Telecommunications Issues in Georgia: A Survey of AARP Members

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AARP is a nonprofit, nonpartisan membership organization that helps people 50+ have independence, choice and control in ways that are beneficial and affordable to them and society as a whole. We produce *AARP The Magazine*, published bimonthly; *AARP Bulletin*, our monthly newspaper; *AARP Segunda Juventud*, our bimonthly magazine in Spanish and English; *NRTA Live & Learn*, our quarterly newsletter for 50+ educators; and our website, www.aarp.org. AARP Foundation is our affiliated charity that provides security, protection, and empowerment to older persons in need with support from thousands of volunteers, donors, and sponsors. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

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Background

This survey was commissioned by AARP Georgia to explore members' views and concerns about utility issues. Utility issues such as electric and natural gas service as well as telecommunications services are of high importance to AARP Georgia members. As prices for these services continue to increase, many members worry about their ability to pay for such necessities as electricity, natural gas, and basic phone service.

As the Georgia legislature examines these issues in the 2006 session, they need to ensure that consumers can obtain service at reasonable rates and that competition actually will provide the promised benefits. The State of Georgia must continue to oversee consumer protections and service quality for these essential services.

The present report is based on data from a mail survey of 2,143 Georgia AARP members. It was conducted by AARP from July through August, 2005. The survey has a sampling error of +/- 2.12%;[1] the sample was weighted by age and gender to represent the actual composition of Georgia members. The full methodology is provided at the end of the report and the full annotated questionnaire is contained in the appendix of this report. Percents may not add to 100 percent due to rounding.

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[1] Meaning that at the 95% confidence level, member responses reported here are within 2.12 percentage points of what they would have been if every Georgia AARP member was interviewed.

Highlights

Telephone Service

- Almost all (94%) Georgia members have traditional telephone service, and of those 64 percent have bundled telephone services.
- Half (49%) say their telephone service bill has increased in the past three years, while 42 percent say it has stayed about the same.
- Almost six in ten (57%) members say they pay too much for their telephone service, with 34 percent saying they pay about the right amount.

Cellular Telephone Service

- Almost three-fourths (74%) of Georgia members have cellular phone service. Six in ten (62%) have an annual contract, while 27 percent pay month-to-month.
- More than half (52%) say they pay about the right amount for their service, while 33 percent say they pay too much.
- Seven in ten (73%) members say they would support a bill that would allow cell phone customers the right to terminate their service contract up to 20 days after receiving their first bill without incurring a penalty.

Internet Access

- More than six in ten (62%) Georgia members have Internet access at home. Almost half (47%) use dial-up service, while 32 percent have DSL.
- Over four in ten (46%) of those with access say they pay too much for their Internet access.
- A quarter (25%) say their bills for Internet service have increased over the past three years, while 63 percent say they have stayed about the same.

Findings

Telephone Service

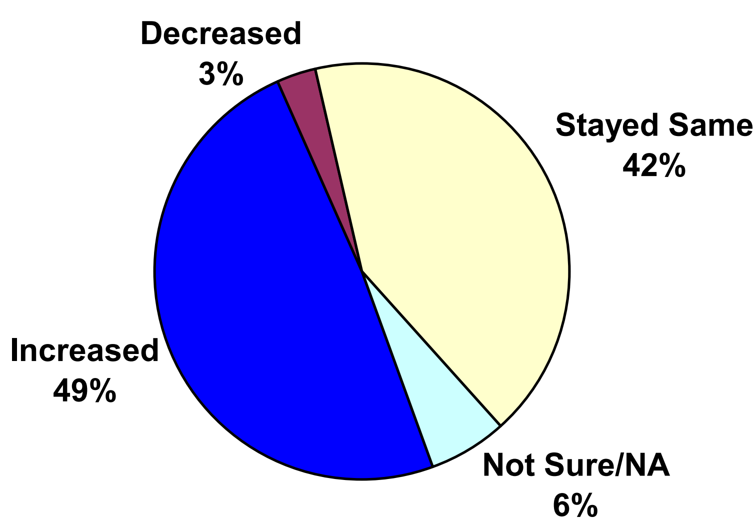
Nine in ten Georgia members have traditional telephone service and almost two-thirds bundle their telephone services.

Nine in ten (94%) Georgia members have traditional telephone service that they receive through a land line. Of those with telephone service, almost two-thirds (64%) receive this service as part of a bundle with at least one other service, such as call waiting, caller ID, or long-distance service. Three in ten (28%) do not bundle their service, and six percent are not sure if they bundle their service or not. Members 50 to 74 are more likely than older members to bundle their service (71% 50-59; 64% 60-74; 54% 75+).

Half of members with service say their telephone bill has increased in the past three years.

When asked if their telephone bills had increased, decreased, or stayed the same over the past three years, half (49%) of Georgia members say their telephone bills have increased. Four in ten (42%) say their bills have stayed the same, while three percent say they have decreased. Younger members, those 50 to 74, are more likely than older members to say their telephone bills have increased (51% 50-59; 52% 60-74; 40% 75+).

Movement of Telephone Bills in Past Three Years (n =2,024)



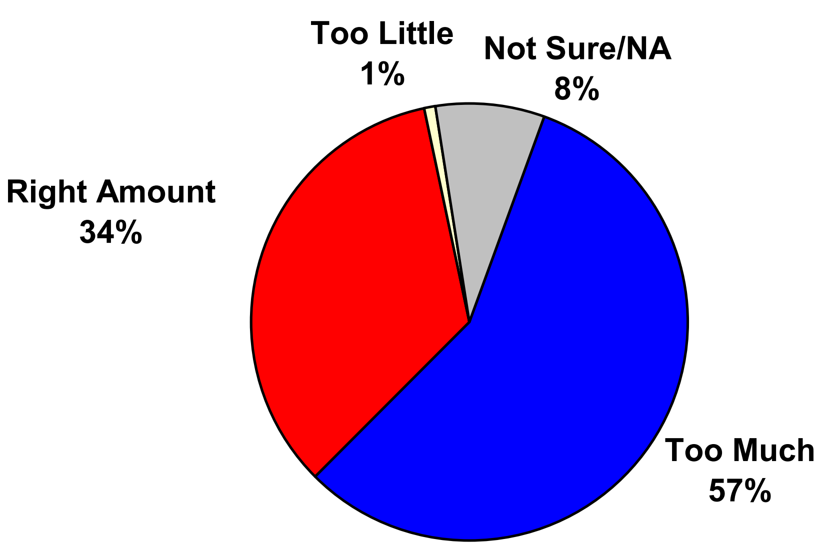
Most members with service find their telephone bills at least somewhat easy to understand.

Of those with traditional telephone service, four in ten (40%) say that their telephone bills are extremely (7%) or very (33%) easy to understand. Another 33 percent say that their bills are somewhat easy to understand. Sixteen percent say their bills are not very easy to understand, while nine percent find them not at all easy to understand. This means that a quarter of AARP Georgia members with phone service, or 215,779 members, find their telephone bills not very or not at all easy to understand. Members age 75 and older are more likely to find their bills extremely or very easy to understand than are members 50 to 59 (37% 50-59 vs. 44% 75+).

Almost six in ten members with service say they are paying too much for their telephone service.

Almost six in ten (57%) Georgia members say they pay too much for their telephone service. A third (34%) say they pay about the right amount. Members under age 75 are more likely than older members to say they are paying too much (66% 50-59; 59% 60-74; 41% 75+).

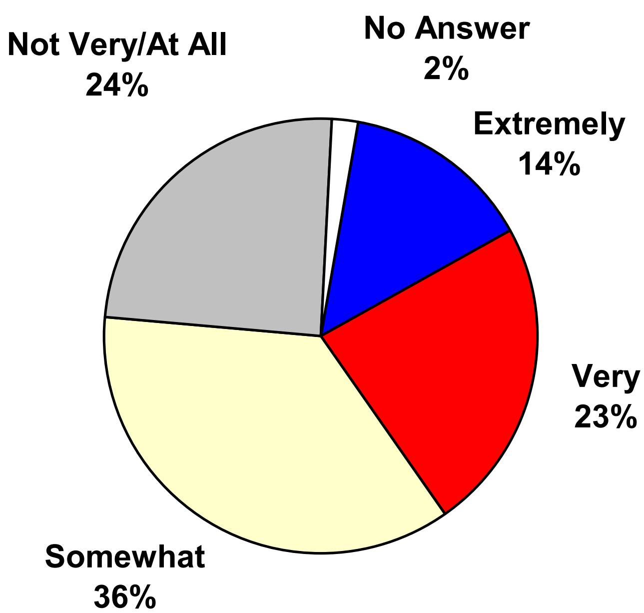
Member Opinion on How Much They Pay for Telephone Service (n =2,024)



Over three-fourths of Georgia AARP members with service are concerned about their ability to afford future rate increases.

Almost three-fourths (74%) of members say they are at least somewhat concerned with their ability to afford future telephone service rate increases. Members age 60 to 74 are more likely than those 75 an older to say they are extremely concerned about paying for rate increases (15% vs. 10%).

Concern About Ability to Pay Future Rate Increases for Telephone Service (n =2,024)



Over four in ten Georgia members with service say they are extremely or very satisfied with their telephone service.

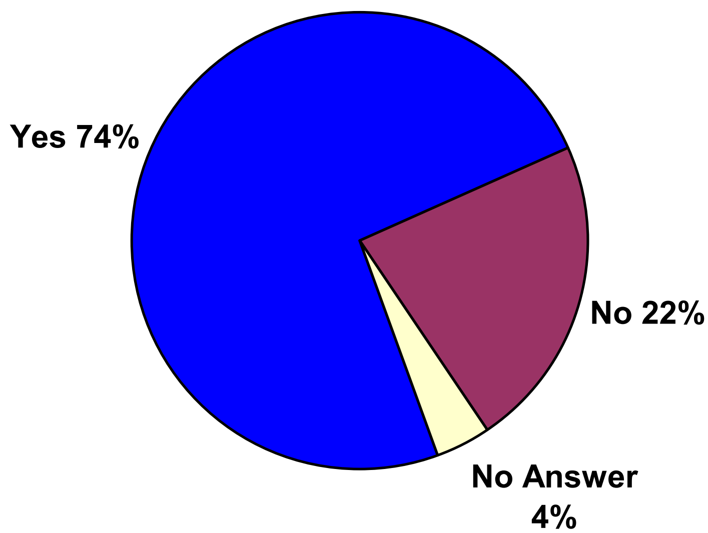
More than four in ten (43%) of those with telephone service say they are satisfied with their service. Five percent are extremely satisfied, while 38 percent say they are very satisfied. Another 44 percent are somewhat satisfied. Eleven percent say they are not very (9%) or not at all (2%) satisfied. If extrapolated to the entire AARP Georgia membership, 94,942 members are not satisfied with their telephone service. Members age 75 and older are more likely than younger members to be very or extremely satisfied with their telephone service (39% 50-59; 42% 60-74; 50% 75+).

Cellular Telephone Service

Almost three-fourths of Georgia members have cellular telephone service.

Almost three-fourths (74%) of respondents say they have cellular telephone service. Members age 50 to 74 are more likely than older members to have cellular phones (89% 50-59; 76% 60-74; 51% 75+).

Georgia Members with Cellular Phone Service
(N =2,143)



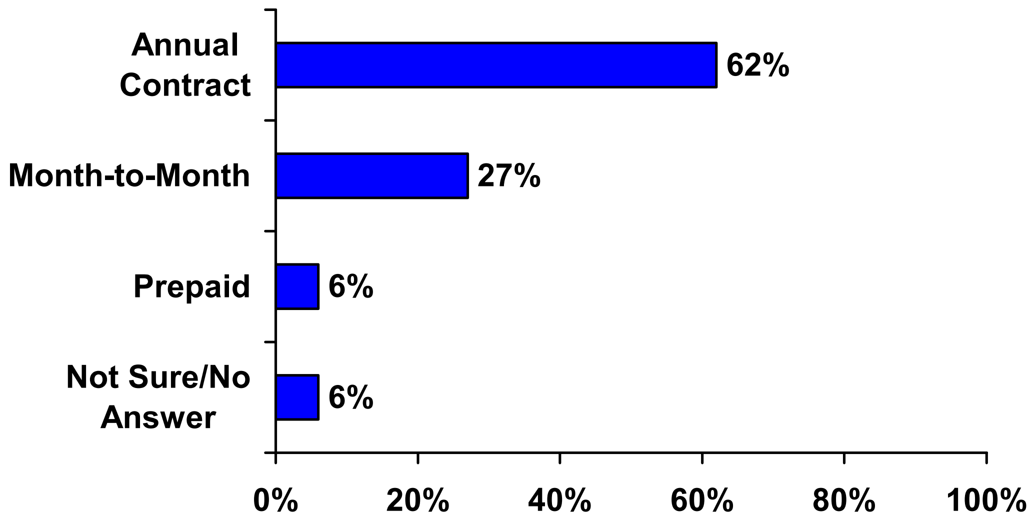
Most members with service have cellular phones for convenience and for emergencies.

More than six in ten (64%) members with cellular service say the primary reason for their service is the convenience to make calls from everywhere. Younger members age 50 to 74 are more likely to cite this as a reason than are older members (72% 50-59; 64% 60-74; 49% 75+). Almost three in ten (29%) said they had cellular service for emergencies only. Older members age 75 and older were more likely than younger members to give this as their primary reason for cellular service (19% 50-59; 32% 60-74; 45% 75+).

Over six in ten members with cellular service have an annual contract for service.

More than six in ten (62%) Georgia AARP members who have cellular phone service say they currently have an annual contract for such service. Members age 50 to 74 are more likely than older members to have an annual contract (71% 50-59; 63% 60-74; 38% 75+). Almost three in ten (27%) no longer have an annual contract but pay month-to-month. Those age 75 and older are more likely than younger members to pay month-to-month (22% 50-59; 27% 60-74; 39% 75+).

Terms of Cellular Phone Service (n =1,588)



More than six in ten members with service have had a cellular phone for three years or more.

Over six in ten (61%) of those with cellular phone service have had their service for three years or more. More than a quarter (26%) have had service for one year but less than three, while 11 percent have had service for less than a year.

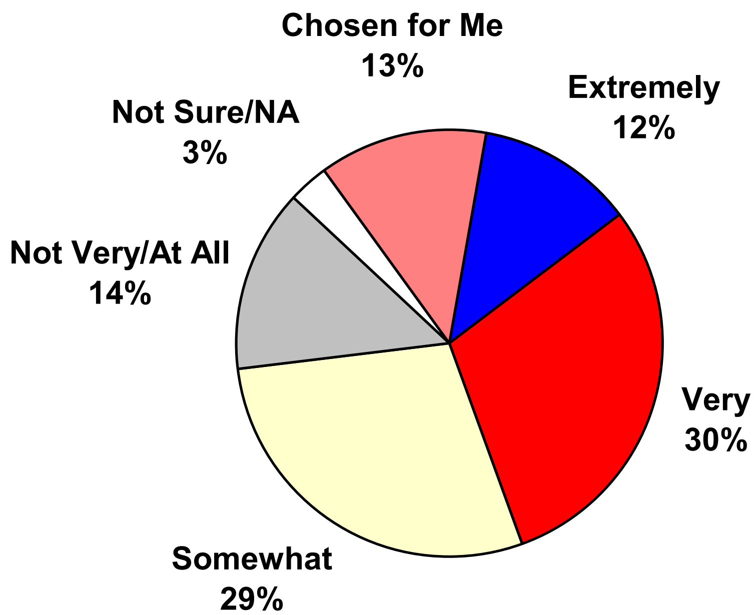
Over nine in ten members with cellular service retained their traditional telephone service.

More than nine in ten (95%) members say they kept their traditional telephone service when they got their cellular service. Two percent say they eliminated their traditional service and now use cellular service for all their calling needs.

Over four in ten members with cellular service say choosing a provider was extremely or very easy.

More than four in ten (42%) members who have cellular phone service say choosing a cellular service provider was extremely (12%) or very (30%) easy. Almost three in ten (29%) members say a provider was somewhat easy to choose.

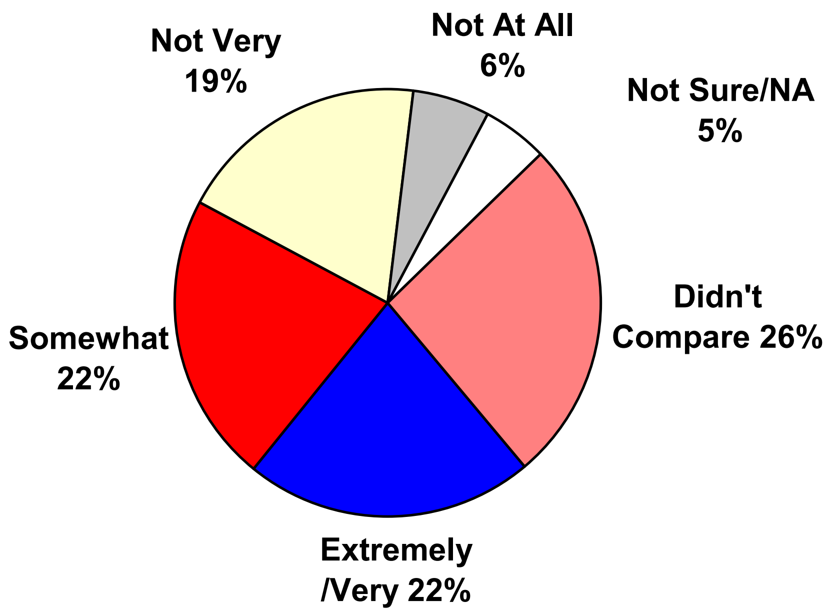
Ease of Finding a Cellular Phone Provider (n =1,588)



Over a quarter of those with cellular phone service did not compare the rates of different providers.

More than one in four (26%) members with cellular phone service did not compare the rates of different cellular service providers before they bought their service. Two in ten (22%) say comparing the rates of different providers was extremely (5%) or very (17%) easy, while a similar percentage say it was somewhat easy. Younger members age 50 to 74 are more likely than older members to say comparing rates was not very or not at all easy (27% 50-59; 28% 60-74; 15% 75+).

Ease of Comparing Rates of Cellular Service Providers (n =1,588)



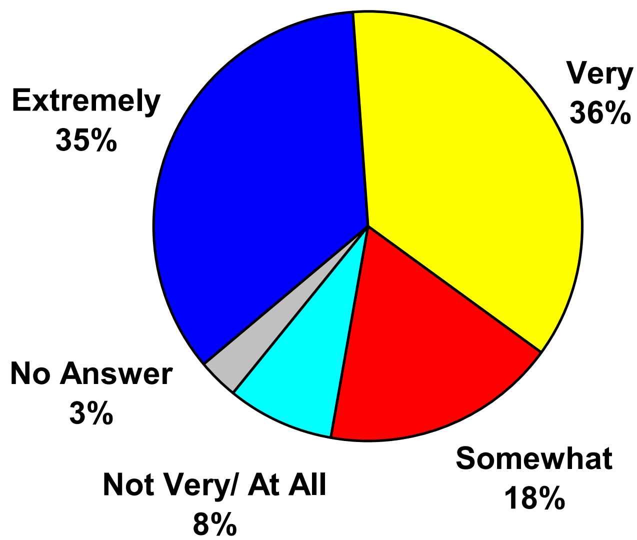
Over half of those with cellular service were given an estimate of what their total monthly bill would be including taxes, fees, and charges.

More than half (52%) of those with cellular service were given an estimate of what their total monthly bill would be when they bought their cellular service. Almost three in ten (28%) were not given such an estimate. Seven percent were not sure if they were given an estimate, and nine percent said an estimate did not apply since they did not buy the service. Of those who did not receive an estimate (n=528), 92 percent said they would have liked an estimate of their total monthly bill.

Seven in ten of those with cellular service say knowing about "dead zones" in their service area is important.

Seven in ten (70%) of those with cellular service say that knowing about "dead zones," areas where there is no cellular coverage, is extremely (35%) or very (36%) important. Members between the ages of 50 and 74 are more likely than older members to say knowing about "dead zones" is extremely or very important (80% 50-59; 70% 60-74; 48% 75+).

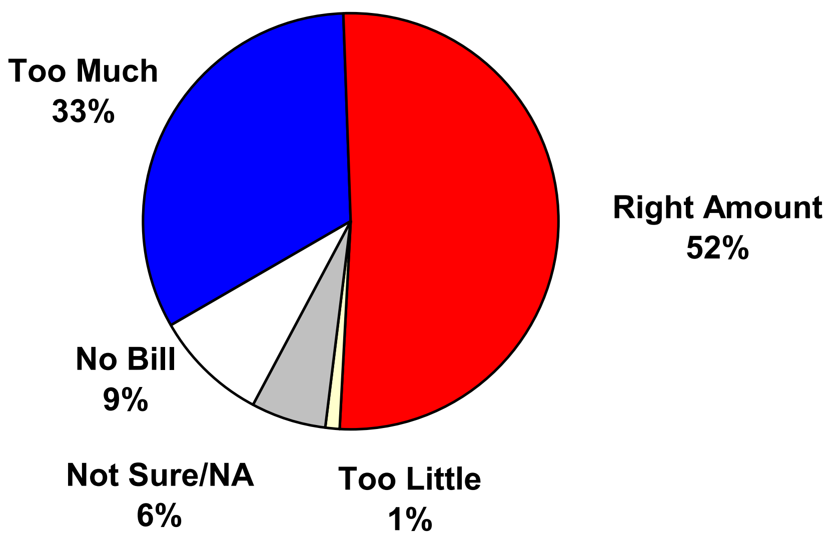
Importance of Knowing About Cellular Service "Dead Zones"
(n =1,588)



A third of members with cellular service say they are paying too much.

A third (33%) of Georgia members with cellular service say they are paying too much for that service, while more than half (52%) say they are paying about the right amount. Members under age 75 are more likely than older members to say they are paying too much (39% 50-59; 32% 60-74; 18% 75+).

Member Opinion on How Much They Pay for Cellular Service
(n =1,588)



Over four in ten members with service say understanding their cellular phone bill is extremely or very easy.

More than four in ten (45%) of those with cellular service say understanding their bill is extremely (13%) or very (32%) easy. An additional 26 percent say understanding their bill is somewhat easy. Fifteen percent find their bill not very easy (10%) or not at all easy (5%) to understand. Ten percent have not received a bill for their cellular phone service.

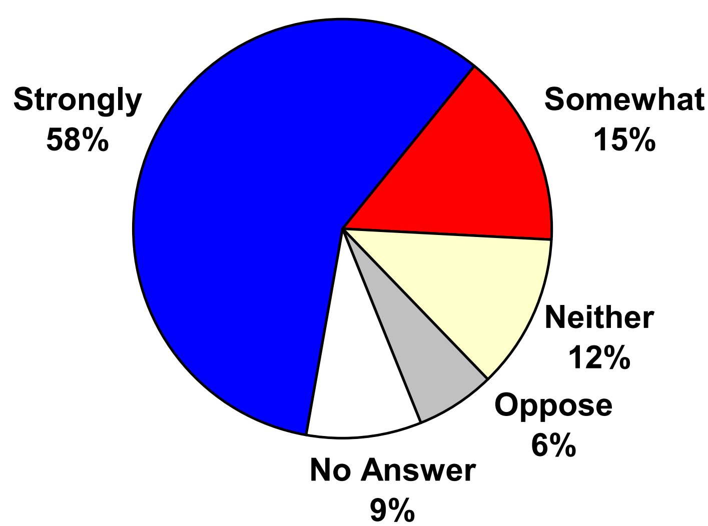
Nearly half of members with service are extremely or very satisfied with their cellular service.

Almost half (49%) of those with cellular service are extremely (6%) or very (43%) satisfied with their service. Four in ten (39%) are somewhat satisfied. Ten percent say they are not very (8%) or not at all (2%) satisfied with their service. Members age 75 and older are more likely than those 50 to 59 to be extremely or very satisfied with their cellular service (56% vs. 45%).

Over seven in ten members support a law that gives cellular service users the right to terminate their service contract for up to 20 days.

More than seven in ten (73%) members say they would strongly (58%) or somewhat (15%) support a law that allows cellular service users to terminate their service contract for up to 20 days after receiving their first bill, even if the user is still responsible for the initial charges. Younger members age 50 to 59 are more likely than members age 60 and older to support such a law, while members 60 to 74 are more likely than those age 75 and older to support it (81% 50-59; 77% 60-74; 57% 75+).

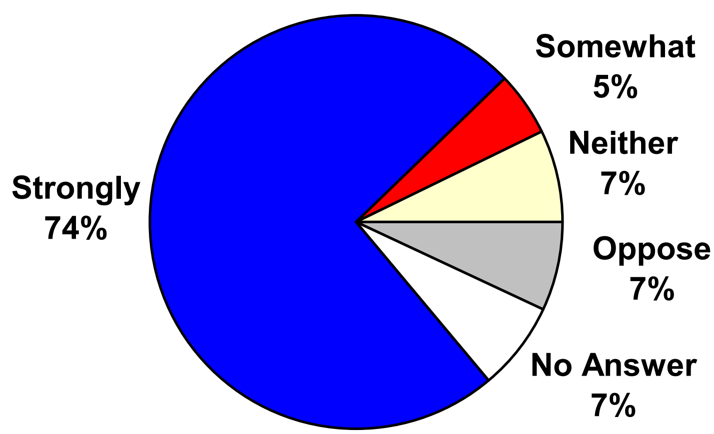
Support for Law Allowing Termination of Service Contract
(N =2,143)



Nearly eight in ten members support a law that would require cellular service providers to get consent before publishing customers' cell phone numbers.

Almost eight in ten (79%) members strongly or somewhat support a law that would require all cellular service providers to get their customers' consent before publishing customers' cell phone numbers in a public directory. Younger members age 50 to 59 are more likely than members age 60 and older to support such a law, while members 60 to 74 are more likely than those age 75 and older to support it (89% 50-59; 83% 60-74; 61% 75+).

Support for Law Requiring Consent to Publish Cellular Phone Numbers
(N =2,143)

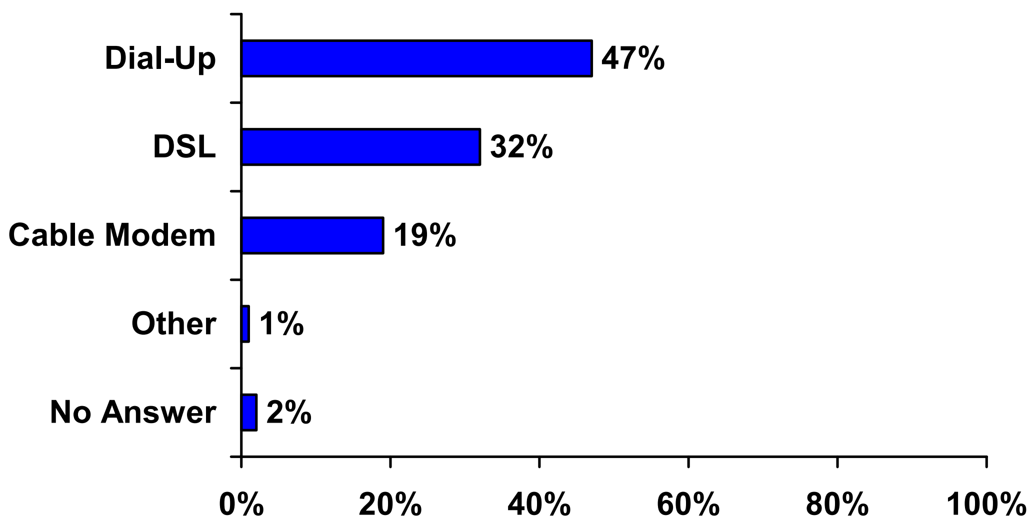


Internet Service

More than six in ten members have access to the Internet at home, and almost half use a dial-up modem.

Sixty-two percent of Georgia members have Internet access at home, while 34 percent do not. Younger members age 50 to 59 are more likely than members age 60 and older to have access, while members 60 to 74 are more likely than those age 75 and older to have Internet access at home (81% 50-59; 62% 60-74; 40% 75+). Of those with Internet access, almost half (47%) use a dial-up modem. Members age 50 to 59 are more likely than older members to use a DSL service (37% 50-59; 30% 60-74; 22% 75+).

Types of Internet Access
(n =1,336)



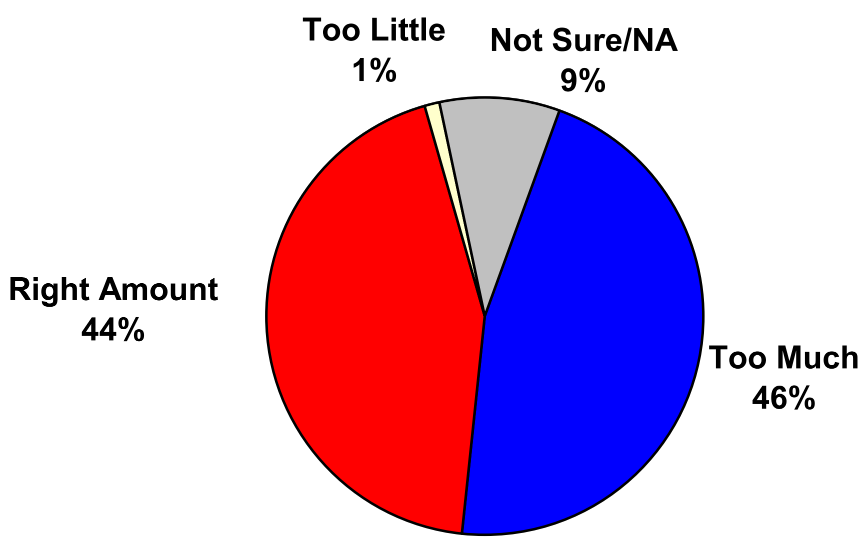
Over six in ten of those with Internet access say their service bills have stayed about the same for the past three years.

More than six in ten (63%) of those with Internet access say their bills for such access have stayed about the same for the past three years. A quarter (25%) say their bills for service have increased, while six percent say they have decreased. Younger members are more likely than those 75 and older to say their bills for Internet access have increased (27% 50-59; 26% 60-74; 17% 75+).

More than four in ten members with access say they pay too much for Internet access.

Over four in ten (46%) members say they pay too much for their Internet access, while 44 percent say they pay about the right amount. Younger members age 50 to 59 are more likely than older members to say they pay too much, and those age 60 to 74 are more likely than those age 75 and older to say they pay too much (52% 50-59; 45% 60-74; 35% 75+).

Member Opinion on How Much They Pay for Internet Service (n =1,336)



Nearly nine in ten members with access are satisfied with their Internet service.

Almost nine in ten (86%) of those with Internet access say they are extremely (6%), very (35%), or somewhat (46%) satisfied with their service. Twelve percent say they are not very (9%) or not at all (3%) satisfied.

Profile of Georgia Respondents

Two thousand one hundred and forty-three Georgia residents participated in the survey. More than eight in ten (83%) are regular voters. Sixty-two percent of those surveyed report they always vote while another 21 percent say they vote most of the time.

Three in ten (29%) respondents are age 50 to 59, 44 percent are 60 to 74, and 22 percent are 75 years old or older. Most respondents are women (51%). Six in ten (59%) Georgia respondents are married, while two in ten (20%) are widowed and thirteen percent are divorced. A third (34%) of respondents have a college education or higher, while 26 percent hold high school diplomas or the equivalent. Over half (52%) of members are retired, and another 24 percent remain employed full-time. Four in ten (40%) respondents have an annual household income below $35,000, three in ten (29%) have a household income of $35,000 but less than $75,000, and two in ten (20%) have a household income of $75,000 or more. Eight in ten (83%) members are White or Caucasian and 13 percent are Black or African American. Two percent are Hispanic, Spanish, or Latino.

Conclusion

Survey results indicate that telecommunications issues resonate with Georgia members. Almost half of members say their telephone bills have increased over the past three years, and nearly six in ten say they are paying too much for such service. About three-fourths of respondents have cellular telephone service, and almost all of those with cell phones still have traditional telephone service as well.

There is strong support among Georgia members for cellular phone consumer protections. Nearly three-fourths support a law that would allow cellular users to cancel their service contracts within 20 days of receiving their first bill, even if they were still responsible for the initial charges. Almost eight in ten support a law requiring cellular service providers to obtain consumers' consent before publishing customers' cell phone numbers.

Over six in ten members currently have access to the Internet at home. Dial-up modems and DSL are the most popular means of connecting to the Internet. Younger members are more likely to use DSL and are also more likely to say their Internet service costs have increased over the past year and that they pay too much for Internet service.

Methodology

This mail survey explores the opinions and experiences of Georgia AARP members on utilities including telephone, cellular phone, Internet, gas, and electric. AARP conducted the 2005 Georgia Member Survey between July and August 2005. Researchers at AARP randomly selected 4,000 AARP members in Georgia making sure to select members proportionate to each of three age groups: 50-59, 60-74, and 75+. Each selected member received a pre-notification postcard, the survey itself, a reminder postcard, and a second survey.

From the sample, 2,143 members returned the survey, making the response rate 54 percent. The sampling error for this survey sample is ± 2.2 percent. This means that in 95 out of 100 samples of this size, the results obtained in the sample would fall in a range of about two percentage points of what would have been obtained if every eligible AARP member household in Georgia, approximately 560,000 households, had been surveyed. There are approximately 925,000 AARP members in Georgia. Researchers weighted the sample by age group to represent the AARP Georgia member population.

ANNOTATED QUESTIONNAIRE

2005 AARP
Georgia Member Survey

(AARP Members Weighted N =2,143; Response Rate =54%; Sampling Error =2.12 ± %)

(Percentages may not add to 100% due to rounding or multiple response.)

Electric Service

1. In the past three years, have your electric utility bills increased, stayed about the same, or decreased?

	%
Increased	61
Stayed about the same	34
Decreased	1
Not sure	3
No Answer	1

2. Thinking about your last electricity bill, how easy was it for you to understand your bill?

	%
Extremely easy	15
Very easy	45
Somewhat easy	28
Not very easy	7
Not at all easy	2
Not sure	1
No Answer	2

3. Thinking about the past year, are you paying too little, about the right amount, or too much for your electricity?

	%
Paying too little	1
Paying about the right amount	45
Paying too much	44
Not sure	9
No Answer	2

4. How concerned are you about being able to afford to pay future electric rate increases?

	%
Extremely concerned	16
Very concerned	27
Somewhat concerned	34
Not very concerned	16
Not at all concerned	5
No Answer	2

5. How satisfied are you with your electric service?

	%
Extremely satisfied	16
Very satisfied	57
Somewhat satisfied	22
Not very satisfied	3
Not at all satisfied	1
No Answer	2

Natural Gas Service

6. Do you currently have natural gas service at home?

	%
Yes	58
No ▶ **GO TO QUESTION 17**	38
No Answer	5

7. In the past three years, have your natural gas utility bills increased, stayed about the same, or decreased? (n=1240)

	%
Increased	79
Stayed about the same	17
Decreased	*
Not sure	3
No Answer	1

8. **Thinking about your last natural gas bill, how easy was it for you to understand your bill? (n=1240)**

	%
Extremely easy	8
Very easy	38
Somewhat easy	34
Not very easy	13
Not at all easy	4
Not sure	1
No Answer	2

9. **Thinking about the past year, are you paying too little, about the right amount, or too much for your natural gas? (n=1240)**

	%
Paying too little	1
Paying about the right amount	24
Paying too much	67
Not sure	7
No Answer	2

10. **How concerned are you about being able to afford to pay future natural gas rate increases? (n=1240)**

	%
Extremely concerned	20
Very concerned	28
Somewhat concerned	33
Not very concerned	13
Not at all concerned	4
No Answer	2

11. **How satisfied are you with your natural gas service? (n=1240)**

	%
Extremely satisfied	9
Very satisfied	49
Somewhat satisfied	33
Not very satisfied	6
Not at all satisfied	2
No Answer	2

12. Atlanta Gas Light Company (AGLC) became a pipes-only gas company in 1998, when it elected to open its territory to competition to conform to the Natural Gas Competition and Deregulation Act of 1997. Ten certified natural gas marketers now serve customers on AGLC's system. Currently, approved natural gas service marketers include ACN Energy, Cowetta-Fayette EMC Natural Gas, GasKey, Georgia Natural Gas, Infinite Energy, SCANA Energy, Shell Energy Services, Southern Company Gas, Vectren Source, and Walton EMC Natural Gas. Do you currently use a natural gas service marketer in the AGLC system? (n=1240)

	%
Yes	70
No ▶ **GO TO QUESTION 17**	16
Not sure ▶ **GO TO QUESTION 17**	8
No Answer	6

13. Did you choose to purchase natural gas service from a marketer because of the following reasons? (n=872)

	Yes %	No %	Not sure %	No Answer %
a. Lower prices	44	9	9	38
b. Better service	25	13	9	52
c. I did not choose. I was assigned to one.	13	19	4	64
d. Other (Specify)	12	2	2	85

14. How easy was it to choose a natural gas service marketer? (n=872)

	%
Extremely easy	8
Very easy	26
Somewhat easy	29
Not very easy	18
Not at all easy	8
Not sure	5
No Answer	5

15. How easy was it to compare the rates of the different natural gas service marketers? (n=872)

	%
Extremely easy	3
Very easy	12
Somewhat easy	23
Not very easy	30
Not at all easy	17
Not sure	10
No Answer	5

16. How satisfied are you with your natural gas marketer? (n=872)

	%
Extremely satisfied	5
Very satisfied	37
Somewhat satisfied	43
Not very satisfied	9
Not at all satisfied	3
No Answer	4

Traditional Telephone Service

17. Traditional telephone service refers to service received through a telephone line physically connected to your home that enables you to make and receive local and long-distance calls. Do you currently have traditional telephone service at home?

	%
Yes	94
No ▶ **GO TO QUESTION 24**	3
No Answer	3

18. People can buy basic telephone service as a separate service or they can choose to bundle their telephone services. Bundling refers to the practice of charging consumers a single price for two or more telephone services such as basic phone service, call waiting, caller ID, Internet, and long distance service. Do you currently pay a single price for two or more services, where basic phone service is included in the bundle of services? (n=2024)

	%
Yes	64
No	28
Not sure	6
No Answer	3

19. In the past three years, has your traditional telephone service bill increased, stayed about the same, or decreased? (n=2024)

	%
Increased	49
Stayed about the same	42
Decreased	3
Not sure	4
No Answer	2

20. Thinking about your last traditional telephone service bill, how easy was it for you to understand your bill? (n=2024)

	%
Extremely easy	7
Very easy	33
Somewhat easy	33
Not very easy	16
Not at all easy	9
Not sure	1
No Answer	2

21. Thinking about the past year, are you paying too little, about the right amount, or too much for your traditional telephone service? (n=2024)

	%
Paying too little	1
Paying about the right amount	34
Paying too much	57
Not sure	6
No Answer	2

22. How concerned are you about being able to afford future traditional telephone service rate increases? (n=2024)

	%
Extremely concerned	14
Very concerned	23
Somewhat concerned	36
Not very concerned	20
Not at all concerned	5
No Answer	2

23. How satisfied are you with your traditional telephone service? (n=2024)

	%
Extremely satisfied	5
Very satisfied	38
Somewhat satisfied	44
Not very satisfied	9
Not at all satisfied	2
No Answer	2

Cellular Telephone Service

24. Cellular service refers to service received through a connection from a cellular or wireless telephone to a relatively nearby radio transmitter receiver enabling you to make local and long-distance calls. A cellular or wireless telephone is not the same as a cordless telephone, which only works within a limited distance from the base unit that is plugged into a phone jack. Do you currently have cellular telephone service?

	%
Yes	74
No ▶ **GO TO QUESTION 37**	22
No Answer	4

25. Thinking about the terms of your cellular telephone service, do you….? (n=1588)

	%
Have a current annual contract for cellular telephone service	62
No longer have an annual contract, but I pay month-to-month for cellular telephone service	27
Use prepaid cellular telephone service	6
Not sure	3
No Answer	3

26. What is the primary reason you have cellular telephone service? (n=1588)

	%
Convenience to make calls from anywhere	64
Emergencies only	29
Other (Specify)_________________________________	11
No Answer	3

27. About how long have you had your current cellular telephone service? (n=1588)

	%
Less than 1 year	11
1 year but less than 3 years	26
3 years or more	61
No Answer	3

28. Have you eliminated your traditional telephone service at home and only use cellular service for all your calling needs? (n=1588)

	%
Yes	2
No	95
Not sure	*
No Answer	2

29. How easy was it to choose a cellular service provider? (n=1588)

	%
I didn't choose it. It was chosen for me as a gift or for business.	13
Extremely easy	12
Very easy	30
Somewhat easy	29
Not very easy	11
Not at all easy	3
Not sure	1
No Answer	2

30. How easy was it to compare the rates of the different cellular service providers?

	%
I didn't compare rates.	26
Extremely easy	5
Very easy	17
Somewhat easy	22
Not very easy	19
Not at all easy	6
Not sure	2
No Answer	3

31. When you bought your current cellular telephone service, were you given an estimate of what your total monthly bill would be including all the taxes, fees, and charges? (n=1588)

	%
Does not apply—I did not buy the service ▶ **GO TO QUESTION 33**	9
Yes ▶ **GO TO QUESTION 33**	52
No	28
Not sure	7
No Answer	4

32. Would you like to have been given an estimate of what your total monthly bill would be including all the taxes, fees, and charges? (n=548)

	%
Yes	92
No	4
No Answer	4

33. In any given area, you may find "dead zones" where there is no coverage from your cellular service provider. How important is it that your cellular service provider let you know to the best extent possible of any dead zones in your service area? (n=1588)

	%
Extremely important	35
Very important	36
Somewhat important	18
Not very important	7
Not at all important	1
No Answer	3

34. When you received your first bill, did you think you were paying too little, about the right amount, or too much for your cellular service? (n=1588)

	%
I have not received a bill yet.	1
I do not receive a bill.	8
Paying too little	1
Paying about the right amount	52
Paying too much	33
Not sure	4
No Answer	3

35. Thinking about your last cellular bill, how easy was it for you to understand your bill? (n=1588)

	%
I have not received a bill yet.	1
I do not receive a bill.	9
Extremely easy	13
Very easy	32
Somewhat easy	26
Not very easy	10
Not at all easy	5
Not sure	1
No Answer	3

36. How satisfied are you with your cellular service? (n=1588)

	%
Extremely satisfied	6
Very satisfied	43
Somewhat satisfied	39
Not very satisfied	8
Not at all satisfied	2
No Answer	3

37. Currently, many new cellular service users must commit to a one-or two-year contract before receiving their first monthly bill. The penalty for canceling a cellular telephone service contract is typically $175 or more. How strongly would you support or oppose a law that gives cellular service users the right to terminate their service contract up to 20 days after receiving their first bill, even if the user is still responsible for the initial usage charges?

	%
Strongly support	58
Somewhat support	15
Neither support nor oppose	12
Somewhat oppose	2
Strongly oppose	4
No Answer	9

38. Would you support or oppose a state law that would require all cellular service providers to get their customers' consent before publishing customers' cell phone numbers in a public directory?

	%
Strongly support	74
Somewhat support	5
Neither support nor oppose	7
Somewhat oppose	2
Strongly oppose	5
No Answer	7

Internet Service

39. Do you currently have access to the Internet at home?

	%
Yes	62
No ▶ **GO TO QUESTION 44**	34
No Answer	4

40. What is the primary way you access the Internet at home? Do you use….? (n=1336)

	%
A dial-up modem through your telephone line. This connection requires that you dial in to a local or toll-free number through your computer. While you are connected to the Internet, you cannot make or receive telephone calls on that line.	47
A DSL or Digital Subscriber Line service through your telephone line. This is a high-speed connection that always stays on. It allows you to make and receive telephone calls while you are still connected to the Internet.	32
Cable modem service through your cable television line. This is a high-speed connection that always stays on. It is purchased through your cable television provider.	19
Other such as Satellite or Web TV	1
No Answer	2

41. In the past three years, have your Internet service bills increased, stayed about the same, or decreased? (n=1336)

	%
Increased	25
Stayed about the same	63
Decreased	6
Not sure	4
No Answer	2

42. Thinking about the past year, are you paying too little, about the right amount, or too much for your Internet service? (n=1336)

	%
Paying too little	1
Paying about the right amount	44
Paying too much	46
Not sure	7
No Answer	2

43. How satisfied are you with your Internet service? (n=1336)

	%
Extremely satisfied	6
Very satisfied	35
Somewhat satisfied	46
Not very satisfied	9
Not at all satisfied	3
No Answer	2

Utility Assistance Programs

44. Are you aware of any assistance programs in Georgia that help eligible consumers pay for their utility bills?

	%
Yes	47
No ▶ **GO TO QUESTION 46**	44
Not sure	6
No Answer	4

45. Have you ever applied for assistance programs in Georgia to pay for your utility bills? (n=1125)

	%
Yes	6
No	92
No Answer	2

46. Participation in these assistance programs is very low, roughly 10%-15% of eligible consumers. Would you support or oppose a law that automatically enrolls consumers who qualify into utility assistance programs, even if you were not personally eligible?

	%
Strongly support	34
Somewhat support	22
Neither support nor oppose	21
Somewhat oppose	8
Strongly oppose	11
No Answer	4

47. Would you support or oppose this automatic enrollment into utility assistance programs for consumers who qualify even if it cost you a little more on your utility bill such as 25 cents or 50 cents per month?

	%
Strongly support	20
Somewhat support	23
Neither support nor oppose	19
Somewhat oppose	14
Strongly oppose	21
No Answer	4

Legislative Priority

48. How much of a legislative priority should it be for AARP to work on maintaining safe, affordable, and high quality utility and advanced communication services in Georgia?

	%
Top priority	27
High priority	41
Medium priority	19
Low priority	5
Not a priority	5
No Answer	4

About You

The following questions are for classification purposes only and will be kept entirely confidential.

D1. Are you male or female?

	%
Male	47
Female	51
No Answer	2

D2. What is your age as of your last birthday? ________ (in years)

	%
50-59	29
60-74	44
75+	22
No Answer	5

D3. What is your current marital status?

	%
Married	59
Not married, living with partner	1
Separated	1
Divorced	13
Widowed	20
Never married	3
No Answer	2

D4. Thinking about your state elections for Georgia Governor and Legislators in the last ten years, how often would you say you vote?

	%
Always	62
Most of the time	21
About half of the time	4
Seldom	4
Never	6
No Answer	3

D5. What is the highest level of education that you completed?

	%
0-12th grade (no diploma)	9
High school graduate (or equivalent)	26
Post-high school education (no degree)	16
2-year college degree	9
4-year college degree	14
Post-graduate study (no degree)	5
Graduate or professional degree (s)	15
No Answer	7

D6. Which of the following best describes your current employment status?

	%
Self-employed full-time	6
Self-employed part-time	3
Employed full-time	24
Employed part-time	6
Unemployed, looking for work	2
Retired, not working at all	52
Not in the workforce for some other reason	5
No Answer	2

D7. Are you of Hispanic, Spanish, or Latino origin or descent?

	%
Yes	2
No	92
Not sure	1
No Answer	6

D8. What is your race?

	%
White-Caucasian	83
Black or African-American	13
Native Hawaiian or Pacific Islander	*
Asian	*
American Indian or Alaska Native	*
Other	1
No Answer	3

D9. What is your 5-digit zip code? (WRITE IN YOUR ZIP CODE.) __ __ __ __ __

D10. What was your annual household income before taxes in 2004?

	%
Less than $15,000	13
$15,000 to less than $25,000	14
$25,000 to less than $35,000	13
$35,000 to less than $50,000	14
$50,000 to less than $75,000	15
$75,000 to less than $100,000	9
$100,000 or more	11
No Answer	11

Thank you for completing this survey.
Please use the postage-paid envelope and return it to State Member Research, AARP, 601 E Street, NW, Washington, DC 20049, by August 19, 2005.

AARP
Knowledge Management
For more information contact Erica Dinger at (202) 434-6176.