

Consumers and the IP Transition

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Background: Our phone network is transitioning. Carriers are increasingly interested in replacing their copper wires with fiber or wireless technology and using Internet Protocols to route calls.

This survey and report, commissioned by Public Knowledge, examines how and why millions of Americans rely on existing network technologies, and explores the values people continue to associate with basic communications services. The results of the survey confirm that it is critically important for policymakers to ensure people relying on the network are not left behind in the transition.

Landline Phones Still Have a Strong Foothold in Americans' Calling Patterns

Most Americans still have a landline phone at home, and nearly half have both a landline phone and a wireless phone. Among people who have both a cell phone and a landline:

- 65% say their calls at home are mostly on their landline
 - This number goes up to 72% for households with income below \$25,000
- 82% keep their landline for its reliability
- 73% keep their landline for its connection quality
- 45% keep their landline because it works during power outages
- 36% of respondents cited at least one of the following as a reason they keep their phone service:
 - Fax machine support (26%)
 - Medical alerts (24%)
 - Home security systems (17%)

Online Americans See the Phone as the Anchor for Household and Emergency Communications

- 89% of Americans with Internet access say phone service is important for the typical household
 - 78% of online Americans say the same for Internet access service
- A strong majority of survey respondents say phone service should support:
 - 911 access (96% of respondents)
 - Calling every other phone number in the country (88% of respondents)
 - Communicating the caller's location (59% of respondents)

The phone network transition should be a step forward, not a step backward, especially for consumers and small businesses that rely on current protections the most. For more information go to:



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