



COMMENTS OF COMMON CAUSE/NY
in
CASE 14-C-0370 - In the Matter of a Study on the State of
Telecommunications in New York State.

October 23, 2015

INTRODUCTION

On behalf of its more than 15,000 New York members and supporters, Common Cause/NY¹ appreciates the opportunity to comment on the above captioned proceeding. We believe that the testimony introduced in the public statement hearings held around the state in this proceeding, as well as the results of the surveys we conducted which we reference herein, strongly support the granting of the petition by the Connect New York Coalition filed in Case 14-C-0306 which seeks review of various aspects of telecommunications services in New York State. Common Cause/NY respectfully urge the Public Service Commission (PSC) to grant the Connect New York Coalition petition.

This year, Common Cause/NY has distributed two (2) email surveys relating to telecommunications to its members and activists: a survey in April, 2015 distributed to Common Cause/NY's New York City members regarding their experience with Verizon's FiOS and a survey in September and October to all our New York State members seeking feedback on their experience with internet access. We received hundreds of responses to each petition. The majority of respondents to our New York City FiOS survey were concentrated in Manhattan and Brooklyn, although we received responses from Queens and the Bronx as well. Respondents to our statewide internet survey were quite geographically dispersed, with only 24% of the responses coming from New York City residents. The balance of respondents live throughout the state, from Amherst to Westbury, and many locations in between.

Our purpose in filing this comment is to share the information which our members have provided. We do not claim that our surveys are a scientific sampling or that they provide statistically significant data. Nevertheless, we believe that the experiences of hundreds of our members who chose to respond to our surveys provides useful information and insight into the experiences of every day New Yorkers in our state's telecommunications marketplace.

New York City FiOS Survey

At the time New York City entered into the Franchise Agreement with Verizon to provide all of New York City's neighborhoods with high-speed fiber-optic network (FiOS) connectivity, Common Cause/NY raised questions about the way in which the agreement was negotiated and approved and questioned whether its enforcement provisions were strong enough to insure full compliance. We shared those concerns not only with New York City at the time, but with the PSC as well, when the Franchise Agreement was considered for approval by the PSC. Currently, now well past the deadline, many parts of New York City remain without high speed fiber optic connectivity. In April, Common Cause/NY sent

¹ Common Cause/NY is the New York State arm of Common Cause, a nonpartisan, nationwide grassroots network of 400,000 members and supporters that has advocated open, honest, and accountable government for over 45 years. Because a vibrant informational ecosystem is critical to self-governance, Common Cause is working to ensure public interest communications policies that connect all Americans to news and information.

out a survey to our New York City members about their experiences with accessing FiOS. With nearly 300 responses, we were able to highlight specific problems that residents were facing.

Following up on that survey, we collected personal stories and testimonies which described cases where NYC residents had attempted - unsuccessfully – to have FiOS installed in their building or home. Along with our partner organizations, most particularly Consumers Union, we formed the Waiting 4 FiOS coalition and have been sponsoring public forums to hear directly from New York City residents. We conducted a public forum in Manhattan with the co-sponsorship of Manhattan Borough President Gale Brewer in July. That forum took place at the MNN East Harlem Firehouse facility and was broadcast on MNN. A video tape of the entire forum will be up on Common Cause/NY's YouTube page shortly. In September, we conducted a public forum in the Bronx co-sponsored by Bronx Borough President Ruben Diaz, Jr. and another in Queens co-sponsored by Councilmembers Constantanides and Drumm, as well as State Senator Giannaris and Assemblywoman Simotas. We will be co-sponsoring a fourth public forum in Brooklyn in November with Brooklyn Borough President Eric Adams. We are continuing to monitor and assist efforts to hold Verizon accountable for their failure to meet the terms of the 2008 franchise agreement.

At our public forums and in response to our public outreach, we have heard from various members of the public who have significant concerns regarding the impact which difficulty in obtaining high speed internet and affordable, reliable phone service on their health and well-being. Members of the disability community have shared with us how heavily those with mobility issues depend on telecommunications to be able to access the world outside their apartments. A representative of Gay Men's Health Alliance testified at the Manhattan Public Forum how much the Alliance's members depend on telecom services to be able to access their health providers and records, leading to a strong desire for FiOS service to bring competition.

We had close to 300 of our members reply to the survey and a few respondents from other organizations, including organizations representing the Asian American community in Brooklyn and Queens. Approximately 50 respondents indicated that they have Verizon FiOS. Over two-thirds of those respondents indicated that they had no problem getting the service; most said they called and it was installed within 2 weeks. But the balance of respondents who had FiOS had complaints, often regarding pricing. A summary selection of the responses we received from FiOS customers is attached as Attachment A. Here are some indicative responses from our members who have FiOS service but are not happy (Capital letters as used by respondents).

"Verizon engineering, at a neighborhood meeting, said it was 'coming soon' to the neighborhood. It took almost 2 1/2 years AFTERWOOD[sic] to get PART of the neighborhood equipped/'wired' to get FIOS! I have had FIOS since September '14. On the other side of the street - NOTHING!!" E.24th St. Brooklyn

"All I have to say about Fios and Verizon is that their prices are uncontrollable. I signed up at \$65 (I was on a bare bones budget) and of course all the discounts and specials I took advantage of 2 years ago are gone. My monthly is now \$111, and I don't have TV! Digital phone and internet. These are MONOPOLIES! Why aren't our anti-trust laws in effect? Why isn't anyone contesting their right to bulldoze over their customers with poor customer service and rising rates. They are making money hand over fist! And what choice do I have? Time Warner? They're no better! THIS is a fight I want to see fought, fight these monopolies!" E.56th St., Manhattan

"My building had FIOS when I moved in. However my office building is not wired for FIOS and I don't think there are any plans to. I don't know if this is an issue with Verizon or the building owner but we would take FIOS in the office if it were available." Bleecker St., Manhattan

"I did not want FIOS. It was installed after my phone service went out with Hurricane Sandy. It is too expensive." Fish Ave., Bronx

"Our building got fios years ago with no problems. BUT DURING THE PAST YEAR THERE WAS A MARKED SLOWDOWN IN CONNECTIVITY, IMMEDIATELY FOLLOWED BY AN OFFER TO IMPROVE IT FOR \$10 MORE A MONTH." Manhattan

Attached as Attachment B is a summary of some of the more than 200 responses we received from our members who couldn't get FiOS. Here are some examples:

"I can't remember whether I was told that FiOS was available on my street, but I was definitely told it was not available in my building." Bryant Ave., Bronx

"You can only get bundled Services...Phone, Internet, TV. You cannot get FiOS as a stand-alone internet product. I already have Phone, but unless I get TV also....I cannot get FiOS Internet." 54th Ave., Queens

"I live in a NYCHA development and told that we could not get FiOS in our development." Amsterdam Ave., Manhattan

"When I first learned about FiOS several years ago I called to find out and was told it would be available in my area in 2015 (at the time this was far away timewise). FiOS is still not." E.72nd St., Manhattan

But we are equally concerned about the complaints we have received that Verizon is forcing people off their landline or Plain Old Telephone Service. Here are two comments from our members:

"My neighborhood — the village/soho doesn't have FiOS yet — but the copper wires are too expensive for Verizon to fix so I haven't had DSL internet or my land line since Jan 23 — that is 2 months and counting. I've been a customer since 1975 at this address." MacDougal St., Manhattan

"I have a complaint re Verizon—they are disconnecting copper wire service and replacing it with battery dependent FiOS phone lines that will depend upon batteries in a power failure. In other words, they are destroying our emergency communication infrastructure. I care much more about this than whether I can see a movie." W.70th St., Manhattan

Following our public forums, more members of the public have contacted us regarding their dissatisfaction with Verizon. One gentleman, a senior citizen living on the Upper Eastside, provided us with letters he had sent to Verizon, protesting the harassing notices and calls he was receiving, threatening "what would happen" if he refused to give up his landline service – that his phone service would be discontinued entirely.

What to make of these seemingly contradictory experiences? We believe that the picture our members and others have painted is of a company that is not responsive to its customers, that has not taken its obligations under the Franchise Agreement seriously and that is following some corporate agenda which does not comport with Verizon's obligations under the Franchise Agreement – to bring new

technology to those customers who want it and provide New York City with a competitive telecom marketplace.

New York State Internet Survey

Early in October, we twice circulated an email survey to our members statewide, asking about their experiences accessing internet service. We received over 300 replies. Attached as Attachment C is a statistical breakdown of the responses we received. Here is a summary of the responses:

- 58.75% of respondents were “generally happy” with their internet, vs. 41.25% were “generally unhappy” with their internet.
- Only 20.13% of all people we surveyed have access to broadband.
- Of those who were “generally unhappy” with their internet, 29.84% have access to internet that is higher than 10 mbit/s. In other words, faster than DSL. (This means that.)
- Of those who have signed up for broadband installation, 21.39% have had to wait 5 days or more for installation.
- 58.75% of all respondents have experienced unexpected rate increases.
-
- 21.28% of all respondents have lost phone or internet service for more than 48hrs.
- 52.15% of all respondents have lost phone or internet service for more than 5 hours. (5 hours is a benchmark in 16 NYCRR 603.3)
- 48.28% of all respondents have had to wait more than 5 minutes on the phone for customer assistance from their internet provider. 25.29% of all respondents have experienced waiting for assistance for over 10 minutes.

Respondents had the option to include additional comments. Following are some representative comments we received:

"The real problem is that there are no choices, and therefore they can raise rates at will. Proof that the charges are capricious is that if one is pushy all of a sudden they will waive regular charges like the \$5 a month modem fee--for a year--then you have to go through a dance with them all over again. The infrastructure is weak and does not fully support what they claim to offer (poor phone quality, mircoblocking and intermittent outages). And the bundling packages don't allow for more selective elements, so the consumer is forced to get all gazillion channels in order to have On Demand, or to get the dozen or so channels one might really want." New York, NY

"I have the fastest internet offered in my area....the problem is I have no other choices. Time Warner Cable is the only internet provider on my street. There is no competition. SLIC network has come to some other rural areas, but they do not plan on coming to my street. TWC has a deal with our Town and Village offices, giving them a good price on their internet, so they have a licensing agreement with TWC. They have not bid out the internet service, or changed providers in years, because TWC sweetens the deal with low internet prices to the Town and Village. As to customer assistance, the time

is fast to answer my call, but the quality of service was abysmal. I was talking with someone from a foreign company, who had no idea how to answer the questions I was asking. I finally drove 18 miles to a TWC office to speak to a real person to get my questions answered. Time Warner local people are great, but customer assistance on-line or on the phone.....poor. The quality of my internet is poor, also. They are running their service on old lines. The internet signal is often intermittent; I have had the service technicians out here to check it, but it never seems to underperform when they are here. I have an internet radio who has to "retry" many times during the day to get a signal." Waddington, NY

"Neither cable nor DSL is available to us where we live, so we rely upon a satellite dish service. This is fairly slow and rather expensive. I do not have complaints about the provider but I would really love to have universal broadband service". Roscoe, NY

"Would like higher speed, but the cost is outrageous." Springwater, NY

"My internet provider is Time Warner Cable. The service is generally good, though we do have to periodically unplug out modem and router to reboot the system. I feel the rates are too high, but they are the only game in town." Dryden, NY

We have also prepared a short video of some of our members commenting about their experiences with telecommunications, which can be found [here](#) on YouTube.

We find the fact that only 20.13% of those responding have access to broadband to be a significant concern. Interestingly, almost half of the members who self-identify as "generally happy" with their internet service indicated that they have received unexpected rate increases, while almost three-quarters of those who self-identify as "unhappy" cite unexpected rate increases. This shows the pervasive, commonplace nature of this problem. Additionally, we interpret the fact that almost 30% of those who self-identify as "unhappy" have internet at speeds higher than 10 mbit/s to indicate that there are many other reasons people are unhappy, besides slow internet speeds. The comments provide an interesting adjunct to the survey replies, showing the multi-faceted nature of consumers' expectations and concerns.

Conclusion

Our members' responses to our two surveys amplify and echo the concerns of members of the public who testified in this proceeding's public statement hearings. The testimony and survey responses provide ample support for the NY CONNECT Coalition's contention that a full evidentiary proceeding is warranted to fully gauge the current state of the telecommunications market in New York State, evaluate the impact of the current regulatory scheme, and identify the appropriate regulatory stance going forward. We respectfully request that the petition by the Connect New York Coalition filed in Case 14-C-0306 which seeks review of various aspects of telecommunications services in New York State be granted.

ATTACHMENT A

Comments from Common Cause New York Members Without FiOS

April 2015

"Honestly, I am not sure if my street has FiOS yet. I know my neighborhood has FiOS. But the fact remains that my building at least, does not."	E 95th Street	New York	NY	10128-5782
"My building co-op board has tried to get them to make it available without success so far."	W 92nd Street	New York	NY	10025-7444
"I actually had inquired online, but was told it was not available in my area....that's it!! The cell phones my roommate and I use are from Verizon..."		New York	NY	10025-1406
"I was told my Washington Heights building does not have FiOS, full stop, and there's nothing I can do about it."	Cabrini Blvd	New York	NY	10040-3646
"It's impossible to find anyone with specific information as to FiOS availability. Other buildings on my street have it, but no one at Verizon seems to know anything."		New York	NY	
"I've had different answers. Once I was told that FiOS wasn't available in my "area." Another time, when I asked Verizon to upgrade my internet speed, they said they couldn't because my building's wiring (it's a very old building) didn't support it. I have internet with Verizon, but it's very slow speed."	Riverside Drive	New York	NY	10027-3942
"They said the entire block would have to opt in to getting FiOS."	Avenue Of The Americas	New York	NY	10011-2033
"I couldn't even get Verizon to install a landline and had to get one from Time Warner."	E 88th Street	New York	NY	10128-7708
"They 'couldn't say' when I'd be able to get it."		New York	NY	10024
"We have been told repeatedly by Verizon that they would install FiOS for our building, but it has not happened. We continue to wait."	Central Park South	New York	NY	10019-1560
"When I first learned about FiOS several years ago I called to find out and was told it would be available in my area in 2015 (at the time this was far away timewise). FiOS is still not."	E 72nd Street	New York	NY	10021-4753
"My neighborhood - the village/soho doesn't have FiOS yet - but the copper wires are too expensive for Verizon to fix so I haven't had DSL internet or my land line since Jan 23 - that is 2 months and counting. I've been a customer since 1975 at this address."	Macdougall Street	New York	NY	10012-2931
"My building in the West Village has 20+ apartments too small for them to install..."	Main Street	New York	NY	10014
"They said they were only doing avenues and there was no plan to do the side streets."	Riverside Drive	New York	NY	10025-9023
"My building with about 33 apartments may be too small. We are still negotiating."	E 85th Street	New York	NY	10028-0439

"I have a complaint re Verizon-- they are disconnecting copper wire service and replacing it with battery dependent FiOS phone lines that will depend upon batteries in a power failure. In other words, they are destroying our emergency communication infrastructure. I care much more about this than whether I can see a movie."	W 70th Street	New York	NY	10023-4386
"I can't remember whether I was told that FiOS was available on my street, but I was definitely told it was not available in my building."	Bryant Avenue	Bronx	NY	10460-4453
"You can only get bundled Services...Phone, Internet, TV. You cannot get FiOS as a stand-alone internet product. I already have Phone, but unless I get TV also....I cannot get FiOS Internet."	54th Avenue	Queens	NY	11368-3311
"I live in a NYCHA development and told that we could not get FiOS in our development."	Amsterdam	New York	NY	10027-4257
"Their website told me FiOS was not available at my address. Otherwise, I would have tried to have it installed."	W 90th Street	New York	NY	10024-1506
"We have waited for years and keep getting the same Verizon response that FiOS isn't available yet in our neighborhood. Yet, Verizon sends a FiOS promotional truck that parks on our street touting its virtues."	Avenue A	New York	NY	10009-4998
"It's coming 'real soon now'. That was eight years ago. And at the office (10016) we see FiOS's fleet every day on the corner, but there's no service in the area. They'll be here 'in nine months'. That was three years ago."		New York	NY	10034
"My street did not have it yet."		Queens	NY	11370

ATTACHMENT B

Comments from Common Cause New York Members With FiOS April 2015

<p>"I had called for years and been told Fios was not yet available in my neighborhood. After Hurricane Sandy, I lost my regular Verizon service (phone and Internet) for several months. They only finally provided Fios because it was easier than replacing the copper wiring for my area. The installation tech actually said that Verizon was phasing out new Fios installation all over because it was too expensive."</p>	W Broadway	New York	NY	10007-3512
<p>"My building had FIOS when I moved in. However my office building is not wired for FIOS and I don't think there are any plans to. I don't know if this is an issue with Verizon or the building owner but we would take FIOS in the office if it were available."</p>	Bleecker Street	New York	NY	10012-2102
<p>"Our building got fios years ago with no problems. BUT DURING THE PAST YEAR THERE WAS A MARKED SLOWDOWN IN CONNECTIVITY, IMMEDIATELY FOLLOWED BY AN OFFER TO IMPROVE IT FOR \$10 MORE A MONTH."</p>		New York	NY	10025-7086
<p>"fios came to my building and I didn't have to do anything. It was new and I felt the workmen were inexperienced, and tho I am hardly a techie, I had to point things out to them. After a complaint, they did something or other, which a third person much later said was a fire hazard. The fios people are being paid much, much less than the "copper" people, and it shows I am a verizon stockholder, so you can tell I am annoyed."</p>	W End Avenue	New York	NY	10023-5444
<p>"Appointments for installation was week or two after call for installation was placed."</p>	Sutter Avenue	Brooklyn	NY	11208-3534
<p>"Verizon engineering, at a neighborhood meeting, said it was 'coming soon' to the neighborhood. It took almost 2 1/2 years AFTERWOOD to get PART of the neighborhood equipped/'wired' to get FIOS! I have had FIOS since September '14. On the other side of the street - NOTHING!!"</p>	E 24th Street	Brooklyn	NY	11210-1131

ATTACHMENT B

"I did not want FIOS. It was installed after my phone service went out with Hurrican Sandy. It is too expensive."	Fish Avenue	Bronx	NY	10469-2906
"Because my building (60 East 9th Street) was signed up for a bundled deal, all interactions with Verizon have been smooth as silk."	E 9th Street	New York	NY	10003-6436
"All I have to say about Fios and Verizon is that their prices are uncontrollable. I signed up at \$65 (I was on a bare bones budget) and of course all the discounts and specials I took advantage of 2 years ago are gone. My monthly is now \$111, and I don't have TV! Digital phone and internet. These are MONOPOLIES! Why aren't our anti-trust laws in effect? Why isn't anyone contesting their right to bulldoze over their customers with poor customer service and rising rates. They are making money hand over fist! And what choice do I have? Time Warner? They're no better! THIS is a fight I want to see fought, fight these monopolies!"	E 56th Street	New York	NY	10022-3736
"I contacted Verizon about once a year, figuring I was in a relatively well-off, educated neighborhood that would probably be one of the first to get FIOS. We actually got it in 2014. Once it was in my neighborhood, the process was fairly smooth."	113th Street	Richmond Hill	NY	11418-1340
"I honestly don't recall how long it took BUT it was good service and now it stinks! They want more money to upgrade me. IT WORKED FINE BEFORE. NOW it will only work if I upgrade and pay more!!! I am sick of corporate greed and fraud"	Lakeview Drive	Riverhead	NY	11901-3440
"when I changed from Time Warner, Verizon double-charged me for six months, for two phone #s, and never ported-over my original home #, as they'd promised. technicians never brought enough optic cable, on multiple visits, and left modem on the floor, where a file-cabinet was supposed to be returned, and is still out of place 2 years later. Verizon disrupted my DVD/VHS player, and I have been unable to play or record."	Central Park South	New York	NY	10024

ATTACHMENT B

<p>"I had FIOS too years previous to switching to Time Warner. After 2 years I decided to switch back to Verizon because of TWC price increase and bad service. Had to call FIOS 3 times because they wanted my SSN (I didn't want to give it out due to fear of ID theft) before installing and I felt my previous account was sufficient credit reference to get service (I paid bill on time for 2 years +). Ended up having to pay deposit, but I got even by eliminating TV package and will eliminate phone next month so I will only need internet which I can get cheaper from TWC. The antenna reception in NYC is great and with Netflix I am very happy saving \$120. per month. Verizon's credit policy discriminates against low income, retired citizens and people who don't want to give out SSN. I offered to put account on my BofA Credit Card but Credit Manager said unacceptable to Verizon. I asked him if he could provide documentation on how Verizon will protect my SSN info and said he couldn't. Verizon is collecting all these deposits and NOT paying interest on the deposit."</p>	<p>W 34th Street</p>	<p>New York</p>	<p>NY</p>	<p>10001-3084</p>
<p>"FIOS had representatives for a few days in the community room of my building to sign people up with 'special offers.' Follow up, in general was good; within 2-4 weeks. However some of their staff was poorly trained and as a result I had numerous problems, with many phone calls in order to get close to the 'special offer' originally contracted. I discovered that their 'internal communications' network is terrible; you can never reach the same person twice; you can't get a call back number (except for the original salesperson you had); evening or late night calls are answered somewhere else in the country by people who can't connect either you or themselves to daytime people. Enough said. (Not sure yet about sharing info w/staff at Mayor's office -- call me about that)"</p>	<p>Columbus Avenue</p>	<p>New York</p>	<p>NY</p>	<p>10025-9468</p>
<p>"when I changed from Time Warner, Verizon double-charged me for six months, for two phone #s, and never ported-over my original home #, as they'd promised. technicians never brought enough optic cable, on multiple visits, and left modem on the floor, where a file-cabinet was supposed to be returned, and is still out of place 2 years later. Verizon disrupted my DVD/VHS player, and I have been unable to play or record."</p>	<p>Central Park South</p>	<p>New York</p>	<p>NY</p>	<p>10025</p>

ATTACHMENT B

<p>"I had FIOS too years previous to switching to Time Warner. After 2 years I decided to switch back to Verizon because of TWC price increase and bad service. Had to call FIOS 3 times because they wanted my SSN (I didn't want to give it out due to fear of ID theft) before installing and I felt my previous account was sufficient credit reference to get service (I paid bill on time for 2 years +). Ended up having to pay deposit, but I got even by eliminating TV package and will eliminate phone next month so I will only need internet which I can get cheaper from TWC. The antenna reception in NYC is great and with Netflix I am very happy saving \$120. per month. Verizon's credit policy discriminates against low income, retired citizens and people who don't want to give out SSN. I offered to put account on my BofA Credit Card but Credit Manager said unacceptable to Verizon. I asked him if he could provide documentation on how Verizon will protect my SSN info and said he couldn't. Verizon is collecting all these deposits and NOT paying interest on the deposit."</p>	<p>W 34th Street</p>	<p>New York</p>	<p>NY</p>	<p>10001-3085</p>
<p>"FIOS had representatives for a few days in the community room of my building to sign people up with 'special offers.' Follow up, in general was good; within 2-4 weeks. However some of their staff was poorly trained and as a result I had numerous problems, with many phone calls in order to get close to the 'special offer' originally contracted. I discovered that their 'internal communications' network is terrible; you can never reach the same person twice; you can't get a call back number (except for the original salesperson you had); evening or late night calls are answered somewhere else in the country by people who can't connect either you or themselves to daytime people. Enough said. (Not sure yet about sharing info w/staff at Mayor's office -- call me about that)"</p>	<p>Columbus Avenue</p>	<p>New York</p>	<p>NY</p>	<p>10025-9468</p>

ATTACHMENT C

Common Cause/NY October 2015 Internet Survey
Analysis

			%Unhappy	%Happy
<i>(Question 1: Are you generally happy with your internet service?)</i>				
<i>Responses: Yes/No</i>			41.25%	58.75%
			% of	
Questions:	Responses:	% of Total	Unhappy	% of Happy
Question 2:	Less than 1 mbit/s	1.98%	4.84%	0
What is the	1-5 Mbit/S	5.94%	8.87%	3.91%
highest speed	6-10 Mbit/s (Note DSL is typically 6-10			
available to you?	Mbit/s)	11.88%	16.96%	8.38%
	10-25 Mbit/s	9.57%	9.68%	9.50%
	Higher than 25 Mbit/s	20.13%	11.29%	26.26%
	Don't know- it's slow	22.77%	39.52%	11.17%
	Don't know- it's pretty fast	27.72%	8.87%	40.79%
			% of	
		% of Total	Unhappy	% of Happy
	<i>Slower (Gen. Slow - DSL)</i>	42.57%	70.16%	23.46%
	<i>Faster (10-25, to Gen. Fast)</i>	57.43%	29.84%	76.54%
			% of	
Question 3:	Responses:	% of Total	Unhappy	% of Happy
When you have	24 hours	9.24%	2.42%	13.97%
requested new	1-2 days	15.18%	10.48%	18.44%
broadband	2-5 days	16.50%	14.52%	17.88%
internet service,	5 days or more	12.21%	16.13%	9.50%
within what time	Request denied	3.96%	8.06%	1.12%
frame has	N/A	42.90%	48.39%	39.11%
installation been				
completed?				
			% of	
	Total "applicable" (attempted)	% of Total	Unhappy	% of Happy
	24 hours	16.18%	4.69%	22.94%
	1-2 days	26.59%	20.31%	30.28%
	2-5 days	28.90%	28.13%	29.36%
	5 days or more	21.39%	31.25%	15.60%
	Request denied	6.94%	15.63%	1.83%

ATTACHMENT C

Question 4:	Responses:	% of Total	% of Unhappy	% of Happy
Have you experienced unexpected rate increases?	Yes	58.75%	73.39%	49.16%
	No	41.25%	26.61%	50.84%

Question 5:	Responses:	% of Total	% of Unhappy	% of Happy
If you have lost phone or internet service in the past, what is the longest time your service has been out?	1 hour or less	14.85%	8.87%	18.99%
	1-5 hours	25.72%	21.77%	28.49%
	5-12 hours	8.91%	12.10%	6.70%
	12-24 hours	12.21%	12.90%	11.73%
	24-48 hours	9.90%	12.90%	7.82%
	Over 48 hours	21.12%	28.23%	16.20%
	Not applicable	7.26%	3.22%	10.06%

	% of Total	% of Unhappy	% of Happy
<i>Less than 5 (and n/a)</i>	47.85%	33.87%	57.54%
<i>More than 5</i>	52.15%	66.13%	42.46%

Question 6:	Responses:	% of Total	% of Unhappy	% of Happy
How long do you generally have to wait on the phone for customer assistance from your Internet provider?	1 min or less	14.19%	8.87%	17.88%
	More than 1 minute	30.36%	25.81%	33.52%
	More than 5 minutes	19.80%	20.16%	19.55%
	More than 10 minutes	21.78%	33.87%	13.41%
	Not applicable	13.86%	11.29%	15.64%

Total "applicable" (attempted)	% of Total	% of Unhappy	% of Happy
<i>1 min or less</i>	16.48%	10.00%	21.19%
<i>More than 1 minute</i>	35.25%	29.10%	39.74%
<i>More than 5 minutes</i>	22.99%	22.72%	23.18%
<i>More than 10 minutes</i>	25.29%	38.18%	15.89%

	% of Total	% of Unhappy	% of Happy
<i>Less than 5 min (of applicable)</i>	51.72%	39.10%	60.93%
<i>More than 5 min (of applicable)</i>	48.28%	60.90%	39.07%