

Is this correct survey -

Telephone Number _____

Class of service
code recorded by
the computer _____

SLIS Residence Demographic Questionnaire -KY
Bowling Green

Hello, I'm _____ with Elrick & Lavidge, Inc., calling for South Central Bell Telephone Company. South Central Bell has been asked by the Kentucky Public Service Commission to conduct an opinion survey among a group of its residence customers. Your household has been selected to represent Kentucky households. May I speak to the (name recorded on the sample tape). (If no name is available, say . . . I would like to speak with the person in your household in charge of your family's telephone service to ask some questions about the telephone service.)

SD1. Is the person in charge of your family's telephone service available? [Note: if there are roommates living here any one of the roommates may answer]

- Yes, available
- No, not available
- Not sure/refused

- [1]->Continue
- [2]->Makes an appointment to call back
- [3]->Terminate

SD2. Are you, or any member of your household, an employee of a telecommunications company or a retiree from a telecommunications company?

Yes

- [1]->Terminate-"I'm sorry to have bothered you. We are only speaking to people who are not employed in the TC industry.

No

- [2]->Continue

1. Overall, how would you rate the quality of the local telephone service you are now getting? Would you say it is . . .

- Excellent
- Good
- Fair
- Poor
- Don't Know/ No answer

- [1]
- [2]
- [3]
- [4]
- [5]

2. In comparison to what other things cost today would you say that local telephone service is:

- Not a good value 1
- Only a fair value 2
- Quite a good value 3
- A very good value 4
- Don't Know/ No answer 5

3a. How many different telephone numbers do you have in your home?

- One 1 --> Skip to Q.4
- Two 2
- Three or more 3
- Not sure/ No answer 4

Exclude

b. Are (either) any of these business lines?

- Yes 1 --> How Many? _____
- No 2
- No answer/ refused 3

4. Would you please try to give me an estimate of how many local calls are made from this telephone number (line) in an average week? [Record 999 if no answer] (outgoing calls) [PROBE: Please estimate. . . is that a few, a lot, over 50?]

--- (3 columns)

5. How many people regularly use your telephone for calls within your local calling area? [Interviewer note, if you get an answer of 20 or more, repeat the question emphasizing regularly].

-- (2 columns)

(Questions 6 and 7 are not asked of Bowling Green Customers)

8. How did you find out about measured service . . . Was it from the . . .

- Newspaper 1
- TV 2
- Radio 3
- From a South Central Bell employee 4
- From Bell Notes or from a direct mail piece 5
- No answer/Refused 6

9. Which type of local service do you feel is more fair. . . measured service or flat rate service?

- Flat rate service 1
- Measured service 2
- Don't know 3
- No answer/ Refused 4

10. Which type of service do you prefer?

- Flat rate service 1
- Measured service 2
- Don't know 3
- No answer/ Refused 4

11. Now I have a few questions about your household that will only be used to combine your answers with those of other respondents. Can you tell me...

[Note, if this is a roommate situation, anyone may consider themselves to be the head of household]

In which of these age groups does the head of your household fall?

- 15 - 24 1
- 25 - 34 2
- 35 - 44 3
- 45 - 54 4
- 55 - 64 5
- 65 or over 6
- Refused/ No answer 7

12a. How many people including yourself regularly live in this household? [Record 99 for no answer]

_____ (2 columns)

b. How many are adults, are between the ages of 20 and 64? [Record 99 for no answer]

_____ (2 columns)

c. How many are between 13 and 19 years of age? [Record 99 for no answer]

_____ (2 columns)

d. How many are age 12 or under? [Record 99 for no answer]

_____ (2 columns)

e. How many are age 65 or over? [Record 99 for no answer]

_____ (2 columns)

13. Is the head of household currently married, widowed, divorced, separated, or single?

Married	<input type="checkbox"/> 1
Widowed	<input type="checkbox"/> 2-->SKIP Q.16
Divorced	<input type="checkbox"/> 3-->SKIP Q.16
Separated	<input type="checkbox"/> 4-->SKIP Q.16
Single	<input type="checkbox"/> 5-->SKIP Q.16
No answer/ Refused	<input type="checkbox"/> 6-->SKIP Q.16

14. What was the last grade of school the head of household completed?

Some grade school	<input type="checkbox"/> 1
Completed grade school	<input type="checkbox"/> 2
Some high school	<input type="checkbox"/> 3
Completed high school	<input type="checkbox"/> 4
Some college	<input type="checkbox"/> 5
College graduate	<input type="checkbox"/> 6
Some graduate school	<input type="checkbox"/> 7
Graduate degree	<input type="checkbox"/> 8
No answer/ Refused	<input type="checkbox"/> 9

15. What is the occupation of the head of household? (Interviewer just read underlined information if needed)

- Professional or Technical (Engineer, scientist, doctor, teacher, clergy, lawyer, etc.) []01
- Manager, Officials or Proprietors (Executive, store manager, farm owner or manager, postmaster, other supervisory personnel, etc.) []02
- Sales (Sales representative, factory representative) []03
- Other White Collar worker (Clerk, adm. asst., secretary, bookkeeper, bank teller, cashier, postal worker, telephone operator, etc.) []04
- Craft Workers and Foremen (Carpenter, plumber, engraver, line installer and repairer, radio and TV repairer, mechanic, baker, upholsterer, etc) []05
- Service Workers (Barber, police officer, practical nurse, airline flight attendant, janitor, cook, housekeeper, etc.) []06
- Laborer/Factory Worker (Factory worker, farm worker, longshoreman, warehouse laborer, etc.) []07
- Student []08
- Homemaker []09
- Retired []10
- Unemployed []11
- Active Military []12
- No answer []13

[note: government employees should select the category above that is most appropriate]

16a. Do both spouses work in jobs outside the home?

- Yes []1
- No, one spouse works []2-->Skip to Q.17
- Neither spouse works []3-->Skip to Q.17
- No answer/refused []4-->Skip to Q.17

b. Does either spouse work in a job outside the home on a part-time basis? (If respondent asks, state a part-time job is 1-34 hours)

- Yes, one spouse []1
- Yes, both []2
- No []3
- Don't Know []4
- Refused/No answer []5

17. Are you White, Black, Spanish speaking, Asian, or other?

White	<input type="checkbox"/> 1
Black	<input type="checkbox"/> 2
Spanish speaking (Mexican, Cuban Puerto Rican, Central or South American)	<input type="checkbox"/> 3
Asian (Oriental, Vietnamese etc.)	<input type="checkbox"/> 4
Other, _____	<input type="checkbox"/> 5
Refused/ No answer	<input type="checkbox"/> 6

18. Do you use your residence line for charity or church work?

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
No answer	<input type="checkbox"/> 3

19. Which of the following do you have? [Multiple answers possible] (read list below one item at a time)

Cable TV *	<input type="checkbox"/> 1
Car *	<input type="checkbox"/> 2
Microwave *	<input type="checkbox"/> 3
Video Recorder *	<input type="checkbox"/> 4
Color TV *	<input type="checkbox"/> 5
Home Computer or modem	<input type="checkbox"/> 6
Stereo	<input type="checkbox"/> 7
Telephone Answering Machine *	<input type="checkbox"/> 8
No answer	<input type="checkbox"/> 9

20. How many times have you moved within the past five years?

None	<input type="checkbox"/> 1
Once	<input type="checkbox"/> 2
Twice	<input type="checkbox"/> 3
Three or more times	<input type="checkbox"/> 4
No answer/refused	<input type="checkbox"/> 5

21. Which of the following categories best represents your total annual household income for the year? Remember, we will only use this information to categorize your responses into groups. [INTERVIEWER PROBE-COUNT all roommates and/or family members incomes].

- Under \$5000 []1
- \$5000 - 7499 []2
- \$7500 - 9999 []3
- \$10000 - 14999 []4
- \$15000 - 19999 []5
- \$20000 - 24999 []6
- \$25000 - 34999 []7
- \$35000 - 49999 []8
- \$50000 or above []9
- No answer/ Refused []0

22. Do you consider yourself to be on a fixed income?

- Yes []1
- No []2
- No answer/ refused []3

23. Do you receive any type of benefits such as Social Security, Food Stamps or Aid To Dependent Children?

- Yes []1
- No []2 ->Skip to closing remarks
- No answer/ refused []3 ->Skip to closing remarks

24. Please tell us what type of benefits you receive?

- Social Security []1
- Social Security/Disability []2
- Supplemental Security Income (SSI) []3
- Food Stamps []4
- Aid to Dependent Children(ADC) []5
- Federal Rent Assistance []6
- Other(specify) _____ []7
- No answer/refused []8

INTERVIEWER DETERMINE SEX:*

- Male []1
- Female []2

THANK YOU FOR YOUR TIME AND OPINIONS!!
HAVE A GOOD DAY/EVENING

Telephone No.
.....

Class of
service
recorded by
computer

SLCS Business Characteristics Questionnaire-KY
Bowling Green

Hello, I'm _____ with _____ calling for
South Central Bell. South Central Bell has been asked by the
Kentucky Public Service Commission to conduct an opinion survey
among a group of its business customers. Your business has been
selected to represent Kentucky customers. May I speak with the
manager in charge of your firm's telephone service or telephone
service for this location? May I ask you a few questions please?

S.01 Is the (Contact name or Manager in charge of this business'
telephone service) available?

Yes, available	<input type="checkbox"/> 1--> Continue
No, not available	<input type="checkbox"/> 2--> Make an appointment to call back
Not sure/refused	<input type="checkbox"/> 3--> Terminate

1. How would you rate South Central Bell with regard to the
overall quality of service they offer?

Excellent	<input type="checkbox"/> 1
Good	<input type="checkbox"/> 2
Fair	<input type="checkbox"/> 3
Poor	<input type="checkbox"/> 4
Don't know	<input type="checkbox"/> 5
No answer/ Refused	<input type="checkbox"/> 6

2. How would you rate South Central Bell with regard to the cost
of telephone service?

Very Inexpensive	<input type="checkbox"/> 1
Inexpensive	<input type="checkbox"/> 2
Reasonable	<input type="checkbox"/> 3
Expensive	<input type="checkbox"/> 4
Very expensive	<input type="checkbox"/> 5
Don't know	<input type="checkbox"/> 6
No answer/Refused	<input type="checkbox"/> 7

(Questions 3 and 4 are not asked of Bowling Green customers)

5. How did you find out about measured service . . . Was it from the . . .

- Newspaper []1
- TV []2
- Radio []3
- From a South Central Bell employee []4
- From Bill Notes []5
- or from a direct mail piece []6
- Other []7

- No answer/Refused []8

6. Which type of local service do you feel is more fair. . . measured service or flat rate service?

- Flat rate service []1
- Measured service []2
- Don't know []3
- No answer/ Refused []4

7. Which type of service do you prefer?

- Flat rate service []1
- Measured service []2
- Don't know []3
- No answer/ Refused []4

8. Is your location--

- A main location []1
- Branch location []2
- Subsidiary []3
- Other, _____ []4
- No answer/ Refused []5

9. How many years has your business been located at its present location?

- Less than 1 01
- 1 02
- 2 03
- 3 04
- 4 05
- 5 06
- 6 07
- 7 08
- 8 09
- 9 10
- 10-15 11
- 16+ 12
- No answer/ Refused 13

10. Is this place of business the only location you have or are there others?

- Only location 1-->Skip to Q.12
- Other location(s) 2
- No answer 3

11a. How many locations are there in your local calling area?
[Record x for no answer]
_____ (3 Columns)

b. How many locations are there within your state? [Record x for no answer]

_____ (4 Columns)

c. How many locations are there at long distance calling areas? [Record x for no answer]

_____ (5 Columns)

12. Which of the following best describes your business location?

- Sales/retail location 1
- Manufacturing location 2
- Service location 3
- Professional location 4
- Other(specify) _____ 5
- No answer/DK/Refused 6

13. Is your telephone service managed locally or at some centralized location?

- At business 1
- At centralized location 2
- No answer 3

14. How many persons does your company employ, including all other locations? [Record x for no answer]

(6 Columns)

15. Which of the following types of telephone service does your company have?
(check all that may apply) [Interviewer please probe if the respondent replies that they have a single line and a private line to make sure that they understand what a private line is]

Single line	<input type="checkbox"/>	1
Multiple single lines	<input type="checkbox"/>	2
Key system	<input type="checkbox"/>	3
PBX	<input type="checkbox"/>	4
Centrex or ESSX service	<input type="checkbox"/>	5
Private line	<input type="checkbox"/>	6
Foreign Exchange service	<input type="checkbox"/>	7
No answer	<input type="checkbox"/>	8

15a: values for occupations 1-7
15b: occupations 8-13 but coded 1-6

16. Does your business have any WATS lines?

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2
No answer	<input type="checkbox"/>	3

17. Which of the following categories best represents your businesses annual gross revenue? (all locations)

Less than \$15000	<input type="checkbox"/>	1
\$15000 - 24999	<input type="checkbox"/>	2
\$25000 - 49999	<input type="checkbox"/>	3
\$50000 - 99999	<input type="checkbox"/>	4
\$100000 - 149999	<input type="checkbox"/>	5
\$150000 - 199999	<input type="checkbox"/>	6
\$200000 - 499999	<input type="checkbox"/>	7
\$500000 or over	<input type="checkbox"/>	8
No answer	<input type="checkbox"/>	9

THANK YOU FOR YOUR TIME AND OPINIONS!

1-Third Street

Telephone Number

2 The rest of Kentucky

Class of service
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SIUS Residence Demographic Questionnaire -KY

Hello, I'm _____ with Eirick & Lavidge, Inc., calling for South Central Bell Telephone Company. South Central Bell has been asked by the Kentucky Public Service Commission to conduct an opinion survey among a group of its residence customers. Your household has been selected to represent Kentucky households. May I speak to the (name recorded on the sample tape). (If no name is available, say, . . . I would like to speak with the person in your household in charge of your family's telephone service to ask some questions about the telephone service.)

S01. Is the person in charge of your family's telephone service available? [Note: if there are roommates living here any one of the roommates may answer]

- Yes, available 1-->Continue
- No, not available 2-->Make an appointment to call back
- Not sure/refused 3-->Terminate

S02. Are you, or any member of your household, an employee of a telecommunications company or a retiree from a telecommunications company?

- Yes 1-->Terminate-"I'm sorry to have bothered you. We are only speaking to people who are not employed in the TC industry.
- No 2-->Continue

1. Overall, how would you rate the quality of the local telephone service you are now getting? Would you say it is . . .

- Excellent 1
- Good 2
- Fair 3
- Poor 4
- Don't Know/ No answer 5

2. In comparison to what other things cost today would you say that local telephone service is:

- Not a good value 1
- Only a fair value 2
- Quite a good value 3
- A very good value 4
- Don't Know/ No answer 5

3a. How many different telephone numbers do you have in your home?

- One 1 -->Skip to Q.4
- Two 2
- Three or more 3
- Not sure/ No answer 4

b. Are (either) any of these business lines?

- Yes 1 --> How Many? _____
- No 2
- No answer/ refused 3

4. Would you please try to give me an estimate of how many local calls are made from this telephone number (line) in an average week? [Record 999 if no answer] (outgoing calls) [FROBE: Please estimate. . . is that a few, a lot, over 50?]

---(3 columns)

5. How many people regularly use your telephone for calls within your local calling area? [Interviewer note, if you get an answer of 20 or more, repeat the question emphasizing regularly].

-- (2 columns)

6. Are you familiar with the method of billing for local telephone service called measured service where you pay for service based on how much you actually use your phone?

- Yes 1
- No 2 -->Skip to Q.11
- No answer 3 -->Skip to Q.11

7. Do you subscribe to measured service?

- Yes 1
- No 2
- Don't Know 3
- No answer 4

8. How did you find out about measured service . . . Was it from the . . .

Newspaper	<input type="checkbox"/> 1
TV	<input type="checkbox"/> 2
Radio	<input type="checkbox"/> 3
From a South Central Bell employee	<input type="checkbox"/> 4
From Bell Notes	<input type="checkbox"/> 5
or from a direct mail piece	<input type="checkbox"/> 6
No answer/Refused	<input type="checkbox"/> 7

9. Which type of local service do you feel is more fair. . . measured service or flat rate service?

Flat rate service	<input type="checkbox"/> 1
Measured service	<input type="checkbox"/> 2
Don't know	<input type="checkbox"/> 3
No answer/ Refused	<input type="checkbox"/> 4

10. Which type of service do you prefer?

Flat rate service	<input type="checkbox"/> 1
Measured service	<input type="checkbox"/> 2
Don't know	<input type="checkbox"/> 3
No answer/ Refused	<input type="checkbox"/> 4

11. Now I have a few questions about your household that will only be used to combine your answers with those of other respondents. Can you tell me...

[Note, if this is a roommate situation, anyone may consider themselves to be the head of household]

In which of these age groups does the head of your household fall?

15 - 24	<input type="checkbox"/> 1
25 - 34	<input type="checkbox"/> 2
35 - 44	<input type="checkbox"/> 3
45 - 54	<input type="checkbox"/> 4
55 - 64	<input type="checkbox"/> 5
65 or over	<input type="checkbox"/> 6
Refused/ No answer	<input type="checkbox"/> 7

7

12a. How many people including yourself regularly live in this household? [Record 99 for no answer]

_____ (2 columns)

b. How many are adults, are between the ages of 20 and 64? [Record 99 for no answer]

_____ (2 columns)

c. How many are between 13 and 19 years of age? [Record 99 for no answer]

_____ (2 columns)

d. How many are age 12 or under? [Record 99 for no answer]

_____ (2 columns)

e. How many are age 65 or over? [Record 99 for no answer]

_____ (2 columns)

13. Is the head of household currently married, widowed, divorced, separated, or single?

Married	[] 1
Widowed	[] 2-->SKIP Q.16
Divorced	[] 3-->SKIP Q.16
Separated	[] 4-->SKIP Q.16
Single	[] 5-->SKIP Q.16
No answer/ Refused	[] 6-->SKIP Q.16

14. What was the last grade of school the head of household completed?

Some grade school	[] 1
Completed grade school	[] 2
Some high school	[] 3
Completed high school	[] 4
Some college	[] 5
College graduate	[] 6
Some graduate school	[] 7
Graduate degree	[] 8
No answer/ Refused	[] 9

15. What is the occupation of the head of household? (Interviewer just read underlined information if needed)

- Professional or Technical (Engineer, scientist, doctor, teacher, clergy, lawyer, etc.) []01
- Manager, Officials or Proprietors (Executive, store manager, farm owner or manager, postmaster, other supervisory personnel, etc.) []02
- Sales (Sales representative, factory representative) []03
- Other White Collar worker (Clerk, adm. asst., secretary, bookkeeper, bank teller, cashier, postal worker, telephone operator, etc.) []04
- Craft Workers and Foreman (Carpenter, plumber, engraver, line installer and repairer, radio and TV repairer, mechanic, baker, upholsterer, etc) []05
- Service Workers (Barber, police officer, practical nurse, airline flight attendant, janitor, cook, housekeeper, etc.) []06
- Laborer/Factory Worker (Factory worker, farm worker, longshoreman, warehouse laborer, etc.) []07
- Student []08
- Homemaker []09
- Retired []10
- Unemployed []11
- Active Military []12
- No answer []13

[note: government employees should select the category above that is most appropriate]

16a. Do both spouses work in jobs outside the home?

- Yes []1
- No, one spouse works []2-->Skip to Q.17
- Neither spouse works []3-->Skip to Q.17
- No answer/refused []4-->Skip to Q.17

b. Does either spouse work in a job outside the home on a part-time basis? (If respondent asks, state a part-time job is 1-34 hours)

- Yes, one spouse []1
- Yes, both []2
- No []3
- Don't Know []4
- Refused/No answer []5

17. Are you White, Black, Spanish speaking, Asian, or other?

White	<input type="checkbox"/> 1
Black	<input type="checkbox"/> 2
Spanish speaking (Mexican, Cuban Puerto Rican, Central or South American)	<input type="checkbox"/> 3
Asian (Oriental, Vietnamese etc.)	<input type="checkbox"/> 4
Other, _____	<input type="checkbox"/> 5
Refused/ No answer	<input type="checkbox"/> 6

18. Do you use your residence line for charity or church work?

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
No answer	<input type="checkbox"/> 3

19. Which of the following do you have? [Multiple answers possible] (read list below one item at a time)

Cable TV	<input type="checkbox"/> 1
Car	<input type="checkbox"/> 2
Microwave	<input type="checkbox"/> 3
Video Recorder	<input type="checkbox"/> 4
Color TV	<input type="checkbox"/> 5
Home Computer/Modem	<input type="checkbox"/> 6
Stereo	<input type="checkbox"/> 7
Telephone Answering Machine	<input type="checkbox"/> 8
No answer	<input type="checkbox"/> 9

20. How many times have you moved within the past five years?

None	<input type="checkbox"/> 1
Once	<input type="checkbox"/> 2
Twice	<input type="checkbox"/> 3
Three or more times	<input type="checkbox"/> 4
No answer/refused	<input type="checkbox"/> 5

21. Which of the following categories best represents your total annual household income for the year? Remember, we will only use this information to categorize your responses into groups. [INTERVIEWER PROBE-COUNT all roommates and/or family members incomes].

- Under \$5000 1
- \$5000 - 7499 2
- \$7500 - 9999 3
- \$10000 - 14999 4
- \$15000 - 19999 5
- \$20000 - 24999 6
- \$25000 - 34999 7
- \$35000 - 49999 8
- \$50000 or above 9
- No answer/ Refused 0

22. Do you consider yourself to be on a fixed income?

- Yes 1
- No 2
- No answer/ refused 3

23. Do you receive any type of benefits such as Social Security, Food Stamps or Aid To Dependent Children?

- Yes 1
- No 2 ->Skip to closing remarks
- No answer/ refused 3 ->Skip to closing remarks

24. Please tell us what type of benefits you receive?

- Social Security 1
- Social Security/Disability 2
- Supplemental Security Income (SSI) 3
- Food Stamps 4
- Aid to Dependent Children(ADC) 5
- Federal Rent Assistance 6
- Other(specify) _____ 7
- No answer/refused 8

INTERVIEWER DETERMINE SEX:

- Male 1
- Female 2

THANK YOU FOR YOUR TIME AND OPINIONS!!
HAVE A GOOD DAY/EVENING

1 Third Street
2 The rest of Kentucky

Telephone No.
.....
Class of
service
recorded by
computer

SLUS Business Characteristics Questionnaire-KY

Hello, I'm _____ with _____ calling for South Central Bell. South Central Bell has been asked by the Kentucky Public Service Commission to conduct an opinion survey among a group of its business customers. Your business has been selected to represent Kentucky customers. May I speak with the manager in charge of your firm's telephone service or telephone service for this location? May I ask you a few questions please?

8.01 Is the (Contact name or Manager in charge of this business' telephone service) available?

- | | |
|-------------------|----------------------------------------------------------------|
| Yes, available | <input type="checkbox"/> 1--> Continue |
| No, not available | <input type="checkbox"/> 2--> Make an appointment to call back |
| Not sure/refused | <input type="checkbox"/> 3--> Terminate |

1. How would you rate South Central Bell with regard to the overall quality of service they offer?

- | | |
|--------------------|----------------------------|
| Excellent | <input type="checkbox"/> 1 |
| Good | <input type="checkbox"/> 2 |
| Fair | <input type="checkbox"/> 3 |
| Poor | <input type="checkbox"/> 4 |
| Don't know | <input type="checkbox"/> 5 |
| No answer/ Refused | <input type="checkbox"/> 6 |

2. How would you rate South Central Bell with regard to the cost of telephone service?

- | | |
|-------------------|----------------------------|
| Very Inexpensive | <input type="checkbox"/> 1 |
| Inexpensive | <input type="checkbox"/> 2 |
| Reasonable | <input type="checkbox"/> 3 |
| Expensive | <input type="checkbox"/> 4 |
| Very expensive | <input type="checkbox"/> 5 |
| Don't know | <input type="checkbox"/> 6 |
| No answer/Refused | <input type="checkbox"/> 7 |

3. Are you familiar with the method of billing for local telephone service called measured service where you pay for service based on how much you actually use your phone?

- | | |
|-----------|------------------------------------------|
| Yes | <input type="checkbox"/> 1 |
| No | <input type="checkbox"/> 2-->Skip to Q.8 |
| No answer | <input type="checkbox"/> 3-->Skip to Q.8 |

4. Does this business subscribe to measured service?

- Yes 1
- No 2
- Don't Know 3
- No answer 4

5. How did you find out about measured service . . . Was it from the . . .

- Newspaper 1
- TV 2
- Radio 3
- From a BellSouth Employee 4
- From Bell Notes 5
- or from a direct mail piece 6
- No answer/Refused 7

6. Which type of local service do you feel is more fair. . . measured service or flat rate service?

- Flat rate service 1
- Measured service 2
- Don't know 3
- No answer/ Refused 4

7. Which type of service do you prefer?

- Flat rate service 1
- Measured service 2
- Don't know 3
- No answer/ Refused 4

8. Is your location--

- A main location 1
- Branch location 2
- Subsidiary 3
- Other, _____ 4

9. How many years has your business been located at its present location?

- Less than 1
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10-15
- 16+

10. Is this place of business the only location you have or are there others?

Only location	<input type="checkbox"/> 1-->Skip to Q.12
Other location(s)	<input type="checkbox"/> 2
No answer	<input type="checkbox"/> 3

11a. How many locations are there in your local calling area?
[Record x for no answer]

b. How many locations are there within your state? [Record x for no answer]

c. How many locations are there at long distance calling areas? [Record x for no answer]

12. Which of the following best describes your business location?

Sales/retail location	<input type="checkbox"/> 1
Manufacturing location	<input type="checkbox"/> 2
Service location	<input type="checkbox"/> 3
Professional location	<input type="checkbox"/> 4
Other(specify)_____	<input type="checkbox"/> 5
No answer/DK/Refused	<input type="checkbox"/> 6

13. Is your telephone service managed locally or at some centralized location?

At business	<input type="checkbox"/> 1
At centralized location	<input type="checkbox"/> 2
No answer	<input type="checkbox"/> 3

14. How many persons does your company employ, including all other locations? [Record x for no answer]

15. Which of the following types of telephone service does your company have?
(check all that may apply) [Interviewer please probe if the respondent replies that they have a single line and a private line to make sure that they understand what a private line is]

Single line	<input type="checkbox"/> 1
Multiple single lines	<input type="checkbox"/> 2
Key system	<input type="checkbox"/> 3
PBX	<input type="checkbox"/> 4
Centrex or ESSX service	<input type="checkbox"/> 5
Private Line	<input type="checkbox"/> 6
Foreign Exchange service	<input type="checkbox"/> 7
No answer	<input type="checkbox"/> 8

16. Does your business have any WATS lines?

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
No answer	<input type="checkbox"/> 3

17. Which of the following categories best represents your businesses annual gross revenue? (all locations)

Less than \$15000	<input type="checkbox"/> 1
\$15000 - 24999	<input type="checkbox"/> 2
\$25000 - 49999	<input type="checkbox"/> 3
\$50000 - 99999	<input type="checkbox"/> 4
\$100000 - 149999	<input type="checkbox"/> 5
\$150000 - 199999	<input type="checkbox"/> 6
\$200000 - 499999	<input type="checkbox"/> 7
\$500000 or over	<input type="checkbox"/> 8
No answer	<input type="checkbox"/> 9

THANK YOU FOR YOUR TIME AND OPINIONS!