

ICC Docket No. 06-0027
AT&T Illinois Exhibit 4.0
Harry M. Shooshan Direct Testimony

Schedule HMS-6

**Knowledge Systems & Research
Questionnaire
SBC Illinois—Wireline User Questionnaire**
[Annotated with results. Standard errors in parentheses.]

Hello, my name is _____ calling on behalf of Knowledge Systems & Research, a national market research firm. We are conducting a very brief survey of telephone users. This is not a sales call, and no salesperson will call you in the future. Your information and answers will remain confidential.

- Q1. First, I would like to record your age category. Is your age [READ OPTIONS]
1. Under 18 **(THANK AND TERMINATE)**
 2. 18-30
 3. 31-50
 4. 51 & Over
 5. Don't know **(THANK AND TERMINATE)**
 6. Refused **(THANK AND TERMINATE)**

	Chicago MSA
N =	1,222
Under 18	0.0% (0.0%)
18-30	17.7% (2.1%)
31-50	42.3% (2.8%)
51 & Over	39.9% (2.7%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

- Q2. What is the zip code of your home? [**Check number from list. If not on list, terminate interview**]

Q3. Do you, or does anyone in your household, have a cell phone? By **cell phone** and **cellular service** in this survey we mean mobile cellular and mobile wireless phones and services.

1. Yes
2. No
3. Don't know **(THANK AND TERMINATE)**
4. Refused **(THANK AND TERMINATE)**

	Chicago MSA
N =	1,222
Yes	79.5% (2.3%)
No	20.5% (2.3%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

[If No, skip to Q11]

Q4. For the calls that members of your household make or receive in your home, do you [READ OPTIONS]

1. Primarily use traditional telephone service
2. Primarily use cell phones
3. Frequently use both traditional telephone service and cell phone
4. Don't know
5. Refused

	Chicago MSA
N =	1,019
Traditional	36.5% (3.0%)
Cell Phone	9.4% (1.8%)
Both	54.1% (3.1%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

[Interviewer Note: READ IF NECESSARY: By traditional telephone service we mean phone service that allows you to make and receive phone

calls by plugging your phone into a wall-jack. A cordless phone counts as a traditional phone, because the console plugs into a jack in the wall.]

[If answer is (1), (4) or (5), skip to Q6]

Q5. Are the cell phone calls that members of your household make and receive in your home:

1. Primarily local
2. Primarily long distance
3. Both
4. Don't know
5. Refused

	Chicago MSA
N =	649
Local	37.8% (3.7%)
Long Distance	4.5% (1.6%)
Both	57.6% (3.8%)
Don't Know	0.1% (0.2%)
Refused	0.0% (0.0%)

Q6. When you and other members of your household give out your phone number to your personal contacts, do you typically give your cell phone number, traditional telephone number, or both?

1. Cell Phone Number
2. Traditional Telephone Number
3. Both
4. Don't know
5. Refused

	Chicago MSA
N =	1,019
Cell Phone	13.1% (2.1%)
Traditional	41.9% (3.0%)
Both	44.9% (3.1%)
Don't Know	0.1% (0.2%)
Refused	0.0% (0.0%)

Q7. Do you, yourself, use cellular service for some personal calls?

1. Yes
2. No
3. Don't know
4. Refused

	Chicago MSA
N =	1,019
Yes	86.3% (2.1%)
No	13.7% (2.1%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

[If Q7=1 (Yes), continue; Otherwise skip to Q10]

Q8. How satisfactory do you find cellular service for the personal calls that you make and receive?

1. Very satisfactory
2. Satisfactory
3. Unsatisfactory
4. Don't know
5. Refused

	Chicago MSA
N =	887
Very	30.7% (3.0%)
Satisfactory	61.0% (3.2%)
Unsatisfactory	8.2% (1.8%)
Don't Know	0.1% (0.2%)
Refused	0.0% (0.0%)

Q9. How satisfactory do you think cellular service would be if you used it for ALL the calls that you make and receive in your home?

1. Very satisfactory
2. Satisfactory
3. Unsatisfactory
4. Don't know
5. Refused

	Chicago MSA
N =	887
Very	13.6% (2.3%)
Satisfactory	51.1% (3.3%)
Unsatisfactory	33.7% (3.1%)
Don't Know	1.6% (0.8%)
Refused	0.0% (0.0%)

Q10. Have you considered discontinuing your traditional telephone service and relying entirely on cell phones?

1. Yes
2. No
3. Don't know
4. Refused

[Skip to Q13]

	Chicago MSA
N =	1,019
Yes	22.6% (2.6%)
No	77.4% (2.6%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

Q11. Have you, yourself, ever made or received calls using a cell phone?

1. Yes
2. No
3. Don't know
4. Refused

	Chicago MSA
N =	203
Yes	62.5% (6.7%)
No	37.5% (6.7%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

[If Q11=2 (No), skip to Q13; Otherwise continue]

Q12. How satisfactory did you find cellular service to be?

1. Very satisfactory
2. Satisfactory
3. Unsatisfactory
4. Don't know
5. Refused

	Chicago MSA
N =	114
Very	26.1% (8.1%)
Satisfactory	53.7% (9.2%)
Unsatisfactory	20.0% (7.3%)
Don't Know	0.2% (0.8%)
Refused	0.0% (0.0%)

Q13. Does anyone in your household rely primarily on their cellular phone for making and receiving calls?

1. Yes
2. No
3. Don't Know
4. Refused

	Chicago MSA
N =	1,222
Yes	22.3% (2.3%)
No	77.6% (2.3%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

Now, I would like to ask a few brief questions regarding services provided by your local cable operator.

Q14. Is cable television service available in your neighborhood?

1. Yes
2. No **[Skip to Q24]**
3. Don't Know **[Skip to Q24]**
4. Refused **[Skip to Q24]**

	Chicago MSA
N =	1,222
Yes	96.0% (1.1%)
No	3.8% (1.1%)
Don't Know	0.2% (0.3%)
Refused	0.0% (0.0%)

Q15. Do you subscribe to cable television service?

1. Yes
2. No **[Skip to Q24]**
3. Don't Know
4. Refused

	Chicago MSA
N =	1,155
Yes	65.6% (2.7%)
No	34.3% (2.7%)
Don't Know	0.0% (0.0%)
Refused	0.0% (0.0%)

Q16. Does your cable operator provide telephone service?

1. Yes
2. No **[Skip to Q20]**
3. Don't Know
4. Refused

	Chicago MSA
N =	780
Yes	49.4% (3.5%)
No	33.5% (3.3%)
Don't Know	17.0% (2.6%)
Refused	0.1% (0.2%)

Q17. Has your local cable operator marketed telephone service to you?

1. Yes
2. No
3. Don't Know
4. Refused

	Chicago MSA
N =	519
Yes	42.1% (4.2%)
No	48.3% (4.3%)
Don't Know	9.6% (2.5%)
Refused	0.0% (0.0%)

Q18. Do you subscribe to telephone service provided by your local cable operator?

1. Yes
2. No
3. Don't Know
4. Refused

	Chicago MSA
N =	519
Yes	13.9% (3.0%)
No	83.1% (3.2%)
Don't Know	3.0% (1.5%)
Refused	0.0% (0.0%)

[IF Q18 = 1, code Q19 as 1 and GO TO Q20]

Q19. Would you consider subscribing to telephone service provided by your local cable operator?

1. Yes
2. No
3. Don't Know
4. Refused

	Chicago MSA
N =	519
Yes	33.6% (4.1%)
No	58.0% (4.2%)
Don't Know	8.4% (2.4%)
Refused	0.0% (0.0%)

Q20. Does your local cable operator offer high-speed Internet access in your neighborhood?

1. Yes
2. No **[Skip to Q24]**
3. Don't Know
4. Refused

	Chicago MSA
N =	780
Yes	84.0% (2.6%)
No	6.8% (1.8%)
Don't Know	9.0% (2.0%)
Refused	0.1% (0.2%)

Q21. Do you subscribe to high-speed Internet access from your cable operator?

1. Yes
2. No **[Skip to Q24]**
3. Don't Know
4. Refused

	Chicago MSA
N =	725
Yes	42.8% (3.6%)
No	55.5% (3.6%)
Don't Know	1.2% (0.8%)
Refused	0.5% (0.5%)

Q22. Are you aware that you can use your cable high-speed Internet connection to make and receive voice telephone calls?

1. Yes
2. No **[Skip to Q24]**
3. Don't Know
4. Refused

	Chicago MSA
N =	338
Yes	68.0% (5.0%)
No	29.3% (4.9%)
Don't Know	2.6% (1.7%)
Refused	0.0% (0.0%)

Q23. Have you used your high-speed Internet connection to make or receive voice telephone calls?

1. Yes
2. No
3. Don't Know
4. Refused

	Chicago MSA
N =	232
Yes	18.4% (5.0%)
No	81.0% (5.0%)
Don't Know	0.5% (0.9%)
Refused	0.0% (0.0%)

Q24. Now just a final question for statistical purposes: I'd like to verify your landline telephone number. (VERIFY FROM CALL LIST AND RECORD)

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Q25. Sex (BY OBSERVATION)

1. Male
2. Female

	Chicago MSA
N =	1,222
Male	39.2% (2.7%)
Female	60.8% (2.7%)