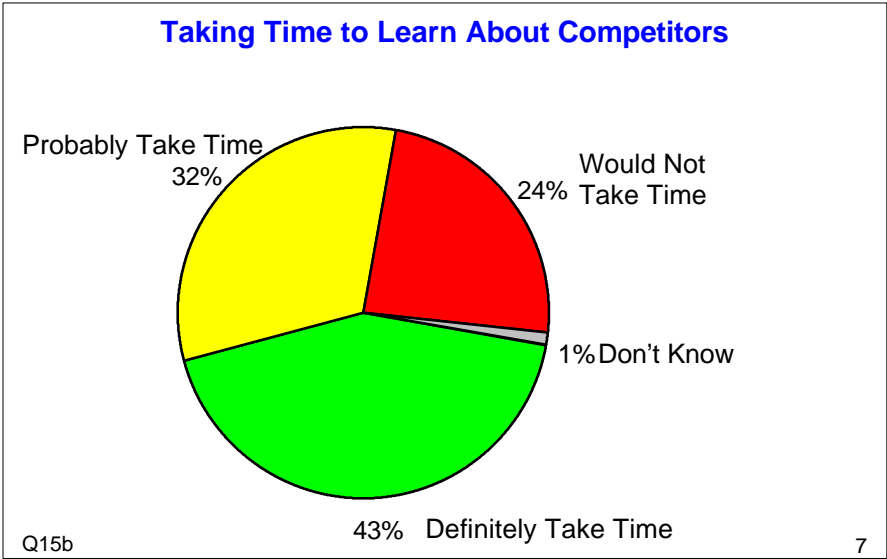


More than one-third of those who said they changed local phone carriers listed noncompetitive reasons for the change. Combining this finding with the number of households that report receiving LEC service from AT&T, but are most likely to be Bell Atlantic customers, the true proportion of customers who have switched their telephone service provider *for competitive reasons* falls from 11% to only 7%, and this includes those who have Bell Atlantic but say they have changed their local carrier – most likely from NYNEX or a predecessor such as AT&T.

#### IV. Awareness of Local Telephone Competition

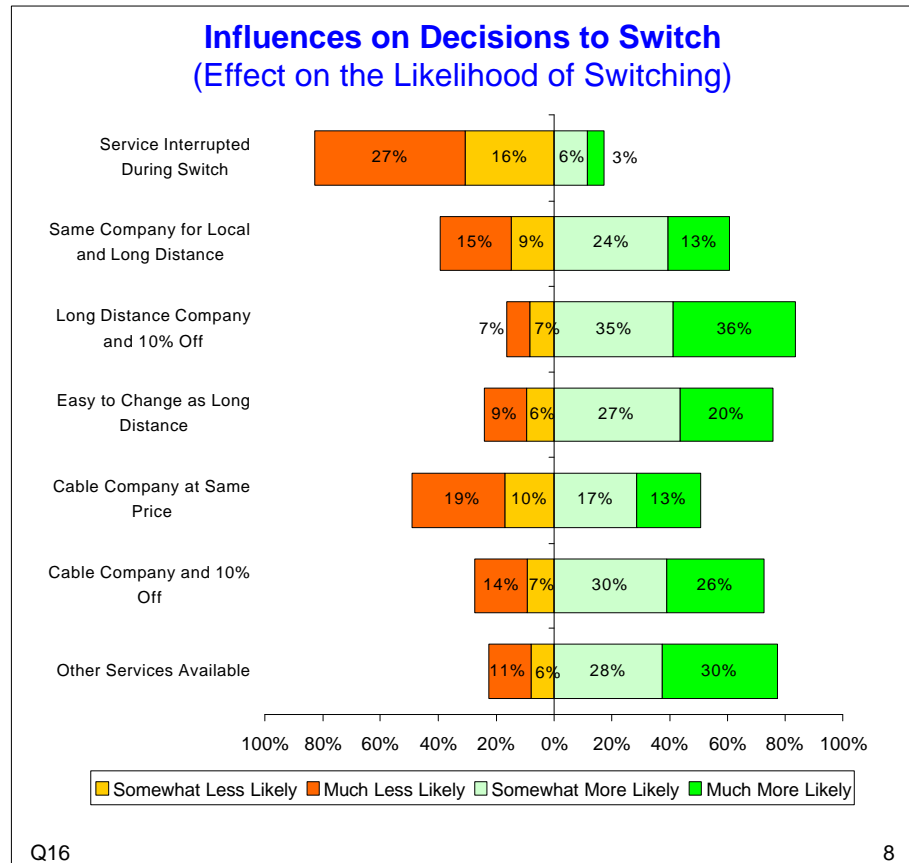


Almost two-thirds of New York Bell Atlantic subscribers believe that only one local exchange carrier provides service where they live. And of those who say they can choose among two or more LECs, **40%** are unable to name a competitor to Bell Atlantic.



Interest in local phone competition is sufficient for 43% of Bell Atlantic customers who are unaware of competitive LECs in their area to say that they would “definitely” take the time to learn what competitors have to offer if there were competitive local phone carriers.

## V. Influences on Decisions to Switch



The strongest influence on encouraging people to switch LECs is a 10% reduction in price offered by the customer's current long distance carrier.

The second influence on encouraging people to switch is bundling multiple telecom services together with local phone service.

The strongest impediment to switching comes from concern about service interruptions during the change over.

# Methodology

## Methodology

The *New York State Telephone Competition Survey* was conducted by Talmey-Drake Research & Strategy, Inc. of Boulder, Colorado, on behalf of the Competition Policy Institute. The results are based on 1,002 random telephone interviews with residential telephone subscribers in the State of New York conducted from September 1, 1999 to October 10, 1999.

The survey was designed to explore New York residential telephone subscribers' perceived availability of choice and competition for their local exchange carrier business.

The primary sample was generated from a random sample with replacement of 10,500 of all residential listed phone numbers in the state of New York with Bell Atlantic NXX's stripped of their last two digits and a two-digit random number then appended to each of the randomly drawn five-digit (plus area code) numbers. These numbers were called and identified as working or non-working, and business or residential (including business use in a residence). If a residence was reached, an interview was attempted. There were 959 completed interviews from this sample. While this sample was from Bell Atlantic NXX's, it does include those—identified by questions in the questionnaire—who now have service from a competitive local exchange carrier, CLEC, but who were able to keep their previous Bell Atlantic phone number.

To correct for the higher probability of contacting households with multiple phone lines compared to single line households, results were weighted by household inversely to the probability of being sampled. Weighting was also used to adjust the sample to better reflect the percent of telephone households in metropolitan New York City relative to upstate telephone households. Quotas were established to obtain an approximately equal representation of men and women in the final sample.

In order to estimate the relative residential market share—in terms of residential lines in use—of the CLEC's vis `a vis the primary incumbent local exchange carrier (ILEC), Bell Atlantic, and to insure that the most recent CLEC customers were included in the population being sampled, two additional samples were generated:

1. A random sample with replacement of 1,000 CLEC NXX's was drawn from the 1,031 New York CLEC NXX's listed in the Local Exchange Routing Guide (LERG). A four digit random number was then appended to each of the randomly drawn NXX's. These numbers were then called and identified as working or nonworking, and to the extent possible business or residential (including business use in a residence). If a residence was reached, an interview was attempted. There were no completed interviews from this sample.
2. A random sample with replacement of 1,000 Bell Atlantic NXX's was drawn from the 3,197 New York Bell Atlantic NXX's listed in the Local Exchange Routing Guide (LERG). A four-digit random number was then appended to each of the randomly drawn NXX's. These numbers were then called and identified as working or nonworking, and to the extent possible business or residential (including business use in a residence). If a residence was reached, an interview was attempted. There were 43 completed interviews from this sample.

The percent of active residential lines from the CLEC and Bell Atlantic samples were then multiplied by the respective number of CLEC and Bell Atlantic NXX's times 10,000 to estimate the total number of residential lines in use with CLEC and Bell Atlantic NXX's. The percent (corrected for number of lines into the household) of those who had switched LEC's but kept their Bell Atlantic NXX, were then added to those with CLEC NXX's to estimate the CLEC market share. Phone numbers that, after repeated attempts, continued to not answer were apportioned according to the percentage of residential lines reached in the rest of each of the samples.

It is important to note, that due to the brand strength and the pre-breakup presence of AT&T as the local phone company, compounded by AT&T's large share of the long distance market, it appears that there is confusion in some people's minds to the extent that they believe their LEC is AT&T when in fact it is Bell Atlantic.

This AT&T confusion was evidenced by calling back 38 people who said in question 12 that they had AT&T as their local telephone service provider and further interviewing them about their local phone service provider. The result of this follow-up interview was that 36 of the 38 had Bell Atlantic as their LEC, and only two seemed to actually be AT&T local customers.

A second related factor affecting the estimate of market share is the perception of some respondents that they had changed local carriers due to mergers, i.e., the buyout of NYNEX by Bell Atlantic.

A much smaller, but nonetheless real, difficulty in estimating Bell Atlantic versus CLEC market share related to number portability. Approximately one-fourth of the 181,000 ported numbers (residential and business) in the state of New York are ported using Interim Number Portability. In other words, they effectively have two numbers and hence a higher probability of being called in a random sample of phone numbers though they would report having fewer phone lines when interviewed.

All three of these factors influencing the estimate of household market share tend to inflate the estimated CLEC percentage of market share.

All sample surveys are subject to sampling error—that is the degree to which the results of the survey might differ from what would have been obtained had the whole population of interest been surveyed. The extent of sampling error of a percentage result is function of sample size and the result obtained from the sample.

The table below provides an approximate 95%-confidence interval (plus or minus) for different sample sizes and percentage results.

For Percentages In the Range of	For Sample Size					
	<b>1,000</b>	<b>750</b>	<b>600</b>	<b>400</b>	<b>200</b>	<b>100</b>
<b>10% to 20%</b>	2.2%	2.6%	2.9%	3.5%	4.9%	7.0%
<b>20% to 30%</b>	2.7%	3.1%	3.5%	4.2%	6.0%	8.5%
<b>30% to 40%</b>	3.0%	3.4%	3.8%	4.7%	6.6%	9.3%
<b>40% to 50%</b>	3.1%	3.6%	4.0%	4.9%	6.9%	9.8%
<b>50% to 60%</b>	3.1%	3.6%	4.0%	4.9%	6.9%	9.8%
<b>60% to 70%</b>	3.0%	3.4%	3.8%	4.7%	6.6%	9.3%
<b>70% to 80%</b>	2.7%	3.1%	3.5%	4.2%	6.0%	8.5%
<b>80% to 90%</b>	2.2%	2.6%	2.9%	3.5%	4.9%	7.0%

# Percentages

**New York State Telephone Competition Survey**

Hello, my name is \_\_\_\_\_, and I'm with Talmeiy-Drake Research. We're a public opinion and market research firm calling from Boulder, Colorado. First, I want to assure you that we're not selling anything; we're conducting a survey of people in your community about local and long distance telephone service. First, I would like to confirm...

**SCREENER**

A. That I have reached you at a residential phone number and not a business phone number? If this phone number is used primarily for business or work, but is located in a residence, please just say so.

	<b>Total</b>	
	<i>[n=1002]<sup>1,2</sup></i>	
Residence .....	98.5%	⇒ <i>Go to B</i>
Business .....	ns <sup>3</sup>	⇒ <i>Terminate</i>
Business/work line, but in a residence .....	1.5%	⇒ <i>Go to B</i>

B. And are you 18 years old, or older, and that you either individually or jointly are a head-of-household at this residence?

Yes .....	100%	⇒ <i>Go to D</i>
No .....	ns	⇒ <i>Go to C</i>

C. Is there someone in this household, who is 18 years old, or older, who is a head-of-household, with whom I may speak?

Yes .....	100%
No .....	ns ⇒ <i>Terminate</i>

D. Because your telephone number was randomly selected by a computer, would you please tell me what state you live in?

New York .....	100%	⇒ <i>Continue</i>
State other than New York .....	ns	⇒ <i>Terminate</i>
DK/NS/Refused .....	ns	⇒ <i>Terminate</i>

E. Sex? *[Do not ask] [n=1002]*

	<b>Total</b>
	<i>[n=1002]</i>
Male .....	48.5%
Female .....	51.5%

<sup>1</sup> See Methodology section regarding weighting based on the number of phone lines in a residence and area.  
<sup>2</sup> Not all percentage responses to questions will add to exactly 100.0% due to rounding and questions that allow multiple responses from a respondent.  
<sup>3</sup> ns Indicates respondents answering with this response were not interviewed.

1. In the past few years there have been many changes in America's telephone system. Everything from new services, to new technology, to new companies has changed the way Americans use their telephones. Some people say that these changes have been for the worse; that for the average person was better when there was just one company providing phone service. Others say that the changes have been for the better. People now have more choices, and today's telecommunications technology lets them communicate better and faster than ever. What do you think? Do you think the changes in this country's telephone system in the past few years has made things better, or do you think it has made things worse?

	<b>Total</b> [n=1002]
Made things better.....	56.8%
Made things worse .....	21.9%
Neither better or worse [No prompt].....	8.5%
Some things better, some worse [No prompt].....	9.1%
DK/NS .....	3.6%

2. As you know, there are many companies today that provide long-distance telephone service. Off-hand, could you tell me the names of some of these companies that offer long-distance telephone service in your area? [Probe] Any others you can think of? [Multiple response.]

	<b>Total</b> [n=1002]
AT&T.....	83.0%
MCI / WorldCom.....	74.7%
Sprint .....	69.7%
Bell Atlantic/NYTEL/NYNEX.....	24.8%
Any mention of 1010 services.....	7.3%
Excel.....	2.8%
LCI.....	1.2%
AOL.....	1.1%
Quest .....	1.0%
RCN.....	0.6%
Lifeline .....	0.6%
Frontier .....	0.4%
GTE.....	0.4%
Touchone.....	0.2%
Working Assets.....	0.2%
DK/NS/Can't think of any.....	3.6%
Other .....	4.2%

3. And what company is your household's primary long-distance carrier? By primary long-distance carrier I mean the company that would handle a call if, using your home phone, someone in your household telephoned a person in another state by dialing 1 plus the person's area code and number.

**Total**  
[n=1002]

AT&T.....	55.0%
MCI / WorldCom.....	14.0%
Sprint.....	4.6%
R only uses 1010 dial around/Calling Card/800 number.....	2.3%
Excel.....	1.5%
Bell Atlantic/NYTEL/NYNEX.....	1.0%
AOL.....	0.9%
Quest.....	0.5%
LCI.....	0.4%
Working Assets.....	0.3%
Frontier.....	0.1%
Touchone.....	0.1%
DK/NS/Can't think of any.....	16.4%
Other.....	2.9%

4. In the past few months have you seen or heard any advertising or received any marketing mail or phone calls from long-distance telephone companies trying to get you to switch your long-distance telephone carrier?

	<b>Total</b>
	[n=1002]
Yes.....	72.8%
No.....	25.9%
DK/NS/Don't remember.....	1.3%

5. And in the past two years has your household switched primary long-distance telephone companies?

	<b>Total</b>
	[n=1002]
Yes.....	31.8% ⇒ Go to Q5a
No.....	66.0% ⇒ Go to Q5b
DK/NS.....	2.2% ⇒ Go to Q6

5a. [Ask only if R switched LD carriers in Q5] How difficult was it to change your household's long-distance carrier? Was it very difficult to change your household's long-distance carrier, somewhat difficult or was it easy to change long-distance companies?

	<b>Q5a</b>	<b>Total</b>
	[n=318]	[n=1002]
Very difficult.....	4.7%	1.5%
Somewhat difficult.....	12.8%	4.1%
Easy.....	81.4%	25.9%
DK/NS.....	1.1%	0.3%
Not asked Q5a.....	—	68.2%

5b. *[Ask only if R has not switched LD carriers in Q5]* Even though your household has not switched long-distance telephone companies in the past two years, how difficult do you think it would be to change your household's long-distance carrier? Do you think it would be very difficult to change your household's long-distance carrier, somewhat difficult, or do you think it would be easy to change long-distance companies?

	<b>Q5b</b> <i>[n=661]</i>	<b>Total</b> <i>[n=1002]</i>
Very difficult .....	4.0%	2.7%
Somewhat difficult .....	7.7%	5.1%
Easy .....	81.7%	54.0%
DK/NS .....	6.6%	4.3%
Not asked Q5b .....	—	34.0%

6. And overall would you say the price of long-distance telephone service from your household's primary long-distance carrier is way too high for what you get, high but acceptable, about what you would expect to pay, or is it less than what you would expect to pay for it?

	<b>Total</b> <i>[n=1002]</i>
Way too high.....	14.2%
High but acceptable .....	21.4%
About what one would expect .....	47.0%
Less than what one would expect.....	6.8%
No opinion/DK/NS.....	10.5%

7. *[If Q3= "R only uses dial around/calling card/800" go to Q8]* And on average, about how much a month does your household spend with your primary long distance provider, *[Name from Q3]*, for long distance calls?

	<b>Q7</b> <i>[n=979]</i>	<b>Total</b> <i>[n=1002]</i>
Less than \$10 .....	18.6%	18.2%
\$10 to \$20 .....	22.2%	21.7%
\$21 to \$40 .....	20.7%	20.3%
\$41 to \$70 .....	12.6%	12.3%
\$71 to \$100.....	8.4%	8.2%
\$101 or more.....	6.8%	6.7%
DK/NS .....	10.6%	10.3%
Not asked Q7.....	—	2.3%
Average .....	\$45.65	
Median.....	\$25.00	

8. And how many different telephone lines with their own telephone numbers do you have at this residence?  
*[If R asks if this includes those used for business or work, the answer is yes.]*

**Total**

	<i>[n=1002]</i>
One line.....	84.2%
Two lines .....	14.0%
Three lines .....	1.3%
Four lines or more.....	0.4%
DK/NS .....	0.1%
Average Number of Lines .....	1.18

8a. *[If more than one line in Q8, ask]* And are any of these lines used primarily for a business or work?

	<b>Q8a</b>	<b>Total</b>
	<i>[n=157]</i>	<i>[n=1002]</i>
Yes .....	25.6%	4.0%
No .....	74.1%	11.6%
DK/NS .....	0.2%	*4
Not asked Q8a.....	—	84.3%

9. And on average, about how much does your household spend a month just on local telephone service—that is about how much does it spend a month on telephone service not counting any long-distance calls?

	<b>Total</b>
	<i>[n=1002]</i>
Less than \$10 .....	1.8%
\$10 to \$20 .....	17.8%
\$21 to \$30 .....	26.0%
\$31 to \$40 .....	18.7%
\$41 to \$50 .....	9.9%
\$51 to \$60 .....	6.7%
\$61 or more .....	12.3%
DK/NS .....	6.9%
Average Amount .....	\$41.77
Median Amount.....	\$32.00

10. And overall would you say the monthly cost your household pays for local telephone service is way too high for what you get, high but acceptable, about what you would expect to pay, or is it less than what you would expect to pay for it?

	<b>Total</b>
	<i>[n=1002]</i>
Way too high.....	23.5%
High but acceptable .....	28.4%
About what one would expect .....	41.0%

<sup>4</sup> \* Indicates the percentage is greater than 0%, but less than 0.1%.

Less than what one would expect.....	4.3%
DK/NS.....	2.8%

11. [Ask Q11 only if residence has more than one telephone line from Q8, else go to Q12] I would now like to ask you some questions about your local telephone company—that is the company that provides local telephone service to your home and handles your local telephone calls. First, does the same company handle your local telephone service for all the telephone lines at this residence, or do you have different phone companies providing local phone service on different lines?

	<b>Q11</b> [n=157]	<b>Total</b> [n=1002]	
Same phone company for all lines.....	90.3%	14.2%	⇒ Go to Q11a
Different company for different lines.....	7.2%	1.1%	⇒ Go to Q11b
DK/NS.....	2.4%	0.4%	⇒ Go to Q11f
Not asked Q11.....	—	84.3%	

11a. [Ask Q11a if residence uses the same phone company for all lines in Q11] And what is the name of the company that provides your household with local telephone service?

	<b>Q11a</b> [n=142]	<b>Total</b> [n=1002]	
Bell Atlantic/NYTEL/NYNEX.....	86.7%	12.3%	⇒ Go to Q14
AT&T.....	5.4%	0.8%	⇒ Go to Q13
MCI / WorldCom (or MCImetro).....	2.3%	0.3%	⇒ Go to Q13
DK/NS.....	2.6%	0.4%	⇒ Go to Q13
Other.....	3.0%	0.4%	⇒ Go to Q13
Not asked Q11a.....	—	85.8%	

11b. [Ask Q11b if residence uses different phone companies for different lines in Q11] And what are the names of the companies that provide your household with local telephone service? [Multiple response]

	<b>Q11b</b> [n=11] <sup>5</sup>	<b>Total</b> [n=1002]
Bell Atlantic/NYTEL/NYNEX.....	84.5%	1.0%
AT&T.....	15.5% <sup>6</sup>	0.2%

<sup>5</sup> Due to the small sample sizes for some questions, caution should be exercised when projecting the results to the population in question.

MCI/WorldCom (or MCImetro).....	14.3%	0.2%	⇒ Go to Q11c
Other .....	14.9%	0.2%	
DK/NS .....	9.9%	0.1%	⇒ Go to Q11e
Not asked Q11b .....	—	98.9%	

11c. [Ask Q11c for each company mentioned in Q11b] And about how long has your household had local telephone service from [company in Q11b]? [Note small sample size.]

	<b>Q11c</b>	<b>Total</b>
	[n=11]	[n=1002]
1 year or less.....	44.1%	0.5%
2 to 5 years .....	28.7%	0.3%
6 to 10 years .....	7.8%	0.1%
11 years or more .....	38.2%	0.4%
Not asked Q11c.....	—	98.9%
Average Number of Years for Bell Atlantic/ NYTEL/ NYNEX..... 5.51		
Average Number of Years for non-Bell Atlantic/NYTEL/NYNEX companies [excluding AT&T]..... 0.77		

11d. [Ask Q11d for each company mentioned in Q11b] And overall, how satisfied would you say you are with the local phone service you receive from [company in Q11b]? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the local phone service you receive from [company in Q11b]? [Note small sample size.]

	<b>Q11d</b>	<b>Total</b>
	[n=11]	[n=1002]
Very satisfied.....	25.9%	0.3%
Somewhat satisfied.....	43.0%	0.5%
Neither satisfied nor dissatisfied [Do not read].....	7.8%	0.1%
Somewhat dissatisfied.....	7.8%	0.1%
Very dissatisfied.....	15.5%	0.2%

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<sup>6</sup> An undetermined number of residential service customers who report AT&T as their service providers, in reality are Bell Atlantic customers. Calling back to further interview 38 people who initially said their local carrier was AT&T yielded only 2 actual AT&T local service customers.

Not asked Q11d ..... — 98.9%

11e. [Ask Q11b if residence uses different phone companies for different lines in Q11] And what would you say is the number one reason your household has local phone service from more than one company? [Note small sample size.]

	<b>Q11e</b> [n=11]	<b>Total</b> [n=1002]	
Separate lines paid for by different people in household .....	11.0%	0.1%	⇒ Go to Q18
To compare .....	11.0%	0.1%	⇒ Go to Q18
Business .....	9.9%	0.1%	⇒ Go to Q18
Price .....	7.8%	0.1%	⇒ Go to Q18
One line is a cell line.....	7.1%	0.1%	⇒ Go to Q18
Just prefer it in general .....	3.3%	*	⇒ Go to Q18
DK/NS .....	18.8%	0.2%	⇒ Go to Q18
Other .....	31.1%	0.4%	⇒ Go to Q18
Not asked Q11e.....	—	98.9%	

11f. [Ask only if “Don’t Know/Not Sure” in Q11.] Even though you aren’t sure if the same company provides local phone service to all the phone lines to your house, could you tell me the name of a company that provides phone service to at least one of your household’s telephone lines? [Note small sample size.]

	<b>Q11f</b> [n=4]	<b>Total</b> [n=1002]	
Bell Atlantic.....	50.0%	0.2%	⇒ Go to Q14
MCI / WorldCom (or MCImetro).....	25.0%	0.1%	⇒ Go to Q13
DK/NS.....	25.0%	0.1%	⇒ Go to Q13
Not asked Q11f.....	—	99.6%	

12. [Ask only if residence has only one telephone line in Q8] I would now like to ask you some questions about your local telephone company—that is the company that provides LOCAL telephone service to your home and handles your LOCAL telephone calls. First of all, what is the name of the company that provides your household with local telephone service?

	<b>Q12</b> [n=844]	<b>Total</b> [n=1002]	
Bell Atlantic/NYTEL/NYNEX .....	89.8%	75.7%	⇒ Go to Q14
AT&T.....	3.0%	2.5%	⇒ Go to Q13
MCI / WorldCom (or MCImetro).....	1.9%	1.6%	⇒ Go to Q13
Metropolitan Telephone Communications .....	0.8%	0.7%	⇒ Go to Q13
RCN.....	0.2%	0.2%	⇒ Go to Q13

DK/NS.....	3.2%	2.7%	⇒ Go to Q13
Other.....	1.2%	1.0%	⇒ Go to Q13
Not asked Q12.....	—	15.7%	

13. [Ask only if answer to Q12, Q11a, or Q11f is **not** “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic”]  
 And overall, how satisfied would you say you are with the local phone service you receive from [company from Q12 or Q11a or Q11f]? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the local telephone service provided by [company from Q12 or Q11a or Q11f]?

	<b>Q13</b>	<b>Total</b>
	[n=109]	[n=1002]
Very satisfied.....	36.8%	4.0%
Somewhat satisfied.....	44.0%	4.8%
Neither satisfied nor dissatisfied [Do not read].....	0.3%	*
Somewhat dissatisfied.....	11.0%	1.2%
Very dissatisfied.....	2.4%	0.3%
No opinion/DK/NS.....	5.4%	0.6%
Not asked Q13.....	—	89.1%

13a. [Ask only if answer to Q12, Q11a, or Q11f is **not** “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic”] And about how long has your household had [company from Q12 or Q11a or Q11f] as its local telephone company?

	<b>Q13a</b> [n=109]	<b>Total</b> [n=1002]
1 year or less.....	46.5%	5.1%
2 to 5 years .....	24.5%	2.7%
6 to 10 years .....	11.8%	1.3%
11 years or more .....	10.8%	1.2%
DK/NS .....	6.4%	0.7%
Not asked Q13a.....	—	89.1%
Average Number of Years for AT&T .....	8.0	
Average Number of Years for All Others <sup>7</sup> .....	3.3	

13b. [Ask only if answer to Q12, Q11a, or Q11f is **not** “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic”.] Prior to having [company from Q12 or Q11a or Q11f] did your household have a different company provide it with local telephone service at the residence where you now live, or has [company from Q12 or Q11a or Q11f] provided you with local telephone service since you first moved in?

	<b>Q13b</b> [n=109]	<b>Total</b> [n=1002]
Different company .....	39.8%	4.3% ⇒ Go to Q13c
Present company since moving in.....	52.3%	5.7% ⇒ Go to Q14
DK/NS .....	8.0%	0.9% ⇒ Go to Q14
Not asked Q13b .....	—	89.1%

13c. [Ask only if “Different company” in Q13b] And what was the name of the company that provided your household with local telephone service before [company from Q12, Q11a or Q11f]? [Note small sample size. Also see footnote 6.]

	<b>Q13c</b> [n=43]	<b>Total</b> [n=1002]
Bell Atlantic/NYTEL/NYNEX .....	71.0%	3.1%
AT&T .....	17.7%	0.8%
RCN.....	4.1%	0.2%
Frontier .....	0.9%	*
MCI / WorldCom (or MCImetro) .....	0.6%	*
Other .....	1.7%	0.1%
DK/NS .....	4.1%	0.2%
Not asked Q13c.....	—	95.7%

<sup>7</sup> Six respondents said they changed their local carriers to MCI/WorldCom, Metropolitan Telephone Communications, or RCN between 15-25 years ago. Without these six respondents, the average was 2.1 years.

13d. *[Ask only if "Different company" in Q13b]* And when you changed local telephone companies, was your household able to keep the same telephone number it had before, or was it assigned a new telephone number? *[Note small sample size.]*

	<u>Q13d</u> <i>[n=43]</i>	<u>Total</u> <i>[n=1002]</i>
Kept the same number .....	99.1%	4.3%
Assigned new number .....	0.9%	*
Not asked Q13d .....	—	95.7%

13e. *[Ask only if "Different company" in Q13b]* Thinking now about changing local phone companies, how difficult was it to switch from *[company in Q13c]* to *[company in Q10, Q11a or Q11f]*? Would you say it was very difficult, fairly difficult, fairly easy, or would you say it was very easy to switch from *[company in Q13c]* to *[company in Q10, Q11a, or Q11f]*? *[Note small sample size.]*

	<u>Q13e</u> <i>[n=43]</i>	<u>Total</u> <i>[n=1002]</i>
Very difficult .....	0.0%	0.0%
Fairly difficult.....	6.6%	0.3%
Fairly easy .....	22.0%	1.0%
Very easy.....	71.3%	3.1%
Not asked Q13e.....	—	95.7%

13f. *[If "very" or "fairly" difficult in Q13e]* What would you say made changing local telephone companies difficult? *[Multiple choice. Note small sample size.]*

	<u>Q13f</u> <i>[n=3]</i>	<u>Total</u> <i>[n=1002]</i>
Too many steps/hassle.....	61.4% <sup>8</sup>	0.2%
No competition.....	25.7%	0.1%
DK/NS .....	12.9%	*
Not asked Q13f.....	—	99.7%

13g. *[Ask only if "Different company" in Q13b]* And what would you say was the number one reason your household changed local telephone companies? *[Note small sample size.]*

	<u>Q13g</u> <i>[n=43]</i>	<u>Total</u> <i>[n=1002]</i>	
Price .....	57.4%	2.5%	<b>P</b> Go to Q18
Service .....	17.7%	0.8%	<b>P</b> Go to Q18
Company bought out.....	10.7%	0.5%	<b>P</b> Go to Q18
Incentive program .....	4.1%	0.2%	<b>P</b> Go to Q18
DK/NS .....	2.6%	0.1%	<b>P</b> Go to Q18
Other .....	7.5%	0.3%	<b>P</b> Go to Q18
Not asked Q13g .....	—	95.7%	

<sup>8</sup> Percentages do not equal to 33.3% for each response category due to weighting by number of phone lines and area.

14. [Ask only if answer to Q12, Q11a, or Q11f is "NYTEL", "New York Telephone", "NYNEX", "Bell Atlantic", else go to Q18] And overall, how satisfied would you say you are with the local phone service you receive from [company from Q12, Q11a, Q11f]? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the local telephone service provided by [company from Q12, Q11a or Q11f]?

	<b>Q14</b> [n=842]	<b>Total</b> [n=1002]
Very satisfied.....	41.1%	34.6%
Somewhat satisfied.....	43.0%	36.2%
Neither satisfied nor dissatisfied [Do not read].....	2.0%	1.7%
Somewhat dissatisfied.....	9.5%	8.0%
Very dissatisfied.....	3.8%	3.2%
No opinion/DK/NS.....	0.6%	0.5%
Not asked Q14.....	—	15.9%

15. [Ask only if "NYTEL", "New York Telephone", "NYNEX", "Bell Atlantic" in Q12, Q11a, Q11f else go to Q16] In some places people have a choice of local telephone companies from which to purchase local telephone service, and in other places there is only one telephone company that provides local service. What about where you live? Can you purchase local telephone service from only one company or do you have a choice of two or more companies from which to purchase local telephone service?

	<b>Q15</b> [n=842]	<b>Total</b> [n=1002]	
Only one .....	54.9%	46.2%	⇒ Go to Q15a
More than one.....	31.6%	26.6%	⇒ Go to Q15c
DK/NS.....	13.5%	11.4%	⇒ Go to Q15a
Not asked Q15.....	—	15.9%	

15a. [Ask only if "NYTEL", "New York Telephone", "NYNEX", "Bell Atlantic" in Q12, Q11a, Q11f AND Q15 = "Only one" or "DK".] Even though you are not aware of any other companies that offer local phone service where you live, off-hand do you know of any companies that offer local telephone service in other areas of New York State? [If "Yes,"] Could you tell me the name of some of these companies? [Probe] Can you think of any others?

	<b>Q15a</b> [n=576]	<b>Total</b> [n=1002]
No, can't name any .....	77.1%	44.3%
AT&T.....	2.8%	1.6%
Frontier .....	2.2%	1.2%
MCI / WorldCom (or MCI metro).....	1.3%	0.7%
Citizens.....	0.8%	0.5%
RCN.....	0.5%	0.3%
Rochester .....	0.5%	0.3%
Time Warner .....	0.3%	0.2%
DK/NS.....	11.4%	6.5%
Other .....	5.6%	3.2%
Not asked Q15a.....	—	42.5%

15b. [Ask only if “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic” in Q12, Q11a, Q11f AND Q15 = “Only one” or “DK” ] Now suppose another company started offering local telephone service in competition with [company from Q12, Q11a, or Q11f?]. How likely is it that your household would take the time to learn what this company has to offer and compare it to what [company from Q12, or Q11a or Q11f] currently provides? Would you say your household would definitely take the time to learn what the company has to offer, probably take the time, or do you think that your household would not take the time?

	<b>Q15b</b> [n=576]	<b>Total</b> [n=1002]	
Definitely take the time .....	42.5%	24.5%	⇒ Go to Q16
Probably take the time .....	32.1%	18.5%	⇒ Go to Q16
Would not take the time.....	24.1%	13.8%	⇒ Go to Q16
DK/NS .....	1.3%	0.8%	⇒ Go to Q16
Not asked Q15b .....	—	42.5%	

15c. [Ask only if “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic” in Q12, Q11a, Q11f AND Q15 = “More than one” ] And what companies offer local telephone service where you live? [Probe] Can you think of any others?

	<b>Q15c</b> [n=266]	<b>Total</b> [n=1002]
MCI / WorldCom (or MCImetro) .....	27.5%	7.3%
AT&T .....	20.4%	5.4%
Sprint .....	14.6%	3.9%
Bell Atlantic/NY Telephone .....	11.9%	3.2%
RCN .....	4.3%	1.1%
Cablevision Lightpath (or Optimum Tel) .....	2.5%	0.7%
Frontier .....	0.7%	0.2%
Winstar .....	0.7%	0.2%
Time Warner .....	0.1%	*
No. Can't name any .....	25.1%	6.7%
DK/NS .....	14.7%	3.9%
Other .....	9.0%	2.4%
Not asked Q15c .....	—	73.4%

15e. [Ask only if “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic” in Q12, Q11a, Q11f AND Q15 = “More than one”. ] And in the past few months has your household seen or heard any advertising or received any marketing mail or phone calls from telephone companies asking you to switch your local telephone service?

	<b>Q15e</b> [n=266]	<b>Total</b> [n=1002]
Yes .....	50.3%	13.4%
No .....	46.2%	12.3%
DK/NS/Don't remember .....	3.4%	0.9%
Not asked Q15e .....	—	73.4%

15f. [Ask only if “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic” in Q12, Q11a, Q11f AND Q15 = “More than one” ] And has your household ever had a company other than [company from Q12, Q11a or Q11f] provide it with local telephone service at this residence?

	<b>Q15f</b> [n=266]	<b>Total</b> [n=1002]	
Yes .....	24.2%	6.4%	⇒ Go to Q15g
No .....	72.1%	19.2%	⇒ Go to Q15l
DK/NS .....	3.7%	1.0%	⇒ Go to Q 15l
Not asked Q15f .....	—	73.4%	

15g. [Ask only if had other local phone company in Q15f] And what was the name of the company that provided your household with local telephone service before [company from Q12, Q11a or Q11f]? [Note small sample size. Also see footnote 6.]

	<b>Q15g</b> [n=64]	<b>Total</b> [n=1002]
Bell Atlantic/NYTEL/NYNEX .....	36.4%	2.3%
MCI / WorldCom (or MCImetro) .....	18.3%	1.2%
AT&T .....	16.5%	1.1%
RCN .....	0.4%	*
Other .....	14.7%	0.9%
DK/NS .....	15.0%	1.0%
Not asked Q15g .....	—	93.6%

15h. [Ask only if had other local phone company in Q15f] And when you changed local telephone companies, was your household able to keep the same telephone number it had before, or was it assigned a new telephone number? [Note small sample size.]

	<b>Q15h</b> [n=64]	<b>Total</b> [n=1002]
Kept the same number .....	83.4%	5.4%
Assigned new number .....	9.5%	0.6%
DK/NS .....	7.1%	0.5%
Not asked Q15h .....	—	93.6%

15i. [Ask only if had other local company in Q15f] Thinking now about changing local phone companies, how difficult was it to switch from [company in Q15g] to [company in Q12, Q11a or Q11f]? Would you say it was very difficult, fairly difficult, fairly easy or would you say it was very easy to switch from [company in Q15g] to [company in Q12, Q11a or Q11f]? [Note small sample size.]

	<b>Q15i</b> [n=64]	<b>Total</b> [n=1002]
Very difficult .....	8.2%	0.5%
Fairly difficult .....	9.6%	0.6%
Fairly easy .....	5.3%	0.3%
Very easy .....	61.6%	4.0%
DK/NS .....	15.4%	1.0%
Not asked Q15i .....	—	93.6%

15j. [If “very” or “fairly” difficult in Q15i] What would you say made changing local telephone companies difficult? [Note small sample size.]

	<b>Q15j</b> [n=11]	<b>Total</b> [n=1002]
Switching took too long.....	39.6%	0.5%
Misunderstanding of package.....	15.4%	0.2%
Billing problems.....	15.4%	0.2%
Lack of customer service .....	15.4%	0.2%
Companies harassing calls .....	7.7%	0.1%
Money.....	6.5%	0.1%
Not asked Q15j .....	—	98.9%

15k. [Ask only if had other company in Q15f] And what would you say was the number one reason your household changed local telephone companies? [Note small sample size.]

	<b>Q15k</b> [n=64]	<b>Total</b> [n=1002]	
Merger .....	40.9%	2.6%	<b>P</b> Go to Q16
Better price .....	38.0%	2.4%	<b>P</b> Go to Q16
Better service.....	8.5%	0.5%	<b>P</b> Go to Q16
Moved .....	3.1%	0.2%	<b>P</b> Go to Q16
DK/NS .....	6.9%	0.4%	<b>P</b> Go to Q16
Other .....	5.3%	0.3%	<b>P</b> Go to Q16
Not asked Q15k .....	—	93.6%	

15l. [Ask only if “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic” in Q12, Q11a, Q11f AND Q15 = “More than one phone company” and not changed local phone companies in Q15f. ] What would you say is the number one reason your household has not switched its local telephone service from [Answer in Q12, Q11a or Q11f] to another local telephone service provider?

	<b>Q15l</b> [n=202]	<b>Total</b> [n=1002]
Satisfied.....	46.2%	9.3%
Not enough information .....	12.2%	2.5%
Price is good.....	11.7%	2.4%
Hassle to switch.....	9.5%	1.9%
Only one company available .....	4.8%	1.0%
Can't beat the service.....	3.4%	0.7%
Have not thought about it .....	2.7%	0.5%
DK/NS .....	1.7%	0.3%
Other .....	7.8%	1.6%
Not asked Q15l .....	—	79.9%

16. [Ask only if “NYTEL”, “New York Telephone”, “NYNEX”, “Bell Atlantic” in Q12, Q11a, Q11f; but if “Only one” in Q15, intro with “In the near future it is likely that there will be more than one company offering local telephone service where you live, and”...] Regardless of how likely you would be to consider an offer from a competitive telephone company for your local phone service, I would like to read you several things that might influence your decision to switch or not to switch your local phone service to another company. After I read each one, please tell me if after hearing it you would be much more likely to switch local telephone service providers, somewhat more likely, somewhat less likely, or much less likely to switch. If it makes no difference one way or the other, please just say so. First.... [Randomize]

		-----More-----		No	-----Less-----		DK/
		<u>Much</u>	<u>Smwht</u>	<u>Diff</u>	<u>Smwht</u>	<u>Much</u>	<u>NS</u>
a.	You might not have phone service for a few hours while your service was switched over to the new company						
	<b>Q16a</b> [n=842].....	2.9%	6.1%	45.3%	15.6%	26.7%	3.3%
	<b>Total</b> [n=1002].....	2.4%	5.2%	38.1%	13.1%	22.5%	2.8%
b.	The company offering competitive local phone service is the same company that provides your household with long distance service and at the same price you currently pay for local phone service						
	<b>Q16b</b> [n=842].....	12.9%	23.8%	34.4%	9.4%	14.5%	4.9%
	<b>Total</b> [n=1002].....	10.8%	20.0%	29.0%	7.9%	12.2%	4.1%
c.	[This question must follow Q16b.] The company offering competitive local phone service is the same company that provides your household with long distance service and at about 10% less than what you currently pay for local phone service						
	<b>Q16c</b> [n=842].....	35.9%	35.1%	12.9%	6.5%	6.5%	3.1%
	<b>Total</b> [n=1002].....	30.2%	29.5%	10.8%	5.5%	5.5%	2.6%
d.	It was as easy to change local telephone companies as it is to change long distance companies						
	<b>Q16d</b> [n=842].....	20.0%	27.0%	32.1%	5.8%	9.0%	6.1%
	<b>Total</b> [n=1002].....	16.8%	22.7%	27.0%	4.9%	7.5%	5.1%
e.	The company offering competitive local phone service is the same company that provides cable television in the area where you live and at the same price you currently pay for local phone service						
	<b>Q16e</b> [n=842].....	12.5%	16.8%	35.8%	10.0%	18.8%	6.1%
	<b>Total</b> [n=1002].....	10.5%	14.1%	30.1%	8.4%	15.8%	5.1%

	-----More----- <u>Much</u>	<u>Smwht</u>	No	-----Less----- <u>Diff</u>	<u>Smwht</u>	DK/ <u>Much</u>	<u>NS</u>
f. <i>[This question must follow Q16e.]</i> The company offering competitive local phone service is the same company that provides cable television in the area where you live and at about 10% less than what you currently pay for local phone service							
<b>Q16f</b> <i>[n=842]</i> .....	26.4%	29.6%	19.5%	6.6%	13.7%	4.1%	
<b>Total</b> <i>[n=1002]</i> .....	22.2%	24.9%	16.4%	5.6%	11.5%	3.5%	
g. The company offering competitive local phone service not only provided local phone service, but also long distance, and, if you wanted it, internet access, cellular phone service and cable TV. The charges for these services would all be on one monthly bill							
<b>Q16g</b> <i>[n=842]</i> .....	30.1%	28.1%	20.1%	6.4%	10.6%	4.7%	
<b>Total</b> <i>[n=1002]</i> .....	25.3%	23.6%	16.9%	5.4%	9.0%	3.9%	
17. <i>[Ask only if "NYTEL", "New York Telephone", "NYNEX", "Bell Atlantic" in Q12, Q11a, Q11f; but if "Only one" in Q15, intro with "Now suppose there was more than one company that offered local telephone service where you live.. ]</i> And suppose you wanted to switch your local phone service to another company, how would you go about ordering new local telephone service?							

	<u>Q17</u> <i>[n=842]</i>	<u>Total</u> <i>[n=1002]</i>
Telephone/Call the company.....	50.0%	42.0%
Research first/Research over the internet.....	12.4%	10.5%
Would want to be contacted.....	7.8%	6.6%
Look for advertisements .....	4.4%	3.7%
Would not switch.....	2.6%	2.2%
Look in phone book.....	1.4%	1.1%
DK/NS.....	22.2%	18.7%
Other .....	3.4%	2.9%
Not asked Q17.....	—	15.9%

18. *[Ask everyone]* Next I am going to read you several statements people have made about a variety of issues relating to local telephone service competition. As I read each statement, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the statement. If you don't have any feeling about the statement, one way or the other, just say so. *[Read list - randomize]* *[Probe to distinguish between DK/NS and Neutral responses.]*

	-----Agree-----		Neut	----Disagree----		DK/NS
	<u>Strong</u>	<u>Some</u>		<u>Some</u>	<u>Strong</u>	
a. Strong competition in the market for local telephone service will lower the cost of local telephone service for most households <i>[n=1002]</i> .....	37.8%	32.7%	7.0%	10.0%	8.2%	4.3%
b. There is <i>[randomize: a lot of/not enough]</i> competition by long-distance telephone companies for you household's long-distance business <i>[n=1002]</i>						
<b>Q18b "a lot"</b> <i>[n=497]</i> .....	64.9%	19.6%	3.4%	5.6%	4.3%	2.2%
<b>Q18b "not enough"</b> <i>[n=505]</i> .....	10.6%	12.1%	8.9%	24.5%	39.9%	4.1%
c. It would be a big advantage for your household to be able to get both long-distance and local telephone service from the same company <i>[n=1002]</i> .....	36.0%	28.6%	17.7%	8.7%	6.4%	2.6%
d. There is <i>[randomize: a lot of/not enough]</i> competition by telephone companies for your household's local telephone business <i>[n=1002]</i>						
<b>Q18b "a lot"</b> <i>[n=497]</i> .....	24.9%	20.4%	6.5%	19.5%	24.8%	4.0%
<b>Q18b "not enough"</b> <i>[n=505]</i> .....	32.7%	24.4%	9.2%	12.3%	15.9%	5.5%
e. It would be a big advantage for your household to be able to get cable TV as well as long-distance and local telephone service from the same company <i>[n=1002]</i> .....	24.7%	26.6%	19.7%	11.6%	13.3%	4.1%

19. Using a scale of 0 to 10 where 10 means there is a great deal of competition and a 0 means there is not any competition, how much competition would you say there is in the market for long distance telephone service where you live. You can use any number between 0 and 10.

	<b>Total</b> <i>[n=1002]</i>
0.....	1.3%
1.....	0.4%
2.....	1.0%
3.....	1.8%
4.....	2.2%
5.....	12.8%
6.....	6.1%
7.....	14.9%
8.....	23.4%
9.....	10.2%
10.....	23.1%
DK/NS.....	2.8%
Average .....	7.52

20. And what about competition for local telephone service. Again using a scale of 0 to 10 where 10 means there is a great deal of competition and a 0 means there is not any competition, how much competition would you say there is in the market for local telephone service where you live. You can use any number between 0 and 10.

	<b>Total</b> <i>[n=1002]</i>
0.....	33.5%
1.....	7.1%
2.....	12.0%
3.....	9.2%
4.....	6.1%
5.....	12.0%
6.....	3.0%
7.....	3.1%
8.....	4.2%
9.....	0.8%
10.....	5.0%
DK/NS.....	4.0%
Average .....	2.84

Our last questions are about you and your household. The answers to these questions will help us statistically classify the results we obtain and will only be used when combined with the hundreds of other interviews conducted for this survey. If I come to a question that you prefer not to answer, please just say so, and I will move on to the next question.

D1. Some people are always following what's going on in politics and public affairs. Others just aren't that interested. Do you follow what's going on politically and in government all of the time, most of the time, some of the time, or almost never?

	<b>Total</b>
	<i>[n=1002]</i>
All of the time.....	17.8%
Most of the time .....	32.3%
Some of the time .....	34.3%
Almost never.....	11.8%
DK/NS.....	3.8%

D2. How would you describe the area you live in? Would you describe it as urban, suburban, or would you say you live in a rural area?

	<b>Total</b>
	<i>[n=1002]</i>
Urban.....	36.0%
Suburban.....	39.6%
Rural .....	20.1%
Other .....	0.4%
DK/NS/Refused.....	4.0%

D3. And is this residence a single family detached house, an apartment, condominium or co-op, or is it a mobile home? If you live in some other type of housing, please just say so.

	<b>Total</b>
	<i>[n=1002]</i>
Single family detached house .....	54.1% ⇒ Go to D4
An apartment, condominium or co-op.....	37.9% ⇒ Go to D4
Duplex.....	2.7%
A mobile home .....	1.8% ⇒ Go to D4
Other type of housing .....	1.5% ⇒ Go to D3a
DK/NS.....	1.1% ⇒ Go to D3a
Refused .....	1.0%

D4. And about how long has your residence lived at this residence?

	<b>Total</b>
	<i>[n=1002]</i>
2 years or less .....	21.4%
3-5 years .....	15.0%
6-10 years.....	14.5%
11-15 years.....	8.7%
16-20 years.....	9.4%
21-25 years.....	6.8%
26-30 years.....	6.4%
31 years or more .....	13.4%
DK/NS/Refused .....	4.5%
Average Number of Years.....	14.5

D5. In the past few years there's been a growing trend toward people operating businesses out of their homes. Do you or anyone else at this residence operate a home-based business?

	<b>Total</b>
	<i>[n=1002]</i>
Yes .....	9.8%
No.....	87.1%
DK/NS .....	3.1%

D6. And in the next two years, how likely is your household to add a phone line? Would you say it is very likely, somewhat likely, somewhat unlikely, or very unlikely?

	<b>Total</b>
	<i>[n=1002]</i>
Very likely .....	12.7%
Somewhat likely.....	18.6%
Somewhat unlikely .....	16.3%
Very unlikely .....	49.0%
DK/NS .....	3.4%

D7. And are there any children under the age of 18 living in this household?

	<b>Total</b>
	<i>[n=1002]</i>
Yes .....	35.4%
No.....	60.5%
DK/NS/Refused .....	4.1%

D8. And are you married, separated, divorced, widowed, or have you never been married?

	<b>Total</b>
	<i>[n=1002]</i>
Married.....	49.3%
Separated/divorced.....	10.8%
Widowed.....	8.0%
Single/never married.....	25.4%
Refused.....	6.4%

D9. What was the last grade in school you had the opportunity to complete? *[Do not read list]*

	<b>Total</b>
	<i>[n=1002]</i>
Less than HS degree.....	6.6%
HS graduate, vocational.....	29.8%
Some college.....	22.6%
College grad.....	20.5%
Post grad. degree or study.....	16.2%
Refused.....	2.3%
DK/NS.....	2.1%

D10. May I ask how old you are?

	<b>Total</b>
	<i>[n=1002]</i>
18-24.....	6.7%
25-34.....	20.5%
35-44.....	22.4%
45-54.....	15.9%
55-64.....	9.7%
65 or older.....	16.1%
Refused.....	8.8%
Average Age.....	45.8

D11. And, which of the following income groups includes your family's total annual income from all sources in 1998? *[Read list except "Refused" and "DK/NS"]*

	<b>Total</b>	
	<i>[n=1002]</i>	
Up to \$20,000.....	8.6%	
\$20,000, but less than \$30,000.....	9.7%	
\$30,000, but less than \$40,000.....	11.5%	
\$40,000, but less than \$50,000.....	7.7%	
\$50,000, but less than \$60,000.....	8.1%	
\$60,000, but less than \$75,000.....	7.8%	
\$75,000 but less than \$100,000.....	8.4%	
\$100,000 and over.....	7.2%	
Refused.....	26.4%	← <i>Do not read</i>
DK/NS.....	4.5%	← <i>Do not read</i>

D12. And could you tell me your ZIP code? *[n=1002]*

D13. Finally -- so that we can make sure all groups are statistically represented -- would you please tell me what racial or ethnic group you consider yourself to be a member of? *[Do not read list]*

	<b>Total</b>
	<i>[n=1002]</i>
White/Anglo .....	63.8%
Hispanic .....	6.6%
Black/African American .....	10.1%
Asian/Oriental .....	2.5%
American Indian .....	0.7%
Other .....	3.8%
Refused .....	8.6%
DK/NS .....	3.7%

**Thank you for taking our survey, your answers  
have been extremely helpful.**

# Call Dispositions

**Bell Atlantic 1,000**

**CLEC 1,000**

	<b>Count</b>	<b>Percent</b>	<b>Count</b>	<b>Percent</b>
<b>Total numbers called.....</b>	1,000	100.0%	1,000	100.0%
Invalid numbers:				
Nonworking/disconnected number.....	460	---	895	---
Modem or FAX tone (all called up to three t	142	---	15	---
Business not in a residence.....	101	---	44	---
Govt phone	15	---	1	---
Total invalid numbers.....	718	71.8%	955	95.5%
Refused to be interviewed.-residence.....	30	3.0%	1	0.1%
Refused to be interviewed.-business.....	2	0.2%	1	0.1%
Not available for duration of project-residence..	21	2.1%	0	0.0%
<b>No Answer/Phone Busy. (Known residence, determined through reverse directory)</b>				
Called 10 times or more, no answer.....	23	2.3%	0	0.0%
<b>No answer/Phone Busy</b>				
Called 10 times or more, no answer.....	47	---	35	---
Called 9 times, no answer.....	0	---	0	---
Total no answer.....	47	4.7%	35	3.5%
<b>Business answering machine/Business Voicemail</b>				
Called 10 times or more, no answer.....	11	---	0	---
Called 8 times, no answer.....	1	---	2	---
Called 7 times, no answer.....	1	---	1	---
Called 6 times, no answer.....	2	---	0	---
Total business ans mach/voicemail....	15	1.5%	3	0.3%
<b>Residence answering machine/res. voicemail</b>				
Called 10 times or more, no answer.....	46	---	0	---
Called 8 times, no answer.....	0	---	1	---
Called 7 times, no answer.....	13	---	2	---
Called 6 times, no answer.....	2	---	0	---
Total residence ans mach/voicemail....	61	6.1%	3	0.3%
Terminated before interview completed.....	8	0.8%	0	0.0%
Language problems- all residence.....	32	3.2%	2	0.2%
<b>Total completed interviews.....</b>	43	4.3%	0	
Cooperation rate.....		51.8%		n/a

**Cooperation rate calculation:**

~~completed interviews+ failed screener+ failed quota~~  
 (completed interviews + failed screener + failed quota + refusals + mid-terminations)

(1) These samples were used to estimate the number of Bell Atlantic residential lines and the number of CLEC residential lines

New York Telephone Competition Survey  
Call Disposition Report  
Primary Sample<sup>1</sup>

	<b>Count</b>	<b>Percent</b>
<b>Total Numbers Called.....</b>	<b>10,500</b>	<b>100.0%</b>
Invalid Numbers		
Nonworking/Disconnected phone.....	2204	—
Modem or Fax Tone <sup>1</sup> .....	920	—
Business not in a residence.....	204	—
Government phone.....	37	—
Total Invalid Numbers.....	4021	38.3%
Refused to be interviewed- Residence.....	1161	11.1%
Refused to be interviewed- Business in a residence....	7	0.1%
Failed screener.....	12	0.1%
Failed sex quota.....	286	2.7%
Not available for duration of project.....	639	6.1%
No answer/answering machine <sup>2</sup> .....	2430	—
Called 5 times or more.....	2430	—
Called 4 times, no answer.....	223	—
Called 1 to 3 times, no answer.....	0	—
Total no answer.....	2653	25.3%
Terminated before interview completed- Residence.....	72	0.7%
Terminated before interview completed- Bus; in residence.	21	0.2%
Language Problems- Residence.....	654	6.2%
Language Problems- Business.....	15	0.1%
<b>Total Completed Interviews<sup>3</sup>.....</b>	<b>959</b>	<b>9.1%</b>
Cooperation rate.....		50.3%

**Cooperation Rate Calculation:**

$$\frac{\text{completed interviews} + \text{failed screener} + \text{failed quota}}{\text{completed interviews} + \text{failed screener} + \text{failed quota} + \text{refusals} + \text{mid-terminations}}$$

<sup>1</sup> Bell Atlantic Prefix's, last 2 digits randomly generated.

<sup>1</sup> Called three times in order to confirm only modem/fax tone disposition

<sup>2</sup> Average number of calls to "no answer/answering machine" is eight.

<sup>3</sup> Total number of completed interviews is 1,002, including 43<sup>42</sup> from the first 1,000 Bell Atlantic Prefix's in which the last 4 digits were randomly generated.

