

M E M O R A N D U M

ORIGINAL

June 18, 1998

TO: All Interested Persons

FROM: Dan Hoppe, Director, Division of Research and Regulatory Review *DH*

SUBJECT: Special Project No. 980000A-SP - Fair and Reasonable Residential Basic Local Telecommunications Rates

VIA FACSIMILE

Attached is a copy of the preliminary affordability survey questions which will be reviewed by all interested persons at the June 22, 1998, Affordability Workshop.

The survey includes both affordability/value of service questions and demographic questions. Please note that these preliminary questions are in telephone survey format. Staff developed the questions after considering the comments of interested persons provided at the June 17, 1998, Affordability Workshop.

The affordability studies and journal articles considered by staff in the development of the preliminary survey questions, as identified at the June 17th workshop, are available in the Division of Records and Reporting.

If you have questions regarding the workshop, you may contact Bill McNulty at (850) 413-6443.

DMH:WBM:tf\m-hopp98

cc: Mary Andrews Bane
Division of Communications
Division of Records and Reporting
Division of Auditing and Financial Analysis
Division of Legal Services

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FISC RECORDS/REPORTING

**Florida Public Service Commission
Preliminary Affordability Survey Questions
June 22, 1998 Workshop**

>ps1< 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
- <-8> Don't know
- <-9> Not available

====>

>ps2< Next I would like you to estimate how much you typically pay each month to your local and long distance telephone companies combined. Do not include wireless or cellular service in your estimate. Please stop me when I get to the range that best describes your cost.

- <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
- <-9> Not available

====>

>ps3< Now I would like you to estimate how much you pay each month for long distance telephone service, excluding local service costs. Please stop me when I get to the range that best describes your average monthly costs for long distance service.

- <1> 0-4.99
- <2> 5-9.99
- <3> 10-19.99
- <4> 20-29.99
- <5> 30-39.99
- <6> 40-49.99
- <7> 50+
- <-8> Don't know
- <-9> Not available

====>

>ps4< As I read the following list of optional features, please identify which ones your household subscribes to on a monthly basis?

Do you have call forwarding?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

====>

>ps5< Call Waiting?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

====>

>ps6< Three-Way Calling?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

====>

>ps7< Do you have an Unlisted Number?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

====>

>ps8< Call Tracing?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

====>

>ps9< Caller ID?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

>ps10< Is there another feature you have which I have not mentioned that you subscribe to?

- <1> Yes [specify]
- <2> No
- <-8> Don't know
- <-9> Not available

>ps11< Are you able to call your doctor's office without paying long distance charges?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

>ps12< Are you able to call your schools without paying long distance charges?

- <1> Yes
- <2> No
- <3> Do not have reason to call schools
- <-8> Don't know
- <-9> Not available

>ps13< 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
- <-8> Don't know
- <-9> Not available

>ps14< During a typical DAY, approximately how many telephone calls are received at your household?

- <1> 0
- <2> 1-5
- <3> 6-10
- <4> 11-15
- <5> 16-20
- <6> More than 21
- <-8> Don't know
- <-9> Not available

>ps15< Is your local phone usage during a typical day primarily for social calls, shopping by phone, Internet usage, or business calls?

- <1> Social calls
- <2> Shopping by phone
- <3> Internet usage
- <4> Business calls
- <5> Other (specify)

>ps16< How many people do you know that do not have a telephone in their household?

- <1> 0
- <2> 1-2
- <3> 3-4
- <4> 5+

>ps17< For the following questions we are going to be talking about basic local telephone service. For our purposes, basic local telephone service includes only the fixed monthly amount you pay for local calling.

After each service I mention, please tell me which service you would choose if you could only afford to pay for one. (NOTE: Discuss sequence of responses.)

First, would you choose cable TV service or your basic local telephone service?

- <1> Local telephone service
- <2> Cable TV service
- <-8> Don't know
- <-9> Not available

====>

>ps18< Would you choose Satellite or direct TV service or would you choose local telephone service?

- <1> Local telephone service
- <2> Satellite or direct TV service
- <-8> Don't know
- <-9> Not available

====>

>ps19< Cellular phone service or local telephone service?

- <1> Local telephone service
- <2> Cellular telephone service
- <-8> Don't know
- <-9> Not available

>ps20< Pager or beeper service or local telephone service?

- <1> Local telephone service
- <2> Pager or beeper service
- <-8> Don't know
- <-9> Not available

>ps21< Newspaper or local telephone service?

- <1> Local telephone service
- <2> Newspaper service
- <-8> Don't know
- <-9> Not available

===.

>ps22< Magazines or local telephone service?

- <1> Local telephone service
- <2> Magazines
- <-8> Don't know
- <-9> Not available

>ps23< Please identify which of the following actions your household would undertake if the price of basic local phone service were to increase by \$10 per month?

Would you reduce long distance use to lower the total cost of your phone service?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

>ps24< Reduce spending on additional services such as call waiting, call forwarding, and voice mail.

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

>ps25< Reduce spending in other areas?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

>ps26< Pay the increase and not adjust other spending.

<1> Yes

<2> No

<-8> Don't know

<-9> Not available

If "yes" go to ps 28; otherwise go to ps29.

>ps27< Discontinue basic local phone service.

<1> Yes

<2> No

<-8> Don't know

<-9> Not available

If "yes" to ps23, 24, 25, or 26, go to ps29.

====>

>ps28< If the price of basic local phone service were to increase by \$5 per month would your answers be the same?

<1> Yes

<2> No

<3> Don't know

<4> Not available

====>

>ps29< Possible new question about rate rebalancing/trade offs.

>ps30< Do you believe that any of the following services are acceptable alternatives to basic local telephone service?

Cellular phone or wireless?

<1> Yes

<2> No

<-8> Don't know

<-9> Not available

====>

>ps31< Pager or beeper?

<1> Yes

<2> No

<-8> Don't know

<-9> Not available

====>

>ps32< Pay Telephones?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

====>

>ps33< Next, we are interested in finding out about other services you may subscribe to in your household. 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.

Cable TV service?

- <1> No, don't have Cable TV [go to ps34]
- <2> Under 10 dollars
- <3> 10-19.99
- <4> 20-29.99
- <5> 30-39.99
- <6> More than 40
- <-8> Don't know
- <-9> Not available

====>

>ps34< Satellite or Direct TV service?

- <1> No, don't have Satellite or Direct TV [go to ps35]
- <2> Under 10 dollars
- <3> 10-19.99
- <4> 20-29.99
- <5> 30-39.99
- <6> More than 40
- <-8> Don't know
- <-9> Not available

====>

>ps35< Internet service?

- <1> No, don't have Internet service. [go to ps36]
- <2> Under 10 dollars
- <3> 10-19.99
- <4> 20-29.99
- <5> 30-39.99
- <6> More than 40
- <-8> Don't know
- <-9> Not available

====>

>ps36< Security alarm service?

- <1> No, don't have security alarm service [go to ps37]
- <2> Under 10 dollars
 - <2> 10-19.99
 - <3> 20-29.99
 - <4> 30-39.99
- <5> More than 40
- <-8> Don't know
- <-9> Not available

====>

>ps37< Cellular telephone service?

- <1> No, don't have Cellular telephone [go to ps38]
- <2> Under 10 dollars
 - <2> 10-19.99
 - <3> 20-29.99
 - <4> 30-39.99
- <5> More than 40
- <-8> Don't know
- <-9> Not available

====>

>ps38< Pager or beeper service?

- <1> No, don't have Pager or beeper [go to p39]
- <2> Under 10 dollars
 - <2> 10-19.99
 - <3> 20-29.99
 - <4> 30-39.99
- <5> More than 40
- <-8> Don't know
- <-9> Not available

====>

>ps39< Newspaper service?

- <1> No, don't have Newspaper [go to p40]
- <2> Under 10 dollars
 - <2> 10-19.99
 - <3> 20-29.99
 - <4> 30-39.99
- <5> More than 40
- <-8> Don't know
- <-9> Not available

====>

>ps40< Magazine service?

- <1> No, don't have Magazine
- <2> Under 10 dollars
- <3> 10-19.99
- <4> 20-29.99
- <5> 30-39.99
- <6> More than 40
- <-8> Don't know
- <-9> Not available

>ps41< How much do you pay each month for electric service?

- <1> Under 20 dollars
- <2> 20-49.99
- <3> 50-99.99
- <4> More than 100
- <-8> Don't know
- <-9> Not available

**Florida Public Service Commission
Affordability Survey
Preliminary DEMOGRAPHIC Questions
June 22, 1998 Workshop**

>DD< Including yourself, how many people are living with you at your Florida residence?

- <1-20>
- <-8> Don't know
- <-9> Not available

====>

>DDA< How many of these are under the age of 18?

- <0-20>
- <-8> Don't know
- <-9> Not available

====>

>DDB< How many of these are over the age of 65?

- <0-20>
- <-8> Don't know
- <-9> Not available

====>

>EED< In what county in Florida do you live?

- <1> Alachua <2> Baker <3> Bay <4> Bradford
- <5> Brevard <6> Broward <7> Calhou <8> Charlotte
- <9> Citrus <10> Clay <11> Collier <12> Columbia
- <13> Dade <14> De Soto <15> Dixie <16> Duval
- <17> Escambia <18> Flagler <19> Franklin <20> Gadsden
- <21> Gilchrist <22> Glades <23> Gulf <24> Hamilton
- <25> Hardee <26> Hendry <27> Hernando <28> Highlands
- <29> Hillsborough <30> Holmes <31> Indian River <32> Jackson
- <33> Jefferson <34> Lafayette <35> Lake <36> Lee
- <37> Leon <38> Levy <39> Liberty <40> Madison
- <41> Manatee <42> Marion <43> Martin <44> Monroe
- <45> Nassau <46> Okaloosa <47> Okeechobee <48> Orange
- <49> Osceola <50> Palm Beach <51> Pasco <52> Pinellas
- <53> Polk <54> Putnam <55> St.Johns <56> St.Lucie
- <57> Santa Rosa <58> Sarasota <59> Seminole <60> Sumter
- <61> Suwannee <62> Taylor <63> Union <64> Volusia
- <65> Wakulla <66> Walton <67> Washington
- <-8> Don't Know <-9> Not Available

ENTER THE APPROPRIATE NUMBER ==>

>Y1< What is the highest grade of school or year in college you yourself completed ?

- <0> None.....0
- <1> Elementary 01
- <2> Elementary 02
- <3> Elementary 03
- <4> Elementary 04
- <5> Elementary 05
- <6> Elementary 06
- <7> Elementary 07
- <8> Elementary 08
- <9> High School 09
- <10> High School 10
- <11> High School 11
- <12> High School 12
- <13> College.....13
- <14> College.....14
- <15> College.....15
- <16> College.....16
- <17> Some Graduate School 17
- <18> Graduate/Prof. Degree 18

- <-8> Don't know
- <-9> Not available

====>

>Z1< What race do you consider yourself ?

INTERVIEWER, IF NECESSARY READ CHOICES.

- <1> White [goto Z3]
- <2> Black [goto Z3]
- <3> Asian or Pacific Islander [goto Z4]
- <4> American Indian [goto Z4]
- <5> Other [goto Z2]
- <6> Multi-racial or mixed race
- <-9> Not available [goto Z4]

====>

>Z2< And what would that be ? [allow 12]

====>

>Z3< Are you of Spanish or Hispanic origin ?

- <1> Yes
- <2> No
- <-8> Don't know
- <-9> Not available

====>

>AA2< Are you employed full-time or part-time ?

- <1> Full time [goto AA4]
- <2> Part time [goto AA4]
- <-9> Not available [goto AA5]

====>

>AA3< Are you unemployed but looking for work, or are you not looking for work or are you retired ?

<3> Unemployed but looking for work

<4> Not looking

<5> Retired

<-9> Not available

====> [goto HEA1]

>INC< Now consider your family's household income from all sources. As I read a list, please stop me when I get to the income level that best describes your household income in 1997.

<1> less than \$10,000

<2> \$10,000 to \$19,999

<3> \$20,000 to \$29,999

<4> \$30,000 to \$39,999

<5> \$40,000 to \$49,999

<6> \$50,000 to \$59,999

<7> \$60,000 to \$79,999

<8> \$80,000 to \$99,999

<9> \$100,000 to 150,000

<10> Over 150,000

<-8> Don't Know

<-9> Not Available