

A solid green rectangular bar is positioned in the top left corner of the page. At its bottom right corner, there is a small yellow square. A thin grey line extends horizontally from the right side of this square and vertically down to the top of the title text.

The Deregulation of Internet Access Through DSL: An AARP Survey of Texans

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Published February 2003



The Deregulation of Internet Access Through DSL: An AARP Survey of Texans

**Data Collected by Woelfel Research, Inc.
Report Prepared by Joanne Binette**

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Acknowledgements

AARP staff from the Texas State Office, State Affairs, The Public Policy Institute, and Knowledge Management contributed to the design and implementation of this study. Special thanks go to AARP staff including Luis Wilmot, Texas State Office; George Kelemen, Texas State Office; Khelan Bhatia, Texas State Office; Susan Weinstock, State Affairs; Chris Baker, Public Policy Institute; Gretchen Straw, Knowledge Management; Cassandra Cantave, Knowledge Management; Erica Dinger, Knowledge Management; Jennifer Leslie, Knowledge Management; and Darelene Matthews, Knowledge Management. Joanne Binette, AARP Knowledge Management wrote the report. For more information, contact Joanne Binette, at (202) 434-6303.

Background

The Internet is rapidly becoming an important tool in modern life. Many people rely on the Internet to communicate with friends and family, search for health and medical information, pay bills, conduct their banking, track investments, engage in work-related activities, make online purchases, read the news, and more.¹ Most people who use the Internet do so through a dial-up telephone line connection which does not allow them to make or receive telephone calls while they are connected to the Internet. The importance and widespread use of the Internet has led to the demand for high speed Internet access. DSL (Digital Subscriber Line) service provides a high speed connection to the Internet through telephone lines that always stay on and allows one to make or receive telephone calls while connected. Cable modem service provides high speed Internet access through the cable television lines coming into a person's home.

Currently there is a proposal in Texas to deregulate DSL service the same way that cable television has been deregulated. The deregulation of DSL will result in little or no state oversight of DSL providers. In January of 2003, AARP conducted a telephone survey of 801 randomly selected Texas adults age 18 and older to explore their opinions about Internet access and the deregulation of DSL service.

Specifically, this survey examines:

- Type of Internet access and service providers that consumers use at home;
- Level of satisfaction with Internet access;
- Frequency of Internet use;
- Rating of the speed of Internet access;
- Amount currently paying for Internet access;
- Opinion on the amount currently paying for Internet access;
- Amount willing to pay for high speed Internet access;
- Level of support or opposition for the deregulation of DSL;
- Circumstances that would change supporters of deregulation to opponents.

¹ Roycroft, T. (2002). *The End of Telecommunications? An Epilogue to Tangled Web: The Internet and Broadband Open Access Policy*. Washington, DC: AARP Public Policy Institute.

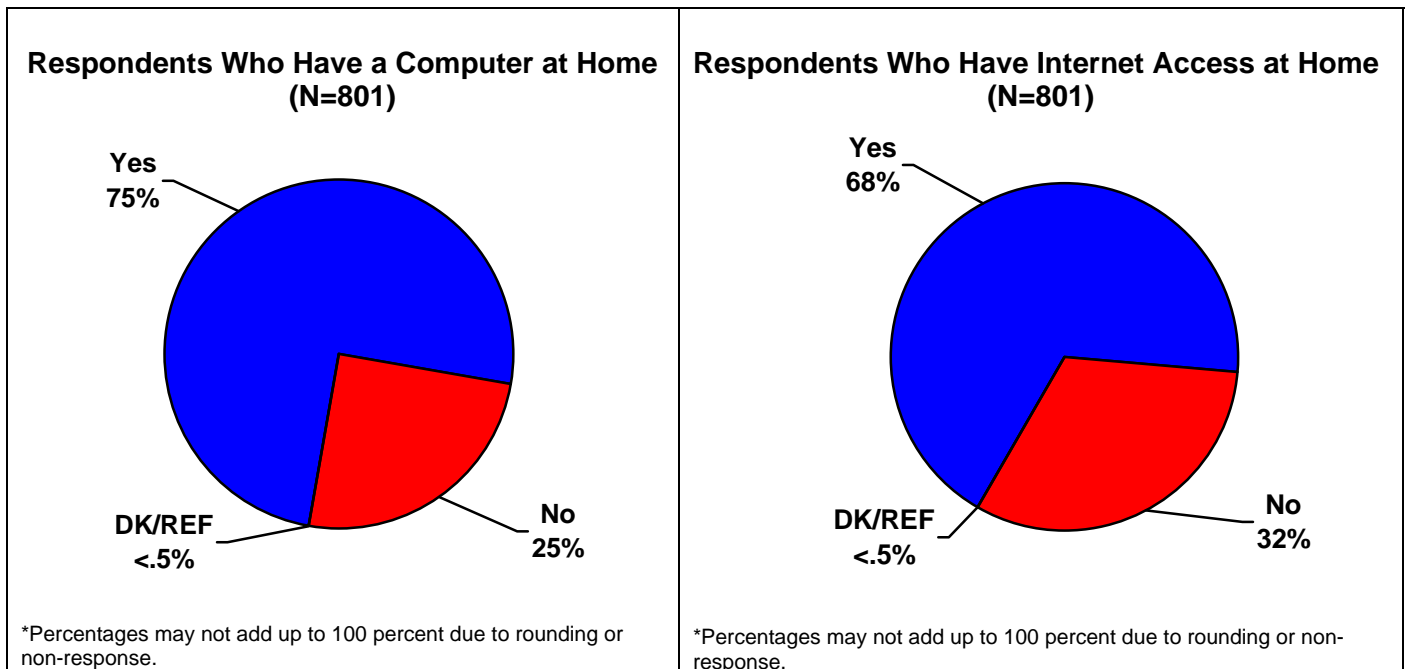
Highlights

- Three-quarters (75%) of Texas adults have computers at home, and nearly seven in ten (68%) have Internet access from their home.
- The majority (65%) of Texans use a dial-up service to access the Internet from home while one in five (19%) use a cable modem service and 15 percent use a DSL service.
- Nearly all Texas adults are *very* or *somewhat satisfied* with their cable modem (97%) or DSL (96%) Internet service. Almost nine in ten are *very* or *somewhat satisfied* with their dial-up service (87%).
- More than one-third (35%) use the Internet at home more than ten hours per week.
- Half or more cable modem and DSL users rate their service *very fast* (56% cable modem, 50% DSL) compared to only eight percent who rate their dial-up service *very fast*.
- More than six in ten Texans currently pay *over* \$30 per month for cable modem (73%) or DSL (67%) service while more than seven in ten pay *under* \$30 per month for dial-up service (77%).
- At least half of Texans believe they are paying about the *right amount* for their dial-up (61%) and DSL (53%) service while more than half believe they are paying *too much* for their cable modem service (52%).
- Of those who do not access the Internet through a DSL or a cable modem service, two in ten (20%) would be willing to pay at least \$30 per month for high speed Internet access and another three in ten (29%) would be willing to pay \$20 to \$29 per month. Fewer than one in six (15%) say they would be willing to pay \$10 to \$19 per month.
- More than four in ten Texas adults *strongly* or *somewhat support* (46%) the deregulation of DSL high speed Internet access; however, almost three in ten *strongly* or *somewhat oppose* (27%) it, and one-quarter are unsure (25%).
- Among supporters of the deregulation of DSL, more than six in ten say they would be opposed if this deregulation resulted in less reliable service (68%); higher monthly DSL rates (64%); or a limited choice of Internet service providers (61%).

Findings

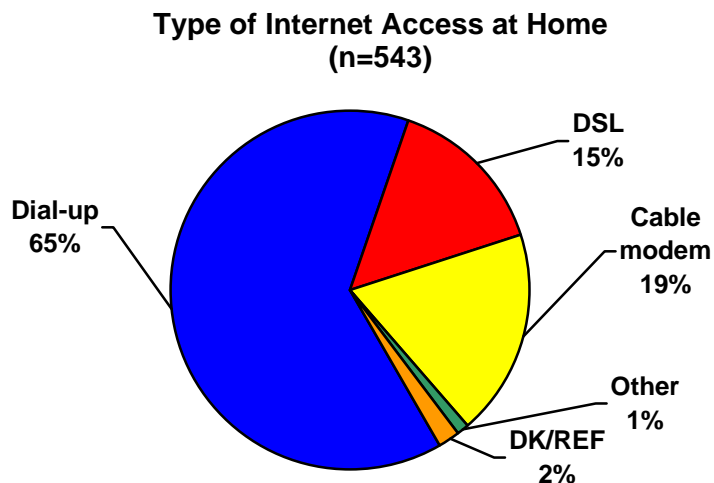
Three-quarters of Texas adults have computers at home, and nearly seven in ten have access to the Internet from their home.

Seventy-five percent of Texas adults age 18 and older report having a computer in their home while one-quarter do not. Nearly seven in ten say they have Internet access at home, and less than a third say they do not.



The majority of Texans with Internet access at home use a dial-up service. However, more than one-third has high speed Internet access through DSL or cable modem service.

Of those Texas adults who have Internet access at home, more than six in ten use a dial-up service to access the Internet. Nearly one in five use a cable modem service, and 15 percent use a DSL service.



*Percentages may not add up to 100 percent due to rounding or non-response.

Respondents using any of the three types of Internet access (dial-up, DSL, and cable modem) were asked which Internet service provider they use for the type of access they have in their home. Listed below are the most frequently mentioned Internet service providers for each type of Internet access. AOL is among the top choices for Internet service providers across all modes of access.

Dial-up (n=350)

- AOL (33%)
- MSN (13%)
- SBC Prodigy/Yahoo/
Southwestern Bell (6%)
- Earthlink (5%)

DSL (n=80)

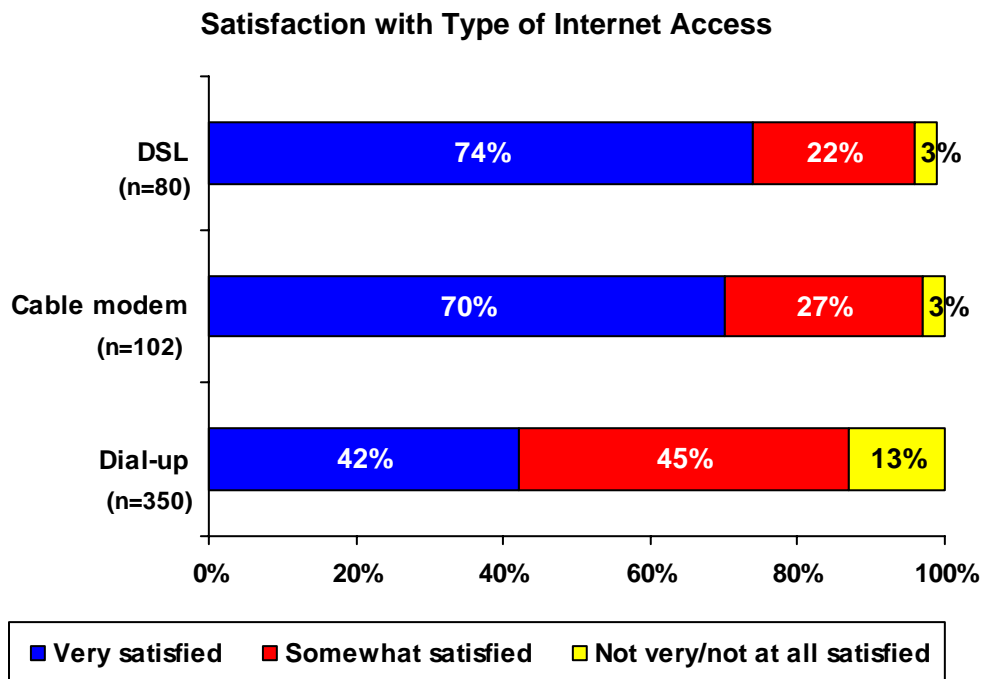
- AOL (19%)
- SBC Prodigy/Yahoo/
Southwestern Bell (19%)
- Bell South (16%)
- Verizon (9%)
- Road Runner (6%)
- AT&T Broadband (6%)

Cable modem (n=102)

- Road Runner (35%)
- AOL (17%)
- Cox (11%)
- AT&T Broadband (9%)

At least seven in ten Texans who use a DSL or a cable modem service to access the Internet are very satisfied with their service, compared to only four in ten who use a dial-up service.

The most notable difference between the three types of Internet access is in the percent who are *very satisfied* with their access. Almost all Texas adults are *very* or *somewhat satisfied* with their Internet access through a cable modem (97%) or a DSL service (96%). Nearly nine in ten who use a dial-up service for their Internet access are *very* or *somewhat satisfied* (87%).

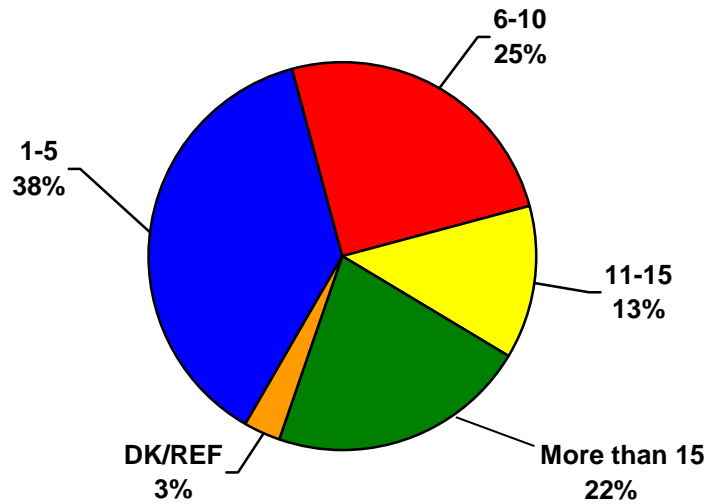


Texas adults are frequent users of the Internet at home. More than one-third use the Internet more than ten hours per week.

Over one in five Texans uses the Internet at home more than 15 hours per week while another 13 percent say they use it 11 to 15 hours per week. One-quarter accesses the Internet six to 10 hours per week, and nearly four in ten say they use it one to five hours per week.

Those who use a DSL or cable modem service are much more likely to access the Internet more than 15 hours per week compared to those who use a dial-up service (37% and 32% vs. 17%).

Number of Hours Per Week Respondents Use Internet at Home (n=543)

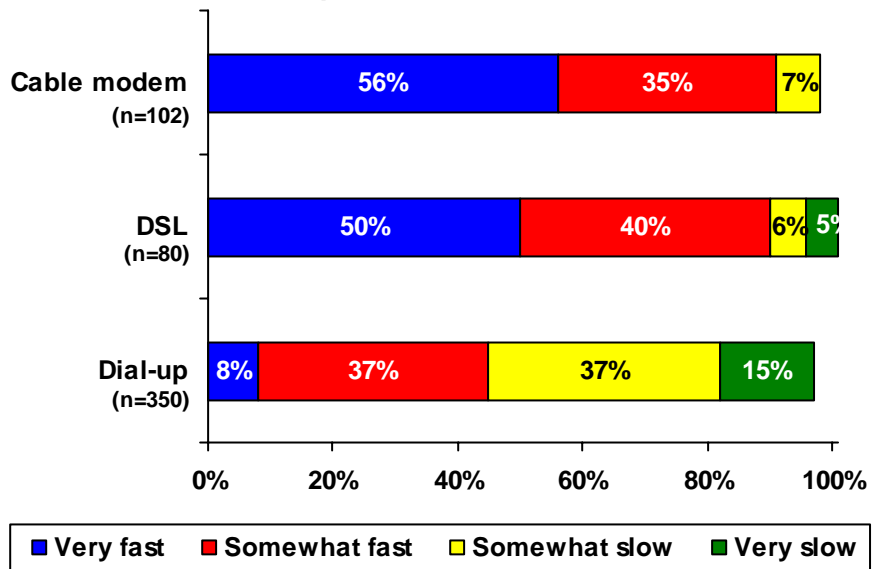


*Percentages may not add up to 100 percent due to rounding or non-response.

More than six times as many Texans using a DSL or a cable modem service for Internet access rate the speed of their service very fast as compared to Texans using a dial-up service.

Nine in ten rate the speed of their Internet access through a cable modem (91%) or a DSL (90%) service *very* or *somewhat fast*. Less than half (45%) of those who use a dial-up service rate the speed of this service *very* or *somewhat fast*. More than half (52%) rate the speed of their dial-up service *somewhat* or *very slow*.

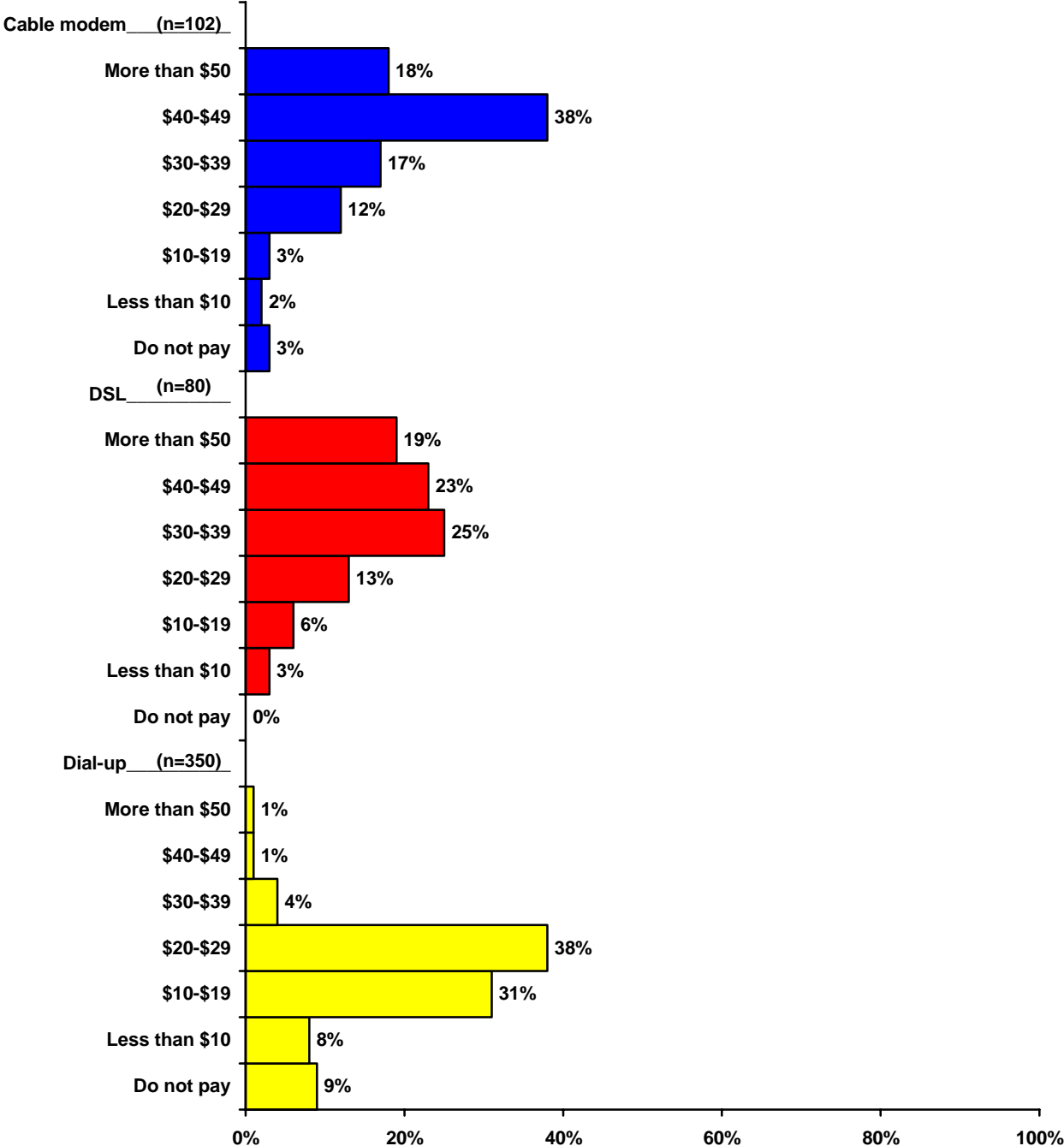
Speed of Internet Access



The majority of Texas adults using a DSL or a cable modem service pay thirty dollars a month or more for Internet access while most of those using a dial-up service pay less.

More than six in ten Texas adults pay over \$30 per month for Internet access through a cable modem (73%) or a DSL (67%) service while only five percent pay this amount for a dial-up service. The majority (69%) of Texans pay between \$10 and \$29 per month for Internet access through a dial-up service.

Amount Currently Pay for Internet Access

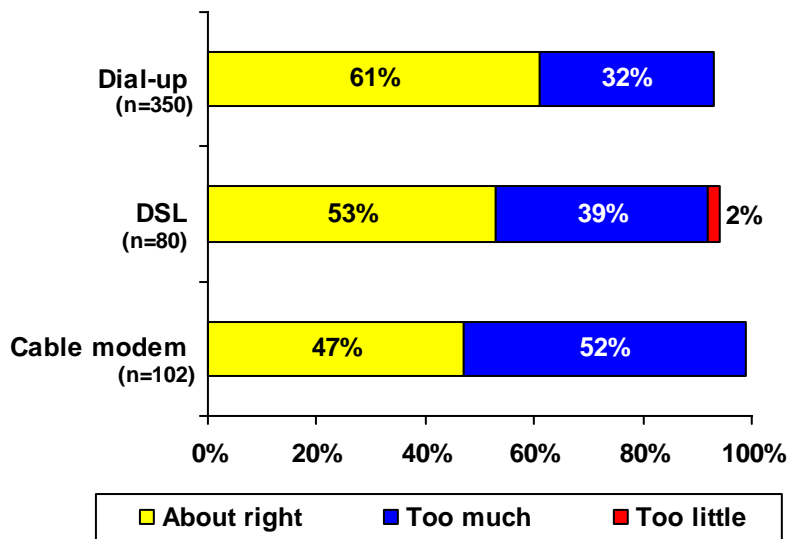


The majority of Texans believe they are paying about the right amount per month for Internet access through their DSL or dial-up service while fewer believe they are paying the right amount for their cable modem service.

More than six in ten believe they are paying about the right amount for their dial-up Internet access while about one-third feel they are paying too much. More than half say they are paying about the right amount for their DSL Internet service and nearly four in ten believe they are paying too much.

In contrast, the majority of cable modem users feel they are paying too much; less than half believe they are paying about the right amount.

Opinion on Amount Currently Pay for Internet Access

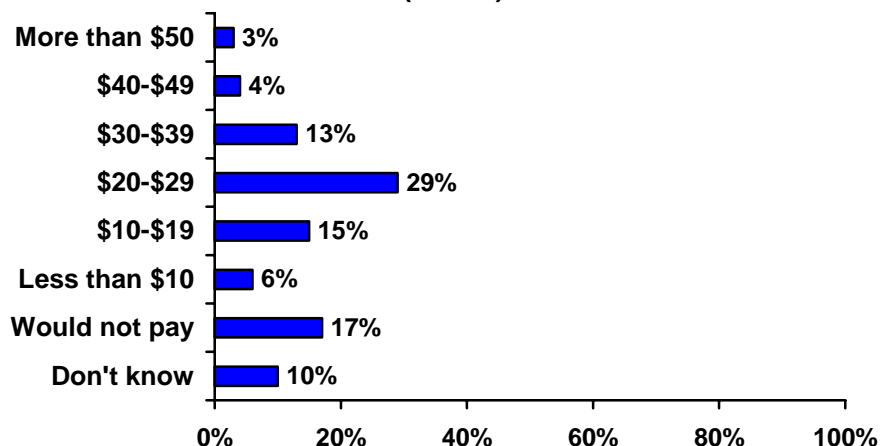


One in five Texas adults who do not currently have Internet access through a DSL or a cable modem service say they would be willing to pay at least thirty dollars per month for high speed Internet access. Another one in three says they would be willing to pay twenty to twenty-nine dollars per month.

Respondents who say they do not have Internet access through a DSL or a cable modem service or who say they do not have or do not know if they have Internet access at home were asked how much they would be willing to pay for high speed Internet access through a DSL or a cable modem service. These respondents were then told that downloading a photograph that takes four minutes on a dial-up connection would take only about 25 seconds on a high speed connection.

Given this example, one in five (20%) say they would be willing to pay at least \$30 per month for high speed Internet access. About one in three (29%) say they would pay \$20 to \$29 per month, and 15 percent would pay \$10 to \$19 per month. Many say they would not pay (17%) or they don't know (10%).

Amount Willing to Pay for High Speed Internet Access Through DSL (n=621)

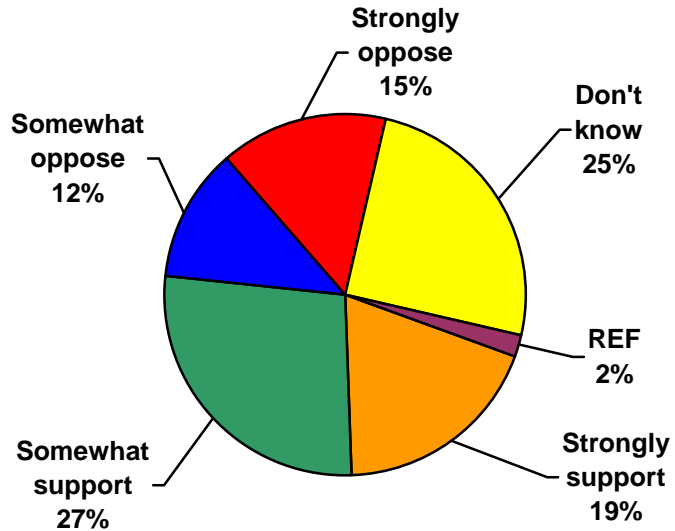


Texans are divided on how strongly they support or oppose the deregulation of DSL high speed Internet access and many are unsure.

More than four in ten Texans *support*, either *strongly* (19%) or *somewhat* (27%), the deregulation of DSL high speed Internet access. However, nearly three in ten *strongly* (15%) or *somewhat oppose* (12%) this deregulation, and one-quarter (25%) say they don't know.

There are no significant differences among those Texans with DSL, cable modem, or dial-up service.

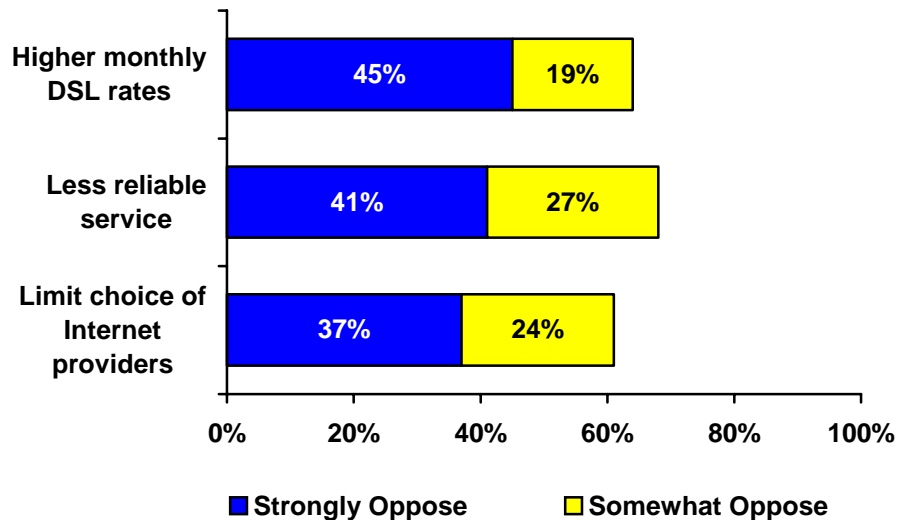
Support for the Deregulation of DSL Internet Access (n=801)



Texans who support the deregulation of DSL high speed Internet access would be opposed if it resulted in less reliable service, resulted in higher monthly DSL rates, and limited their choice of Internet service providers.

Among the 46 percent who support the deregulation of DSL in general, most would be opposed if less reliable service were to result from deregulation (68%); if it meant higher monthly DSL rates (64%); or if their choice of Internet service providers was limited (61%).

Conditions Which Would Generate Opposition Among Supporters of DSL Deregulation (n=373)



Conclusions

Texas adults are frequent users of the Internet at home. Although the majority access the Internet through a dial-up service more than a third have high speed Internet access through a DSL or a cable modem service. As we might expect those with high speed Internet access rate their service as very fast compared to those with dial-up service. Consequently, high speed users have a higher level of satisfaction with their service than those using a dial-up connection.

Texans using a DSL or a cable modem service for their high speed Internet access pay approximately twice the monthly amount as those using a dial-up service. Although high speed users are paying more, over half of DSL users and slightly less than half of cable modem users believe they are paying about the right amount for their service. Texans who do not currently have high speed Internet access are willing to pay for it. One in five would be willing to pay at least \$30 per month and another fifty percent would be willing to pay up to \$29 per month to have high speed Internet access.

Texans are divided in their opinions about deregulation of DSL service in the state. Although more than four in ten support this deregulation, nearly three in ten are opposed and a quarter are unsure about it. Most supporters of DSL deregulation would shift to opposing if it resulted in less reliable service (68% *strongly* or *somewhat oppose*); higher monthly DSL rates (64% *strongly* or *somewhat oppose*); or a limited choice of Internet service providers (61% *strongly* or *somewhat oppose*).

Methodology

In January 2003, AARP commissioned Woelfel Research, Inc. to conduct a Random Digit Dial (RDD) telephone survey of the adult population ages 18 and older in Texas. A total of 801 interviews were completed. The survey was conducted between January 15, 2003 to January 22, 2003, yielding a 10 percent response rate and a 91 percent cooperation rate.²

The survey has a sampling error of plus or minus 3.5 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 ± 3.2 percentage points of what would have been obtained if every person age 18 and older in Texas had been surveyed. Survey responses were weighted to reflect the distribution of age and gender in the adult population of Texas. Weighted responses to all survey questions are in the attached annotated questionnaire.

For more information about this study, contact Joanne Binette, AARP Knowledge Management, (202) 434-6303.

² The response rate is Response Rate 3 and the cooperation rate is Cooperation Rate 3 from the following publication: The American Association for Public Opinion Research. 2000. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. Ann Arbor, Michigan: AAPOR.

Annotated Questionnaire

THE DEREGULATION OF INTERNET ACCESS THROUGH DSL: AN AARP SURVEY OF TEXANS

Telephone Survey—Sample: 800 18+
Unweighted N = 801 Texans Age 18+, Response Rate = 10%, Sampling Error = $\pm 3.5\%$

Weighted N = 801
(Percentages may not add to 100 percent due to rounding.)

INTRODUCTION

Hello, this is _____ calling from Woelfel Research Inc., a national opinion research firm. We are conducting this survey in Texas on behalf of AARP and would like to find out your opinions on Internet services in the state. Your views are important and we would greatly appreciate your participation. Let me assure you, this is not a sales call and you will not be asked to buy anything either now or later. All of your responses are kept entirely confidential. The survey should take only about 7 to 10 minutes of your time.

1. Do you have a computer at home? (N=801)

<u>%</u>	
75	Yes
25	No
0	Don't know (DO NOT READ)
<.5	Refused (DO NOT READ)

2. Do you currently have access to the Internet at home? (N=801)

<u>%</u>	
68	Yes
32	No (SKIP TO QUESTION 10)
0	Don't know (DO NOT READ and SKIP TO QUESTION 10)
<.5	Refused (DO NOT READ)

3. How do you access the Internet at home? Do you use.... ?

(READ FIRST THREE CATEGORIES AND ACCEPT MULTIPLE RESPONSES)
(n=543 Respondents who currently have Internet access at home)

<u>%</u>	
65	A dial-up modem through your local telephone company <i>[If respondent asks what this is read the following: This connection requires that you dial in to a local or 800 number through your computer. While you are connected to the Internet you cannot make or receive telephone calls on that line.]</i>
15	A DSL or Digital Subscriber Line service through your local telephone lines <i>[If respondent asks what this is read the following: 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.]</i>
19	Cable modem service through your cable television lines <i>[If respondent asks what this is read the following: This is a high speed connection you purchase through your cable television service provider.]</i>
1	Other Specify: Satellite, School Hookup, Web TV
2	Don't know (DO NOT READ)
0	Refused (DO NOT READ)

4A. Who is your Internet service provider for your dial-up service?

[DO NOT READ ANSWER CATEGORIES. ACCEPT MORE THAN ONE ANSWER.] (n=350)

<u>%</u>	
33	AOL
13	MSN
5	Earthlink
	United Online
6	SBC Prodigy / Southwestern Bell/
	Yahoo/ Prodigy
2	Verizon
1	Bell South
0	Qwest
0	Covad
0	Hughes
3	Everyone's Internet
2	Compuserve
1	Internet America
2	NetZero
1	AwesomeNet
<.5	CS
2	Juno
0	Road Runner
2	AT&T Broadband
0	Comcast
<.5	Cox
<.5	Charter
<.5	Baylor University
0	Cablevision
0	Adelphia
0	RCN
1	NTS
1	TXU
1	Internet Unlimited
1	Kervel Telephone Company
<.5	Walmart
0	Something else (Specify: ___)
20	Other*
4	Don't know
1	Refused

* Note: Internet service providers that were mentioned by only one respondent.

4B. Who is your Internet service provider for your DSL service?

[DO NOT READ ANSWER CATEGORIES. ACCEPT MORE THAN ONE ANSWER.] (n=80)

<u>%</u>	
19	AOL
1	MSN
0	Earthlink
0	United Online
19	SBC Prodigy / Southwestern Bell/
	Yahoo/ Prodigy
9	Verizon
16	Bell South
0	Qwest
0	Covad
0	Hughes
0	Everyone's Internet
0	Compuserve
0	Internet America
0	NetZero
0	AwesomeNet
1	CS
0	Juno
6	Road Runner
6	AT&T Broadband
0	Comcast
0	Cox
0	Charter
0	Walmart
1	Cablevision
0	Adelphia
0	RCN
1	NTS
1	TXU
0	Internet Unlimited
1	Baylor University
2	Kervel Telephone Company
2	Something else (Specify: ___)
16	Other*
5	Don't know
1	Refused

* Note: Internet service providers that were mentioned by only one respondent.

4C. Who is your Internet service provider for your Cable modem service?

[DO NOT READ ANSWER CATEGORIES. ACCEPT MORE THAN ONE ANSWER.] (n=102)

<u>%</u>	
17	AOL
3	MSN
3	Earthlink
0	United Online
0	SBC Prodigy / Southwestern Bell/ Yahoo/ Prodigy
0	Verizon
0	Bell South
0	Qwest
0	Covad
0	Hughes
0	Everyone's Internet
0	Compuserve
0	Internet America
2	NetZero
0	AwesomeNet
0	Juno
0	CS
8	Other*
35	Road Runner
9	AT&T Broadband
0	Comcast
11	Cox
2	Charter
2	Cablevision
0	Adelphia
0	RCN
0	NTS
0	TXU
0	Internet Unlimited
0	Baylor University
0	Kervel Telephone Company
0	Walmart
13	Something else (Specify:)
	Time Warner 12%
	Cable One 1%
1	Don't know
1	Refused

* Note: Internet service providers that were mentioned by only one respondent.

4D. Who is your Internet service provider for your other service?

[DO NOT READ ANSWER CATEGORIES. ACCEPT MORE THAN ONE ANSWER.] (n=5)

<u>%</u>	
18	AOL
20	MSN
20	Earthlink
0	United Online
0	SBC Prodigy / Southwestern Bell/ Yahoo/ Prodigy
0	Verizon
0	Bell South
0	Qwest
0	Covad
0	Hughes
0	Everyone's Internet
0	Compuserve
0	Internet America
0	NetZero
0	Awesome Net
0	CS
0	Juno
0	Road Runner
0	AT&T Broadband
0	Comcast
0	Cox
0	Charter
0	Cablevision
0	Adelphia
0	RCN
0	NTS
0	TXU
0	Internet Unlimited
0	Baylor University
0	Kervel Telephone Company
0	Walmart
0	Something else (Specify:_____)
18	Other*
23	Don't know

* Note: Internet service providers that were mentioned by only one respondent.

[ASK QUESTIONS 5, 7, 8, 9 OF RESPONDENTS FOR EACH TYPE OF INTERNET SERVICE]

5A. How satisfied are you with your dial-up service? (n=350)

%
42 Very satisfied
45 Somewhat satisfied
9 Not very satisfied
4 Not at all satisfied
1 Don't know (DO NOT READ)
<.5 Refused (DO NOT READ)

5B. How satisfied are you with your DSL service? (n=80)

%
74 Very satisfied
22 Somewhat satisfied
3 Not very satisfied
0 Not at all satisfied
0 Don't know (DO NOT READ)
0 Refused (DO NOT READ)

5C. How satisfied are you with your cable modem service? (n=102)

%
70 Very satisfied
27 Somewhat satisfied
1 Not very satisfied
2 Not at all satisfied
0 Don't know (DO NOT READ)
0 Refused (DO NOT READ)

5D. How satisfied are you with your other services? (n=5)

%
77 Very satisfied
23 Somewhat satisfied
0 Not very satisfied
0 Not at all satisfied
0 Don't know (DO NOT READ)
0 Refused (DO NOT READ)

**6. How many hours per week do you use the Internet at home?
(n=543 Respondents who have Internet access at home)**

%
38 1-5 hours per week
25 6-10 hours per week
13 11-15 hours per week
22 More than 15 hours per week
2 Don't know (DO NOT READ)
1 Refused (DO NOT READ)

7A. How would you rate the speed of your dial-up service when you are opening a web page or downloading a document? Would you say it is.... (n=350)

%

- 8 Very Fast
- 37 Somewhat Fast
- 37 Somewhat Slow
- 15 Very Slow
- 1 Don't know (DO NOT READ)
- 1 Refused (DO NOT READ)

7B. How would you rate the speed of your DSL service when you are opening a web page or downloading a document? Would you say it is.... (n=80)

%

- 50 Very Fast
- 40 Somewhat Fast
- 6 Somewhat Slow
- 5 Very Slow
- 0 Don't know (DO NOT READ)
- 0 Refused (DO NOT READ)

7C. How would you rate the speed of your cable modem service when you are opening a web page or downloading a document? Would you say it is.... (n=102)

%

- 56 Very Fast
- 35 Somewhat Fast
- 7 Somewhat Slow
- 0 Very Slow
- 3 Don't know (DO NOT READ)
- 0 Refused (DO NOT READ)

7D. How would you rate the speed of your other service when you are opening a web page or downloading a document? Would you say it is.... (n=5)

%

- 39 Very Fast
- 62 Somewhat Fast
- 0 Somewhat Slow
- 0 Very Slow
- 0 Don't know (DO NOT READ)
- 0 Refused (DO NOT READ)

8A. How much do you currently pay for your dial-up service? (n=350)

%

- 1 More than \$50 per month (IF NO, READ NEXT CATEGORY)
- 1 \$40 to \$49 per month (IF NO, READ NEXT CATEGORY)
- 4 \$30 to \$39 per month (IF NO, READ NEXT CATEGORY)
- 38 \$20 to \$29 per month (IF NO, READ NEXT CATEGORY)
- 31 \$10 to \$19 per month (IF NO, READ NEXT CATEGORY)
- 8 Less than \$10 per month but more than zero (IF NO, READ NEXT CATEGORY)
- 9 Do not pay for Internet access
- 7 Don't know (DO NOT READ)
- 1 Refused (DO NOT READ)

8B. How much do you currently pay for your DSL service? (n=80)

%

- 19 More than \$50 per month (IF NO, READ NEXT CATEGORY)
- 23 \$40 to \$49 per month (IF NO, READ NEXT CATEGORY)
- 25 \$30 to \$39 per month (IF NO, READ NEXT CATEGORY)
- 13 \$20 to \$29 per month (IF NO, READ NEXT CATEGORY)
- 6 \$10 to \$19 per month (IF NO, READ NEXT CATEGORY)
- 3 Less than \$10 per month but more than zero (IF NO, READ NEXT CATEGORY)
- 0 Do not pay for Internet access
- 8 Don't know (DO NOT READ)
- 3 Refused (DO NOT READ)

8C. How much do you currently pay for your cable modem service? (n=102)

%

- 18 More than \$50 per month (IF NO, READ NEXT CATEGORY)
- 38 \$40 to \$49 per month (IF NO, READ NEXT CATEGORY)
- 17 \$30 to \$39 per month (IF NO, READ NEXT CATEGORY)
- 12 \$20 to \$29 per month (IF NO, READ NEXT CATEGORY)
- 3 \$10 to \$19 per month (IF NO, READ NEXT CATEGORY)
- 2 Less than \$10 per month but more than zero (IF NO, READ NEXT CATEGORY)
- 3 Do not pay for Internet access
- 6 Don't know (DO NOT READ)
- 1 Refused (DO NOT READ)

8D. How much do you currently pay for other services? (n=5)

%

- 20 More than \$50 per month (IF NO, READ NEXT CATEGORY)
- 41 \$40 to \$49 per month (IF NO, READ NEXT CATEGORY)
- 0 \$30 to \$39 per month (IF NO, READ NEXT CATEGORY)
- 20 \$20 to \$29 per month (IF NO, READ NEXT CATEGORY)
- 0 \$10 to \$19 per month (IF NO, READ NEXT CATEGORY)
- 0 Less than \$10 per month but more than zero (IF NO, READ NEXT CATEGORY)
- 18 Do not pay for Internet access
- 0 Don't know (DO NOT READ)
- 0 Refused (DO NOT READ)

9A. Do you think this amount is (dial-up)? *[READ AND ROTATE FIRST 3 ANSWER CATEGORIES]*
(n=350)

%
32 Too much
<.5 Too little
61 About right
6 Don't know (DO NOT READ)
1 Refused (DO NOT READ)

9B. Do you think this amount is (DSL)? *[READ AND ROTATE FIRST 3 ANSWER CATEGORIES]*
(n=80)

%
39 Too much
2 Too little
53 About right
6 Don't know (DO NOT READ)
1 Refused (DO NOT READ)

9C. Do you think this amount is (cable modem)? *[READ AND ROTATE FIRST 3 ANSWER CATEGORIES]* (n=102)

%
52 Too much
0 Too little
47 About right
1 Don't know (DO NOT READ)
0 Refused (DO NOT READ)

9D. Do you think this amount is (other)? *[READ AND ROTATE FIRST 3 ANSWER CATEGORIES]*
(n=5)

%
18 Too much
0 Too little
82 About right
0 Don't know (DO NOT READ)
0 Refused (DO NOT READ)

[DO NOT ASK QUESTION 10 OF RESPONDENTS WHO ANSWERED DSL OR CABLE MODEM SERVICE IN QUESTION 3. SKIP THESE RESPONDENTS TO QUESTION 11.]

10. **DSL and cable modem service are considered high speed connections when compared to dial-up modem connections. For example, downloading a photograph that takes 4 minutes on a dial-up connection would take only about 25 seconds on a high speed connection.**

If you currently have or were to have Internet access at home, how much would you be willing to pay each month for high speed Internet access? By high speed Internet access I mean Internet access through a cable modem or a DSL.

Would you be willing to pay....? (n=621 Respondents who do not have Internet access through DSL or cable modem service)

%

- 3 More than \$50 per month (IF NO, READ NEXT CATEGORY)
- 4 \$40 to \$49 per month (IF NO, READ NEXT CATEGORY)
- 13 \$30 to \$39 per month (IF NO, READ NEXT CATEGORY)
- 29 \$20 to \$29 per month (IF NO, READ NEXT CATEGORY)
- 15 \$10 to \$19 per month (IF NO, READ NEXT CATEGORY)
- 6 Less than \$10 per month but more than zero (IF NO, READ NEXT CATEGORY)
- 17 Would not pay for high speed Internet access
- 10 Don't know (DO NOT READ)
- 3 Refused (DO NOT READ)

11. **Currently Internet access through cable modem service is not regulated because cable TV is not regulated, but DSL service is currently regulated. How strongly do you support or oppose legislation in Texas to deregulate DSL high speed Internet access?**

[If respondent still doesn't understand what deregulation is read the following: Deregulation means there would be little or no state government oversight over DSL providers.] (n=801)

%

- 19 Strongly Support
- 27 Somewhat Support
- 12 Somewhat Oppose (SKIP TO QUESTION D1)
- 15 Strongly Oppose (SKIP TO QUESTION D1)
- 25 Don't know (DO NOT READ)
- 2 Refused (DO NOT READ)

[IF STRONGLY OR SOMEWHAT SUPPORT IN QUESTION 11, ASK Q. 12-14 & ROTATE Q.]

12. **Would you still support this legislation even if it would limit your choice of Internet service providers? (n=373)**

%

- 13 Strongly Support
- 20 Somewhat Support
- 24 Somewhat Oppose
- 37 Strongly Oppose
- 6 Don't know (DO NOT READ)
- 1 Refused (DO NOT READ)

13. Would you still support this legislation even if it meant less reliable service? (n=373)

- %**
- 11** Strongly Support
- 16** Somewhat Support
- 27** Somewhat Oppose
- 41** Strongly Oppose
- 5** Don't know (DO NOT READ)
- <.5** Refused (DO NOT READ)

14. Would you still support this legislation even if it meant higher monthly DSL rates? (n=373)

- %**
- 10** Strongly Support
- 18** Somewhat Support
- 19** Somewhat Oppose
- 45** Strongly Oppose
- 7** Don't know (DO NOT READ)
- 1** Refused (DO NOT READ)

DEMOGRAPHICS

D1. What is your marital status? Are you currently.....

- %**
- 61** Married,
- 9** Divorced,
- 3** Separated,
- 5** Widowed,
- 20** Or have you never been married?
- 1** Living with partner [VOLUNTEERED]
- <.5** Don't know (DO NOT READ)
- 2** Refused (DO NOT READ)

D2. What is your age as of your last birthday? [RECORD IN YEARS]

- %**
- 14** 18-25
- 18** 26-35
- 33** 36-49
- 13** 50-59
- 14** 60-74
- 5** 75 and older
- 3** Refused

- D3. Are you or your spouse a member of A-A-R-P formerly known as the American Association of Retired Persons? [IF NOT "MARRIED" ASK, "Are you a member..."]**
- %
22 Yes
78 No
<.5 Don't know (DO NOT READ)
<.5 Refused (DO NOT READ)
- D4. Thinking about your state elections for Texas Governor and Legislators in the last ten years, which of the following best describes your voting behavior? Would you say you always vote, sometimes miss one, rarely vote, or never vote?**
- %
48 Always vote
28 Sometimes miss one
9 Rarely vote
13 Never vote
<.5 Don't know (DO NOT READ)
2 Refused (DO NOT READ)
- D5. What is the highest level of education you have completed? (READ)**
- %
6 Less than high school
22 High school graduate or equivalent
30 Some college or technical training beyond high school
28 College graduate
13 Post-graduate or professional degree
<.5 Don't know (DO NOT READ)
1 Refused (DO NOT READ)
- D6. Which of the following best describes your current employment status? Are you currently....**
- %
57 Employed full-time
8 Employed part-time
16 Retired and not working
5 Unemployed and looking for work
6 Homemaker
7 Or something else Specify: Disabled, Student, Self-employed
<.5 Other
<.5 Don't know (DO NOT READ)
1 Refused (DO NOT READ)
- D7. Are you Hispanic?**
- %
29 Yes
70 No
<.5 Don't know (DO NOT READ)
1 Refused (DO NOT READ)

D8. What is your race?

- %
- 67 White/Caucasian
- 10 Black/African American
- 1 Asian
- 2 Native American or Alaskan Native
- 18 Other
- 1 Don't know (DO NOT READ)
- 2 Refused (DO NOT READ)

D9. Now, for statistical purposes only, please stop me when I get to the category that includes your household's income before taxes in 2002. Was it... (READ)

- %
- 7 Less than \$10,000
- 10 \$10,000 but less than \$20,000
- 11 \$20,000 but less than \$30,000
- 15 \$30,000 but less than \$40,000
- 9 \$40,000 but less than \$50,000
- 14 \$50,000 but less than \$75,000
- 19 \$75,000 or more
- 3 Don't know (DO NOT READ)
- 11 Refused (DO NOT READ)

D10. What is your 5-digit zip code? _ _ _ _ _

D11. Is the area where you live considered urban, suburban, small town, or rural?

- %
- 17 Urban
- 27 Suburban
- 36 Small town
- 18 Rural
- 1 Don't know (DO NOT READ)
- 0 Refused (DO NOT READ)

Respondent gender:

- %
- 48 Male
- 52 Female

AARP

Knowledge Management

For more information contact Joanne Binette (202) 434-6303