

Appendix B

Affordability Study 2010

Codebooks with Accompanying Frequencies for Volumes 1, 2, and 3

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Volume 1
 Statewide Telephone Survey of California Households
Questionnaire and Codebook

SLANG

- 1. CONTINUE IN ENGLISH
- 2. CONTINUE IN SPANISH
- 3. CONTINUE IN CHINESE
- 4. CONTINUE IN VIETNAMESE

LANG

Language of Interview

- 1. ENGLISH
- 2. SPANISH
- 3. CHINESE
- 4. VIETNAMESE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CONTINUE IN ENGLISH	1115	80.9	80.9	80.9
	CONTINUE IN SPANISH	250	18.1	18.1	99.1

CONTINUE IN CHINESE	10	.7	.7	99.8
CONTINUE IN VIETNAMESE	3	.2	.2	100.0
Total	1378	100.0	100.0	

INTRO

Hello. My name is [INTERVIEWER NAME] and I'm calling from San Francisco State University on behalf of the California Public Utilities Commission. We are conducting a confidential survey to find out about the affordability of traditional basic phone service. Are you available to talk at this time?

1. YES, CONTINUE IN ENGLISH
2. YES, CONTINUE IN SPANISH
3. YES, CONTINUE IN MANDARIN
4. YES, CONTINUE IN CANTONESE
5. YES, CONTINUE IN VIETNAMESE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, CONTINUE IN ENGLISH	1101	79.9	79.9	79.9
	YES, CONTINUE IN SPANISH	264	19.2	19.2	99.1
	YES, CONTINUE IN MANDARIN	1	.1	.1	99.2

YES, CONTINUE IN CANTONESE	8	.6	.6	99.8
YES, CONTINUE IN VIETNAMESE	3	.2	.2	100.0
Total	1378	100.0	100.0	

CONFIRM

Can I confirm that I have reached you on a [RESIDENTIAL LANDLINE] [CELL] phone?

IF NO, ENTER CORRECT PHONE TYPE

1. CELL PHONE
2. RESIDENTIAL LANDLINE
3. OTHER (digital, cable modem, VoIP, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CELL PHONE	612	44.4	44.4	44.4
	RESIDENTIAL LANDLINE PHONE	761	55.2	55.2	99.7
	OTHER (digital, cable modem, VoIP, etc)	5	.3	.3	100.0
	Total	1378	100.0	100.0	

PTYPE and **NEW**P**T**YPE

1. CELL PHONE
2. RESIDENTIAL LANDLINE
3. OTHER (digital, cable modem, VoIP, etc.)

RECRUIT

[IF CELL PHONE:] We realize that you may be charged for the minutes you use on your cellular phone. If you choose to participate in our survey, we will mail you a \$20 VISA gift card in appreciation for completing this study.

Your name has been randomly selected from among California telephone customers for a confidential survey about telephone service affordability. Do you have about ten minutes to talk?

[IF NOT CELL PHONE:] Your name has been randomly selected from among California telephone customers for a confidential survey about your telephone service affordability. Do you have about ten minutes to talk?

1. CONTINUE

IRB

The survey will take approximately 10 minutes. Your participation is voluntary, and you may answer only those questions you want to answer. You may stop at any time during the course of the survey with no penalty. Would you like to participate in the survey? Your answers will be kept confidential, and there is little or no risk or benefit to you in answering these questions. May I ask you a couple of questions to see if you are eligible to participate?

1. CONTINUE

ELIG

Great, thank you. Are you 18 or older, and knowledgeable about your phone service? (If not, is someone in your residence available to talk who *is* knowledgeable/is 18 or older?) And do you currently live in California?

1. CONTINUE

MONITOR

For quality purposes, my supervisor may monitor this call, OK? [IF NOT OK, SIGNAL SUPERVISOR]

Thanks, and, let’s get started.

1. OK TO MONITOR
2. NOT OK TO MONITOR

FOR ALL RESPONDENTS

Q1

Which company is your service provider for this phone line [AREA CODE+ PHONE NUMBER]?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AT&T	635	46.1	46.8	46.8
	VERIZON	213	15.4	15.7	62.5
	COMCAST	29	2.1	2.2	64.6

COX COMMUNICATIONS (COX DIGITAL)	30	2.2	2.2	66.9
TIME_WARNER CABLE	27	2.0	2.0	68.9
MCI	5	.3	.4	69.2
FRONTIER COMMUNICATIONS	10	.7	.7	70.0
SUREWEST	5	.3	.3	70.3
AT&T WIRELESS.	40	2.9	3.0	73.3
VERIZON WIRELESS.	25	1.8	1.8	75.2
METRO PCS.	77	5.6	5.7	80.8
SPRINT/NEXTEL.	86	6.2	6.3	87.1
T MOBILE.	71	5.2	5.2	92.4
US CELLULAR.	2	.1	.1	92.5
CRICKET WIRELESS.	9	.6	.7	93.2
CALIFORNIA COMMS. EXCHANGE	0	.0	.0	93.2
MPOWER COMMUNICATIONS	3	.3	.3	93.5
NORTH COUNTY COMMUNICATIONS	1	.1	.1	93.6
SBC COMMUNICATIONS	4	.3	.3	93.8

	TELSCAPE	8	.6	.6	94.4
	VOICEPULSE	1	.1	.1	94.5
	WORKING ASSETS (CREDO,LD)	3	.2	.2	94.7
	NET2PHONE	1	.1	.1	94.8
	PACKET 8	3	.2	.2	95.0
	VONAGE	4	.3	.3	95.3
	Calaveras Telephone Co	1	.1	.1	95.4
	Ponderosa Telephone Company	1	.0	.0	95.4
	Sierra Telephone Company	3	.2	.2	95.6
	Other	59	4.3	4.4	100.0
	Total	1356	98.4	100.0	
Missing	DON'T KNOW	14	1.0		
	REFUSED	8	.5		
	Total	21	1.6		
Total		1378	100.0		

[IF Q1 = 1]

ATT

Do you get your phone service through AT&T U-verse digital service?

1. YES
2. NO (ILEC served)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	96	7.0	15.2	15.2
	NO	539	39.1	84.8	100.0
	Total	635	46.1	100.0	
Missing	System	743	53.9		
Total		1378	100.0		

[IF Q1 = 2]

VER

Do you get your service through Verizon FiOS digital service?

1. YES
2. NO (ILEC served)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	49	3.5	22.9	22.9
	NO	164	11.9	77.1	100.0

	Total	213	15.4	100.0
Missing	System	1165	84.6	
	Total	1378	100.0	

[IF NEWPTYPE > 1, SKIP TO Q3]

FOR RESPONDENTS ON A CELL PHONE

Q2

In addition to your cell phone service, do you have residential landline phone service or other non-cell phone service in your home?

- 1. YES
- 2. NO [SKIP TO Q17]
- 88. DON'T KNOW [SKIP TO Q17]
- 99. REFUSED [SKIP TO Q17]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	272	19.8	44.8	44.8
	NO	336	24.4	55.2	100.0
	Total	608	44.1	100.0	
Missing	DON'T KNOW	3	.2		
	REFUSED	1	.1		
	System	765	55.6		

	Total	770	55.9
	Total	1378	100.0

CELLONLY

Cell Phone Only Respondent

- 0. NO
- 1. YES

Q2A

What company provides service for your residential landline phone service or other non-cell phone service in your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AT&T	132	9.6	49.9	49.9
	VERIZON	40	2.9	15.0	64.9
	COMCAST	25	1.8	9.3	74.2
	COX COMMUNICATIONS (COX DIGITAL)	13	1.0	5.0	79.2
	TIME_WARNER CABLE	18	1.3	6.7	85.8
	MCI	1	.1	.4	86.2

	FRONTIER COMMUNICATIONS	3	.2	1.3	87.5
	SUREWEST	4	.3	1.7	89.2
	SBC COMMUNICATIONS	3	.2	1.3	90.5
	TELSCAPE	2	.1	.6	91.1
	VONAGE	3	.2	1.3	92.4
	Sierra Telephone Company	2	.2	.9	93.3
	OTHER	18	1.3	6.7	100.0
	Total	265	19.2	100.0	
Missing	DON T KNOW	6	.4		
	REFUSED	1	.1		
	System	1105	80.2		
	Total	1113	80.8		
	Total	1378	100.0		

[IF Q2A = 1]

ATT2

Do you get your phone service through AT&T U-verse digital service?

1. YES
2. NO (ILEC = 1)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	28	2.0	20.9	20.9
	NO	104	7.6	79.1	100.0
	Total	132	9.6	100.0	
Missing	System	1246	90.4		
Total		1378	100.0		

[IF Q2A = 2]

VER2

Do you get your service through Verizon FiOS digital service?

- 1. YES
- 2. NO (ILEC = 1)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	13	.9	32.2	32.2
	NO	27	2.0	67.8	100.0
	Total	40	2.9	100.0	
Missing	System	1338	97.1		
Total		1378	100.0		

ILEC

Receive service from ILEC Provider

- 0. NO
- 1. YES

DIGITAL

Digital Service

- 0. NO
- 1. YES

FOR ALL RESPONDENTS WITH LANDLINE SERVICE

Q3

Which of the following services are also included in your residential landline bill? [READ LIST. SELECT ALL THAT APPLY]

Q3_1. DSL OR BROADBAND INTERNET SERVICE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	519	37.6	50.0	50.0

	SELECTED	519	37.7	50.0	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q3_2. TELEVISION SERVICE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	784	56.9	75.5	75.5
	SELECTED	254	18.4	24.5	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q3_3. LONG DISTANCE SERVICE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	501	36.4	48.3	48.3

	SELECTED	537	39.0	51.7	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q3_4. ADDITIONAL LINES OR A CELLULAR PLAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	889	64.6	85.7	85.7
	SELECTED	148	10.8	14.3	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q3_5. FEATURES, E.G. VOICE MAIL, CALL FORWARDING, ETC.

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	NOT SELECTED	684	49.7	65.9	65.9
	SELECTED	354	25.7	34.1	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q3_6. NONE OF THE ABOVE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	803	58.3	77.4	77.4
	SELECTED	234	17.0	22.6	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q3_88. DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	NOT SELECTED	1030	74.8	99.2	99.2
	SELECTED	8	.6	.8	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q3_99. REFUSED

0 = NOT SELECTED

1 = SELECTED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1038	75.3	100.0	100.0
Missing	System	340	24.7		
Total		1378	100.0		

Q4

Approximately how much was last month's total residential landline bill? Just your best estimate.

\$_____.

8888 = DON'T KNOW [SKIP TO Q5A]

9999 = REFUSED [SKIP TO Q5A]

[Frequency table excluded due to length]

Q5

Was the bill amount typical for this line?

- 1. YES [SKIP TO Q6]
- 2. NO [SKIP TO Q5A]
- 88. DON'T KNOW [SKIP TO Q6]
- 99. REFUSED [SKIP TO Q6]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	855	62.1	89.7	89.7
	NO	98	7.1	10.3	100.0
	Total	953	69.2	100.0	
Missing	DON'T KNOW	10	.8		
	System	414	30.0		
	Total	424	30.8		
Total		1378	100.0		

Q5A

How much is a typical bill for this line?

\$ _ _ _ . _ _

8888 = DON'T KNOW

9999 = REFUSED

[Frequency table excluded due to length]

Q6TYP

Typical Residential Landline Bill

Q6

Do you find this amount [Q6TYP] affordable?

[IF Q6TYP = 0, 8888, OR 9999:] Do you find the amount of your typical bill affordable?

1. YES, AFFORDABLE

2. NO, NOT AFFORDABLE

88. DON'T KNOW

99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, AFFORDABLE	696	50.5	70.1	70.1
	NO, NOT AFFORDABLE	297	21.6	29.9	100.0
Total		993	72.1	100.0	

Missing	DON'T KNOW	37	2.7
	REFUSED	7	.5
	System	340	24.7
	Total	384	27.9
Total		1378	100.0

FOR ALL RESPONDENTS WITH ILEC PROVIDER SERVICE. IF **ILEC** = 0, SKIP TO **Q15**

Q7

Are you currently enrolled in the California LifeLine Telephone Program? This program provides discounted basic landline telephone services to eligible California households.

- 1. YES [SKIP TO **Q9**]
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	288	20.9	42.6	42.6
	NO	388	28.2	57.4	100.0
	Total	676	49.1	100.0	

Missing	DON'T KNOW	24	1.8
	System	677	49.1
	Total	701	50.9
Total		1378	100.0

LIFE

Current Lifeline Customer

- 0. NO
- 1. YES

Q8

If you are not currently enrolled in this program, have you heard of it?

- 1. YES [SKIP TO Q10]
- 2. NO [SKIP TO Q10]
- 88. DON'T KNOW [SKIP TO Q10]
- 99. REFUSED [SKIP TO Q10]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	238	17.3	59.7	59.7
	NO	161	11.7	40.3	100.0

	Total	399	29.0	100.0
Missing	DON'T KNOW	14	1.0	
	System	965	70.0	
	Total	978	71.0	
	Total	1378	100.0	

Q9

The current rates for households with California Lifeline telephone service ranges from about 4 to about 7 dollars per month. If these rates were to increase, what would be the maximum rate you would pay before you would disconnect this phone service? \$ _ _ _ _ . _ _

7777. No matter the increase, I would not change service [SKIP TO Q10]
 8888. DON'T KNOW [SKIP TO Q10]
 9999. REFUSED [SKIP TO Q10]

[Frequency table excluded due to length]

Q9A

Would you choose to disconnect this phone service at the rate increase up to \$[Q9] because you cannot afford the cost or because it's not worth the cost to you?

1. CANNOT AFFORD THE COST
2. NOT WORTH THE COST
3. BOTH
4. OTHER
88. DON'T KNOW
99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CANNOT AFFORD THE COST	52	3.8	42.6	42.6
	NOT WORTH THE COST	47	3.4	38.5	81.1
	BOTH	18	1.3	15.0	96.1
	OTHER	5	.4	3.9	100.0
	Total	123	8.9	100.0	
Missing	DON'T KNOW	5	.4		
	REFUSED	1	.1		
	System	1248	90.6		
	Total	1254	91.1		
Total		1378	100.0		

Q9B

Would phone service at the rate increase up to \$[Q9] cause you to use or switch to another type of phone service? (such as cellular, digital phone service, Voice over IP)

1. YES, DEFINITELY
2. MAYBE YES
3. MAYBE NOT

4. NO
 88. DON'T KNOW
 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, DEFINITELY	56	4.0	45.4	45.4
	MAYBE YES	38	2.8	31.0	76.3
	MAYBE NOT	7	.5	6.0	82.3
	NO	22	1.6	17.7	100.0
	Total	123	8.9	100.0	
Missing	DON'T KNOW	6	.5		
	System	1248	90.6		
	Total	1255	91.1		
Total		1378	100.0		

Q10

Now, you told me that your typical total phone bill amount, including fees, taxes, and charges for extra services, is [Q6TYP]. If this rate were to increase, what would be the maximum rate you would pay before you would change your current service? \$ ____ . ____

7777. No matter the increase, I would not change service [SKIP TO Q13]
 8888. DON'T KNOW [SKIP TO Q13]
 9999. REFUSED [SKIP TO Q13]

[Frequency table excluded due to length]

Q10A

If your total bill rose to \$[Q10], would you be likely to drop or eliminate [EACH SERVICE FROM Q3 AND BASIC SERVICE] from your service package?

- 1. LIKELY
- 2. NOT LIKELY
- 88. DON'T KNOW
- 99. REFUSED

Q10A_A The basic phone service

[IF LIKELY, ASK Q11 AND Q12]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LIKELY	280	20.3	65.1	65.1
	NOT LIKELY	150	10.9	34.9	100.0
	Total	430	31.2	100.0	
Missing	DON'T KNOW	33	2.4		
	REFUSED	1	.0		
	System	914	66.3		
	Total	947	68.8		
Total		1378	100.0		

Q10A_B DSL or broadband internet service

[SKIP TO Q13]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LIKELY	106	7.7	53.8	53.8
	NOT LIKELY	91	6.6	46.2	100.0
	Total	198	14.3	100.0	
Missing	DON'T KNOW	16	1.1		
	System	1164	84.5		
	Total	1180	85.7		
Total		1378	100.0		

Q10A_C Television service

[SKIP TO Q13]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LIKELY	26	1.9	63.9	63.9
	NOT LIKELY	15	1.1	36.1	100.0
	Total	40	2.9	100.0	
Missing	DON'T KNOW	3	.2		
	System	1334	96.9		

	Total	1337	97.1
Total		1378	100.0

Q10A_D Long distance service [SKIP TO Q13]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LIKELY	134	9.7	65.4	65.4
	NOT LIKELY	71	5.2	34.6	100.0
	Total	205	14.9	100.0	
Missing	DON'T KNOW	16	1.2		
	System	1156	83.9		
	Total	1172	85.1		
Total		1378	100.0		

Q10A_E Additional lines or a cellular plan [SKIP TO Q13]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LIKELY	29	2.1	53.8	53.8
	NOT LIKELY	25	1.8	46.2	100.0

	Total	54	3.9	100.0
Missing	DON'T KNOW	20	1.4	
	System	1303	94.6	
	Total	1323	96.1	
Total		1378	100.0	

Q10A_F Features, e.g. voice mail, call forwarding, etc. [SKIP TO Q13]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	91	6.6	67.9	67.9
	Not likely	43	3.1	32.1	100.0
	Total	133	9.7	100.0	
Missing	DON'T KNOW	8	.6		
	System	1236	89.7		
	Total	1244	90.3		
Total		1378	100.0		

[IF RESPONDENT ANSWERED Q9A AND Q9B, SKIP TO Q13]

Q11

Would you choose to disconnect your phone service at \$[Q10] because you cannot afford the cost or because it's not worth the cost to you?

- 1. CANNOT AFFORD THE COST
- 2. NOT WORTH THE COST
- 3. BOTH
- 4. OTHER REASON
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CANNOT AFFORD THE COST	43	3.1	21.5	21.5
	NOT WORTH THE COST	126	9.1	62.7	84.2
	BOTH	28	2.0	13.8	98.0
	OTHER REASON	4	.3	2.0	100.0
	Total	201	14.6	100.0	
Missing	DON'T KNOW	2	.1		
	System	1175	85.3		
	Total	1177	85.4		
Total		1378	100.0		

Q12

Would a total bill increase to \$[Q10] cause you to use or switch to another type of phone service? (such as cellular, digital phone service, VoIP) [READ LIST]

- 1. YES, DEFINITELY
- 2. MAYBE YES
- 3. MAYBE NOT
- 4. NO
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES, DEFINITELY	148	10.7	74.5	74.5
	MAYBE YES	32	2.3	16.0	90.5
	MAYBE NOT	2	.1	.9	91.4
	NO	17	1.2	8.6	100.0
	Total	199	14.4	100.0	
Missing	DON'T KNOW	4	.3		
	System	1175	85.3		
	Total	1179	85.6		
Total		1378	100.0		

FOR RESPONDENTS WITH ILEC-SERVED LANDLINE. IF ILEC = 0, SKIP TO Q15

Q13

Now I'm going to ask you some questions about residential landline phone service affordability. Do any of the following make this service hard for you to afford? Please answer yes or no to each. (Does this make landline telephone service hard for you to afford?)

- 1. YES
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

Q13_A The cost of long distance or international calling.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	228	16.6	33.9	33.9
	NO	445	32.3	66.1	100.0
	Total	674	48.9	100.0	
Missing	DON'T KNOW	25	1.8		
	REFUSED	1	.1		
	System	678	49.2		
	Total	704	51.1		
Total		1378	100.0		

Q13_B The tendency to talk on the phone too long or to make too many calls. [NOT FOR DIGITAL]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	114	8.3	17.0	17.0
	NO	554	40.3	83.0	100.0
	Total	668	48.5	100.0	
Missing	DON'T KNOW	17	1.2		
	REFUSED	1	.1		
	System	691	50.2		
	Total	709	51.5		
Total		1378	100.0		

Q13_C That you can't control how other people use your phone.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	94	6.8	14.0	14.0
	NO	577	41.9	86.0	100.0
	Total	671	48.7	100.0	
Missing	DON'T KNOW	28	2.0		
	REFUSED	1	.1		

	System	678	49.2
	Total	707	51.3
Total		1378	100.0

Q13_D The cost of extra services like Call Waiting. [NOT FOR DIGITAL]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	160	11.6	24.4	24.4
	NO	496	36.0	75.6	100.0
	Total	656	47.6	100.0	
Missing	DON'T KNOW	29	2.1		
	REFUSED	1	.1		
	System	691	50.2		
	Total	721	52.4		
Total		1378	100.0		

Q13_E The monthly charge for local phone service.

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	YES	184	13.4	28.6	28.6
	NO	461	33.4	71.4	100.0
	Total	645	46.8	100.0	
Missing	DON'T KNOW	52	3.8		
	REFUSED	2	.1		
	System	678	49.2		
	Total	733	53.2		
Total		1378	100.0		

Q13_F Fees, taxes, and surcharges.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	345	25.0	53.4	53.4
	NO	301	21.9	46.6	100.0
	Total	646	46.9	100.0	
Missing	DON'T KNOW	50	3.7		
	REFUSED	3	.2		
	System	678	49.2		
	Total	731	53.1		
Total		1378	100.0		

Q13_G Are there any other reasons that make telephone service hard to afford? **Q13OTH:** _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	119	8.6	21.5	21.5
	NO	435	31.6	78.5	100.0
	Total	554	40.2	100.0	
Missing	DON'T KNOW	144	10.5		
	REFUSED	2	.1		
	System	678	49.2		
	Total	824	59.8		
Total		1378	100.0		

Q14

Since January 1, 2009, has the phone company disconnected your residential landline because you could not afford to pay the bill?

- 1. YES
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	23	1.7	3.4	3.4
	NO	662	48.0	96.6	100.0
	Total	685	49.7	100.0	
Missing	DON'T KNOW	15	1.1		
	REFUSED	1	.1		
	System	677	49.1		
	Total	693	50.3		
Total		1378	100.0		

FOR RESPONDENTS WITH DIGITAL LANDLINE SERVICE. IF NOT DIGITAL + LANDLINE, SKIP TO Q16

Q15

Have you heard of the California LifeLine Telephone Program? The program provides discounted basic landline telephone services to eligible California households.

- 1. YES [SKIP TO Q16]
- 2. NO [SKIP TO Q16]
- 88. DON'T KNOW [SKIP TO Q16]
- 99. REFUSED [SKIP TO Q16]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	153	11.1	52.3	52.3
	NO	140	10.1	47.7	100.0
	Total	293	21.3	100.0	
Missing	DON'T KNOW	10	.7		
	System	1075	78.1		
	Total	1085	78.7		
Total		1378	100.0		

Q15A

If you knew that you could qualify for this program, would it motivate you to have traditional landline phone service in your household?

- 1. YES
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	148	10.7	65.4	65.4
	NO	78	5.7	34.6	100.0

	Total	226	16.4	100.0
Missing	DON'T KNOW	77	5.6	
	System	1075	78.1	
	Total	1152	83.6	
Total		1378	100.0	

FOR RESPONDENTS ON LANDLINE. IF RESPONDENT ON CELL PHONE, SKIP TO Q17

Q16

Does anyone in your household, including yourself, currently have a wireless or cell phone?

Q16_1 YES, ME

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	331	24.0	43.3	43.3
	SELECTED	434	31.5	56.7	100.0
	Total	765	55.6	100.0	
Missing	System	612	44.4		
Total		1378	100.0		

Q16_2 YES, OTHER HOUSEHOLD MEMBER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	485	35.2	63.4	63.4
	SELECTED	280	20.4	36.6	100.0
	Total	765	55.6	100.0	
Missing	System	612	44.4		
Total		1378	100.0		

Q16_3 NO

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	524	38.0	68.4	68.4
	SELECTED	242	17.6	31.6	100.0
	Total	765	55.6	100.0	
Missing	System	612	44.4		
Total		1378	100.0		

Q16_88 DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	763	55.4	99.7	99.7
	SELECTED	2	.1	.3	100.0
	Total	765	55.6	100.0	
Missing	System	612	44.4		
Total		1378	100.0		

Q16_99 REFUSED

0 = NOT SELECTED

1 = SELECTED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	765	55.6	100.0	100.0
Missing	System	612	44.4		
Total		1378	100.0		

LANDONLY

Landline Only Household

- 0. NO
- 1. YES

FOR RESPONDENTS WITH CELL OR DIGITAL SERVICE. IF **Q3** = 1 OR PROVIDER IS VERIZON FiOS OR AT&T U-VERSE, SKIP TO **Q18**

Q17

Does anyone in your household have a broadband or high speed internet connection? (Such as DSL, cable modem, or satellite internet.)

- 1. YES
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	320	23.2	42.3	42.3
	NO	436	31.7	57.7	100.0
	Total	756	54.9	100.0	
Missing	DON'T KNOW	20	1.4		
	System	602	43.7		
	Total	621	45.1		
Total		1378	100.0		

Q18

How many people in this household, including you, rely on your residential landline number?

88. DON'T KNOW

99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 (SELF ONLY)	352	25.6	35.9	35.9
	2	322	23.4	32.8	68.7
	3	127	9.2	13.0	81.7
	4	95	6.9	9.7	91.4
	5	50	3.6	5.0	96.4
	6	22	1.6	2.2	98.7
	7	8	.6	.9	99.5
	8	4	.3	.4	99.9
	9	1	.1	.1	100.0
	Total	981	71.2	100.0	
Missing	DON'T KNOW	30	2.2		
	REFUSED	26	1.9		

	System	340	24.7
	Total	396	28.8
Total		1378	100.0

Q19

If your home telephone service was disconnected, how would you make calls? (Are there any other phones you would use?) [DO NOT READ. SELECT ALL THAT APPLY]

Q19_1 A CELL PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	303	22.0	29.2	29.2
	SELECTED	735	53.4	70.8	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_2 INTERNET OR DIGITAL SERVICE OR VOICE OVER IP (VONAGE, SKYPE, COMCAST, TIME WARNER)

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	NOT SELECTED	1004	72.9	96.8	96.8
	SELECTED	34	2.4	3.2	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_3 A FRIEND, NEIGHBOR, OR A RELATIVE'S PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	906	65.8	87.3	87.3
	SELECTED	131	9.5	12.7	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_4 A PUBLIC PAY PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	NOT SELECTED	956	69.4	92.1	92.1
	SELECTED	82	5.9	7.9	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_5 A PHONE AT WORK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1005	72.9	96.8	96.8
	SELECTED	33	2.4	3.2	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_6 PRE-PAID PHONE CARDS

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	NOT SELECTED	1021	74.1	98.4	98.4
	SELECTED	16	1.2	1.6	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_7 SOME OTHER PHONE (DESCRIBE): **Q19OTH:** _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1025	74.4	98.8	98.8
	SELECTED	12	.9	1.2	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_8 WOULDN'T USE A PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	NOT SELECTED	972	70.6	93.7	93.7
	SELECTED	66	4.8	6.3	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_88 DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	953	69.2	91.9	91.9
	SELECTED	84	6.1	8.1	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q19_99 REFUSED

0 = NOT SELECTED

1 = SELECTED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1032	74.9	99.4	99.4
	SELECTED	6	.4	.6	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

FOR RESPONDENTS ON A CELL PHONE. IF **NEWPTYPE** ≠ 1, SKIP TO **Q31**.

Q20

Does your wireless phone service bill include charges for additional phones such as those included in a “family plan”?

- 1. YES
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	266	19.3	44.7	44.7

	NO	329	23.9	55.3	100.0
	Total	595	43.2	100.0	
Missing	DON'T KNOW	17	1.2		
	System	765	55.6		
	Total	782	56.8		
Total		1378	100.0		

Q21

Besides the phone you use, how many phones are on your cellular service plan?

- 0. NO OTHER PHONES / USERS
- 1. 1
- 2. 2
- 3. 3
- 4. 4
- 5. 5 OR MORE
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NO OTHER PHONES / USERS	288	20.9	48.1	48.1

1	102	7.4	17.0	65.0
2	99	7.2	16.5	81.5
3	48	3.5	8.0	89.6
4	36	2.6	6.0	95.6
5 or more	27	1.9	4.4	100.0
Total	599	43.5	100.0	
Missing				
DON'T KNOW	12	.9		
REFUSED	1	.1		
System	765	55.6		
Total	779	56.5		
Total	1378	100.0		

TOTCELL

Number of Phones on Cell Service Plan

Q22

Last month, about how much was your total bill for your cellular service? (Just your best estimate.) \$_____.

8888 = DON'T KNOW [SKIP TO Q24]
 9999 = REFUSED [SKIP TO Q24]

Q23

Was the amount of that cell phone bill typical for this line?

- 1. YES [SKIP TO Q25]
- 2. NO
- 88. DON'T KNOW [SKIP TO Q25]
- 99. REFUSED [SKIP TO Q25]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	516	37.5	90.6	90.6
	NO	53	3.9	9.4	100.0
	Total	570	41.4	100.0	
Missing	System	808	58.6		
Total		1378	100.0		

Q24

How much is a typical bill for this line? \$_____.

- 8888 = DON'T KNOW
- 9999 = REFUSED

Q25TYP

Typical Wireless Bill

Q25

Do you find the amount of your typical bill [Q25TYP] affordable?

[IF NO Q25TYP:] Do you find the amount of your typical bill affordable?

- 1. YES, AFFORDABLE
- 2. NO, NOT AFFORDABLE
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	418	30.3	71.6	71.6
	NO	166	12.0	28.4	100.0
	Total	584	42.4	100.0	
Missing	DON'T KNOW	27	2.0		
	REFUSED	1	.1		
	System	765	55.6		
	Total	794	57.6		
Total		1378	100.0		

Q26

Does your cellular plan include a data plan?

- 1. YES
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	308	22.4	54.5	54.5
	NO	257	18.7	45.5	100.0
	Total	565	41.0	100.0	
Missing	DON'T KNOW	47	3.4		
	System	765	55.6		
	Total	812	59.0		
Total		1378	100.0		

FOR CELL-ONLY RESPONDENTS. IF LANDLINE ONLY OR LANDLINE + CELL SERVICE, SKIP TO Q31

Q27

Have you heard of the California LifeLine Telephone Program? The program provides discounted basic landline telephone services to eligible California households.

- 1. YES
- 2. NO
- 88. DON'T KNOW

99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	105	7.6	31.3	31.3
	NO	230	16.7	68.7	100.0
	Total	334	24.2	100.0	
Missing	DON'T KNOW	6	.4		
	System	1038	75.3		
	Total	1043	75.8		
Total		1378	100.0		

Q28

If you knew that you could qualify for this program, would it motivate you to have residential landline phone service in your household?

- 1. YES
- 2. NO
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	116	8.4	37.8	37.8

	NO	191	13.9	62.2	100.0
	Total	307	22.3	100.0	
Missing	DON'T KNOW	31	2.2		
	REFUSED	1	.1		
	System	1038	75.3		
	Total	1070	77.7		
Total		1378	100.0		

Q29

What are the most important reasons why you choose *not* to have landline service at your home? [DO NOT READ. SELECT ALL THAT APPLY]

Q29_1 WIRELESS IS MORE CONVENIENT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	237	17.2	69.6	69.6
	SELECTED	103	7.5	30.4	100.0
	Total	340	24.7	100.0	
Missing	System	1038	75.3		
Total		1378	100.0		

Q29_2 CAN'T AFFORD BOTH LANDLINE AND WIRELESS SERVICE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	290	21.0	85.2	85.2
	SELECTED	50	3.6	14.8	100.0
	Total	340	24.7	100.0	
Missing	System	1038	75.3		
Total		1378	100.0		

Q29_3 WIRELESS COSTS LESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	308	22.4	90.6	90.6
	SELECTED	32	2.3	9.4	100.0
	Total	340	24.7	100.0	
Missing	System	1038	75.3		
Total		1378	100.0		

Q29_4 DON'T NEED LANDLINE SERVICE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	207	15.0	61.0	61.0
	SELECTED	133	9.6	39.0	100.0
	Total	340	24.7	100.0	
Missing	System	1038	75.3		
Total		1378	100.0		

Q29_5 LANDLINE SERVICE IS NOT AVAILABLE IN MY HOME AREA

		Frequency	Percent	Valid Percent	Cumulative Percent	
dimension0	Valid	NOT SELECTED	340	24.7	100.0	100.0
	Missing	System	1038	75.3		
Total			1378	100.0		

Q29_6 OTHER REASON (SPECIFY): Q29OTH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	222	16.1	65.2	65.2
	SELECTED	118	8.6	34.8	100.0
	Total	340	24.7	100.0	
Missing	System	1038	75.3		
Total		1378	100.0		

Q29_88 DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	327	23.8	96.3	96.3
	SELECTED	13	.9	3.7	100.0
	Total	340	24.7	100.0	
Missing	System	1038	75.3		
Total		1378	100.0		

Q29_99 REFUSED

0 = NOT SELECTED
1 = SELECTED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	336	24.4	98.7	98.7
	SELECTED	4	.3	1.3	100.0
	Total	340	24.7	100.0	
Missing	System	1038	75.3		
Total		1378	100.0		

Q30

How likely is it that you will consider having landline service in your home within the next 12 months?

- 1. LIKELY [SKIP TO Q33]
- 2. NOT LIKELY [SKIP TO Q33]
- 88. DON'T KNOW [SKIP TO Q33]
- 99. REFUSED [SKIP TO Q33]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LIKELY	94	6.8	31.6	31.6
	NOT LIKELY	204	14.8	68.4	100.0

	Total	298	21.6	100.0
Missing	DON'T KNOW	35	2.5	
	REFUSED	7	.5	
	System	1038	75.3	
	Total	1080	78.4	
Total		1378	100.0	

FOR RESPONDENTS WITH LANDLINE OR LANDLINE + CELL SERVICE

Q31

What are the most important reasons why you choose to keep your residential landline? [DO NOT READ. SELECT ALL THAT APPLY]

Q31_1 IT'S MY PRIMARY LINE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	758	55.0	73.0	73.0
	SELECTED	280	20.3	27.0	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	758	55.0	73.0	73.0
	SELECTED	280	20.3	27.0	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_2 CONVENIENCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	757	54.9	72.9	72.9
	SELECTED	281	20.4	27.1	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_3 VALUABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	999	72.5	96.3	96.3
	SELECTED	38	2.8	3.7	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_4 AFFORDABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	968	70.3	93.3	93.3
	SELECTED	69	5.0	6.7	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_5 NEED IT FOR DSL BROADBAND

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	933	67.7	89.9	89.9
	SELECTED	104	7.6	10.1	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_6 COMES WITH MY CABLE PACKAGE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	993	72.1	95.7	95.7
	SELECTED	44	3.2	4.3	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_7 FOR 911 ACCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	813	59.0	78.3	78.3
	SELECTED	225	16.3	21.7	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_8 RELIABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	910	66.0	87.7	87.7
	SELECTED	128	9.3	12.3	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_9 RECEPTION IS BETTER THAN CELL SERVICE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	958	69.6	92.3	92.3
	SELECTED	79	5.8	7.7	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_10 I CAN'T AFFORD OTHER SERVICES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1032	74.9	99.5	99.5
	SELECTED	6	.4	.5	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_11 OTHER (SPECIFY): Q31OTH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	774	56.2	74.6	74.6
	SELECTED	264	19.1	25.4	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_88 DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	999	72.5	96.3	96.3
	SELECTED	39	2.8	3.7	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q31_99 REFUSED

0 = NOT SELECTED
 1 = SELECTED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1032	74.9	99.4	99.4
	SELECTED	6	.4	.6	100.0
	Total	1038	75.3	100.0	
Missing	System	340	24.7		
Total		1378	100.0		

Q32

How likely is it that you will still have your residential landline phone 12 months from now?

- 1. LIKELY [SKIP TO Q33]
- 2. NOT LIKELY
- 88. DON'T KNOW [SKIP TO Q33]
- 99. REFUSED [SKIP TO Q33]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LIKELY	909	66.0	93.2	93.2
	NOT LIKELY	66	4.8	6.8	100.0

	Total	975	70.8	100.0
Missing	DON'T KNOW	56	4.1	
	REFUSED	6	.5	
	System	340	24.7	
	Total	402	29.2	
Total		1378	100.0	

Q32A

Why do you think you won't have your residential landline phone 12 months from now? [DO NOT READ]

1. I CAN'T AFFORD IT
2. I CAN AFFORD IT BUT I THINK IT'S TOO EXPENSIVE
3. I DON'T USE/NEED IT
4. OTHER REASON (SPECIFY): **Q32AOTH:** _____
88. DON'T KNOW
- 99 REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CAN'T AFFORD IT	10	.7	16.6	16.6
	CAN AFFORD IT BUT THINK IT'S TOO EXPENSIVE	8	.6	13.8	30.4

	DON'T USE OR NEED IT	20	1.4	32.2	62.6
	OTHER	23	1.7	37.4	100.0
	Total	61	4.4	100.0	
Missing	DON'T KNOW	4	.3		
	REFUSED	1	.1		
	System	1311	95.2		
	Total	1316	95.6		
Total		1378	100.0		

DEMOGRAPHIC QUESTIONS FOR ALL RESPONDENTS

Q33

And finally, I will ask you some questions that will help us know how well our survey represents all Californians. Again, your responses are completely confidential. How many people currently live in your household, including yourself?

- 1. 1 (JUST ME)
- 2. 2
- 3. 3
- 4. 4
- 5. 5 OR MORE
- 88. DON'T KNOW
- 99. REFUSE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 (SELF ONLY)	305	22.2	23.0	23.0
	2	385	28.0	29.0	51.9
	3	180	13.0	13.5	65.5
	4	232	16.8	17.4	82.9
	5 OR MORE	227	16.5	17.1	100.0
	Total	1329	96.5	100.0	
Missing	DON'T KNOW	1	.1		
	REFUSED	48	3.5		
	Total	49	3.5		
Total		1378	100.0		

Q34

Which of the following best describes your total gross annual household income, before taxes? [READ LIST. STOP WHERE RESPONDENT ANSWERS YES]

1. \$24,000 or less
2. \$24,001 - \$34,000
3. \$34,001 - \$39,800
4. \$39,801 - \$50,000
5. \$50,001 - \$75,000
6. Over \$75,000

88. DON'T KNOW
 99. REFUSE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$24,000 OR LESS	388	28.2	35.0	35.0
	\$24,001 - \$34,000	159	11.5	14.3	49.3
	\$34,001 - \$39,800	65	4.7	5.9	55.2
	\$39,801 - \$50,000	101	7.4	9.1	64.4
	\$50,001 - \$75,000	110	8.0	9.9	74.3
	Over \$75,000	285	20.7	25.7	100.0
	Total	1109	80.5	100.0	
Missing	DON'T KNOW	83	6.0		
	REFUSED	185	13.4		
	Total	268	19.5		
Total		1378	100.0		

Q35

Is your age within one of the following categories?

1. 18 to 29 years of age
2. 30 to 39 years

- 3. 40 to 59 years
- 4. 60 years or older
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 29 years of age	252	18.3	19.1	19.1
	30 to 39 years of age	243	17.6	18.4	37.5
	40 to 59 years of age	452	32.8	34.3	71.8
	60 years or older	372	27.0	28.2	100.0
	Total	1319	95.7	100.0	
Missing	DON'T KNOW	2	.2		
	REFUSED	57	4.1		
	Total	59	4.3		
Total		1378	100.0		

Q36

Please tell us what your racial or ethnic background is. Are you white, black or African American, Hispanic or Latino, Asian Pacific Islander, Native American Indian, or a member of another race?

[SELECT ALL THAT APPLY]

Q36_1 WHITE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	698	50.7	50.7	50.7
	SELECTED	680	49.3	49.3	100.0
	Total	1378	100.0	100.0	

Q36_2 BLACK OR AFRICAN AMERICAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1277	92.7	92.7	92.7
	SELECTED	100	7.3	7.3	100.0
	Total	1378	100.0	100.0	

Q36_3 HISPANIC/LATINO

		Frequency	Percent	Valid Percent	Cumulative Percent
--	--	-----------	---------	---------------	--------------------

Valid	NOT SELECTED	955	69.4	69.4	69.4
	SELECTED	422	30.6	30.6	100.0
	Total	1378	100.0	100.0	

Q36_4 ASIAN AMERICAN/PACIFIC ISLANDER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1253	91.0	91.0	91.0
	SELECTED	124	9.0	9.0	100.0
	Total	1378	100.0	100.0	

Q36_5 NATIVE AMERICAN INDIAN OR ALASKAN NATIVE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1349	98.0	98.0	98.0
	SELECTED	28	2.0	2.0	100.0
	Total	1378	100.0	100.0	

Q36_6 OTHER (SPECIFY): Q36OTH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1363	99.0	99.0	99.0
	SELECTED	14	1.0	1.0	100.0
	Total	1378	100.0	100.0	

Q36_88 DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1376	99.9	99.9	99.9
	SELECTED	2	.1	.1	100.0
	Total	1378	100.0	100.0	

Q36_99 REFUSED

- 0 = NOT SELECTED
- 1 = SELECTED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NOT SELECTED	1291	93.8	93.8	93.8
	SELECTED	86	6.2	6.2	100.0
	Total	1378	100.0	100.0	

Q37

Are you currently employed?

- 1. YES
- 2. NO
- 3. OTHER (RETIRED, STUDENT, HOMEMAKER, DISABLED)
- 88. DON'T KNOW
- 99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	705	51.2	53.2	53.2
	NO	313	22.7	23.6	76.8

	OTHER (RETIRED, STUDENT, HOMEMAKER, DISABLED)	307	22.3	23.2	100.0
	Total	1325	96.2	100.0	
Missing	DON'T KNOW	1	.1		
	REFUSED	51	3.7		
	Total	52	3.8		
	Total	1378	100.0		

CLOSING FOR RESPONDENTS ON A CELL PHONE

Our survey is complete. Thank you for your participation. Please provide a name and mailing address where I can send your \$20 VISA gift card. We will only use the information to send you your gift card and will not store this information with your survey responses.

First name: _____

Last name: _____

Mailing address: _____ [CONFIRM ADDRESS]

Great, your card should arrive at the address you provided within ten business days. If you have any questions about this study you can contact the principal investigator, Gerald Eisman. Would you like his contact information?

IF YES: You can reach Dr. Eisman at 415-338-2978. [IF NEEDED:] You may also contact the Office of the Committee for the Protection of Human Subjects at SF State University, 254 Administration Bldg, 1600 Holloway Avenue, San Francisco, CA 94132, phone:

415-338-1093. email: protocol@sfsu.edu

Thank you again. Have a nice day/evening.

CLOSING FOR RESPONDENTS ON A LANDLINE PHONE

Our survey is complete. Thank you for your participation. If you have any questions about this study you can contact the principal investigator, Gerald Eisman. Would you like his contact information?

IF YES: You can reach Dr. Eisman at 415-338-2978. [IF NEEDED:] You may also contact the Office of the Committee for the Protection of Human Subjects at SF State University, 254 Administration Bldg, 1600 Holloway Avenue, San Francisco, CA 94132, phone: 415-338-1093. email: protocol@sfsu.edu

Thank you again and have a nice day/evening.

DISPO

Final Sample Disposition Code

- 40. Wireless Complete
- 41. Landline (non-Lifeline)
- 42. LifeLine Customer Complete
- 400. Wireless Partial Complete
- 410. Landline Partial Complete
- 420. Lifeline Customer Partial Complete

ELAPSED

Length of Interview in Minutes

LIFE

Current Lifeline Customer

- 0. NO
- 1. YES

SAMPLE

- 1. FROM WIRELESS SAMPLE
- 2. FROM LANDLINE SAMPLE

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Volume 2
Telephone Survey of Landline Customers in CHCF-B Areas
Questionnaire and Codebook

INTRO

Hello. My name is [INTERVIEWER NAME] and I'm calling from San Francisco State University on behalf of the California Public Utilities Commission. May I speak with [RESPONDENT NAME]?

1. YES, CONTINUE IN ENGLISH
2. YES, CONTINUE IN SPANISH
3. YES, CONTINUE IN CHINESE
4. YES, CONTINUE IN VIETNAMESE
5. NOT AVAILABLE (CALLBACK IN ENGLISH)
6. NOT AVAILABLE (CALLBACK IN SPANISH)
7. NOT AVAILABLE (CALLBACK IN MANDARIN)
8. NOT AVAILABLE (CALLBACK IN CANTONESE)
9. NOT AVAILABLE (CALLBACK IN VIETNAMESE)
10. NO ONE BY THAT NAME (WRONG NUMBER)
11. LANGUAGE PROBLEM
12. VOICEMAIL/ANSWERING MACHINE
13. BUSY
14. NO ANSWER
15. DISCONNECTED NUMBER
16. FAX LINE
17. HANG-UP/INITIAL REFUSAL
18. HARD REFUSAL (DON'T CALL BACK)
19. PHYSICALLY OR MENTALLY UNABLE
20. INELIGIBLE

AVAIL

I am not selling anything. I am following up on a letter that was mailed to you by the California Public Utilities Commission, which sets basic local rates for California telephone service. We are conducting a confidential survey to find out if the basic local phone rate is affordable. Did you receive this letter?

- 1. YES
- 2. NO [SKIP TO **NLETTER**]
- 3. DON'T KNOW [SKIP TO **NLETTER**]

LETTER

Do you have any questions about this study?

IF YES: ANSWER QUESTIONS FROM INFORMATION SHEET

Do you have about 5 minutes to talk with me?

IF NOT: Then, may I call you back at a time that is convenient for you?

- 1. YES, CONTINUE [SKIP TO **CONT**]
- 2. NO, SCHEDULE CALLBACK IN ENGLISH
- 3. NO, SCHEDULE CALLBACK IN SPANISH
- 4. NO, SCHEDULE CALLBACK IN MANDARIN
- 5. NO, SCHEDULE CALLBACK IN CANTONESE
- 6. NO, SCHEDULE CALLBACK IN VIETNAMESE
- 7. REFUSED - DO NOT CALL BACK

NLETTER

The letter explained that your name has been randomly selected, from among California telephone customers, for a confidential survey about whether the basic local phone rate is affordable. Do you have any questions so far?

IF YES: ANSWER QUESTIONS FROM INFORMATION SHEET

Do you have about 5 minutes to talk with me?

IF NOT:

Then, may I call you back at a time that is convenient for you?

1. YES, CONTINUE
2. NO, SCHEDULE CALLBACK IN ENGLISH
3. NO, SCHEDULE CALLBACK IN SPANISH
4. NO, SCHEDULE CALLBACK IN MANDARIN
5. NO, SCHEDULE CALLBACK IN CANTONESE
6. NO, SCHEDULE CALLBACK IN VIETNAMESE
7. REFUSED - DO NOT CALL BACK

CONT

Great, thank you. I will be asking your opinions about this phone line [TELEPHONE NUMBER] and some demographic questions. If anything I say or ask isn't clear, please let me know so I can better explain.

You must be 18 years of age or older to participate. Your decision to participate in this survey is voluntary. The final results and reports will be anonymous. Your responses will be kept secure and only used by the study researchers. If I ask a question you prefer not to answer, just let me know and I'll skip over it. Are you interested in participating?

IF THEY HAVE NOT READ THE MATERIALS SENT OR IF THEY RAISE QUESTIONS ABOUT PRIVACY, THEN REITERATE THIS FROM THE INFORMATION SHEET.

IF YES: Great, thank you! For quality purposes, my supervisor may monitor this call, OK?

IF NOT OK: SIGNAL CATI MONITOR TO LET HIM KNOW, THEN CONTINUE

YES, BUT LATER: When is a better time to call you back? Thank you very much. We will contact you then. Good bye.

IF PERSON DECLINES TO PARTICIPATE FURTHER

I'm sorry to hear that. Can I answer any questions about the research that might help change your mind?

IF NO: Well, thank you very much for your time. We will not call you again about this. Goodbye.

1. CONTINUE, MONITOR
2. CONTINUE, NO MONITOR
3. SCHEDULE CALLBACK ENGLISH
4. SCHEDULE CALLBACK SPANISH
5. SCHEDULE CALLBACK MANDARIN
6. SCHEDULE CALLBACK CANTONESE
7. SCHEDULE CALLBACK VIETNAMESE
8. REFUSED - DO NOT CALLBACK

Q1

Last month, about how much was the total bill that you received from [SERVICE PROVIDER] for this line [AREA CODE & PHONE NUMBER]? (PROBE: Just your best estimate)

ENTER AMOUNT: **Q1AMT**

777777. INVALID ANSWER

888888. N/A

999999. REFUSED

[Frequency distribution excluded due to length]

Q2

Was the amount of that bill typical for this line?

1. YES [SKIP TO Q3]
2. NO

3. DON'T KNOW

[SKIP TO Q3]

4. REFUSED

[SKIP TO Q3]

88. N/A

99. MISSING

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Yes	73009	86.0	89.8	89.8
No	8317	9.8	10.2	100.0
Total	81326	95.8	100.0	
Missing				
Don't know	743	.9		
Refused	1	.0		
N/A	2751	3.2		
Missing	34	.0		
Total	3530	4.2		
Total	84855	100.0		

Q2_1AMT

How much is the typical bill for this line?

ENTER AMOUNT:

888888. N/A

999999. REFUSED

[Frequency distribution excluded due to length]

Q3

Which of the following services are also included in your bill?

[SELECT ALL THAT APPLY]

Q3_1. DSL or Broadband internet service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	61677	72.7	73.4	73.4
	True	22403	26.4	26.6	100.0
	Total	84080	99.1	100.0	
Missing	Don't know	740	.9		
	Refused	36	.0		
	Total	776	.9		
Total		84855	100.0		

Q3_2. Television service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	76541	90.2	91.0	91.0
	True	7538	8.9	9.0	100.0
	Total	84080	99.1	100.0	

Missing	Don't know	740	.9	
	Refused	36	.0	
	Total	776	.9	
Total		84855	100.0	

Q3_3. Long distance service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	31918	37.6	38.0	38.0
	True	52161	61.5	62.0	100.0
	Total	84080	99.1	100.0	
Missing	Don't know	740	.9		
	Refused	36	.0		
	Total	776	.9		
Total		84855	100.0		

Q3_4. Additional lines or a cellular plan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	70709	83.3	84.1	84.1
	True	13370	15.8	15.9	100.0
	Total	84080	99.1	100.0	
Missing	Don't know	740	.9		
	Refused	36	.0		
	Total	776	.9		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	70709	83.3	84.1	84.1
	True	13370	15.8	15.9	100.0
	Total	84080	99.1	100.0	
Missing	Don't know	740	.9		
	Refused	36	.0		
	Total	776	.9		
Total		84855	100.0		

Q3_5. Other features such as voicemail or call forwarding

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	55225	65.1	65.7	65.7
	True	28854	34.0	34.3	100.0
	Total	84080	99.1	100.0	
Missing	Don't know	740	.9		
	Refused	36	.0		
	Total	776	.9		
Total		84855	100.0		

Q3_6. None of the above

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	63785	75.2	75.9	75.9
	True	20295	23.9	24.1	100.0
	Total	84080	99.1	100.0	
Missing	Don't know	740	.9		
	Refused	36	.0		
	Total	776	.9		
Total		84855	100.0		

Q3_7. DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	84080	99.1	99.1	99.1
	True	740	.9	.9	100.0
	Refused	36	.0	.0	100.0
Total		84855	100.0	100.0	

Q3_8. REFUSED

- 0. FALSE
- 1. TRUE

- 2. DON'T KNOW
- 3. REFUSED
- 77. INVALID ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	84820	100.0	100.0	100.0
	True	36	.0	.0	100.0
	Total	84855	100.0	100.0	

Q4

Last month, was your telephone bill easy or hard for you to afford?

(PROBE: Was it easy or hard to have enough money to pay your bill?)

- 1. EASY TO AFFORD
- 2. HARD TO AFFORD
- 3. DON'T KNOW
- 4. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Easy to afford	49207	58.0	62.8	62.8
	Hard to afford	29127	34.3	37.2	100.0
	Total	78335	92.3	100.0	

Missing	Don't know	6159	7.3	
	Refused	362	.4	
	Total	6521	7.7	
Total		84855	100.0	

Q5

Since January 1, 2009, has the phone company disconnected this phone line because you could not afford to pay the bill?

1. YES
2. NO
3. DON'T KNOW
4. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2931	3.5	3.5	3.5
	No	81722	96.3	96.5	100.0
	Total	84653	99.8	100.0	
Missing	Don't know	202	.2		
Total		84855	100.0		

Q6

Are you a California LifeLine customer? (PROBE: California LifeLine provides discounted basic telephone services to eligible households.)

1. YES
2. NO
3. DON'T KNOW
4. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19605	23.1	23.8	23.8
	No	62705	73.9	76.2	100.0
	Total	82310	97.0	100.0	
Missing	Don't know	2545	3.0		
	Refused	1	.0		
	Total	2546	3.0		
Total		84855	100.0		

Q7MAX

Now, your current rate for basic local phone service with [PROVIDER] excluding fees, taxes, and charges for extra services is \$[PHONE RATE]. If this rate were to increase, what would be the maximum rate you would pay before you would disconnect this phone service? (PROBE: Basic service is local phone service, without long distance and extra services like Call Waiting.)

ENTER TOTAL RATE AMOUNT:

666666. NO MATTER THE INCREASE, I WOULD NOT CHANGE SERVICE [SKIP TO Q10]

777777. DON'T KNOW [SKIP TO Q10]

888888. INVALID ANSWER [SKIP TO Q10]

999999. REFUSED [SKIP TO Q10]

[Frequency distribution excluded due to length]

Q8

Would you choose to disconnect this phone service at a basic rate increase up to \$[Q7MAX] because you cannot afford the cost or it's not worth the cost to you?

1. CANNOT AFFORD THE COST
2. NOT WORTH THE COST
3. BOTH
4. OTHER
5. DON'T KNOW
6. REFUSED
7. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cannot afford the cost	6382	7.5	16.7	16.7
	Not worth the cost	24944	29.4	65.3	82.0
	Both	5801	6.8	15.2	97.2
	Other	1088	1.3	2.8	100.0
	Total	38215	45.0	100.0	
Missing	Don't know	1578	1.9		
	Refused	126	.1		
	Not applicable	44937	53.0		
	Total	46640	55.0		
Total	84855	100.0			

Q9

Would a basic local rate increase to \$[Q7MAX] cause you to use or switch to another type of phone service? (PROBE: such as cellular, digital phone service, Voice over IP)

1. YES, DEFINITELY
2. MAYBE YES
3. MAYBE NOT
4. NO
5. DON'T KNOW
6. REFUSED
7. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, definitely	24951	29.4	64.4	64.4
	Maybe yes	8088	9.5	20.9	85.2
	Maybe not	967	1.1	2.5	87.7
	No	4765	5.6	12.3	100.0
	Total	38770	45.7	100.0	
Missing	Don't know	1115	1.3		
	Refused	34	.0		
	Not applicable	44937	53.0		
	Total	46085	54.3		
Total		84855	100.0		

Q10

According to your telephone company, your current basic local phone rate, including all state and federal charges and fees, is typically \$[RATE AMOUNT]. Do you find this affordable?

- 1. YES, AFFORDABLE
- 2. NO, NOT AFFORDABLE
- 3. DON'T KNOW
- 4. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, affordable	63854	75.3	80.1	80.1
	No, not affordable	15891	18.7	19.9	100.0
	Total	79745	94.0	100.0	
Missing	Don't know	4131	4.9		
	Refused	979	1.2		
	Total	5110	6.0		
Total		84855	100.0		

Q11MAX

Now you told me that your typical total bill amount, including fees, taxes, and charges for extra services is \$[Q1 OR Q2_1]. If this rate were to increase, what would be the maximum rate you would pay before you change your current service?

ENTER TOTAL RATE AMOUNT:

666666. NO MATTER THE INCREASE, I WOULD NOT CHANGE SERVICE [SKIP TO Q13]
 777777. DON'T KNOW [SKIP TO Q13]
 888888. INVALID ANSWER [SKIP TO Q13]
 999999. REFUSED [SKIP TO Q13]

[Frequency distribution excluded due to length]

Q12

If your total bill rose to \$[Q11MAX], would you be likely to drop or eliminate [EACH SERVICE FROM Q3, PLUS “BASIC PHONE SERVICE”] from your service package?

Q12_1. DSL or broadband internet service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	7729	9.1	58.0	58.0
	Not likely	5586	6.6	42.0	100.0
	Total	13314	15.7	100.0	
Missing	Don't know	853	1.0		
	Refused	24	.0		
	Not applicable	70664	83.3		
	Total	71541	84.3		
Total		84855	100.0		

Q12_2. Television service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	3172	3.7	66.4	66.4
	Not likely	1604	1.9	33.6	100.0
	Total	4776	5.6	100.0	
Missing	Don't know	247	.3		
	Refused	24	.0		
	Not applicable	79809	94.1		
	Total	80080	94.4		
Total		84855	100.0		

Q12_3. Long distance service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	23217	27.4	70.7	70.7
	Not likely	9611	11.3	29.3	100.0
	Total	32828	38.7	100.0	
Missing	Don't know	1324	1.6		
	Refused	57	.1		
	Not applicable	50646	59.7		
	Total	52027	61.3		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	23217	27.4	70.7	70.7
	Not likely	9611	11.3	29.3	100.0
	Total	32828	38.7	100.0	
Missing	Don't know	1324	1.6		
	Refused	57	.1		
	Not applicable	50646	59.7		
	Total	52027	61.3		
Total		84855	100.0		

Q12_4. Additional lines or a cellular plan

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	5148	6.1	64.0	64.0
	Not likely	2897	3.4	36.0	100.0
	Total	8045	9.5	100.0	
Missing	Don't know	483	.6		
	Not applicable	76328	90.0		
	Total	76811	90.5		
Total		84855	100.0		

Q12_5. Features, e.g. voice mail, call forwarding, etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	14799	17.4	78.9	78.9
	Not likely	3948	4.7	21.1	100.0
	Total	18747	22.1	100.0	
Missing	Don't know	583	.7		
	Refused	13	.0		
	Not applicable	65512	77.2		
	Total	66108	77.9		
Total		84855	100.0		

Q12_6. None of the above

		Frequency	Percent
Missing	System	84855	100.0

Q12_7. DON'T KNOW

		Frequency	Percent
Missing	System	84855	100.0

Q12_8. REFUSED

	Frequency	Percent
Missing System	84855	100.0

Q12_9. Your basic telephone service

- 1. LIKELY
- 2. NOT LIKELY
- 3. DON'T KNOW
- 4. REFUSED
- 5. NOT APPLICABLE
- 99. MISSING

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Likely	36856	43.4	71.5	71.5
Valid Not likely	14708	17.3	28.5	100.0
Valid 99	1	.0	.0	100.0
Valid Total	51565	60.8	100.0	
Missing Don't know	2523	3.0		
Missing Refused	59	.1		
Missing Not applicable	30708	36.2		
Missing Total	33290	39.2		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Likely	36856	43.4	71.5	71.5
	Not likely	14708	17.3	28.5	100.0
	99	1	.0	.0	100.0
	Total	51565	60.8	100.0	
Missing	Don't know	2523	3.0		
	Refused	59	.1		
	Not applicable	30708	36.2		
	Total	33290	39.2		
Total		84855	100.0		

Q13

Now I'm going to ask you some questions about affordability. Do any of the following make telephone service hard for you to afford?
(PROBE: Does this make telephone service hard for you to afford?)

Q13_1. The cost of long distance calling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	27347	32.2	33.2	33.2
	No	55059	64.9	66.8	100.0
	Total	82405	97.1	100.0	

Missing	Don't know	2286	2.7	
	Refused	164	.2	
	Total	2450	2.9	
Total		84855	100.0	

Q13_2. The tendency to talk on the phone too long or to make too many calls

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12112	14.3	14.6	14.6
	No	70986	83.7	85.4	100.0
	Total	83098	97.9	100.0	
Missing	Don't know	1683	2.0		
	Refused	75	.1		
	Total	1758	2.1		
Total		84855	100.0		

Q13_3. That you can't control how other people use your phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9827	11.6	11.7	11.7
	No	73932	87.1	88.3	100.0

	Total	83759	98.7	100.0
Missing	Don't know	966	1.1	
	Refused	130	.2	
	Total	1096	1.3	
Total		84855	100.0	

Q13_4. The cost of extra services like Call Waiting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21723	25.6	26.3	26.3
	No	60899	71.8	73.7	100.0
	Total	82623	97.4	100.0	
Missing	Don't know	2022	2.4		
	Refused	211	.2		
	Total	2233	2.6		
Total		84855	100.0		

Q13_5. The monthly charge for local phone service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21825	25.7	27.0	27.0

	No	59047	69.6	73.0	100.0
	Total	80871	95.3	100.0	
Missing	Don't know	3704	4.4		
	Refused	280	.3		
	Total	3984	4.7		
Total		84855	100.0		

Q13_6. Fees, taxes, and surcharges

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44510	52.5	54.3	54.3
	No	37388	44.1	45.7	100.0
	Total	81898	96.5	100.0	
Missing	Don't know	2656	3.1		
	Refused	301	.4		
	Total	2958	3.5		
Total		84855	100.0		

Q13_7. Are there any other reasons that make telephone service hard to afford? (SPECIFY): **Q13OTH:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19469	22.9	23.3	23.3
	No	63946	75.4	76.7	100.0
	Total	83415	98.3	100.0	
Missing	Don't know	1288	1.5		
	Refused	152	.2		
	Total	1440	1.7		
Total		84855	100.0		

Q13econ. Economic reasons, such as limited income, unemployment, or the general state of the economy.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5360	6.3	26.0	26.0
	No	15261	18.0	74.0	100.0
	Total	20621	24.3	100.0	
Missing	Not applicable	64234	75.7		
Total		84855	100.0		

Q13ratechg. Rate changes, including its unpredictability.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1307	1.5	6.3	6.3
	No	19315	22.8	93.7	100.0
	Total	20621	24.3	100.0	
Missing	Not applicable	64234	75.7		
Total		84855	100.0		

Q13rurdist. Rural distances qualify “local” calls as long distance.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	408	.5	2.0	2.0
	No	20213	23.8	98.0	100.0
	Total	20621	24.3	100.0	
Missing	Not applicable	64234	75.7		
Total		84855	100.0		

Q13bundle. The need to purchase telephone service bundles or packages.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	799	.9	3.9	3.9

	No	19822	23.4	96.1	100.0
	Total	20621	24.3	100.0	
Missing	Not applicable	64234	75.7		
Total		84855	100.0		

Q13srvc. Telephone service and repairs.

1. YES
2. NO
3. DON'T KNOW
4. REFUSED
5. N/A

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1028	1.2	5.0	5.0
	No	19594	23.1	95.0	100.0
	Total	20621	24.3	100.0	
Missing	Not applicable	64234	75.7		
Total		84855	100.0		

Q14

If your home telephone service was disconnected, how would you make calls? (SELECT ALL THAT APPLY)(PROBE: Are there any other phones you would use?)

Q14_1. A CELL PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	16164	19.0	19.6	19.6
	True	66296	78.1	80.4	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_2. INTERNET OR DIGITAL PHONE SERVICE OR VOICE OVER IP (VONAGE, SKYPE, COMCAST, TIME WARNER)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	77261	91.0	93.7	93.7
	True	5200	6.1	6.3	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	77261	91.0	93.7	93.7
	True	5200	6.1	6.3	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_3. A FRIEND, NEIGHBOR, OR A RELATIVES' PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	76011	89.6	92.2	92.2
	True	6449	7.6	7.8	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_4. A PUBLIC PAY PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	79323	93.5	96.2	96.2
	True	3138	3.7	3.8	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_5. A PHONE AT WORK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	81155	95.6	98.4	98.4
	True	1305	1.5	1.6	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_6. PRE-PAID PHONE CARDS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	80211	94.5	97.3	97.3
	True	2249	2.7	2.7	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_7. SOME OTHER PHONE (DESCRIBE BELOW)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	80863	95.3	98.1	98.1
	True	1597	1.9	1.9	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	80863	95.3	98.1	98.1
	True	1597	1.9	1.9	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_8. WOULDN'T USE A PHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	75498	89.0	91.6	91.6
	True	6962	8.2	8.4	100.0
	Total	82460	97.2	100.0	
Missing	Don't know	2322	2.7		
	Refused	73	.1		
	Total	2395	2.8		
Total		84855	100.0		

Q14_9. DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	82131	96.8	96.8	96.8
	True	2725	3.2	3.2	100.0
	Total	84855	100.0	100.0	

Q14_10. REFUSED

- 0. FALSE
- 1. TRUE
- 2. DON'T KNOW
- 3. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	84749	99.9	99.9	99.9
	True	107	.1	.1	100.0
	Total	84855	100.0	100.0	

Q15

Does anyone in your household including yourself, currently have a wireless or cell phone?

- 1. YES

- 2. NO
- 3. DON'T KNOW
- 4. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	73334	86.4	86.5	86.5
	No	11428	13.5	13.5	100.0
	Total	84762	99.9	100.0	
Missing	Refused	93	.1		
Total		84855	100.0		

Q16

Does anyone in your household, including yourself, have a broadband or high speed internet connection? (PROBE: such as DSL, cable modem, or satellite internet)

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. REFUSED

[SKIP TO Q18]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47099	55.5	56.0	56.0
	No	37046	43.7	44.0	100.0

	Total	84145	99.2	100.0
Missing	Don't know	648	.8	
	Refused	62	.1	
	Total	710	.8	
Total		84855	100.0	

Q17

Does anyone in your household, including yourself, have digital phone service, such as a VOIP phone (E.G., Vonage, Skype, Comcast, Time Warner)?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. REFUSED
- 88. N/A

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	5793	6.8	12.3	12.3
	No	41323	48.7	87.7	100.0
	Total	47116	55.5	100.0	
Missing	Don't know	687	.8		
	Refused	6	.0		
	N/A	37046	43.7		

Total	37739	44.5	
Total	84855	100.0	

Q18

Next, I will ask you some questions that will help us know how well our survey represents all Californians. Again, your responses are completely confidential.

Which of the following best describes your total annual household income, that is, the income of all family members living with you, before taxes? [READ LIST, STOP WHERE RESPONDENT ANSWERS YES]

1. \$24,000 or less
2. \$24,001 - \$34,000
3. \$34,001 - \$39,800
4. \$39,801 - \$50,000
5. \$50,001 - \$75,000
6. Over \$75,000
7. DON'T KNOW
8. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$24,000 or less	18039	21.3	25.1	25.1
	\$24,001 - \$34,000	8719	10.3	12.1	37.2
	\$34,001 - \$39,800	4887	5.8	6.8	44.0
	\$39,801 - \$50,000	8291	9.8	11.5	55.5

	\$50,001 - \$75,000	11414	13.5	15.9	71.4
	Over \$75,000	20617	24.3	28.6	100.0
	Total	71967	84.8	100.0	
Missing	Don't know	1788	2.1		
	Refused	11101	13.1		
	Total	12889	15.2		
Total		84855	100.0		

Q19NUM

How many people in this household, including you, rely on this phone number: [AREA CODE & PHONE NUMBER]?

ENTER NUMBER:

77. DON'T KNOW

88. INVALID ANSWER

99. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	18468	21.8	22.3	22.3
	2.00	37939	44.7	45.8	68.1
	3.00	10337	12.2	12.5	80.6
	4.00	8519	10.0	10.3	90.9
	5.00	4606	5.4	5.6	96.4

6.00	2010	2.4	2.4	98.9
7.00	440	.5	.5	99.4
8.00	120	.1	.1	99.5
9.00	182	.2	.2	99.8
10.00	126	.1	.2	99.9
11.00	34	.0	.0	100.0
13.00	1	.0	.0	100.0
23.00	1	.0	.0	100.0
25.00	34	.0	.0	100.0
Total	82817	97.6	100.0	
Missing Don't know	225	.3		
Invalid answer	574	.7		
Refused	1239	1.5		
Total	2038	2.4		
Total	84855	100.0		

Q20

Is your age within one of the following categories?

1. Between 18 to 29 years of age
2. Between 30 to 39 years
3. Between 40 to 59 years
4. 60 years or older

5. DON'T KNOW

6. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Between 18 to 29 years of age	2821	3.3	3.4	3.4
	Between 30 to 39 years	8223	9.7	9.9	13.3
	Between 40 to 59 years	34896	41.1	42.1	55.5
	60 years or older	36880	43.5	44.5	100.0
	Total	82819	97.6	100.0	
Missing	Don't know	67	.1		
	Refused	1969	2.3		
	Total	2036	2.4		
Total		84855	100.0		

Q21

Please tell us what your racial or ethnic background is. Are you white, black or African American, Hispanic or Latino, Asian Pacific Islander, Native American Indian, or a member of another race? [SELECT ALL THAT APPLY]

Q21_1. WHITE

	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	False	13385	15.8	16.8	16.8
	True	66504	78.4	83.2	100.0
	Total	79889	94.1	100.0	
Missing	Don't know	327	.4		
	Refused	4639	5.5		
	Total	4966	5.9		
Total		84855	100.0		

Q21_2. BLACK OR AFRICAN AMERICAN

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	78562	92.6	98.3	98.3
	True	1327	1.6	1.7	100.0
	Total	79889	94.1	100.0	
Missing	Don't know	327	.4		
	Refused	4639	5.5		
	Total	4966	5.9		
Total		84855	100.0		

Q21_3. HISPANIC/LATINO

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	70163	82.7	87.8	87.8
	True	9726	11.5	12.2	100.0
	Total	79889	94.1	100.0	
Missing	Don't know	327	.4		
	Refused	4639	5.5		
	Total	4966	5.9		
Total		84855	100.0		

Q21_4. ASIAN AMERICAN/PACIFIC ISLANDER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	78551	92.6	98.3	98.3
	True	1339	1.6	1.7	100.0
	Total	79889	94.1	100.0	
Missing	Don't know	327	.4		
	Refused	4639	5.5		
	Total	4966	5.9		
Total		84855	100.0		

Q21_5. NATIVE AMERICAN INDIAN OR ALASKAN NATIVE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	76118	89.7	95.3	95.3
	True	3772	4.4	4.7	100.0
	Total	79889	94.1	100.0	
Missing	Don't know	327	.4		
	Refused	4639	5.5		
	Total	4966	5.9		
Total		84855	100.0		

Q21_6. OTHER (SPECIFY): Q21OTH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	78429	92.4	98.2	98.2
	True	1460	1.7	1.8	100.0
	Total	79889	94.1	100.0	
Missing	Don't know	327	.4		
	Refused	4639	5.5		
	Total	4966	5.9		
Total		84855	100.0		

Q21_7. DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	84855	100.0	100.0	100.0

Q21_8. REFUSED

- 0. FALSE
- 1. TRUE
- 2. DON'T KNOW
- 3. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	84854	100.0	100.0	100.0
	True	1	.0	.0	100.0
	Total	84855	100.0	100.0	

Q22

Is the subscriber to this telephone line, [AREA CODE & PHONE NUMBER] currently employed?

- 1. YES
- 2. NO
- 3. OTHER (RETIRED, STUDENT, HOMEMAKER, DISABLED)

- 4. DON'T KNOW
- 5. REFUSED

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	43753	51.6	52.2	52.2
	No	13212	15.6	15.8	68.0
	Other (Retired, Student, Homemaker, Disabled)	26784	31.6	32.0	100.0
	Total	83749	98.7	100.0	
Missing	Don't know	117	.1		
	Refused	990	1.2		
	Total	1106	1.3		
Total		84855	100.0		

CLOSING

That was my last question. Thank you for your participation. If you have any questions about this study you can contact the principle investigator, Gerald Eisman. Would you like his contact information?

IF YES: You can reach Dr. Eisman at 415-338-2978.

[IF NEEDED: You may also contact the Office of the Committee for the Protection of Human Subjects at SF State University, 254 Administration Bldg, 1600 Holloway Avenue, San Francisco, CA 94132, phone: 415-338-1093, email: protocol@sfsu.edu]

Thank you and have a nice day/evening.

IF NO: Well, thank you again. Have a nice day/evening.

RATE1

Average basic rate without fees, taxes, or surcharges.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16.45	56536	66.6	66.6	66.6
	17.85	3290	3.9	3.9	70.5
	19.50	25030	29.5	29.5	100.0
	Total	84855	100.0	100.0	

RATE2

Average basic rate with fees, taxes, and surcharges.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	26.45	60087	70.8	70.8	70.8
	28.50	2870	3.4	3.4	74.2
	32.50	21898	25.8	25.8	100.0
	Total	84855	100.0	100.0	

RATE1L

Average basic Lifeline rate without fees, taxes, or surcharges.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5.47	2870	3.4	3.4	3.4
	6.03	21898	25.8	25.8	29.2
	6.84	60087	70.8	70.8	100.0
Total		84855	100.0	100.0	

RATE2L

Average basic Lifeline rate with fees, taxes, and surcharges.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10.50	2870	3.4	3.4	3.4
	12.00	60087	70.8	70.8	74.2
	13.00	21898	25.8	25.8	100.0
Total		84855	100.0	100.0	

PROVIDR

Telephone service provider.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AT&T	56536	66.6	66.6	66.6
	Frontier	3290	3.9	3.9	70.5
	Verizon	25030	29.5	29.5	100.0
	Total	84855	100.0	100.0	

LANG

Language in which interview was conducted.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	80659	95.1	95.1	95.1
	Spanish	4194	4.9	4.9	100.0
	Vietnamese	2	.0	.0	100.0
	Total	84855	100.0	100.0	

GEO_ID2

Census block group of respondent's service address.

WEIGHTS

Selection weight.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	1035	1.2	1.2	1.2
	1.25	2396	2.8	2.8	4.0
	10.76	11341	13.4	13.4	17.4
	33.69	70084	82.6	82.6	100.0
	Total	84855	100.0	100.0	

Volume 3
Mail Survey of Households without Landline Service
Questionnaire and Codebook

CASEID

Case Identifier

CBG

Census block group in which address is located.

LOCATION

Address is located in pre- or post-2009 CHCF-B Program Area

- 0. PRE-2009 PROGRAM AREA
- 1. POST-2009 PROGRAM AREA

RESPNUM

Respondent number (CATT)

DISPOSITION

Disposition

- 11. HAVE TRADITIONAL PHONE SERVICE
- 20. COMPLETE

Q1

Do you have traditional phone service? (Not cellular, digital phone service, or Voice over IP)

- 1. YES [END SURVEY. INELIGIBLE]
- 2. NO
- 3. INVALID ANSWER
- 4. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1090	100.0	100.0	100.0

Q2

When did your household last have traditional phone service?

- Q2MM: __ Q2YY: __** [SKIP TO Q4]
- 13. NO MONTH GIVEN
- 22. NO YEAR GIVEN
- 33. NOT APPLICABLE

[Frequency table excluded due to length]

Q2S

When did your household last have traditional phone service?

- 1. DON'T KNOW [SKIP TO Q4]
- 2. Our household has never had basic phone service
- 3. INVALID ANSWER
- 4. BLANK/NO ANSWER
- 88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
	Our household has never had basic phone service	276	25.3	100.0	100.0
Missing	DON'T KNOW	177	16.2		
	INVALID ANSWER	1	.1		
	BLANK/NO ANSWER	11	1.0		
	NOT APPLICABLE	625	57.3		
	Total	814	74.7		
Total		1090	100.0		

Q3

If you have never had traditional phone service at this household, why have you not considered having this service? [SELECT ALL THAT APPLY, THEN SKIP TO Q5]

Q3_1. Have other phone service, such as cellular, digital, or Voice over IP?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	220	20.2	48.0	48.0
	True	238	21.8	52.0	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		
Total		1090	100.0		

Q3_2. Long distance calling is too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	391	35.9	85.4	85.4
	True	67	6.1	14.6	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		

	Total	632	58.0
Total		1090	100.0

Q3_3. Talking on the phone too much makes the bill too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	433	39.7	94.5	94.5
	True	25	2.3	5.5	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		
Total		1090	100.0		

Q3_4. Can't control how others might use my phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	444	40.7	96.9	96.9
	True	14	1.3	3.1	100.0

	Total	458	42.0	100.0
Missing	NOT APPLICABLE	628	57.6	
	BLANK/NO ANSWER	4	.4	
	Total	632	58.0	
Total		1090	100.0	

Q3_5. Extra services like Call Waiting are too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	418	38.3	91.3	91.3
	True	40	3.7	8.7	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		
Total		1090	100.0		

Q3_6. The monthly charge for local phone service is too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	378	34.7	82.5	82.5
	True	80	7.3	17.5	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		
Total		1090	100.0		

Q3_7. Fees, taxes and surcharges are too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	390	35.8	85.2	85.2
	True	68	6.2	14.8	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	390	35.8	85.2	85.2
	True	68	6.2	14.8	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		
Total		1090	100.0		

Q3_8. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	454	41.7	99.1	99.1
	True	4	.4	.9	100.0
	Total	458	42.0	100.0	
Missing	88	628	57.6		
	BLANK/NO ANSWER	4	.4		

	Total	632	58.0
Total		1090	100.0

Q3_9. Other (Specify): Q30TH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	405	37.2	88.4	88.4
	True	53	4.9	11.6	100.0
	Total	458	42.0	100.0	
Missing	NOT APPLICABLE	628	57.6		
	BLANK/NO ANSWER	4	.4		
	Total	632	58.0		
Total		1090	100.0		

Q3_10. INVALID ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	458	42.0	100.0	100.0
Missing	NOT APPLICABLE	628	57.6		

	BLANK/NO ANSWER	4	.4
	Total	632	58.0
Total		1090	100.0

Q3_11. BLANK/NO ANSWER

- 0. FALSE
- 1. TRUE
- 77. INVALID ANSWER
- 88. NOT APPLICABLE
- 99. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	458	42.0	99.1	99.1
	True	4	.4	.9	100.0
	Total	462	42.4	100.0	
Missing	NOT APPLICABLE	628	57.6		
Total		1090	100.0		

Q4

If you previously had traditional phone service at this household, why did you discontinue this service? [SELECT ALL THAT APPLY]

Q4_1. Have other phone service, such as cellular, digital, or Voice over IP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	225	20.6	29.0	29.0
	True	551	50.6	71.0	100.0
	Total	776	71.2	100.0	
Missing	NOT APPLICABLE	277	25.4		
	BLANK/NO ANSWER	37	3.4		
	Total	314	28.8		
Total		1090	100.0		

Q4_2. Long distance calling is too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	509	46.7	65.6	65.6
	True	267	24.5	34.4	100.0
	Total	776	71.2	100.0	
Missing	NOT APPLICABLE	277	25.4		

	BLANK/NO ANSWER	37	3.4
	Total	314	28.8
Total		1090	100.0

Q4_3. Talking on the phone too much makes the bill too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	688	63.1	88.7	88.7
	True	88	8.1	11.3	100.0
	Total	776	71.2	100.0	
Missing	NOT APPLICABLE	277	25.4		
	BLANK/NO ANSWER	37	3.4		
	Total	314	28.8		
Total		1090	100.0		

Q4_4. Can't control how others might use my phone

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	False	719	66.0	92.7	92.7
	True	57	5.2	7.3	100.0
	Total	776	71.2	100.0	
Missing	NOT APPLICABLE	277	25.4		
	BLANK/NO ANSWER	37	3.4		
	Total	314	28.8		
Total		1090	100.0		

Q4_5. Extra services like Call Waiting are too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	619	56.8	79.8	79.8
	True	157	14.4	20.2	100.0
	Total	776	71.2	100.0	
Missing	NOT APPLICABLE	277	25.4		
	BLANK/NO ANSWER	37	3.4		
	Total	314	28.8		
Total		1090	100.0		

Q4_6. The monthly charge for local phone service is too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	439	40.3	56.6	56.6
	True	337	30.9	43.4	100.0
	Total	776	71.2	100.0	
Missing	NOT APPLICABLE	277	25.4		
	BLANK/NO ANSWER	37	3.4		
	Total	314	28.8		
Total		1090	100.0		

Q4_7. Fees, taxes and surcharges are too expensive

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	506	46.4	65.2	65.2
	True	270	24.8	34.8	100.0
	Total	776	71.2	100.0	
Missing	NOT APPLICABLE	277	25.4		

	BLANK/NO ANSWER	37	3.4
	Total	314	28.8
Total		1090	100.0

Q4_8. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	711	65.2	67.5	67.5
	True	342	31.4	32.5	100.0
	Total	1053	96.6	100.0	
Missing	BLANK/NO ANSWER	37	3.4		
Total		1090	100.0		

Q4_9. Other (Specify): Q40TH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	604	55.4	77.8	77.8
	True	172	15.8	22.2	100.0

Total		776	71.2	100.0
Missing	NOT APPLICABLE	277	25.4	
	BLANK/NO ANSWER	37	3.4	
Total		314	28.8	
Total		1090	100.0	

Q4_10. INVALID ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	776	71.2	100.0	100.0
Missing	NOT APPLICABLE	277	25.4		
	BLANK/NO ANSWER	37	3.4		
Total		314	28.8		
Total		1090	100.0		

Q4_11. BLANK/NO ANSWER

- 0. FALSE
- 1. TRUE
- 77. INVALID ANSWER

88. NOT APPLICABLE
 99. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	776	71.2	95.4	95.4
	True	37	3.4	4.6	100.0
	Total	813	74.6	100.0	
Missing	NOT APPLICABLE	277	25.4		
Total		1090	100.0		

Q5

Do you use or have access to the following services? [SELECT ALL THAT APPLY]

Q5_1. Cellular, digital, Voice over IP

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	41	3.8	3.8	3.8
	True	1038	95.2	96.2	100.0
	Total	1079	99.0	100.0	
Missing	DON'T KNOW	6	.6		

	BLANK/NO ANSWER	5	.5
	Total	11	1.0
Total		1090	100.0

Q5_2. A friend, neighbor, or a relative's phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	851	78.1	78.9	78.9
	True	228	20.9	21.1	100.0
	Total	1079	99.0	100.0	
Missing	DON'T KNOW	6	.6		
	BLANK/NO ANSWER	5	.5		
	Total	11	1.0		
Total		1090	100.0		

Q5_3. A public pay phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	963	88.3	89.2	89.2

	True	116	10.6	10.8	100.0
	Total	1079	99.0	100.0	
Missing	DON'T KNOW	6	.6		
	BLANK/NO ANSWER	5	.5		
	Total	11	1.0		
Total		1090	100.0		

Q5_4. A phone at work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	656	60.2	60.8	60.8
	True	423	38.8	39.2	100.0
	Total	1079	99.0	100.0	
Missing	DON'T KNOW	6	.6		
	BLANK/NO ANSWER	5	.5		
	Total	11	1.0		
Total		1090	100.0		

Q5_5. Pre-paid phone cards

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	970	89.0	89.9	89.9
	True	109	10.0	10.1	100.0
	Total	1079	99.0	100.0	
Missing	DON'T KNOW	6	.6		
	BLANK/NO ANSWER	5	.5		
	Total	11	1.0		
Total		1090	100.0		

Q5_6. Do not use or need a phone

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1071	98.3	99.3	99.3
	True	8	.7	.7	100.0
	Total	1079	99.0	100.0	
Missing	DON'T KNOW	6	.6		
	BLANK/NO ANSWER	5	.5		
	Total	11	1.0		

	Total	11	1.0
Total		1090	100.0

Q5_7. Don't know

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1084	99.4	99.4	99.4
	True	6	.6	.6	100.0
	Total	1090	100.0	100.0	

Q5_8. Other (Specify): Q5OTH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1065	97.7	98.7	98.7
	True	14	1.3	1.3	100.0
	Total	1079	99.0	100.0	
Missing	DON'T KNOW	6	.6		
	BLANK/NO ANSWER	5	.5		

	Total	11	1.0
Total		1090	100.0

Q5_9. INVALID ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1079	99.0	100.0	100.0
Missing	DON'T KNOW	6	.6		
	BLANK/NO ANSWER	5	.5		
	Total	11	1.0		
Total		1090	100.0		

Q5_10. BLANK/NO ANSWER

- 0. FALSE
- 1. TRUE
- 2. DON'T KNOW
- 3. INVALID ANSWER
- 4. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	False	1079	99.0	100.0	100.0
Missing	DON'T KNOW	6	.6		
	4	5	.5		
	Total	11	1.0		
Total		1090	100.0		

Q6

In order to get traditional phone service, do you think people have to: [SELECT ALL THAT APPLY]

Q6_1. Have a certain invoice level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	339	31.1	60.8	60.8
	True	219	20.1	39.2	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		
	BLANK/NO ANSWER	118	10.8		
	Total	532	48.8		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	339	31.1	60.8	60.8
	True	219	20.1	39.2	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		
	BLANK/NO ANSWER	118	10.8		
	Total	532	48.8		
Total		1090	100.0		

Q6_2. Have a good credit rating

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	339	31.1	60.8	60.8
	True	219	20.1	39.2	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		

	BLANK/NO ANSWER	118	10.8
	Total	532	48.8
Total		1090	100.0

Q6_3. Have a bank account

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	424	38.9	76.0	76.0
	True	134	12.3	24.0	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		
	BLANK/NO ANSWER	118	10.8		
	Total	532	48.8		
Total		1090	100.0		

Q6_4. Have a California driver's license

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	458	42.0	82.1	82.1
	True	100	9.2	17.9	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		
	BLANK/NO ANSWER	118	10.8		
	Total	532	48.8		
Total		1090	100.0		

Q6_5. Have a Social Security card

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	419	38.4	75.1	75.1
	True	139	12.8	24.9	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		

	BLANK/NO ANSWER	118	10.8
	Total	532	48.8
Total		1090	100.0

Q6_6. Be a U.S. Citizen

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	490	45.0	87.8	87.8
	True	68	6.2	12.2	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		
	BLANK/NO ANSWER	118	10.8		
	Total	532	48.8		
Total		1090	100.0		

Q6_7. Have a job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	328	30.1	58.8	58.8
	True	230	21.1	41.2	100.0
	Total	558	51.2	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		
	BLANK/NO ANSWER	118	10.8		
	Total	532	48.8		
Total		1090	100.0		

Q6_8. Don't know

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	558	51.2	57.6	57.6
	True	410	37.6	42.4	100.0
	Total	968	88.8	100.0	
Missing	INVALID ANSWER	4	.4		

	BLANK/NO ANSWER	118	10.8
	Total	122	11.2
Total		1090	100.0

Q6_9. INVALID ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	558	51.2	99.3	99.3
	True	4	.4	.7	100.0
	Total	562	51.6	100.0	
Missing	DON'T KNOW	410	37.6		
	BLANK/NO ANSWER	118	10.8		
	Total	528	48.4		
Total		1090	100.0		

Q6_10. BLANK/NO ANSWER

- 0. FALSE
- 1. TRUE
- 2. DON'T KNOW

3. INVALID ANSWER
 4. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	558	51.2	82.5	82.5
	True	118	10.8	17.5	100.0
	Total	676	62.0	100.0	
Missing	DON'T KNOW	410	37.6		
	INVALID ANSWER	4	.4		
	Total	414	38.0		
Total		1090	100.0		

Q7

Have you heard of Universal Lifeline Telephone Service (ULTS), or Lifeline Service for low-income customers?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. INVALID ANSWER
- 5. BLANK/NO ANSWER

[SKIP TO Q11]

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Yes	552	50.6	52.1	52.1
	No	507	46.5	47.9	100.0
	Total	1059	97.2	100.0	
Missing	DON'T KNOW	27	2.5		
	BLANK/NO ANSWER	4	.4		
	Total	31	2.8		
Total		1090	100.0		

Q8

If you have heard of ULTS, do you know what its benefits are?

1. YES
2. NO
3. DON'T KNOW
4. INVALID ANSWER
5. BLANK/NO ANSWER
88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	330	30.3	57.4	57.4

	No	245	22.5	42.6	100.0
	Total	575	52.8	100.0	
Missing	BLANK/NO ANSWER	8	.7		
	NOT APPLICABLE	507	46.5		
	Total	515	47.2		
Total		1090	100.0		

Q9

If you have heard of ULTS, do you know whether or not you qualify?

1. YES
2. NO
3. DON'T KNOW
4. INVALID ANSWER
5. BLANK/NO ANSWER
88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	282	25.9	69.5	69.5
	No	124	11.4	30.5	100.0
	Total	406	37.2	100.0	

Missing	DON'T KNOW	160	14.7
	INVALID ANSWER	5	.5
	BLANK/NO ANSWER	12	1.1
	NOT APPLICABLE	507	46.5
	Total	684	62.8
Total		1090	100.0

Q10

If you knew that you could qualify for ULTS, would it motivate you to have traditional phone service in your household?

1. YES
2. NO
3. DON'T KNOW
4. INVALID ANSWER
5. BLANK/NO ANSWER
88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	159	14.6	35.8	35.8
	No	285	26.1	64.2	100.0
	Total	444	40.7	100.0	

Missing	DON'T KNOW	127	11.7
	INVALID ANSWER	3	.3
	BLANK/NO ANSWER	9	.8
	NOT APPLICABLE	507	46.5
	Total	646	59.3
Total		1090	100.0

Q11

Do you or anyone in your household currently have a cellular, or mobile phone?

1. YES
2. NO
3. DON'T KNOW
4. INVALID ANSWER
5. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1045	95.9	96.5	96.5
	No	38	3.5	3.5	100.0
	Total	1083	99.4	100.0	
Missing	DON'T KNOW	4	.4		

	BLANK/NO ANSWER	3	.3
	Total	7	.6
Total		1090	100.0

Q12

Do you or anyone in your household have a broadband or high speed internet connection? (Such as a cable modem, Digital Subscriber Line (DSL), or satellite internet.)

1. YES
2. NO
3. DON'T KNOW
4. INVALID ANSWER
5. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	800	73.4	75.1	75.1
	No	265	24.3	24.9	100.0
	Total	1065	97.7	100.0	
Missing	DON'T KNOW	17	1.6		
	BLANK/NO ANSWER	8	.7		
	Total	25	2.3		

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	800	73.4	75.1	75.1
	No	265	24.3	24.9	100.0
	Total	1065	97.7	100.0	
Missing	DON'T KNOW	17	1.6		
	BLANK/NO ANSWER	8	.7		
	Total	25	2.3		
Total		1090	100.0		

Q13

Do you or anyone in your household have digital phone service such as VoIP phone? (Such as Vonage, Skype, Comcast, Time Warner?)

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 4. INVALID ANSWER
- 5. BLANK/NO ANSWER
- 88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	332	30.5	31.4	31.4

	No	727	66.7	68.6	100.0
	Total	1059	97.2	100.0	
Missing	DON'T KNOW	28	2.6		
	BLANK/NO ANSWER	3	.3		
	Total	31	2.8		
Total		1090	100.0		

Q14

When did you move to this address?

Q14MM: __ Q14YY: __ [SKIP TO Q15]

13. NO MONTH GIVEN

22. NO YEAR GIVEN

33. NOT APPLICABLE

[frequency table excluded due to length]

Q14_3

When did you move to this address?

1. DON'T KNOW

2. INVALID ANSWER

3. BLANK/NO ANSWER

88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	DON'T KNOW	36	3.3	3.3	3.3
	INVALID ANSWER	1	.1	.1	3.4
	BLANK/NO ANSWER	21	1.9	1.9	5.3
	NOT APPLICABLE	1032	94.7	94.7	100.0
	Total	1090	100.0	100.0	

Q15

Your age?

1. 18 to 29 years old
2. 30 to 39 years old
3. 40 to 59 years old
4. 60 years or older
5. INVALID ANSWER
6. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 29 years old	248	22.8	23.1	23.1
	30 to 39 years old	250	22.9	23.3	46.4
	40 to 59 years old	410	37.6	38.2	84.5

	60 years or older	166	15.2	15.5	100.0
	Total	1074	98.5	100.0	
Missing	INVALID ANSWER	2	.2		
	BLANK/NO ANSWER	14	1.3		
	Total	16	1.5		
	Total	1090	100.0		

Q16MM

How many people live in your household, including yourself?

: __

88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	196	18.0	18.4	18.4
	2.00	389	35.7	36.5	54.9
	3.00	207	19.0	19.4	74.4
	4.00	160	14.7	15.0	89.4
	5.00	67	6.1	6.3	95.7
	6.00	27	2.5	2.5	98.2

	7.00		7	.6	.7	98.9
	8.00		6	.6	.6	99.4
	9.00		2	.2	.2	99.6
	10.00		2	.2	.2	99.8
	11.00		1	.1	.1	99.9
	12.00		1	.1	.1	100.0
	Total		1065	97.7	100.0	
Missing	NOT APPLICABLE		25	2.3		
Total			1090	100.0		

Q16_2

How many people live in your household, including yourself?

1. DON'T KNOW
2. INVALID ANSWER
3. BLANK/NO ANSWER
88. NOT APPLICABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	DON'T KNOW	7	.6	.6	.6

BLANK/NO ANSWER	18	1.7	1.7	2.3
NOT APPLICABLE	1065	97.7	97.7	100.0
Total	1090	100.0	100.0	

Q17

Race or ethnicity [SELECT ALL THAT APPLY]

Q17_1. WHITE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	342	31.4	31.7	31.7
	True	737	67.6	68.3	100.0
	Total	1079	99.0	100.0	
Missing	BLANK/NO ANSWER	11	1.0		
Total		1090	100.0		

Q17_2. BLACK OR AFRICAN AMERICAN

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	False	1012	92.8	93.8	93.8
	True	67	6.1	6.2	100.0
	Total	1079	99.0	100.0	
Missing	BLANK/NO ANSWER	11	1.0		
Total		1090	100.0		

Q17_3. ASIAN OR PACIFIC ISLANDER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	933	85.6	86.5	86.5
	True	146	13.4	13.5	100.0
	Total	1079	99.0	100.0	
Missing	BLANK/NO ANSWER	11	1.0		
Total		1090	100.0		

Q17_4. AMERICAN INDIAN OR ALASKAN NATIVE

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	False	1031	94.6	95.6	95.6
	True	48	4.4	4.4	100.0
	Total	1079	99.0	100.0	
Missing	BLANK/NO ANSWER	11	1.0		
Total		1090	100.0		

Q17_5. HISPANIC OR LATINO

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	847	77.7	78.5	78.5
	True	232	21.3	21.5	100.0
	Total	1079	99.0	100.0	
Missing	BLANK/NO ANSWER	11	1.0		
Total		1090	100.0		

Q17_6. OTHER (SPECIFY): Q17OTH: _____

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	False	1060	97.2	98.2	98.2
	True	19	1.7	1.8	100.0
	Total	1079	99.0	100.0	
Missing	BLANK/NO ANSWER	11	1.0		
Total		1090	100.0		

Q17_7. BLANK/NO ANSWER

- 0. FALSE
- 1. TRUE
- 2. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1079	99.0	99.0	99.0
	True	11	1.0	1.0	100.0
	Total	1090	100.0	100.0	

Q18

What is your household's total income before taxes?

- 1. \$24,000 OR LESS
- 2. \$24,001 - \$34,000
- 3. \$34,001 - \$39,800

4. \$39,801 - \$50,000
5. \$50,001 - \$75,000
6. OVER \$75,000
7. DON'T KNOW
8. INVALID ANSWER
9. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$24,000 or less	221	20.3	22.6	22.6
	\$24,001 - \$34,000	121	11.1	12.4	34.9
	\$34,001 - \$39,800	53	4.9	5.4	40.3
	\$39,801 - \$50,000	104	9.5	10.6	51.0
	\$50,001 - \$75,000	177	16.2	18.1	69.1
	Over \$75,000	303	27.8	30.9	100.0
	Total	979	89.8	100.0	
Missing	DON'T KNOW	87	8.0		
	INVALID ANSWER	2	.2		
	BLANK/NO ANSWER	22	2.0		
	Total	111	10.2		
Total		1090	100.0		

Q19

Your current employment status? [SELECT ALL THAT APPLY]

Q19_1. Employed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	354	32.5	33.1	33.1
	True	715	65.6	66.9	100.0
	Total	1069	98.1	100.0	
Missing	DON'T KNOW	3	.3		
	INVALID ANSWER	13	1.2		
	BLANK/NO ANSWER	5	.5		
	Total	21	1.9		
Total		1090	100.0		

Q19_2. Unemployed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	916	84.0	85.7	85.7
	True	153	14.0	14.3	100.0

	Total	1069	98.1	100.0
Missing	DON'T KNOW	3	.3	
	INVALID ANSWER	13	1.2	
	BLANK/NO ANSWER	5	.5	
	Total	21	1.9	
Total		1090	100.0	

Q19_3. Retired

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	953	87.4	89.1	89.1
	True	116	10.6	10.9	100.0
	Total	1069	98.1	100.0	
Missing	DON'T KNOW	3	.3		
	INVALID ANSWER	13	1.2		
	BLANK/NO ANSWER	5	.5		
	Total	21	1.9		
Total		1090	100.0		

Q19_4. Student

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	974	89.4	91.1	91.1
	True	95	8.7	8.9	100.0
	Total	1069	98.1	100.0	
Missing	DON'T KNOW	3	.3		
	INVALID ANSWER	13	1.2		
	BLANK/NO ANSWER	5	.5		
	Total	21	1.9		
Total		1090	100.0		

Q19_5. Homemaker

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	993	91.1	92.9	92.9
	True	76	7.0	7.1	100.0
	Total	1069	98.1	100.0	
Missing	DON'T KNOW	3	.3		

	INVALID ANSWER	13	1.2
	BLANK/NO ANSWER	5	.5
	Total	21	1.9
Total		1090	100.0

Q19_6. Disabled

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1000	91.7	93.5	93.5
	True	69	6.3	6.5	100.0
	Total	1069	98.1	100.0	
Missing	DON'T KNOW	3	.3		
	INVALID ANSWER	13	1.2		
	BLANK/NO ANSWER	5	.5		
	Total	21	1.9		
Total		1090	100.0		

Q19_7. DON'T KNOW

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1069	98.1	99.7	99.7
	True	3	.3	.3	100.0
	Total	1072	98.3	100.0	
Missing	INVALID ANSWER	13	1.2		
	BLANK/NO ANSWER	5	.5		
	Total	18	1.7		
Total		1090	100.0		

Q19_8. Other (Specify):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1054	96.7	98.6	98.6
	True	15	1.4	1.4	100.0
	Total	1069	98.1	100.0	
Missing	DON'T KNOW	3	.3		
	INVALID ANSWER	13	1.2		
	BLANK/NO ANSWER	5	.5		

	Total	21	1.9
Total		1090	100.0

Q19_9. INVALID ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1069	98.1	98.8	98.8
	True	13	1.2	1.2	100.0
	Total	1082	99.3	100.0	
Missing	DON'T KNOW	3	.3		
	BLANK/NO ANSWER	5	.5		
	Total	8	.7		
Total		1090	100.0		

Q19_10. BLANK/NO ANSWER

- 0. FALSE
- 1. TRUE
- 77. DON'T KNOW
- 88. INVALID ANSWER
- 99. BLANK/NO ANSWER

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	False	1069	98.1	99.5	99.5
	True	5	.5	.5	100.0
	Total	1074	98.5	100.0	
Missing	DON'T KNOW	3	.3		
	INVALID ANSWER	13	1.2		
	Total	16	1.5		
Total		1090	100.0		

Rurban

Is located in an urban or rural census block group.

1. Urban
2. Rural

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Urban	815	74.8	74.8	74.8
	Rural	275	25.2	25.2	100.0
Total		1090	100.0	100.0	

Chcfb_status

CHCF-B program area status

- 1. In the post-2009 CHCF-B program area
- 2. In the pre-2009 CHCF-B program area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	In the post-2009 CHCF-B program area	324	29.7	29.7	29.7
	In the pre-2009 CHCF-B program area	766	70.3	70.3	100.0
	Total	1090	100.0	100.0	

Respnum

Respondent number (CATI)

[Frequency table excluded due to length]

Caseid

Questionnaire number (string)

[Frequency table excluded due to length]

Caseid2

Questionnaire number (numeric)

[Frequency table excluded due to length]

Samp_id

Sample identifier (string)

[Frequency table excluded due to length]

Samp_id

Sample identifier (numeric)

[Frequency table excluded due to length]

Geo_id

Census block group (string)

[Frequency table excluded due to length]

Geo_id2

Census block group (numeric)

[Frequency table excluded due to length]