

2014 New Jersey Utilities Survey on Telecommunications
(Survey Sample: 50+ Registered Voters in New Jersey)
(N=1,401, sampling error = ±3%)

INTRODUCTION/SCREENER

Hello, this is _____ calling from Precision Research, a national opinion research firm. We are not telemarketers and are not trying to sell you anything. We would like to find out your opinions on your telephone service. Your views are important and we would greatly appreciate your participation. All your responses will be kept entirely confidential.

SCREENING QUESTIONS

S1. Our study is interested in the opinions of people in certain age groups. Could you please tell me your age as of your last birthday? **[IN YEARS] _____ [RECORD ACTUAL AGE AND USE THE AGE GROUPS BELOW TO KEEP TRACK OF HOW MANY RESPONDENTS WE ARE GETTING IN EACH GROUP.]** **ADDITIONALLY, WE NEED TO HAVE THE FOLLOWING AGE BREAKS FOR OUR SEGMENTATION DATA: 50-64; 65+]**

1401	BASE
-	[DO NOT READ] Under 50 [ASK TO SPEAK TO SOMEONE 50 OR OLDER AND REPEAT INTRO AND THEN ASK S1. IF NO ONE 50 OR OLDER, TERMINATE.]
	50-64
	65+
-	[DO NOT READ] Refused [GO TO S1B]

S1b. [If refused in S1:] I understand. Some people are not comfortable giving their age, but would you let me know which of the following age ranges you fall into?

Under 50 **[THANK & TERMINATE]**
 50-64
 65 or older
 [DO NOT READ] Refused **[THANK & TERMINATE]**

AGE	Total (1401)
50 to 59	39.8%
60 to 74	39.5%
75 or older	20.8%

S2. Are you a resident of New Jersey?

	Total (1401)
Yes	100.0%
No [THANK AND TERMINATE]	-

S3. Are you registered to vote in New Jersey?

	Total (1401)
Yes [CONTINUE TO QUESTION 1]	100.0%
No [THANK AND TERMINATE]	-
Don't know [THANK AND TERMINATE]	-
Refused [THANK AND TERMINATE]	-

Main Questionnaire

[INTERVIEWER READ: Now I would like to ask you a few questions about your telephone service.]

Q1. Landline 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 landline telephone service at home? [INTERVIEWER IF ASKED, INFORM THAT LANDLINE INCLUDES TRADITIONAL WIRELINE, FIBER OPTIC, AND CABLE PHONE SERVICE BUT DOES NOT INCLUDE CELLULAR PHONE SERVICE]

	Total (1401)
Yes	93.7%
No [SKIP TO QUESTION 7]	6.1%
Not sure [DO NOT READ] [SKIP TO QUESTION 7]	0.2%
Refused [DO NOT READ] [SKIP TO QUESTION 7]	-

Q2. What is the name of the company that you receive your telephone bill from?

[DO NOT READ THE LIST BELOW. THE LIST IS JUST FOR CODING PURPOSES. IF THE RESPONDENT GIVES A COMPANY THAT IS NOT ON THE LIST SIMPLY RECORD IT AS OTHER. THE COMPANIES LISTED WILL BE MOST OFTEN MENTIONED.]

	Total (1401)
Verizon	55.8%
ATT	4.3%
Other	39.9%

Q3. As you may know, for one set monthly price, companies that provide phone service can offer consumers a 'bundle' or combination of services in addition to phone service that could include, Internet and TV. Do you currently pay a set monthly price for "bundled" services with your landline telephone?

	Total (1401)
Yes	71.6%
No	26.1%
Not sure	2.1%
Refused	0.3%

Q4. [ASK ONLY IF Q2=VERIZON] Do you have VoiceLink telephone service which is a fixed wireless home phone service? VoiceLink is different from cellular phone services because it only works in your home.

	Total (1401)
Yes	18.0%
No	73.6%
Not sure	8.4%
Refused	-

Q5. And would you say you are extremely satisfied, very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied with your telephone service?

	Total (1401)
Extremely satisfied	17.2%
Very satisfied	42.0%
Somewhat satisfied	30.0%
Not very satisfied	5.4%
Not at all satisfied	4.6%
Not sure [DO NOT READ]	0.6%
Refused [DO NOT READ]	0.1%

Q6. How concerned are you about being able to afford the cost of your service over the next 3 years? Would you say you are extremely concerned, very concerned, somewhat concerned, not very concerned, or not at all concerned?

	Total (1401)
Extremely concerned	9.9%
Very concerned	17.7%
Somewhat concerned	24.7%
Not very concerned	17.9%
Not at all concerned	27.7%
Not sure [DO NOT READ]	2.2%
Refused [DO NOT READ]	-

Q7. As you may know, cellular phones, also known as cell or mobile phones, are portable telephones that can be used away from your house or just about anywhere. These are *not* cordless phones that only work within a limited distance of a base unit plugged into a phone jack. Cellular service is received through a connection from a nearby cell tower enabling you to make local and long distance calls. Do you personally have a cellular telephone that you use to make or receive calls?

[IF RESPONDENT REPORTS THEY HAVE A CELL PHONE THAT CAN ONLY BE USED TO PLACE 911 CALLS, RECORD A “NO” RESPONSE.]

	Total (1401)
Yes	84.0%
No	15.7%
Not sure [DO NOT READ]	0.1%
Refused [DO NOT READ]	0.1%

Q8. [ASK IF ((Q1=1 OR Q4=1) AND (Q7 = 1,2))] Looking ahead over the next 12 months, how likely are you to disconnect your landline phone service and use ONLY a cellular phone for all your telephone needs? Are you extremely likely, very likely, somewhat likely, not very likely, or not at all likely to use ONLY a cellular phone for all your telephone needs?

	Total (1310)
Extremely likely [SKIP TO QUESTION 10]	3.3%
Very likely [SKIP TO QUESTION 10]	5.8%
Somewhat likely	8.7%
Not very likely	23.8%
Not at all likely	56.3%
Not sure [DO NOT READ]	2.0%
Refused [DO NOT READ]	0.1%

Q9. I am going to read a list of reasons why some people choose to keep their landline phone and NOT use a cell phone only for all their phone calls. Please say yes or no if any of these are reasons why you would keep your landline. Would you keep your landline because... [RANDOMLY INSERT A-G AND READ ITEM H LAST].

- a. You want security in case of an emergency or power outage and your landline phone works in these instances**

	Total (1401)
Yes	60.9%
No	27.3%
Not sure [DO NOT READ]	3.0%
Refused [DO NOT READ]	0.1%

b. Cellular phones are not dependable where I live

	Total (1401)
Yes	20.4%
No	66.9%
Not sure [DO NOT READ]	4.2%
Refused [DO NOT READ]	-

c. Cellular phones are not available where I live

	Total (1401)
Yes	10.4%
No	79.1%
Not sure [DO NOT READ]	1.9%
Refused [DO NOT READ]	0.1%

d. Cellular service or phones are too expensive

	Total (1401)
Yes	22.6%
No	65.1%
Not sure [DO NOT READ]	3.6%
Refused [DO NOT READ]	0.1%

e. I can hear the caller better with my landline phone service

	Total (1401)
Yes	47.6%
No	39.7%
Not sure [DO NOT READ]	4.1%
Refused [DO NOT READ]	-

f. I need a landline phone service to run my medical monitoring equipment or medical alert system

	Total (1401)
Yes	11.9%
No	78.4%
Not sure [DO NOT READ]	1.0%
Refused [DO NOT READ]	0.1%

g. I need a landline phone service to run my home security system

	Total (1401)
Yes	18.6%
No	70.7%
Not sure [DO NOT READ]	1.8%
Refused [DO NOT READ]	0.2%

h. Some other reason: (Specify)

	Total (1401)
Yes	56.0%
No	34.4%
Not sure [DO NOT READ]	0.9%
Refused [DO NOT READ]	0.1%

Q10. [ASK IF Q1 = YES, IF Q1= NO/ NOT SURE/REFUSED SKIP TO Q12] New Jersey was struck by two major storms in the past 5 years – Tropical Storm Irene and Superstorm Sandy. During either of these storms, did you lose connection on your landline telephone service?

	Total (1313)
Yes	44.0%
No [SKIP TO QUESTION 12]	48.7%
Not sure [DO NOT READ] [SKIP TO QUESTION 15]	7.3%
Refused [DO NOT READ] [SKIP TO QUESTION 15]	-

Q11. [ASK IF Q7=1 or Q4=1] Has your landline phone service been restored?

	Total (511)
Yes	99.4%
No	0.6%
Not sure [DO NOT READ]	-
Refused [DO NOT READ]	-

Q12. [ASK IF Q7 = YES, IF Q7 = NO/NOT SURE/REFUSED SKIP TO Q15] Did you lose connection on your cellular telephone service during either Tropical Storm Irene or Superstorm Sandy?

	Total (1093)
Yes	24.7%
No [SKIP TO QUESTION 15]	66.5%
Not sure [DO NOT READ] [SKIP TO QUESTION 15]	8.8%
Refused [DO NOT READ] [SKIP TO QUESTION 15]	-

Q13. [DO NOT ASK IF Q11 = NO] Since your landline phone service was restored, have you experienced any problems such as... [RANDOMLY INSERT ITEMS A-C. READ ITEM D LAST]?

a. No dial tone

	Total (171)
Yes	13.8%
No	85.6%
Not sure [DO NOT READ]	0.5%
Refused [DO NOT READ]	-

b. Noise or static on the line

	Total (171)
Yes	12.9%
No	87.1%
Not sure [DO NOT READ]	-
Refused [DO NOT READ]	-

c. Busy tone when trying to dial out

	Total (171)
Yes	7.8%
No	91.7%
Not sure [DO NOT READ]	0.5%
Refused [DO NOT READ]	-

d. Or something else (specify)

	Total (171)
Yes	12.9%
No	85.8%
Not sure [DO NOT READ]	1.3%
Refused [DO NOT READ]	-

Q 14. How satisfied were you with your phone company's efforts to resolve those problems with your landline phone service? Would you say you are extremely satisfied, very satisfied, somewhat satisfied, not too satisfied or not at all satisfied?

	Total (149)
Extremely satisfied	14.8%
Very satisfied	33.2%
Somewhat satisfied	26.7%
Not too satisfied	8.1%
Not at all satisfied	7.6%
Not sure [DO NOT READ]	8.4%
Refused [DO NOT READ]	1.3%

Q15. A carrier of last resort is a phone company that is required by law to provide basic local telephone service to any customer in its service area who requests it. These phone companies must comply with federal and state rules that require them to provide residents with access to quality phone service that is affordable. Do you support or oppose the state of New Jersey continuing to make sure that carriers of last resort continue to provide affordable, reliable phone service? Would you say that you strongly support, somewhat support, neither support of oppose, somewhat oppose, or strongly oppose?

	Total (1401)
Strongly support	52.5%
Somewhat support	26.6%
Neither support nor oppose	9.1%
Somewhat oppose	3.3%
Strongly oppose	4.2%
Not sure [DO NOT READ]	3.9%
Refused [DO NOT READ]	0.4%

Q16. If your current landline phone service was no longer available, how important would it be to you that any new telephone service for your home provides you with reliable access to: [RANDOMLY INSERT A- H, READ ITEM I LAST]? Would you say it is extremely important, very important, somewhat important, not too important or not at all important?

a. Medical monitoring equipment or medical alert systems

	Total (1401)
Extremely important	22.8%
Very important	19.5%
Somewhat important	10.6%
Not too important	14.2%
Not at all important	28.7%
Not sure [DO NOT READ]	3.9%
Refused [DO NOT READ]	0.2%

b. Home security systems

	Total (1401)
Extremely important	19.8%
Very important	20.3%
Somewhat important	14.2%
Not too important	16.1%
Not at all important	25.1%
Not sure [DO NOT READ]	3.9%
Refused [DO NOT READ]	0.6%

c. 911

	Total (1401)
Extremely important	53.5%
Very important	34.4%
Somewhat important	5.8%
Not too important	2.6%
Not at all important	2.8%
Not sure [DO NOT READ]	0.7%
Refused [DO NOT READ]	0.1%

d. Service during power outages

	Total (1401)
Extremely important	39.5%
Very important	38.9%
Somewhat important	10.7%
Not too important	5.1%
Not at all important	4.5%
Not sure [DO NOT READ]	1.1%
Refused [DO NOT READ]	0.3%

e. Clear connection for calls

	Total (1401)
Extremely important	38.3%
Very important	44.2%
Somewhat important	10.4%
Not too important	3.6%
Not at all important	2.3%
Not sure [DO NOT READ]	1.0%
Refused [DO NOT READ]	0.2%

f. Internet connection

	Total (1401)
Extremely important	27.6%
Very important	31.3%
Somewhat important	15.5%
Not too important	8.7%
Not at all important	13.9%
Not sure [DO NOT READ]	2.7%
Refused [DO NOT READ]	0.4%

g. Affordable priced services

	Total (1401)
Extremely important	38.0%
Very important	38.8%
Somewhat important	14.1%
Not too important	3.1%
Not at all important	4.1%
Not sure [DO NOT READ]	1.8%
Refused [DO NOT READ]	0.2%

h. Customer service that's responsive

	Total (1401)
Extremely important	36.8%
Very important	42.0%
Somewhat important	12.7%
Not too important	3.2%
Not at all important	3.3%
Not sure [DO NOT READ]	1.7%
Refused [DO NOT READ]	0.3%

Q17. After Superstorm Sandy, Verizon decided not to rebuild the landlines for traditional home telephone services in some parts of New Jersey impacted by the storm. Instead, they offered to install a fixed wireless home phone service called VoiceLink to provide residents with a voice-only service. VoiceLink is different from cell phone service because it only works in your home. It also may not support many of the services that work with traditional landline phone service, like medical monitoring equipment, home security systems, and sometimes 911. Currently, Verizon is looking to do the same in other parts of New Jersey – replace traditional landline service with VoiceLink. How strongly do you agree or disagree that [RANDOMLY INSERT A- B]? Would you say it is strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree?

- A. The state should ensure that Verizon customers in New Jersey are offered the opportunity to choose if they want to keep their traditional landline phone service or change to VoiceLink?**

	Total (1401)
Strongly agree	65.6%
Somewhat agree	14.5%
Neither agree nor disagree	7.3%
Somewhat disagree	3.0%
Strongly disagree	6.2%
Not sure [DO NOT READ]	3.1%
Refused [DO NOT READ]	0.3%

- B. Verizon should continue to provide traditional landline phone service to New Jersey residents in their service area until a comparable alternative is available?**

	Total (1401)
Strongly agree	68.7%
Somewhat agree	13.0%
Neither agree nor disagree	7.2%
Somewhat disagree	1.8%
Strongly disagree	5.1%
Not sure [DO NOT READ]	3.9%
Refused [DO NOT READ]	0.3%

Q18. Part of the responsibility of the New Jersey Board of Public Utilities – also called BPU – is to monitor the performance of telephone companies in New Jersey. The BPU oversees the prices and quality of basic local phone service offered to customers. How important do you think it is for the BPU to investigate and make decisions regarding customer complaints about problems with their home telephone service? Would you say it is extremely important, very important, somewhat important, not too important or not at all important?

	Total (1401)
Extremely important	43.6%
Very important	36.3%
Somewhat important	13.6%
Not too important	1.9%
Not at all important	2.2%
Not sure [DO NOT READ]	2.1%
Refused [DO NOT READ]	0.3%

Q19. How strongly do you agree or disagree that the New Jersey Board of Public Utilities should be required to review changes in the technology used to provide home telephone services. The review process would ensure that the new technology can provide high quality and affordable service comparable to existing phone service – including prices, the ability to reach 911 at all times, connect to the internet, and use home alarm and medical monitoring systems. Would you say you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree?

	Total (1401)
Strongly agree	67.9%
Somewhat agree	20.7%
Neither agree nor disagree	3.8%
Somewhat disagree	2.2%
Strongly disagree	2.5%
Not sure [DO NOT READ]	2.5%
Refused [DO NOT READ]	0.3%

Q20. The state legislature is currently considering a bill to establish a one-year moratorium or suspension on the ability of phone companies to require customers to switch to an alternative technology for their home phone service. During the suspension, the New Jersey BPU would study how the switch to an alternative technology would impact New Jersey phone customers. Would you strongly support, somewhat support, somewhat oppose, strongly oppose or do you neither support nor oppose the one-year suspension?

	Total (1401)
Strongly support	32.1%
Somewhat support	20.1%
Neither support nor oppose	16.0%
Somewhat oppose	8.5%
Strongly oppose	15.4%
Not sure [DO NOT READ]	7.2%
Refused [DO NOT READ]	0.7%

Q21. Do you support or oppose AARP working with state policymakers to ensure that quality phone service is available that is just, reasonable and affordable for all New Jersey residents? Would you say you strongly support, somewhat support, neither support of oppose, somewhat oppose, or strongly oppose?

	Total (1401)
Strongly support	59.5%
Somewhat support	20.5%
Neither support nor oppose	7.1%
Somewhat oppose	3.3%
Strongly oppose	7.0%
Not sure [DO NOT READ]	2.0%
Refused [DO NOT READ]	0.6%

Demographics

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

D1. RECORD RESPONDENT'S GENDER. ASK ONLY IF ABSOLUTELY

NECESSARY: "To ensure it is recorded accurately, could you please state your gender?"

	Total (1401)
Male	45.6%
Female	54.4%

D2. What is your current marital status? Are you.....[READ EACH ANSWER CATEGORY]?

	Total (1401)
Married	64.6%
Not married, living with your partner or significant other	2.6%
Separated	0.9%
Divorced	6.9%
Widowed	13.1%
Or are you currently single and never married	8.9%
Not sure [DO NOT READ]	0.1%
Refused [DO NOT READ]	2.9%

D3. IF D2 = 1 ASK: “Are you or your spouse currently a member of A-A-R-P?” IF D2 = 2 ASK: “Are you or your partner currently a member of AARP?” OTHERWISE ASK “Are you currently a member of AARP?”

	Total (1401)
Yes	52.2%
No	44.6%
Not sure [DO NOT READ]	1.4%
Refused [DO NOT READ]	1.8%

D4. Thinking about who lives in your household, do you currently....[INSERT AND READ ITEMS A THROUGH C BELOW]?

D4a. Have any children under age 18 living with you

	Total (1401)
Yes	13.7%
No	83.5%
Not sure [DO NOT READ]	1.0%
Refused [DO NOT READ]	1.8%

D4b. Have any children over age 18 living with you

	Total (1401)
Yes	27.1%
No	70.1%
Not sure [DO NOT READ]	1.1%
Refused [DO NOT READ]	1.7%

D4c. Have any children away at college

	Total (1401)
Yes	12.6%
No	85.0%
Not sure [DO NOT READ]	0.9%
Refused [DO NOT READ]	1.5%

D5. What is the highest level of education that you completed? [READ EACH ANSWER CATEGORY]

	Total (1401)
0 to 12 th grade, but with no diploma	6.3%
High school graduate or equivalent	26.6%
Post high school education, but with no degree	10.8%
2 year degree	10.8%
4 year degree	19.6%
Post graduate study, but with no degree	5.5%
Graduate or professional degree	16.9%
Not sure [DO NOT READ]	0.6%
Refused [DO NOT READ]	2.9%

D6. Which of the following best describes your current employment status? [READ EACH ANSWER CATEGORY]

	Total (1401)
Self-employed full-time	4.9%
Self-employed part-time	2.4%
Employed full-time	27.6%
Employed part-time	7.8%
Retired and not working at all	41.4%
Unemployed and looking for work	4.0%
Or are you not in the labor force for other reasons	8.5%
Refused [DO NOT READ]	3.3%

D7. Do you own or rent your primary residence?

	Total (1401)
Own	79.2%
Rent	16.1%
Not sure [DO NOT READ]	1.3%
Refused [DO NOT READ]	3.4%

D8. What type of home is your primary residence? [READ EACH ANSWER CATEGORY]

	Total (1401)
Single family home	75.1%
Mobile home	1.9%
Town home or duplex	4.4%
Apartment	8.1%
Condominium or coop	4.5%
Something else	2.6%
Not sure [DO NOT READ]	0.1%
Refused [DO NOT READ]	3.3%

D9. Are you of Hispanic, Spanish, or Latino origin or descent?

	Total (1401)
Yes	17.4%
No	81.1%
Not sure [DO NOT READ]	0.6%
Refused [DO NOT READ]	0.9%

D10. Which of the following best describes your race? [READ EACH ANSWER CATEGORY]?

	Total (1401)
White or Caucasian	72.8%
Black or African American	7.3%
Native American or Alaskan Native	0.4%
Asian	1.2%
Native Hawaiian or other Pacific Islander	0.3%
Hispanic	12.8%
Mixed	2.2%
Refused [DO NOT READ]	2.9%

D11. Thinking about your state elections for New Jersey Governor and Legislators in the last 10 years, which of the following best describes your voting behavior? Would you say you vote always, most of the time, about half of the time, seldom, or would you say you never vote?

	Total (1401)
Always	61.7%
Most of the time	25.7%
About half of the time	5.9%
Seldom	2.4%
Never	1.0%
Not sure [DO NOT READ]	0.2%
Refused [DO NOT READ]	3.2%

D12. Do you consider yourself to be a[READ AND RANDOMIZE ITEMS A THROUGH C BELOW, THEN INSERT "SOMETHING ELSE" AT THE END]

	Total (1401)
Democrat	33.5%
Republican	21.2%
Independent	26.9%
Something else	4.8%
Not sure [DO NOT READ]	3.7%
Refused [DO NOT READ]	9.9%

D13. In general, would you describe your political views as very conservative, somewhat conservative, moderate, somewhat liberal, or very liberal?

	Total (1401)
Very conservative	15.5%
Somewhat conservative	24.8%
Moderate	26.8%
Somewhat liberal	14.6%
Very liberal	6.7%
Not sure [DO NOT READ]	5.4%
Refused [DO NOT READ]	6.2%

D14. What is your 5-digit zip code? ____ _

D15. We realize income is a private matter and so rather than ask you anything specific about your income, I'd like to ask you to please stop me when I get to the category that includes your household's income before taxes in 2013. Was it....[READ EACH ANSWER CATEGORY]?

	Total (1401)
Less than \$10,000	4.6%
\$10,000 to less than \$20,000	5.9%
\$20,000 to less than \$35,000	9.0%
\$35,000 to less than \$50,000	8.7%
\$50,000 to less than \$60,000	7.6%
\$60,000 to less than \$75,000	8.1%
\$75,000 to less than \$100,000	11.4%
\$100,000 to less than \$125,000	8.2%
\$125,000 to less than \$150,000	3.7%
\$150,000 to less than \$200,000	3.1%
\$200,000 or more	4.4%
Not sure [DO NOT READ]	4.7%
Refused [DO NOT READ]	20.6%

That was our last question for tonight/today. Thanks you very much for taking the time to help us out. Have a great day/night!