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MEMORANDUM

June 12, 1998

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (B. KEATING) *BK*
MCB

RE: SPECIAL PROJECT NO. 980000A-SP - FAIR AND REASONABLE
RESIDENTIAL BASIC LOCAL TELECOMMUNICATIONS RATES

Attached are the proposed survey questions that will be addressed at staff's June 17, 1998, workshop. **Please place this in the special project file and forward copies to the interested persons.**

BK/anr
Attachment
cc: Division of Communications
I:/ Survey.bk

*Mailed
to all parties
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Special Project No. 980000A-SP
Florida Public Service Commission
Affordability Survey
Preliminary Questions

1. How many phone numbers do you have in your household? (Please do not include business, cellular or pager numbers if you have them.)
 - 1) 1
 - 2) 2
 - 3) More than 2

2. How much do you typically pay per month to your local and long distance telephone companies combined?
 - 1) \$0-\$9.99
 - 2) \$10-\$19.99
 - 3) \$20-\$29.99
 - 4) \$30-\$39.99
 - 5) \$40-\$49.99
 - 6) \$50-\$59.99
 - 7) \$60 and above
 - 8) Don't know

3. What portion of that amount is for long distance?
 - 1) \$0-\$4.99
 - 2) \$5-\$9.99
 - 3) \$10-\$14.99
 - 4) \$15-\$19.99
 - 5) \$20-\$24.99
 - 6) \$25-\$29.99
 - 7) \$30-\$34.99
 - 8) \$35-\$39.99
 - 7) \$40 and above
 - 8) Don't know

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 Preliminary Survey Questions

4. As I read the following list of optional calling features, please identify which ones your household subscribes to?

	Subscribe?		
	Yes	No	Don't Know
(a) Call Forwarding			
(b) Call Waiting			
(c) Three-Way Calling			
(d) Call Block			
(e) Call Tracing			
(f) Caller ID			
(g) Other			
(h) None			

5. Are you able to call your doctors and schools without having to pay long distance charges?
- 1) Yes
 - 2) No
 - 3) Don't know
6. During a typical day, approximately how many local telephone calls are placed from your household?
- 1) 0
 - 2) 1-5
 - 3) 6-10
 - 4) 11-15
 - 5) 16-20
 - 6) More than 21
 - 7) Don't know
7. During a typical day, approximately how many local telephone calls are received at your household?
- 1) 0
 - 2) 1-5
 - 3) 6-10
 - 4) 11-15

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- 5) 16-20
- 6) More than 21
- 7) Don't know

In the following questions we are going to be talking about basic local phone service. For our purposes, basic local phone service includes only the fixed monthly amount you pay for local calling. It includes neither custom calling features, such as call waiting and call forwarding, nor long distance services.

8. Now, I'm going to read a list of services to you. After each service I mention, please tell me whether the service is more important to your household than basic local phone service?

	More Important?	
	Yes	No
(a) Cable TV service		
(b) Satellite or direct TV service		
(c) Internet service		
(d) Security or alarm service		
(e) Cellular phone service		
(f) Pager or beeper service		
(g) Newspaper		
(h) Magazines, journals, etc		
(i) Electric and gas utilities		
(j) Water and sewer utilities		

9. Could you please identify which of the following actions your household would undertake if the price of basic local phone service were to increase?
- 1) Reduce long distance use to lower the total cost of your phone service.
 - 2) Reduce spending on additional services such as call waiting, call forwarding, and voice mail.
 - 3) Reduce spending in other communications related areas, such as cable TV service, cellular phone service and the like.
 - 4) Reduce spending in other areas not related to communications such as entertainment, food, transportation, or clothing.
 - 5) Discontinue basic local phone service.

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- 6) Pay the increase and not adjust other spending.
- 7) Don't know.

10. If the price of your monthly basic local phone service were to increase, at what price would you consider canceling your phone service?

- 1) up to \$10
- 2) up to \$15
- 3) up to \$20
- 4) up to \$25
- 5) up to \$30
- 6) up to \$35
- 7) up to \$40
- 8) up to \$45
- 9) up to \$50
- 10) Any amount
- 11) Not sure/Don't know

11. Assuming that the prices were affordable, do you believe any of the following services could be an acceptable alternative for basic local phone service for you?

	Yes	No	Don't Know
a) Cellular phone or wireless			
b) Pager or beeper			
c) Pay Telephone			

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12. Next, we are interested in finding out about other services you may subscribe to in your household for personal use. As I read a list of services, please let me know whether you have the service, and, if so, approximately how much you pay for the service each month.

	Subscribe?		under \$10	\$10-19.99	\$20-29.99	\$30-39.99	more than \$40	Don't know
	Yes	No						
(a) Cable TV service								
(b) Satellite or direct TV service								
(c) Internet service								
(d) Security or alarm service								
(e) Cellular phone service								
(f) Pager or beeper service								
(g) Newspaper								
(h) Magazines, journals, etc								
(i) Electric and gas utilities								
(j) Water and sewer utilities								