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## FEDERAL COMMUNICATIONS COMMISSION RELEASES DATA ON HIGH-SPEED SERVICES FOR INTERNET ACCESS

### *High-Speed Connections to the Internet Increased 23% During the Second Half of 2002 for a Total of 19.9 Million Lines in Service*

Washington, D.C. – The Federal Communications Commission (FCC) today released summary statistics of its latest data on the deployment of high-speed connections to the Internet in the United States. Facilities-based service providers file data with the FCC on the amount of high-speed connections in service twice a year pursuant to the FCC's local competition and broadband data gathering program (FCC Form 477).

The FCC adopted the local competition and broadband data gathering program in March 2000 to assist the FCC in its efforts to monitor and further implement the pro-competitive, deregulatory provisions of the Telecommunications Act of 1996. The FCC uses data from this effort to evaluate the deployment of advanced telecommunications capability.

For reporting purposes, *high-speed lines* are defined as those that provide services at speeds exceeding 200 kilobits per second (kbps) in at least one direction, while *advanced services lines* are those that provide services at speeds exceeding 200 kbps in both directions. Reporting of state-level data is required for providers with at least 250 high-speed connections in service in a state. Statistics released today summarize FCC Form 477 filings due from qualifying providers on March 1, 2003, and reflect data as of December 31, 2002.

#### 1) High-Speed Lines

- High-speed lines connecting homes and businesses to the Internet increased by 23% during the second half of 2002, from 16.2 million to 19.9 million lines, compared to a 27% increase, from 12.8 million to 16.2 million lines, during the first half of 2002. For the full year, high-speed lines increased by 55%.
- Of the 19.9 million high-speed lines in service, 17.4 million served residential and small business subscribers, a 24% increase from the 14.0 million residential and small business high-speed lines reported six months earlier. For the full year, high-speed lines for residential and small business subscribers increased by 58%.

## 2) Advanced Services Lines

- Of the 19.9 million high-speed lines, 13.0 million provided advanced services, i.e., services at speeds exceeding 200 kbps in both directions. Advanced services lines increased 24% during the second half of 2002, from 10.4 million to 13.0 million lines. For the full year, advanced services lines of all technology types increased by 75%.
- About 10.8 million of the 13.0 million advanced services lines served residential and small business subscribers.

## 3) Technology Type

- High-speed asymmetric digital subscriber lines (ADSL) technologies in service increased by 27% during the second half of 2002, from 5.1 million to 6.5 million lines, compared to a 29% increase, from over 3.9 million to 5.1 million lines, during the preceding six months. For the full year, high-speed ADSL increased by 64%.
- High-speed service over coaxial cable systems (cable modem service) increased by 24% during the last six months of 2002, from 9.2 million to 11.4 million lines, compared to a 30% increase, from 7.1 million to 9.2 million lines, during the first half of 2002. For the full year, high-speed cable modem connections increased by 61%.
- Among *advanced services lines*, ADSL lines increased by 52% during the last six months of 2002, compared to a 22% increase for cable modem service. During the preceding six-month period, the rate of growth of cable modem (55%) exceeded that of ADSL (35%). For the full year, advanced services lines – service lines provided in excess of 200 kbps in both directions – for ADSL increased by 105% and cable modem connections increased by 90%.

The summary statistics released today also includes state-by-state, population density, and household income information, ranked by zip codes. As additional information becomes available, it will be routinely posted on the Commission's Internet site.

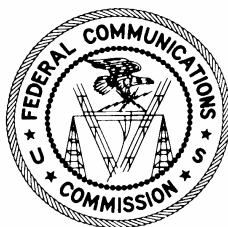
The report is available for reference in the FCC's Reference Information Center, Courtyard Level, 445 12th Street, SW, Washington, DC. Copies may be purchased by calling Qualex International at (202) 863-2893. The report can also be downloaded from the **FCC-State Link** Internet site at [www.fcc.gov/wcb/stats](http://www.fcc.gov/wcb/stats).

- FCC -

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# High-Speed Services for Internet Access: Status as of December 31, 2002

Industry Analysis and Technology Division  
Wireline Competition Bureau  
June 2003



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This report is available for reference in the FCC's Reference Information Center, Courtyard Level, 445 12th Street, SW, Washington, DC. Copies may be purchased by contacting Qualex International, 445 12th Street, SW, Room CY-B402, Washington, DC 20554, telephone 202-863-2893, facsimile 202-863-2898, or via e-mail [qualexint@aol.com](mailto:qualexint@aol.com). The report can also be downloaded from the **FCC-State Link** Internet site at [www.fcc.gov/wcb/stats](http://www.fcc.gov/wcb/stats).

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## High-Speed Services for Internet Access: Status as of December 31, 2002

Congress directed the Commission and the states, in section 706 of the Telecommunications Act of 1996, to encourage deployment of advanced telecommunications capability in the United States on a reasonable and timely basis.<sup>1</sup> To assist in its evaluation of such deployment, the Commission instituted a formal data collection program to gather standardized information about subscribership to high-speed services, including advanced services, from wireline telephone companies, cable providers, terrestrial wireless providers, satellite providers, and any other facilities-based providers of advanced telecommunications capability.<sup>2</sup>

We summarize here information from the seventh data collection, thereby presenting a snapshot of subscribership as of December 31, 2002.<sup>3</sup> Subscribership to high-speed services for Internet access increased by 23% during the second half of 2002, to a total of 19.9 million lines in service. The presence of high-speed service subscribers was reported in all fifty states, the District of Columbia, Puerto Rico, and the Virgin Islands, and in 88% of the zip codes in the United States.

Before presenting the most recent information in some detail, a brief description of the Commission's data collection program is in order to enable the reader to better understand how the nationwide information presented here may compare to similar information derived from other sources. First, a facilities-based provider of high-speed service in a given state reports to the Commission basic information about its service offerings and customers if the provider has at least 250 high-speed lines (or wireless channels) in service in that state.<sup>4</sup> While providers not meeting the reporting threshold may

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<sup>1</sup> See §706, Pub.L. 104-104, Title VII, Feb. 8, 1996, 110 Stat. 153, reproduced in the notes under 47 U.S.C. §157. We use the term "high-speed" to describe services that provide the subscriber with transmissions at a speed in excess of 200 kilobits per second (kbps) in at least one direction. "Advanced services," which provide the subscriber with transmission speeds in excess of 200 kbps in each direction, are a subset of high-speed services.

<sup>2</sup> *Local Competition and Broadband Reporting*, CC Docket No. 99-301, Report and Order, 15 FCC Rcd 7717 (2000) (*Data Gathering Order*). During this data gathering program, qualifying providers file FCC Form 477 each year on March 1 (reporting data for the preceding December 31) and September 1 (reporting data for June 30 of the same year). An updated FCC Form 477, and Instructions for that particular form, for each specific round of the data collection may be downloaded from the FCC Forms website at [www.fcc.gov/formpage.html](http://www.fcc.gov/formpage.html). Previously, the Common Carrier Bureau collected information on a voluntary basis. See *Local Competition and Broadband Reporting*, CC Docket No. 99-301, Notice of Proposed Rulemaking, 14 FCC Rcd 18106 (1999).

<sup>3</sup> Earlier FCC Form 477 filings reported data as of December 31, 1999, June 30, 2000, December 31, 2000, June 30, 2001, December 31, 2001, and June 30, 2002. See *Deployment of Advanced Telecommunications Capability to All Americans in a Reasonable and Timely Fashion*, CC Docket No. 98-146, Second Report, 15 FCC Rcd 20913 (2000) (*Second 706 Report*) available at [www.fcc.gov/broadband/706.html](http://www.fcc.gov/broadband/706.html), Industry Analysis Division, Common Carrier Bureau, *High-Speed Services for Internet Access: Subscribership as of June 30, 2000* (October 2000) and *High-Speed Services for Internet Access: Subscribership as of December 31, 2000* (August 2001) available at [www.fcc.gov/wcb/stats](http://www.fcc.gov/wcb/stats), *Deployment of Advanced Telecommunications Capability to All Americans in a Reasonable and Timely Fashion*, CC Docket No. 98-146, Third Report, 17 FCC Rcd 2844 (2002) available at [www.fcc.gov/broadband/706.html](http://www.fcc.gov/broadband/706.html), and Industry Analysis and Technology Division, Wireline Competition Bureau, *High-Speed Services for Internet Access: Status as of December 31, 2001* (July 2002) and *High-Speed Services for Internet Access: Status as of June 30, 2002* (December 2002), available at [www.fcc.gov/wcb/stats](http://www.fcc.gov/wcb/stats).

<sup>4</sup> The reporting threshold of 250 high-speed lines (or wireless channels) is calculated based collectively on all commonly-owned and commonly-controlled affiliates operating in a given state, with a 10% equity interest as indicia of ownership. For reporting purposes, an entity is a facilities-based provider of high-speed service if it provides the service over its own "local loop" facilities connecting to end users, or over unbundled network elements (UNEs), (continued....)

provide information on a voluntary basis, as some have done, it is likely that not all such providers have reported data.<sup>5</sup> In particular, we do not know how comprehensively small providers, many of which serve rural areas with relatively small populations, are represented in the data summarized here. Second, lines (or wireless channels) that are not “high-speed” (i.e., delivering transmissions to the subscriber at a speed in excess of 200 kbps in at least one direction) are not reported. Some asymmetric digital subscriber line (ADSL) services and Integrated Services Digital Network (ISDN) services provided by telephone companies and some services that connect subscribers to the Internet over cable systems do not meet this criterion, but may nevertheless meet the needs of the subscribers who select them.

Based on the latest information now available, readers can draw the following broad conclusions:

- Subscribership to high-speed services increased by 23% during the second half of 2002, to a total of 19.9 million lines (or wireless channels) in service. The rate of growth during the first half of 2002 was 27%. See Table 1.
- High-speed ADSL lines in service increased by 27% during the second half of 2002, to 6.5 million lines. High-speed lines in service over coaxial cable systems (cable modem service) increased by 24%, to 11.4 million lines.<sup>6</sup> See Table 1.
- Reported high-speed connections to end-user customers by means of satellite or fixed wireless technologies increased by 25% during the second half of 2002, and reported fiber optic connections to end-user customer premises increased by 5%. These technologies, together, accounted for about 0.8 million high-speed connections at the end of 2002. See Table 1.

(Continued from previous page) \_\_\_\_\_

special access lines, and other leased lines and wireless channels that it obtains from other entities and equips to provide high-speed service. Non-facilities-based Internet Service Providers (ISPs), as such, have no reporting obligation. End-user lines equipped as high-speed service by, for example, an incumbent LEC must be reported by the incumbent LEC or an affiliate (assuming the LEC and its affiliates collectively have at least 250 such lines in service in a given state) irrespective of whether the end user of the retail high-speed Internet-access service is billed by the incumbent LEC, its ISP affiliate, another affiliate, or its billing agent, or by an unaffiliated ISP that has incorporated the incumbent LEC’s high-speed service into a premium Internet-access service marketed under the ISP’s own name.

<sup>5</sup> High-speed lines reported in recent voluntary submissions represent less than 0.05% of total high-speed lines reported.

<sup>6</sup> Providers are instructed to report a high-speed subscriber in the (mutually exclusive) technology category that characterizes the last few feet of distribution plant to the subscriber’s premises, e.g., coaxial cable in the case of the hybrid fiber-coax (HFC) architecture of upgraded cable systems. As noted above, ADSL services that do not deliver over 200 kbps in at least one direction are not included in the data reported here. Symmetric DSL services at speeds exceeding 200 kbps are included in the “other wireline” category because they are typically used to provide data services that are functionally equivalent to the T-1 and other data services that wireline telephone companies have offered to business customers for some time.

- Subscribership to the subset of high-speed services that are described as advanced services (i.e., delivering to subscribers transmission speeds in excess of 200 kbps in each direction) increased by 24% during the second half of 2002, to a total of 13.0 million lines (or wireless channels) in service. Advanced services lines provided by means of ADSL technology increased by 52%, and advanced services lines provided over coaxial cable systems increased by 22%.<sup>7</sup> See Table 2.
- As of December 31, 2002, there were about 17.4 million high-speed lines serving residential and small business subscribers. By contrast, there were about 14.0 million such lines six months earlier, and about 11.0 million a year earlier. See Table 3.
- Of the 17.4 million high-speed lines in service to residential and small business subscribers at the end of December 2002, we estimate that about 10.8 million lines provide advanced services.<sup>8</sup> See Table 4.
- Among entities that reported facilities-based ADSL high-speed lines in service as of December 31, 2002, about 95% of such lines were reported by incumbent local exchange carriers (ILECs). ILECs claimed a smaller share, about 74%, of high-speed lines delivered over other traditional wireline facilities.<sup>9</sup> When all technologies are considered, ILECs provided about 36% of high-speed connections to end-user customers. See Table 5.
- Providers of high-speed services over coaxial cable systems report serving subscribers in all 50 states, the District of Columbia, and Puerto Rico. Providers of high-speed ADSL services report serving subscribers in all 50 states, the District of Columbia, Puerto Rico, and the Virgin Islands, as do providers who use wireline technologies other than ADSL, or who use optical carrier (i.e., fiber), satellite, or fixed wireless technologies in the last few feet to the subscriber's premises.<sup>10</sup> See Table 6.
- The Commission's data collection program gathers from providers information about the number of high-speed lines in service in individual states, in total and by technology deployed in the last few feet to the subscriber's premises. Relatively large numbers of total high-speed lines in service are

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<sup>7</sup> Providers also estimate the percentage of high-speed connections that are faster than 2 mbps in both directions. About 0.4 million such connections were reported as of December 31, 2002. About 52% of these connections were reported in the other traditional wireline category and about 43% were reported in the optical carrier category.

<sup>8</sup> Filers of FCC Form 477 do not directly report the number of advanced services lines provided to residential and small business end users, as opposed to other end users. In estimating the number of advanced services lines serving residential and small business end users, we assume that reported advanced service lines were more likely to be delivered to large business users first and to residential and small business users second. *See also Second 706 Report*, 15 FCC Rcd 20943.

<sup>9</sup> Symmetric forms of DSL services, which are typically purchased by business customers, are included in this category.

<sup>10</sup> Information about providers of high-speed services other than ADSL and cable modem is reported in a single category, for the individual states, to honor requests for nondisclosure of information that reporting entities assert is competitively sensitive. In the *Data Gathering Order*, the Commission stated it would publish high-speed data only once it has been aggregated in a manner that does not reveal individual company data. *See Data Gathering Order*, 15 FCC Rcd 7760.

associated with the more populous states. As of December 31, 2002, the most populous state, California, has the largest reported number of high-speed lines. The second, third, and fourth largest numbers of high-speed lines are reported for New York, Florida, and Texas, which are the third, fourth, and second most populous states, respectively. See Table 7 and, for historical data, see Tables 8 – 10.

- Reporting entities estimate the percentage of their high-speed lines in service that connect to residential and small business end-user customers (as opposed to connecting to medium and large business, institutional, or government end-user customers).<sup>11</sup> These percentages allow us to derive approximate numbers of residential and small-business high-speed lines in service by state. See Table 11.
- The Commission’s data collection program also requires service providers to identify each zip code in which the provider has at least one high-speed service subscriber. As of December 31, 2002, subscribers to high-speed services were reported in 88% of the nation’s zip codes. Multiple providers reported having subscribers in 71% of the nation’s zip codes.<sup>12</sup> See Table 12.
- Our analysis indicates that 99% of the country’s population lives in the 88% of zip codes where a provider reports having at least one high-speed service subscriber. Moreover, numerous competing providers report serving high-speed subscribers in the major population centers of the country. See the map that follows Table 12.
- States vary widely with respect to the percentage of zip codes in the state in which no high-speed lines are reported to be in service. See Table 13.
- High population density has a positive association with reports that high-speed subscribers are present, and low population density has an inverse association. For example, as of December 31, 2002, high-speed subscribers are reported to be present in 99% of the most densely populated zip codes and in 60% of zip codes with the lowest population densities.<sup>13</sup> However, the comparable figure for the lowest-density zip codes was 43% a year earlier. See Table 14.
- High median household income also has a positive association with reports that high-speed subscribers are present. In the top one-tenth of zip codes ranked by median household income, high-speed subscribers are reported in 98% of zip codes. By contrast, high-speed subscribers are reported in 74% of zip codes with the lowest median household income, compared to 63% a year earlier. See Table 15.

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<sup>11</sup> Reporting entities are instructed to consider a high-speed line as being provided to an end-user customer in the “residential and small business” category if that customer orders high-speed service of a type that is normally associated with residential customers.

<sup>12</sup> Lists of zip codes with number of service providers as reported in the FCC Form 477 filings are made available at [www.fcc.gov/wcb/stats](http://www.fcc.gov/wcb/stats) in a format that honors requests for nondisclosure of information the reporting entities assert is competitively sensitive.

<sup>13</sup> For this comparison, we consider the most densely populated zip codes to be those with more than 3,147 persons per square mile (the top decile of zip codes) and the least densely populated zip codes to be those with fewer than 6 persons per square mile (the bottom decile).

As other information from the Commission's data collection program (FCC Form 477) becomes available, it will be included in future reports on the deployment of advanced telecommunications capability and in publications such as this one.

We invite users of this information to provide suggestions for improved data collection and analysis by:

- Using the attached customer response form,
- E-mailing comments to [jeisner@fcc.gov](mailto:jeisner@fcc.gov),
- Calling the Industry Analysis and Technology Division of the Wireline Competition Bureau at (202) 418-0940, or
- Participating in any formal proceedings undertaken by the Commission to solicit comments for improvement of FCC Form 477.



**Table 1**  
**High-Speed Lines <sup>1</sup>**  
**(Over 200 kbps in at Least One Direction)**

| Types of Technology <sup>2</sup> | Dec<br>1999      | Jun<br>2000      | Dec<br>2000      | Jun<br>2001      | Dec<br>2001       | Jun<br>2002       | Dec<br>2002       | Percent Change         |                        |
|----------------------------------|------------------|------------------|------------------|------------------|-------------------|-------------------|-------------------|------------------------|------------------------|
|                                  |                  |                  |                  |                  |                   |                   |                   | Dec 2001 -<br>Jun 2002 | Jun 2002 -<br>Dec 2002 |
| ADSL                             | 369,792          | 951,583          | 1,977,101        | 2,693,834        | 3,947,808         | 5,101,493         | 6,471,716         | 29 %                   | 27 %                   |
| Other Wireline                   | 609,909          | 758,594          | 1,021,291        | 1,088,066        | 1,078,597         | 1,186,680         | 1,216,208         | 10                     | 2                      |
| Coaxial Cable                    | 1,411,977        | 2,284,491        | 3,582,874        | 5,184,141        | 7,059,598         | 9,172,895         | 11,369,087        | 30                     | 24                     |
| Fiber                            | 312,204          | 307,151          | 376,203          | 455,593          | 494,199           | 520,884           | 548,471           | 5                      | 5                      |
| Satellite or Fixed Wireless      | 50,404           | 65,615           | 112,405          | 194,707          | 212,610           | 220,588           | 276,067           | 4                      | 25                     |
| <b>Total Lines</b>               | <b>2,754,286</b> | <b>4,367,434</b> | <b>7,069,874</b> | <b>9,616,341</b> | <b>12,792,812</b> | <b>16,202,540</b> | <b>19,881,549</b> | <b>27 %</b>            | <b>23 %</b>            |

**Table 2**  
**Advanced Services Lines <sup>1</sup>**  
**(Over 200 kbps in Both Directions)**

| Types of Technology <sup>2</sup> | Dec<br>1999      | Jun<br>2000      | Dec<br>2000      | Jun<br>2001      | Dec<br>2001      | Jun<br>2002       | Dec<br>2002       | Percent Change         |                        |
|----------------------------------|------------------|------------------|------------------|------------------|------------------|-------------------|-------------------|------------------------|------------------------|
|                                  |                  |                  |                  |                  |                  |                   |                   | Dec 2001 -<br>Jun 2002 | Jun 2002 -<br>Dec 2002 |
| ADSL                             | 185,950          | 326,816          | 675,366          | 998,883          | 1,369,143        | 1,852,879         | 2,813,384         | 35 %                   | 52 %                   |
| Other Wireline                   | 609,909          | 758,594          | 1,021,291        | 1,088,066        | 1,078,597        | 1,186,680         | 1,216,208         | 10                     | 2                      |
| Coaxial Cable                    | 877,465          | 1,469,130        | 2,193,609        | 3,329,976        | 4,394,778        | 6,819,395         | 8,342,234         | 55                     | 22                     |
| Fiber                            | 307,315          | 301,143          | 376,197          | 455,549          | 486,483          | 518,908           | 548,123           | 7                      | 6                      |
| Satellite or Fixed Wireless      | 7,816            | 3,649            | 26,906           | 73,476           | 75,341           | 66,073            | 65,929            | -12                    | 0                      |
| <b>Total Lines</b>               | <b>1,988,455</b> | <b>2,859,332</b> | <b>4,293,369</b> | <b>5,945,950</b> | <b>7,404,343</b> | <b>10,443,935</b> | <b>12,985,878</b> | <b>41 %</b>            | <b>24 %</b>            |

<sup>1</sup> A high-speed line is a connection to an end-user customer that is faster than 200 kbps in at least one direction. Advanced services lines, which are a subset of high-speed lines, are connections to end-user customers that are faster than 200 kbps in both directions. The speed of the purchased service varies among end-user customers. For example, a high-speed service delivered to the end-user customer over other traditional wireline technology, such as DS1 or DS3 service, or over optical fiber to the end user's premises may be much faster than the ADSL or cable modem service purchased by a different, or by the same, end user. Numbers of lines reported here are not adjusted for the speed of the service delivered over the line or the number of end users able to utilize the lines.

<sup>2</sup> The mutually exclusive types of technology are, respectively: Asymmetric digital subscriber line (ADSL) technologies, which provide speeds in one direction greater than speeds in the other direction; wireline technologies "other" than ADSL, including traditional telephone company high-speed services and symmetric DSL services that provide equivalent functionality; coaxial cable, including the typical hybrid fiber-coax (HFC) architecture of upgraded cable TV systems; optical fiber to the subscriber's premises (e.g., Fiber-to-the-Home, or FTTH); and satellite and (terrestrial) fixed wireless systems, which use radio spectrum to communicate with a radio transmitter at the subscriber's premises.

**Table 3**  
**Residential and Small Business High-Speed Lines <sup>1</sup>**  
**(Over 200 kbps in at Least One Direction)**

| Types of Technology <sup>2</sup> | Dec 1999  | Jun 2000  | Dec 2000  | Jun 2001  | Dec 2001   | Jun 2002   | Dec 2002   | Percent Change      |                     |
|----------------------------------|-----------|-----------|-----------|-----------|------------|------------|------------|---------------------|---------------------|
|                                  |           |           |           |           |            |            |            | Dec 2001 - Jun 2002 | Jun 2002 - Dec 2002 |
| ADSL                             | 291,757   | 772,272   | 1,594,879 | 2,490,740 | 3,615,989  | 4,395,033  | 5,529,241  | 22 %                | 26 %                |
| Other Wireline                   | 46,856    | 111,490   | 176,520   | 138,307   | 139,660    | 223,599    | 213,489    | 60                  | -5                  |
| Coaxial Cable                    | 1,402,394 | 2,215,259 | 3,294,546 | 4,998,540 | 7,050,709  | 9,157,285  | 11,342,512 | 30                  | 24                  |
| Fiber                            | 1,023     | 325       | 1,994     | 2,623     | 4,139      | 6,120      | 14,692     | NM                  | NM                  |
| Satellite or Fixed Wireless      | 50,189    | 64,320    | 102,432   | 182,165   | 194,897    | 202,251    | 256,978    | 4                   | 27                  |
| Total Lines                      | 1,792,219 | 3,163,666 | 5,170,371 | 7,812,375 | 11,005,396 | 13,984,287 | 17,356,911 | 27 %                | 24 %                |

**Table 4**  
**Residential and Small Business Advanced Services Lines <sup>1</sup>**  
**(Over 200 kbps in Both Directions)**

| Types of Technology <sup>2</sup> | Dec 1999  | Jun 2000  | Dec 2000  | Jun 2001  | Dec 2001  | Jun 2002  | Dec 2002   | Percent Change      |                     |
|----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|---------------------|---------------------|
|                                  |           |           |           |           |           |           |            | Dec 2001 - Jun 2002 | Jun 2002 - Dec 2002 |
| ADSL                             | 116,994   | 195,324   | 393,246   | 916,364   | 1,243,996 | 1,580,575 | 2,197,665  | 27 %                | 39 %                |
| Other Wireline                   | 46,856    | 111,490   | 176,520   | 138,307   | 139,660   | 223,599   | 213,489    | 60                  | -5                  |
| Coaxial Cable                    | 872,024   | 1,401,434 | 2,177,328 | 3,146,953 | 4,388,967 | 6,809,170 | 8,322,157  | 55                  | 22                  |
| Fiber                            | 138       | 325       | 1,992     | 2,617     | 3,523     | 5,118     | 14,408     | NM                  | NM                  |
| Satellite or Fixed Wireless      | 7,682     | 2,916     | 17,043    | 60,988    | 58,113    | 47,787    | 47,903     | -18                 | 0                   |
| Total Lines                      | 1,043,694 | 1,711,488 | 2,766,130 | 4,265,229 | 5,834,258 | 8,666,249 | 10,795,624 | 49 %                | 25 %                |

Note: Residential and small business advanced services lines are estimated based on data from FCC Form 477.

NM - Not meaningful due to small number of lines.

<sup>1</sup> A high-speed line is a connection to an end-user customer that is faster than 200 kbps in at least one direction. Advanced services lines, which are a subset of high-speed lines, are connections to end-user customers that are faster than 200 kbps in both directions. The speed of the purchased service varies among end-user customers. For example, a high-speed service delivered to the end-user customer over other traditional wireline technology, such as DS1 or DS3 service, or over optical fiber to the end user's premises may be much faster than the ADSL or cable modem service purchased by a different, or by the same, end user. Numbers of lines reported here are not adjusted for the speed of the service delivered over the line or the number of end users able to utilize the lines.

<sup>2</sup> The mutually exclusive types of technology are, respectively: Asymmetric digital subscriber line (ADSL) technologies, which provide speeds in one direction greater than speeds in the other direction; wireline technologies "other" than ADSL, including traditional telephone company high-speed services and symmetric DSL services that provide equivalent functionality; coaxial cable, including the typical hybrid fiber-coax (HFC) architecture of upgraded cable TV systems; optical fiber to the subscriber's premises (e.g., Fiber-to-the-Home, or FTTH); and satellite and (terrestrial) fixed wireless systems, which use radio spectrum to communicate with a radio transmitter at the subscriber's premises.

**Table 5**  
**High-Speed Lines by Type of Provider as of December 31, 2002**  
**(Over 200 kbps in at Least One Direction)**

| Types of Technology <sup>1</sup> | Lines             |                |                       |                   | Percent of Lines  |              |                       |
|----------------------------------|-------------------|----------------|-----------------------|-------------------|-------------------|--------------|-----------------------|
|                                  | RBOC <sup>2</sup> | Other ILEC     | Non-ILEC <sup>3</sup> | Total             | RBOC <sup>2</sup> | Other ILEC   | Non-ILEC <sup>3</sup> |
| ADSL                             | 5,584,776         | 572,078        | 314,862               | 6,471,716         | 86.3 %            | 8.8 %        | 4.9 %                 |
| Other Wireline                   | 756,120           | 144,108        | 315,980               | 1,216,208         | 62.2              | 11.8         | 26.0                  |
| Coaxial Cable                    | *                 | *              | 11,349,035            | 11,369,087        | *                 | *            | 99.8                  |
| Other                            | *                 | *              | 761,434               | 824,538           | *                 | *            | 92.3                  |
| <b>Total Lines</b>               | <b>6,401,996</b>  | <b>738,242</b> | <b>12,741,311</b>     | <b>19,881,549</b> | <b>32.2 %</b>     | <b>3.7 %</b> | <b>64.1 %</b>         |

\* Data withheld to maintain firm confidentiality.

<sup>1</sup> The mutually exclusive types of technology are, respectively: Asymmetric digital subscriber line (ADSL) technologies, which provide speeds in one direction greater than speeds in the other direction; wireline technologies "other" than ADSL, including traditional telephone company high-speed services and symmetric DSL services that provide equivalent functionality; coaxial cable, including the typical hybrid fiber-coax (HFC) architecture of upgraded cable TV systems; optical fiber to the subscriber's premises (e.g., Fiber-to-the-Home, or FTTH); and satellite and (terrestrial) fixed wireless systems, which use radio spectrum to communicate with a radio transmitter at the subscriber's premises.

<sup>2</sup> "RBOC" lines include all high-speed lines reported by BellSouth, SBC, and Verizon, and all high-speed lines reported by Qwest in states in which Qwest has ILEC operations.

<sup>3</sup> High-speed lines reported by competitive local exchange carrier (CLEC) or cable TV operations that are affiliated with a local exchange carrier are included in "Non-ILEC" lines, except for any such lines that are included in "RBOC" lines.

**Table 6**  
**Providers of High-Speed Lines by Technology as of December 31, 2002**  
**(Over 200 kbps in at Least One Direction)**

|                                    | ADSL | Coaxial Cable | Other <sup>1</sup> | Total<br>(Unduplicated) |
|------------------------------------|------|---------------|--------------------|-------------------------|
| Alabama                            | 7    | 9             | 11                 | 19                      |
| Alaska                             | 4    | *             | 6                  | 7                       |
| Arizona                            | 6    | 5             | 13                 | 19                      |
| Arkansas                           | 4    | *             | 7                  | 10                      |
| California                         | 17   | 10            | 28                 | 41                      |
| Colorado                           | 6    | *             | 12                 | 16                      |
| Connecticut                        | 4    | 4             | 11                 | 14                      |
| Delaware                           | *    | *             | 4                  | 7                       |
| District of Columbia               | 4    | *             | 6                  | 7                       |
| Florida                            | 11   | 9             | 24                 | 31                      |
| Georgia                            | 14   | 10            | 25                 | 34                      |
| Hawaii                             | *    | *             | *                  | *                       |
| Idaho                              | 5    | *             | 6                  | 10                      |
| Illinois                           | 17   | 5             | 21                 | 31                      |
| Indiana                            | 10   | 8             | 14                 | 23                      |
| Iowa                               | 13   | 10            | 16                 | 24                      |
| Kansas                             | 10   | 11            | 17                 | 26                      |
| Kentucky                           | 8    | 5             | 11                 | 18                      |
| Louisiana                          | 7    | *             | 10                 | 15                      |
| Maine                              | 4    | *             | 6                  | 11                      |
| Maryland                           | 6    | 9             | 10                 | 20                      |
| Massachusetts                      | 5    | 6             | 13                 | 19                      |
| Michigan                           | 12   | 7             | 17                 | 28                      |
| Minnesota                          | 17   | 11            | 20                 | 35                      |
| Mississippi                        | *    | 5             | 6                  | 13                      |
| Missouri                           | 10   | 8             | 13                 | 23                      |
| Montana                            | 8    | *             | 5                  | 13                      |
| Nebraska                           | 4    | 7             | 8                  | 13                      |
| Nevada                             | 7    | *             | 12                 | 16                      |
| New Hampshire                      | 6    | *             | 9                  | 13                      |
| New Jersey                         | 6    | 4             | 13                 | 16                      |
| New Mexico                         | 6    | *             | 8                  | 11                      |
| New York                           | 15   | 8             | 20                 | 28                      |
| North Carolina                     | 14   | 7             | 16                 | 26                      |
| North Dakota                       | 10   | *             | 10                 | 15                      |
| Ohio                               | 14   | 11            | 22                 | 31                      |
| Oklahoma                           | 8    | *             | 15                 | 19                      |
| Oregon                             | 11   | 4             | 15                 | 21                      |
| Pennsylvania                       | 15   | 10            | 19                 | 32                      |
| Puerto Rico                        | *    | *             | *                  | 4                       |
| Rhode Island                       | *    | *             | 7                  | 7                       |
| South Carolina                     | 13   | 7             | 12                 | 20                      |
| South Dakota                       | 9    | 4             | 7                  | 17                      |
| Tennessee                          | 12   | 7             | 16                 | 27                      |
| Texas                              | 22   | 10            | 31                 | 43                      |
| Utah                               | 5    | *             | 12                 | 15                      |
| Vermont                            | 4    | *             | 7                  | 8                       |
| Virgin Islands                     | *    | 0             | *                  | *                       |
| Virginia                           | 9    | 5             | 13                 | 18                      |
| Washington                         | 11   | 5             | 15                 | 22                      |
| West Virginia                      | *    | 5             | 5                  | 11                      |
| Wisconsin                          | 9    | 4             | 13                 | 20                      |
| Wyoming                            | *    | *             | 4                  | 6                       |
| Nationwide (Unduplicated) Dec 2002 | 178  | 87            | 169                | 299                     |
| Nationwide (Unduplicated) Jun 2002 | 142  | 68            | 138                | 237                     |
| Nationwide (Unduplicated) Dec 2001 | 117  | 59            | 122                | 203                     |
| Nationwide (Unduplicated) Jun 2001 | 86   | 47            | 98                 | 160                     |
| Nationwide (Unduplicated) Dec 2000 | 68   | 39            | 87                 | 136                     |
| Nationwide (Unduplicated) Jun 2000 | 47   | 36            | 75                 | 116                     |
| Nationwide (Unduplicated) Dec 1999 | 28   | 43            | 65                 | 105                     |

\* Data withheld to maintain firm confidentiality. In this table, an asterisk also indicates 1-3 providers reporting.

<sup>1</sup> Other includes wireline technologies other than asymmetric digital subscriber line (ADSL), optical fiber to the subscriber's premises, satellite, and (terrestrial) fixed wireless systems.

**Table 7**  
**High-Speed Lines by Technology as of December 31, 2002**  
**(Over 200 kbps in at Least One Direction)**

|                       | <b>ADSL</b> | <b>Coaxial Cable</b> | <b>Other <sup>1</sup></b> | <b>Total</b> |
|-----------------------|-------------|----------------------|---------------------------|--------------|
| Alabama               | 56,860      | 144,259              | 26,769                    | 227,888      |
| Alaska                | 14,295      | *                    | *                         | 55,975       |
| Arizona               | 72,324      | 251,373              | 47,242                    | 370,939      |
| Arkansas              | 35,594      | *                    | *                         | 100,280      |
| California            | 1,485,309   | 1,179,204            | 371,243                   | 3,035,756    |
| Colorado              | 113,040     | *                    | *                         | 298,265      |
| Connecticut           | 100,722     | 192,155              | 14,983                    | 307,860      |
| Delaware              | *           | *                    | *                         | 51,100       |
| District. of Columbia | 35,466      | *                    | *                         | 64,310       |
| Florida               | 521,623     | 741,426              | 142,927                   | 1,405,976    |
| Georgia               | 305,004     | 243,142              | 106,687                   | 654,833      |
| Hawaii                | *           | *                    | *                         | *            |
| Idaho                 | 17,930      | *                    | *                         | 54,963       |
| Illinois              | 300,497     | 316,169              | 117,505                   | 734,171      |
| Indiana               | 63,463      | 114,237              | 28,246                    | 205,946      |
| Iowa                  | 29,161      | 83,994               | 7,898                     | 121,053      |
| Kansas                | 39,315      | 142,563              | 11,690                    | 193,568      |
| Kentucky              | 55,254      | 22,113               | 21,898                    | 99,265       |
| Louisiana             | 86,359      | *                    | *                         | 262,093      |
| Maine                 | 8,432       | *                    | *                         | 73,061       |
| Maryland              | 115,687     | 241,264              | 34,446                    | 391,397      |
| Massachusetts         | 181,426     | 453,473              | 44,185                    | 679,084      |
| Michigan              | 111,182     | 472,405              | 57,179                    | 640,766      |
| Minnesota             | 98,316      | 212,126              | 25,120                    | 335,562      |
| Mississippi           | *           | 40,276               | *                         | 80,922       |
| Missouri              | 114,861     | 117,403              | 28,488                    | 260,752      |
| Montana               | 6,549       | *                    | *                         | 20,090       |
| Nebraska              | 16,117      | 92,261               | 8,841                     | 117,219      |
| Nevada                | 36,662      | *                    | *                         | 159,179      |
| New Hampshire         | 14,630      | *                    | *                         | 102,590      |
| New Jersey            | 197,615     | 306,551              | 63,030                    | 567,196      |
| New Mexico            | 22,607      | *                    | *                         | 57,956       |
| New York              | 391,686     | 1,457,019            | 148,490                   | 1,997,195    |
| North Carolina        | 124,031     | 406,024              | 63,984                    | 594,039      |
| North Dakota          | 8,826       | *                    | *                         | 20,024       |
| Ohio                  | 205,140     | 435,404              | 69,811                    | 710,355      |
| Oklahoma              | 65,378      | *                    | *                         | 196,556      |
| Oregon                | 82,555      | 165,343              | 27,551                    | 275,449      |
| Pennsylvania          | 200,501     | 376,611              | 54,605                    | 631,717      |
| Puerto Rico           | *           | *                    | *                         | 22,732       |
| Rhode Island          | *           | *                    | 3,997                     | 89,821       |
| South Carolina        | 38,293      | 159,944              | 24,743                    | 222,980      |
| South Dakota          | 6,308       | 7,916                | 3,836                     | 18,060       |
| Tennessee             | 74,034      | 252,596              | 42,740                    | 369,370      |
| Texas                 | 486,833     | 740,469              | 122,326                   | 1,349,628    |
| Utah                  | 57,025      | *                    | *                         | 121,744      |
| Vermont               | 12,062      | *                    | *                         | 32,814       |
| Virgin Islands        | *           | 0                    | *                         | *            |
| Virginia              | 96,805      | 320,154              | 46,496                    | 463,455      |
| Washington            | 200,189     | 246,627              | 38,247                    | 485,063      |
| West Virginia         | *           | 65,542               | *                         | 78,980       |
| Wisconsin             | 64,521      | 243,043              | 28,427                    | 335,991      |
| Wyoming               | *           | *                    | 2,213                     | 14,696       |
| Nationwide            | 6,471,716   | 11,369,087           | 2,040,746                 | 19,881,549   |

\* Data withheld to maintain firm confidentiality.

<sup>1</sup> Other includes wireline technologies other than asymmetric digital subscriber line (ADSL), optical fiber to the subscriber's premises, satellite, and (terrestrial) fixed wireless systems.

**Table 8**  
**High-Speed Lines by State**  
**(Over 200 kbps in at Least One Direction)**

|                      | Dec 1999  | Jun 2000  | Dec 2000  | Jun 2001  | Dec 2001   | Jun 2002   | Dec 2002   |
|----------------------|-----------|-----------|-----------|-----------|------------|------------|------------|
| Alabama              | 19,796    | 32,756    | 63,334    | 86,234    | 138,979    | 172,365    | 227,888    |
| Alaska               | *         | *         | 934       | 20,906    | 50,277     | 46,791     | 55,975     |
| Arizona              | 58,825    | 111,678   | 153,500   | 158,122   | 251,709    | 308,621    | 370,939    |
| Arkansas             | 8,155     | 15,539    | 28,968    | 40,803    | 66,537     | 84,235     | 100,280    |
| California           | 547,179   | 910,006   | 1,386,625 | 1,705,814 | 2,041,276  | 2,598,491  | 3,035,756  |
| Colorado             | 36,726    | 64,033    | 104,534   | 147,220   | 177,419    | 243,810    | 298,265    |
| Connecticut          | 36,488    | 63,772    | 111,792   | 149,057   | 191,257    | 236,490    | 307,860    |
| Delaware             | 1,558     | 3,660     | 7,492     | 12,771    | 26,601     | 36,619     | 51,100     |
| District of Columbia | 13,288    | 16,926    | 27,757    | 39,101    | 43,278     | 55,197     | 64,310     |
| Florida              | 190,700   | 244,678   | 460,795   | 651,167   | 911,261    | 1,119,693  | 1,405,976  |
| Georgia              | 75,870    | 130,292   | 203,855   | 302,598   | 420,206    | 512,135    | 654,833    |
| Hawaii               | *         | *         | *         | *         | *          | *          | *          |
| Idaho                | *         | 8,070     | 15,908    | 20,233    | 18,445     | 43,119     | 54,963     |
| Illinois             | 77,672    | 166,933   | 242,239   | 350,241   | 422,706    | 553,442    | 734,171    |
| Indiana              | 20,059    | 49,702    | 60,494    | 80,364    | 123,704    | 159,392    | 205,946    |
| Iowa                 | 19,258    | 49,159    | 58,199    | 72,583    | 82,024     | 102,932    | 121,053    |
| Kansas               | 26,179    | 42,679    | 68,743    | 101,734   | 125,963    | 149,733    | 193,568    |
| Kentucky             | 23,570    | 24,237    | 32,731    | 39,297    | 67,870     | 90,284     | 99,265     |
| Louisiana            | 28,133    | 43,294    | 74,950    | 121,685   | 164,760    | 207,257    | 262,093    |
| Maine                | 19,878    | 17,864    | 26,266    | 38,149    | 49,523     | 61,406     | 73,061     |
| Maryland             | 52,749    | 71,005    | 124,465   | 181,021   | 260,634    | 316,666    | 391,397    |
| Massachusetts        | 114,116   | 185,365   | 289,447   | 357,256   | 505,819    | 583,627    | 679,084    |
| Michigan             | 81,223    | 135,318   | 198,230   | 395,583   | 433,858    | 538,416    | 640,766    |
| Minnesota            | 38,268    | 65,272    | 117,283   | 148,012   | 199,856    | 273,907    | 335,562    |
| Mississippi          | *         | 6,514     | 12,305    | 21,517    | 35,586     | 57,595     | 80,922     |
| Missouri             | 23,347    | 46,903    | 100,403   | 123,915   | 181,794    | 224,282    | 260,752    |
| Montana              | *         | *         | 7,378     | 10,446    | 13,037     | 17,969     | 20,090     |
| Nebraska             | 36,748    | 44,188    | 54,085    | 55,188    | 71,451     | 92,849     | 117,219    |
| Nevada               | 23,514    | 40,582    | 59,879    | 78,535    | 109,850    | 138,042    | 159,179    |
| New Hampshire        | 22,807    | 33,045    | 42,364    | 55,658    | 71,200     | 86,200     | 102,590    |
| New Jersey           | 101,832   | 144,203   | 285,311   | 428,514   | 590,192    | 693,036    | 567,196    |
| New Mexico           | *         | 2,929     | 28,497    | 20,482    | 31,940     | 44,942     | 57,956     |
| New York             | 186,504   | 342,743   | 603,487   | 893,032   | 1,199,159  | 1,460,894  | 1,997,195  |
| North Carolina       | 57,881    | 81,998    | 136,703   | 205,616   | 357,906    | 461,736    | 594,039    |
| North Dakota         | *         | 2,437     | 4,227     | 6,277     | 6,082      | 14,164     | 20,024     |
| Ohio                 | 160,792   | 156,980   | 230,525   | 358,965   | 436,766    | 580,078    | 710,355    |
| Oklahoma             | 96,730    | 163,703   | 95,138    | 92,947    | 114,931    | 151,213    | 196,556    |
| Oregon               | 27,062    | 44,186    | 76,839    | 93,242    | 158,048    | 199,549    | 275,449    |
| Pennsylvania         | 71,926    | 79,892    | 176,670   | 263,236   | 376,439    | 516,488    | 631,717    |
| Puerto Rico          | *         | *         | *         | *         | *          | *          | 22,732     |
| Rhode Island         | *         | 20,628    | 30,919    | 49,215    | 64,293     | 72,553     | 89,821     |
| South Carolina       | 25,229    | 32,824    | 63,914    | 96,839    | 135,165    | 175,088    | 222,980    |
| South Dakota         | *         | 3,516     | 2,839     | 5,448     | 9,585      | 12,555     | 18,060     |
| Tennessee            | 66,307    | 87,317    | 122,391   | 152,510   | 237,401    | 294,573    | 369,370    |
| Texas                | 152,518   | 276,087   | 522,538   | 646,839   | 840,665    | 1,050,511  | 1,349,628  |
| Utah                 | 11,635    | 19,612    | 35,970    | 55,103    | 72,977     | 93,928     | 121,744    |
| Vermont              | *         | 1,551     | 7,773     | 16,230    | 21,795     | 29,990     | 32,814     |
| Virgin Islands       | 0         | *         | *         | *         | *          | *          | *          |
| Virginia             | 51,305    | 72,436    | 139,915   | 212,808   | 292,772    | 360,722    | 463,455    |
| Washington           | 71,930    | 118,723   | 195,628   | 227,066   | 335,667    | 422,348    | 485,063    |
| West Virginia        | *         | 1,835     | 6,498     | 16,697    | 32,848     | 58,209     | 78,980     |
| Wisconsin            | 18,599    | 34,262    | 76,257    | 127,755   | 182,395    | 257,099    | 335,991    |
| Wyoming              | *         | *         | *         | *         | 7,856      | 10,990     | 14,696     |
| Nationwide           | 2,754,286 | 4,367,434 | 7,069,874 | 9,616,341 | 12,792,812 | 16,202,540 | 19,881,549 |

\* Data withheld to maintain firm confidentiality.

**Table 9**  
**ADSL High-Speed Lines by State**  
**(Over 200 kbps in at Least One Direction)**

|                      | Dec 1999 | Jun 2000 | Dec 2000  | Jun 2001  | Dec 2001  | Jun 2002  | Dec 2002  |
|----------------------|----------|----------|-----------|-----------|-----------|-----------|-----------|
| Alabama              | *        | *        | 12,320    | *         | 34,785    | 45,350    | 56,860    |
| Alaska               | 0        | 0        | 0         | *         | 7,975     | 11,337    | 14,295    |
| Arizona              | *        | *        | 32,395    | 39,828    | 53,489    | 68,280    | 72,324    |
| Arkansas             | *        | *        | *         | *         | 22,240    | 28,477    | 35,594    |
| California           | 122,855  | 373,574  | 622,894   | 735,677   | 928,345   | 1,214,543 | 1,485,309 |
| Colorado             | *        | *        | 42,810    | 52,617    | 70,615    | 100,197   | 113,040   |
| Connecticut          | *        | *        | 22,348    | 30,142    | 41,261    | 61,093    | 100,722   |
| Delaware             | *        | *        | *         | *         | *         | *         | *         |
| District of Columbia | *        | *        | *         | 16,313    | *         | 28,723    | 35,466    |
| Florida              | *        | 37,806   | 115,133   | 170,702   | 306,015   | 391,188   | 521,623   |
| Georgia              | *        | *        | 56,588    | 106,649   | 172,556   | 237,922   | 305,004   |
| Hawaii               | *        | *        | *         | *         | *         | *         | *         |
| Idaho                | *        | *        | *         | *         | 13,643    | 16,108    | 17,930    |
| Illinois             | 3,150    | 12,812   | 48,278    | 89,080    | 110,448   | 195,560   | 300,497   |
| Indiana              | *        | *        | 6,442     | 2,375     | 22,385    | 36,685    | 63,463    |
| Iowa                 | *        | *        | *         | 9,532     | 13,193    | 18,751    | 29,161    |
| Kansas               | 0        | *        | 14,281    | *         | 23,564    | 28,713    | 39,315    |
| Kentucky             | 5,690    | *        | 16,327    | 20,256    | 43,191    | 55,454    | 55,254    |
| Louisiana            | *        | *        | 22,788    | 37,444    | 58,019    | 73,120    | 86,359    |
| Maine                | 0        | *        | *         | 6,877     | *         | *         | 8,432     |
| Maryland             | *        | *        | *         | 51,051    | 79,997    | 95,439    | 115,687   |
| Massachusetts        | *        | 15,802   | 53,700    | 82,699    | 125,630   | 147,139   | 181,426   |
| Michigan             | 786      | *        | 25,482    | 41,428    | 52,505    | 80,588    | 111,182   |
| Minnesota            | *        | 25,975   | 40,870    | 51,640    | 67,527    | 86,184    | 98,316    |
| Mississippi          | *        | *        | *         | *         | *         | *         | *         |
| Missouri             | *        | *        | 38,759    | 53,250    | 68,186    | 84,642    | 114,861   |
| Montana              | *        | *        | 1,760     | 2,842     | 4,272     | 7,108     | 6,549     |
| Nebraska             | *        | *        | *         | 9,293     | 13,637    | 11,547    | 16,117    |
| Nevada               | *        | *        | 10,023    | *         | 17,598    | 24,073    | 36,662    |
| New Hampshire        | *        | *        | 3,339     | 5,651     | 9,618     | 11,781    | 14,630    |
| New Jersey           | *        | *        | 59,332    | 102,430   | 151,829   | 172,472   | 197,615   |
| New Mexico           | *        | *        | *         | 7,578     | *         | 18,224    | 22,607    |
| New York             | 9,307    | 41,656   | 124,146   | 197,135   | 285,814   | 338,229   | 391,686   |
| North Carolina       | *        | 8,662    | 23,815    | 41,332    | 65,582    | 89,680    | 124,031   |
| North Dakota         | *        | *        | *         | *         | 4,849     | 6,575     | 8,826     |
| Ohio                 | *        | 33,603   | 55,046    | 87,567    | 112,527   | 151,612   | 205,140   |
| Oklahoma             | *        | *        | *         | 31,321    | 39,978    | 50,617    | 65,378    |
| Oregon               | *        | 19,989   | 31,644    | 25,877    | 57,899    | 68,747    | 82,555    |
| Pennsylvania         | 7,377    | 18,313   | 60,083    | 89,595    | 136,829   | 162,258   | 200,501   |
| Puerto Rico          | 0        | 0        | 0         | *         | *         | *         | *         |
| Rhode Island         | 0        | *        | *         | *         | *         | *         | *         |
| South Carolina       | *        | *        | 5,168     | 9,704     | 18,686    | 26,184    | 38,293    |
| South Dakota         | *        | *        | *         | 1,652     | 2,869     | 4,389     | 6,308     |
| Tennessee            | *        | *        | 13,705    | 22,902    | 42,571    | 57,984    | 74,034    |
| Texas                | *        | 73,117   | 158,513   | 197,668   | 300,752   | 368,796   | 486,833   |
| Utah                 | *        | *        | 17,352    | 23,476    | 33,306    | 47,637    | 57,025    |
| Vermont              | 0        | *        | *         | *         | *         | 9,409     | 12,062    |
| Virgin Islands       | 0        | 0        | 0         | *         | *         | *         | *         |
| Virginia             | 7,425    | 9,510    | 26,750    | 39,114    | 65,298    | 75,524    | 96,805    |
| Washington           | *        | 52,345   | 79,130    | 64,812    | 140,273   | 172,652   | 200,189   |
| West Virginia        | 0        | *        | *         | *         | *         | *         | *         |
| Wisconsin            | *        | 1,063    | 8,623     | 17,800    | 28,233    | 42,052    | 64,521    |
| Wyoming              | *        | *        | *         | *         | *         | *         | *         |
| Nationwide           | 369,792  | 951,583  | 1,977,101 | 2,693,834 | 3,947,808 | 5,101,493 | 6,471,716 |

\* Data withheld to maintain firm confidentiality.

**Table 10**  
**Coaxial Cable High-Speed Lines by State**  
**(Over 200 kbps in at Least One Direction)**

|                      | Dec 1999  | Jun 2000  | Dec 2000  | Jun 2001  | Dec 2001  | June 2002 | Dec 2002   |
|----------------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Alabama              | 8,415     | 17,164    | 36,432    | 47,325    | 83,933    | 104,990   | 144,259    |
| Alaska               | 0         | 0         | 0         | 0         | *         | *         | *          |
| Arizona              | *         | *         | *         | *         | 151,916   | 194,431   | 251,373    |
| Arkansas             | *         | *         | *         | *         | *         | *         | *          |
| California           | 221,472   | 297,415   | 476,544   | 609,174   | 786,789   | 1,013,503 | 1,179,204  |
| Colorado             | *         | *         | *         | *         | *         | *         | *          |
| Connecticut          | 28,702    | 47,127    | 78,234    | 106,019   | 137,003   | 160,913   | 192,155    |
| Delaware             | *         | *         | *         | *         | *         | *         | *          |
| District of Columbia | *         | *         | *         | *         | *         | *         | *          |
| Florida              | 110,000   | 129,830   | 255,978   | 372,190   | 486,977   | 595,806   | 741,426    |
| Georgia              | 18,114    | 48,947    | 75,474    | 109,922   | 156,142   | 183,886   | 243,142    |
| Hawaii               | *         | *         | *         | *         | 0         | *         | *          |
| Idaho                | 0         | *         | *         | *         | *         | *         | *          |
| Illinois             | *         | 83,737    | 126,490   | 144,872   | 204,202   | 242,394   | 316,169    |
| Indiana              | 7,412     | 33,431    | 37,052    | 56,441    | 78,837    | 98,414    | 114,237    |
| Iowa                 | 14,027    | 42,081    | 48,008    | 59,253    | 63,788    | 77,592    | 83,994     |
| Kansas               | *         | *         | 48,541    | 74,337    | 94,047    | 111,615   | 142,563    |
| Kentucky             | *         | *         | *         | *         | *         | 12,867    | 22,113     |
| Louisiana            | *         | *         | *         | 64,219    | 88,851    | 115,198   | *          |
| Maine                | *         | *         | *         | *         | *         | *         | *          |
| Maryland             | *         | 42,412    | 65,668    | 97,466    | 143,174   | 181,864   | 241,264    |
| Massachusetts        | *         | 148,233   | 210,019   | 243,670   | 339,244   | 391,391   | 453,473    |
| Michigan             | 51,111    | 94,586    | 130,296   | 301,842   | 329,697   | 402,642   | 472,405    |
| Minnesota            | 14,346    | 30,485    | 64,215    | 80,259    | 113,900   | 166,323   | 212,126    |
| Mississippi          | *         | *         | *         | *         | 12,998    | 27,872    | 40,276     |
| Missouri             | *         | 16,482    | 42,255    | 51,733    | 89,370    | 110,026   | 117,403    |
| Montana              | 0         | *         | *         | *         | *         | *         | *          |
| Nebraska             | *         | *         | *         | 37,168    | 49,939    | 73,306    | 92,261     |
| Nevada               | *         | *         | *         | *         | *         | *         | *          |
| New Hampshire        | *         | *         | *         | *         | *         | *         | *          |
| New Jersey           | *         | *         | *         | *         | 375,362   | 454,750   | 306,551    |
| New Mexico           | 0         | 0         | *         | *         | *         | *         | *          |
| New York             | 110,382   | *         | 377,521   | 564,423   | 780,473   | 967,949   | 1,457,019  |
| North Carolina       | 24,200    | 42,713    | 73,092    | 115,949   | 239,107   | 313,884   | 406,024    |
| North Dakota         | 0         | *         | *         | *         | *         | *         | *          |
| Ohio                 | *         | *         | 127,692   | 213,606   | 264,031   | 363,675   | 435,404    |
| Oklahoma             | *         | *         | *         | *         | *         | *         | *          |
| Oregon               | *         | *         | *         | *         | *         | *         | 165,343    |
| Pennsylvania         | 34,878    | 38,340    | 85,104    | 131,119   | 190,915   | 300,840   | 376,611    |
| Puerto Rico          | 0         | 0         | 0         | 0         | 0         | 0         | *          |
| Rhode Island         | *         | *         | *         | *         | *         | *         | *          |
| South Carolina       | 15,176    | 20,190    | 44,812    | 68,487    | 96,559    | 126,598   | 159,944    |
| South Dakota         | 0         | *         | *         | *         | *         | *         | 7,916      |
| Tennessee            | *         | *         | 77,760    | 96,119    | 158,120   | 199,121   | 252,596    |
| Texas                | 76,520    | 137,670   | 227,070   | 328,900   | 427,324   | 577,233   | 740,469    |
| Utah                 | *         | *         | *         | *         | *         | *         | *          |
| Vermont              | *         | *         | *         | *         | *         | *         | *          |
| Virgin Islands       | 0         | 0         | 0         | 0         | 0         | 0         | 0          |
| Virginia             | 23,140    | 40,337    | 78,585    | 131,553   | 182,591   | 238,300   | 320,154    |
| Washington           | *         | *         | *         | *         | *         | 217,644   | 246,627    |
| West Virginia        | *         | *         | *         | *         | *         | 48,858    | 65,542     |
| Wisconsin            | *         | *         | *         | *         | *         | 189,585   | 243,043    |
| Wyoming              | 0         | 0         | *         | *         | *         | *         | *          |
| Nationwide           | 1,411,977 | 2,284,491 | 3,582,874 | 5,184,141 | 7,059,598 | 9,172,895 | 11,369,087 |

\* Data withheld to maintain firm confidentiality.



**Table 11**  
**High-Speed Lines by Type of User as of December 31, 2002**  
**(Over 200 kbps in at Least One Direction)**

|                      | <b>Residential &amp; Small Business</b> | <b>Other <sup>1</sup></b> | <b>Total</b> |
|----------------------|---|---------------------------|--------------|
| Alabama              | 204,297                                 | 23,591                    | 227,888      |
| Alaska               | 51,332                                  | 4,643                     | 55,975       |
| Arizona              | 347,296                                 | 23,643                    | 370,939      |
| Arkansas             | 95,124                                  | 5,156                     | 100,280      |
| California           | 2,557,288                               | 478,468                   | 3,035,756    |
| Colorado             | 265,593                                 | 32,672                    | 298,265      |
| Connecticut          | 291,253                                 | 16,607                    | 307,860      |
| Delaware             | 45,333                                  | 5,767                     | 51,100       |
| District of Columbia | 39,537                                  | 24,773                    | 64,310       |
| Florida              | 1,218,313                               | 187,663                   | 1,405,976    |
| Georgia              | 549,160                                 | 105,673                   | 654,833      |
| Hawaii               | *                                       | *                         | *            |
| Idaho                | 48,909                                  | 6,054                     | 54,963       |
| Illinois             | 623,027                                 | 111,144                   | 734,171      |
| Indiana              | 170,346                                 | 35,600                    | 205,946      |
| Iowa                 | 113,029                                 | 8,024                     | 121,053      |
| Kansas               | 185,343                                 | 8,225                     | 193,568      |
| Kentucky             | 78,890                                  | 20,375                    | 99,265       |
| Louisiana            | 240,605                                 | 21,488                    | 262,093      |
| Maine                | 66,319                                  | 6,742                     | 73,061       |
| Maryland             | 332,580                                 | 58,817                    | 391,397      |
| Massachusetts        | 580,325                                 | 98,759                    | 679,084      |
| Michigan             | 586,946                                 | 53,820                    | 640,766      |
| Minnesota            | 310,948                                 | 24,614                    | 335,562      |
| Mississippi          | 71,910                                  | 9,012                     | 80,922       |
| Missouri             | 237,124                                 | 23,628                    | 260,752      |
| Montana              | 18,107                                  | 1,983                     | 20,090       |
| Nebraska             | 113,839                                 | 3,380                     | 117,219      |
| Nevada               | 136,708                                 | 22,471                    | 159,179      |
| New Hampshire        | 92,694                                  | 9,896                     | 102,590      |
| New Jersey           | 450,493                                 | 116,703                   | 567,196      |
| New Mexico           | 51,205                                  | 6,751                     | 57,956       |
| New York             | 1,755,637                               | 241,558                   | 1,997,195    |
| North Carolina       | 525,668                                 | 68,371                    | 594,039      |
| North Dakota         | 18,839                                  | 1,185                     | 20,024       |
| Ohio                 | 630,503                                 | 79,852                    | 710,355      |
| Oklahoma             | 183,421                                 | 13,135                    | 196,556      |
| Oregon               | 242,996                                 | 32,453                    | 275,449      |
| Pennsylvania         | 531,761                                 | 99,956                    | 631,717      |
| Puerto Rico          | 11,937                                  | *                         | 22,732       |
| Rhode Island         | 81,480                                  | 8,341                     | 89,821       |
| South Carolina       | 200,788                                 | 22,192                    | 222,980      |
| South Dakota         | 16,710                                  | 1,350                     | 18,060       |
| Tennessee            | 327,643                                 | 41,728                    | 369,370      |
| Texas                | 1,204,532                               | 145,096                   | 1,349,628    |
| Utah                 | 108,772                                 | 12,972                    | 121,744      |
| Vermont              | 29,118                                  | 3,696                     | 32,814       |
| Virgin Islands       | *                                       | *                         | *            |
| Virginia             | 399,681                                 | 63,774                    | 463,455      |
| Washington           | 412,586                                 | 72,477                    | 485,063      |
| West Virginia        | 73,294                                  | 5,686                     | 78,980       |
| Wisconsin            | 309,915                                 | 26,076                    | 335,991      |
| Wyoming              | 13,383                                  | 1,313                     | 14,696       |
| Nationwide           | 17,356,911                              | 2,524,638                 | 19,881,549   |

\* Data withheld to maintain firm confidentiality.

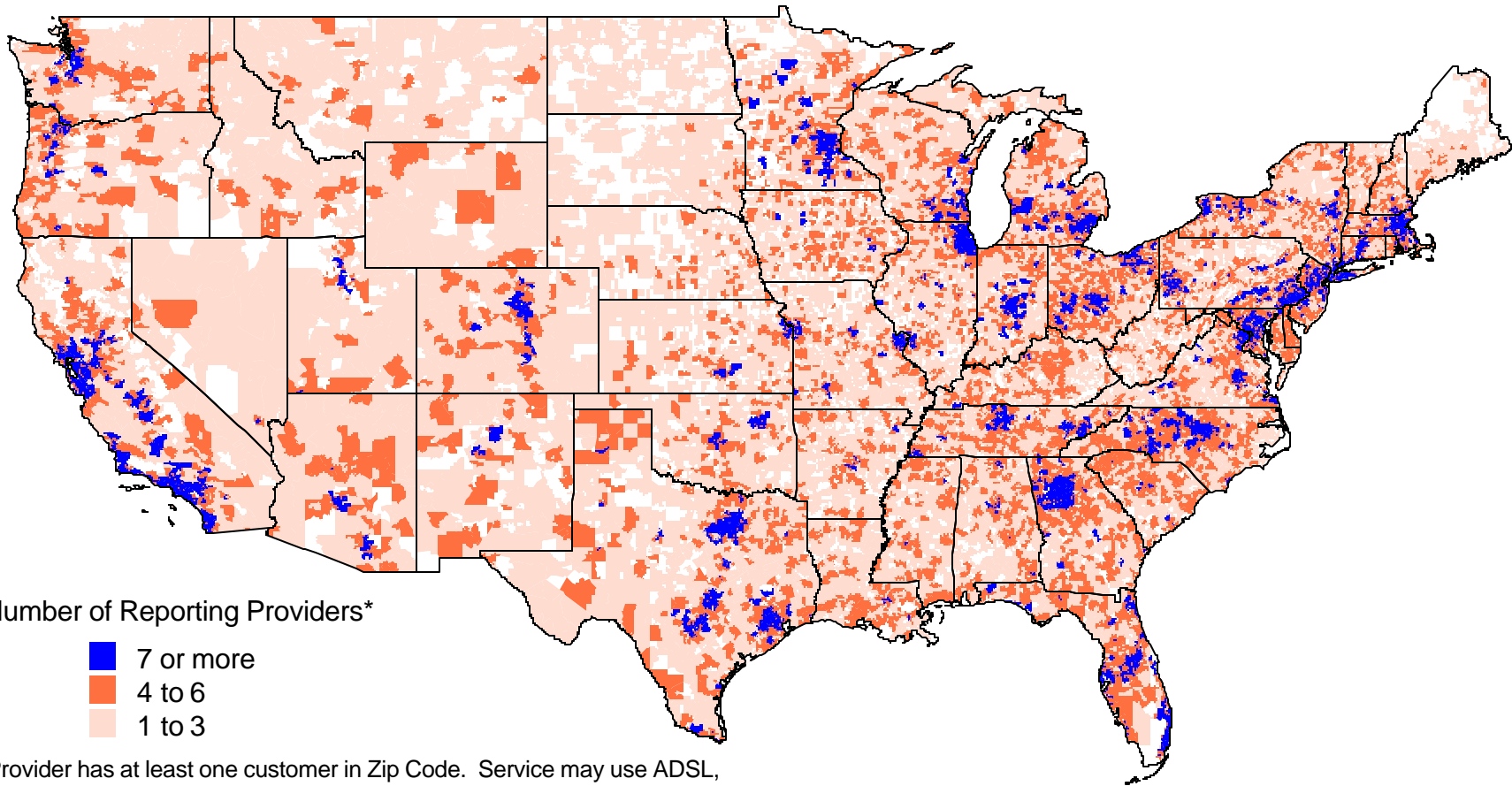
<sup>1</sup> Other includes medium and large business, institutional, and government customers.

**Table 12**  
**Percentage of Zip Codes with High-Speed Lines in Service**

| <b>Number of Providers</b> | <b>Dec 1999</b> | <b>Jun 2000</b> | <b>Dec 2000</b> | <b>Jun 2001</b> | <b>Dec 2001</b> | <b>Jun 2002</b> | <b>Dec 2002</b> |
|----------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Zero                       | 40.3 %          | 33.0 %          | 26.8 %          | 22.2 %          | 20.6 %          | 16.1 %          | 12.0 %          |
| One                        | 26.0            | 25.9            | 22.7            | 20.3            | 19.3            | 18.4            | 17.3            |
| Two                        | 15.5            | 17.8            | 18.4            | 16.7            | 15.7            | 16.2            | 16.8            |
| Three                      | 8.2             | 9.2             | 10.9            | 13.2            | 13.1            | 13.3            | 14.4            |
| Four                       | 4.3             | 4.9             | 6.1             | 8.2             | 9.1             | 9.6             | 10.3            |
| Five                       | 2.7             | 3.4             | 4.0             | 4.9             | 6.1             | 6.9             | 7.3             |
| Six                        | 1.7             | 2.5             | 3.0             | 3.6             | 4.2             | 4.6             | 5.0             |
| Seven                      | 0.8             | 1.7             | 2.3             | 2.8             | 3.2             | 3.2             | 3.9             |
| Eight                      | 0.3             | 0.8             | 2.0             | 2.2             | 2.5             | 2.8             | 2.7             |
| Nine                       | 0.2             | 0.4             | 1.6             | 1.9             | 2.0             | 2.4             | 2.2             |
| Ten or More                | 0.0             | 0.4             | 2.4             | 3.9             | 4.0             | 6.4             | 8.0             |

# High-Speed Providers by Zip Code

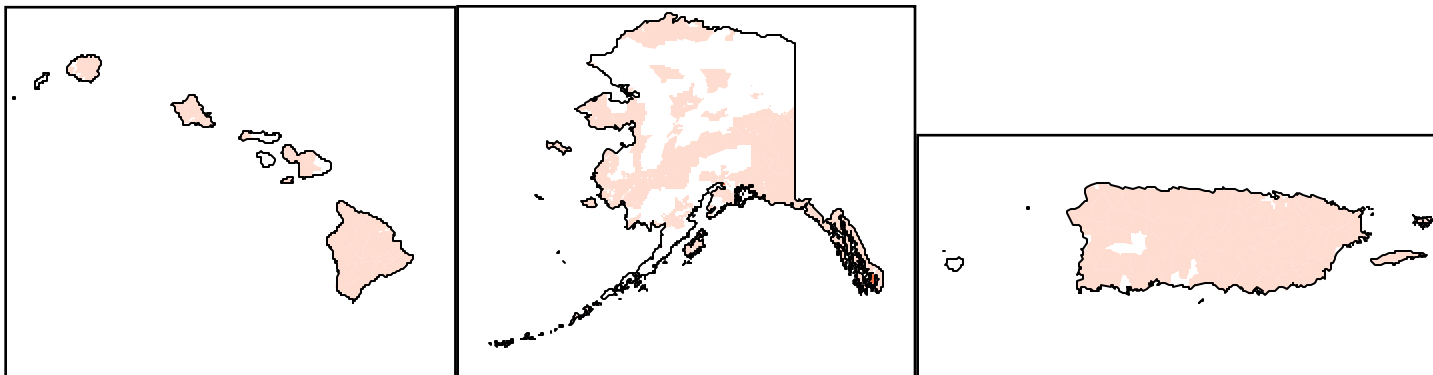
(As of December 31, 2002)



Number of Reporting Providers\*

- 7 or more
- 4 to 6
- 1 to 3

\*Provider has at least one customer in Zip Code. Service may use ADSL, other wireline, coaxial cable, fiber, satellite or fixed wireless technology.



**Table 13**  
**Percentage of Zip Codes with High-Speed Lines in Service as of December 31, 2002**  
**(Over 200 kbps in at Least One Direction)**

|                      | Number of Providers |      |      |       |      |      |     |       |       |      |             |
|----------------------|---------------------|------|------|-------|------|------|-----|-------|-------|------|-------------|
|                      | Zero                | One  | Two  | Three | Four | Five | Six | Seven | Eight | Nine | Ten or More |
| Alabama              | 12 %                | 16 % | 18 % | 22 %  | 17 % | 9 %  | 3 % | 2 %   | 1 %   | 0 %  | 0 %         |
| Alaska               | 23                  | 55   | 12   | 8     | 2    | 0    | 0   | 0     | 0     | 0    | 0           |
| Arizona              | 3                   | 6    | 14   | 18    | 9    | 9    | 8   | 3     | 6     | 6    | 18          |
| Arkansas             | 26                  | 27   | 22   | 11    | 7    | 4    | 2   | 1     | 1     | 0    | 0           |
| California           | 3                   | 8    | 11   | 12    | 8    | 6    | 5   | 5     | 5     | 4    | 33          |
| Colorado             | 6                   | 14   | 18   | 20    | 8    | 5    | 5   | 4     | 2     | 4    | 14          |
| Connecticut          | 1                   | 7    | 18   | 16    | 13   | 9    | 5   | 7     | 10    | 7    | 7           |
| Delaware             | 0                   | 2    | 4    | 12    | 40   | 25   | 18  | 0     | 0     | 0    | 0           |
| District of Columbia | 4                   | 4    | 11   | 4     | 0    | 15   | 19  | 44    | 0     | 0    | 0           |
| Florida              | 1                   | 3    | 7    | 12    | 13   | 11   | 11  | 7     | 6     | 6    | 23          |
| Georgia              | 6                   | 12   | 12   | 17    | 15   | 11   | 6   | 4     | 1     | 1    | 15          |
| Hawaii               | 13                  | 38   | 16   | 32    | 0    | 0    | 0   | 0     | 0     | 0    | 0           |
| Idaho                | 19                  | 26   | 21   | 15    | 14   | 5    | 0   | 0     | 0     | 0    | 0           |
| Illinois             | 12                  | 20   | 18   | 13    | 7    | 5    | 4   | 3     | 1     | 2    | 15          |
| Indiana              | 9                   | 22   | 18   | 18    | 10   | 8    | 5   | 2     | 2     | 1    | 5           |
| Iowa                 | 29                  | 27   | 16   | 11    | 8    | 6    | 3   | 1     | 0     | 0    | 0           |
| Kansas               | 26                  | 28   | 16   | 8     | 6    | 4    | 4   | 3     | 3     | 2    | 0           |
| Kentucky             | 27                  | 25   | 16   | 13    | 9    | 6    | 3   | 1     | 0     | 0    | 0           |
| Louisiana            | 10                  | 18   | 20   | 16    | 16   | 12   | 5   | 2     | 1     | 0    | 0           |
| Maine                | 11                  | 26   | 28   | 28    | 7    | 1    | 0   | 0     | 0     | 0    | 0           |
| Maryland             | 2                   | 7    | 13   | 12    | 13   | 9    | 10  | 5     | 5     | 4    | 20          |
| Massachusetts        | 1                   | 3    | 6    | 13    | 16   | 12   | 9   | 9     | 5     | 3    | 24          |
| Michigan             | 4                   | 14   | 17   | 17    | 11   | 9    | 7   | 4     | 4     | 3    | 9           |
| Minnesota            | 23                  | 18   | 15   | 11    | 9    | 5    | 3   | 3     | 3     | 5    | 5           |
| Mississippi          | 12                  | 24   | 21   | 16    | 14   | 8    | 4   | 1     | 1     | 0    | 0           |
| Missouri             | 19                  | 22   | 20   | 13    | 8    | 4    | 3   | 5     | 4     | 1    | 0           |
| Montana              | 26                  | 30   | 20   | 14    | 4    | 5    | 1   | 0     | 0     | 0    | 0           |
| Nebraska             | 29                  | 27   | 20   | 12    | 9    | 4    | 0   | 0     | 0     | 0    | 0           |
| Nevada               | 8                   | 25   | 19   | 7     | 11   | 16   | 5   | 7     | 2     | 0    | 0           |
| New Hampshire        | 5                   | 7    | 21   | 26    | 18   | 7    | 8   | 5     | 3     | 0    | 0           |
| New Jersey           | 0                   | 4    | 7    | 14    | 13   | 15   | 13  | 10    | 10    | 8    | 6           |
| New Mexico           | 19                  | 29   | 22   | 8     | 11   | 2    | 4   | 5     | 0     | 0    | 0           |
| New York             | 4                   | 13   | 17   | 16    | 12   | 9    | 7   | 6     | 5     | 4    | 9           |
| North Carolina       | 3                   | 12   | 13   | 20    | 17   | 13   | 6   | 6     | 5     | 2    | 3           |
| North Dakota         | 46                  | 38   | 11   | 3     | 1    | 1    | 0   | 0     | 0     | 0    | 0           |
| Ohio                 | 3                   | 10   | 15   | 20    | 14   | 11   | 8   | 5     | 4     | 2    | 7           |
| Oklahoma             | 15                  | 26   | 22   | 9     | 6    | 5    | 4   | 6     | 4     | 1    | 0           |
| Oregon               | 8                   | 14   | 20   | 19    | 14   | 8    | 8   | 7     | 3     | 0    | 0           |
| Pennsylvania         | 13                  | 16   | 16   | 13    | 9    | 8    | 5   | 3     | 3     | 3    | 10          |
| Puerto Rico          | 4                   | 16   | 68   | 12    | 0    | 0    | 0   | 0     | 0     | 0    | 0           |
| Rhode Island         | 3                   | 6    | 10   | 18    | 14   | 21   | 17  | 13    | 0     | 0    | 0           |
| South Carolina       | 8                   | 13   | 17   | 19    | 18   | 13   | 10  | 2     | 0     | 0    | 0           |
| South Dakota         | 34                  | 30   | 20   | 11    | 3    | 2    | 0   | 0     | 0     | 0    | 0           |
| Tennessee            | 6                   | 14   | 17   | 17    | 12   | 11   | 7   | 5     | 2     | 2    | 5           |
| Texas                | 10                  | 15   | 17   | 11    | 9    | 7    | 5   | 4     | 3     | 2    | 17          |
| Utah                 | 18                  | 16   | 15   | 12    | 9    | 2    | 4   | 2     | 3     | 8    | 11          |
| Vermont              | 10                  | 31   | 29   | 13    | 10   | 6    | 2   | 0     | 0     | 0    | 0           |
| Virginia             | 13                  | 15   | 19   | 19    | 9    | 4    | 5   | 3     | 3     | 3    | 7           |
| Washington           | 6                   | 13   | 17   | 17    | 9    | 9    | 6   | 5     | 5     | 5    | 8           |
| West Virginia        | 27                  | 29   | 18   | 14    | 8    | 4    | 1   | 0     | 0     | 0    | 0           |
| Wisconsin            | 8                   | 16   | 24   | 17    | 14   | 6    | 5   | 7     | 2     | 2    | 0           |
| Wyoming              | 16                  | 29   | 28   | 16    | 6    | 6    | 0   | 0     | 0     | 0    | 0           |
| Nationwide           | 12 %                | 17 % | 17 % | 14 %  | 10 % | 7 %  | 5 % | 4 %   | 3 %   | 2 %  | 8 %         |

**Table 14**  
**High-Speed Subscribership**  
**Ranked by Population Density**  
**(Over 200 kbps in at Least One Direction)**

| Deciles<br>(Blocks of Zip Codes<br>Grouped by Density) | Persons per Square Mile<br>(In Each Decile of Zip<br>Codes) | Percent of Zip Codes in Decile with at Least<br>One High-Speed Subscriber |          |          | Percent of Population in Decile that Resides in<br>Zip Codes with High-Speed Service |          |          |
|--|---|---|----------|----------|--|----------|----------|
|  |   | Dec 2000  | Dec 2001 | Dec 2002 | Dec 2000   | Dec 2001 | Dec 2002 |
| 90-100   | More Than 3,147   | 98.2 %  | 98.1 %   | 98.7 %   | 99.9 %   | 99.8 %   | 100.0 %  |
| 80-90  | 947-3,147   | 97.1  | 97.3     | 98.2     | 99.8   | 99.7     | 100.0    |
| 70-80  | 268-947   | 95.7  | 95.8     | 97.9     | 99.3   | 99.5     | 99.9     |
| 60-70  | 118-268   | 91.5  | 93.3     | 96.7     | 98.1   | 99.1     | 99.7     |
| 50-60  | 67-118  | 85.9  | 89.3     | 95.0     | 95.0   | 97.1     | 99.1     |
| 40-50  | 41-67   | 76.1  | 83.3     | 91.5     | 87.9   | 94.4     | 97.8     |
| 30-40  | 25-41   | 65.0  | 73.1     | 87.6     | 80.0   | 87.6     | 95.6     |
| 20-30  | 15-25   | 50.1  | 61.2     | 77.8     | 69.4   | 80.4     | 90.8     |
| 10-20  | 6-15  | 38.5  | 52.1     | 69.4     | 61.9   | 76.2     | 86.4     |
| 0-10   | Fewer Than 6  | 27.5  | 43.3     | 59.7     | 49.9   | 67.9     | 80.9     |

**Table 15**  
**High-Speed Subscribership**  
**Ranked by Household Income**  
**(Over 200 kbps in at Least One Direction)**

| Deciles (Blocks of Zip<br>Codes Grouped by<br>Median Household<br>Income) | Median Household<br>Income (In Each Decile<br>of Zip Codes) | Percent of Zip Codes in Decile with at Least<br>One High-Speed Subscriber |          |          | Percent of Population in Decile that Resides in<br>Zip Codes with High-Speed Service |          |          |
|---|---|---|----------|----------|--|----------|----------|
|   |   | Dec 2000  | Dec 2001 | Dec 2002 | Dec 2000   | Dec 2001 | Dec 2002 |
| 90-100  | \$53,494 to \$291,938                                       | 96.1 %  | 96.8 %   | 98.3 %   | 99.8 %   | 99.6 %   | 99.9 %   |
| 80-90   | \$43,617 to \$53,478  | 88.9  | 91.7     | 95.3     | 99.0   | 99.3     | 99.8     |
| 70-80   | \$38,396 to \$43,614  | 79.5  | 84.9     | 92.1     | 97.8   | 98.6     | 99.5     |
| 60-70   | \$34,744 to \$38,395  | 74.5  | 79.9     | 88.2     | 96.6   | 97.6     | 99.1     |
| 50-60   | \$32,122 to \$34,743  | 71.2  | 78.2     | 87.1     | 95.9   | 97.6     | 98.9     |
| 40-50   | \$29,893 to \$32,121  | 67.4  | 75.5     | 85.6     | 94.5   | 96.8     | 98.5     |
| 30-40   | \$27,542 to \$29,892  | 66.9  | 75.2     | 85.4     | 93.8   | 96.5     | 98.3     |
| 20-30   | \$24,855 to \$27,541  | 65.1  | 71.8     | 83.2     | 93.1   | 95.6     | 98.1     |
| 10-20   | \$21,645 to \$24,855  | 61.2  | 70.0     | 83.1     | 91.1   | 95.0     | 97.9     |
| 0-10  | \$0 to \$21,644   | 54.9  | 62.7     | 74.5     | 91.5   | 95.1     | 97.5     |

# Customer Response

Publication: *High-Speed Services for Internet Access: Status as of December 31, 2002.*

You can help us provide the best possible information to the public by completing this form and returning it to the Industry Analysis and Technology Division of the FCC's Wireline Competition Bureau.

1. Please check the category that best describes you:

- press
- current telecommunications carrier
- potential telecommunications carrier
- business customer evaluating vendors/service options
- consultant, law firm, lobbyist
- other business customer
- academic/student
- residential customer
- FCC employee
- other federal government employee
- state or local government employee
- Other (please specify)

|    |                         |           |      |              |      |            |
|----|-------------------------|-----------|------|--------------|------|------------|
| 2. | Please rate the report: | Excellent | Good | Satisfactory | Poor | No opinion |
|    | Data accuracy           | ( )       | ( )  | ( )          | ( )  | ( )        |
|    | Data presentation       | ( )       | ( )  | ( )          | ( )  | ( )        |
|    | Timeliness of data      | ( )       | ( )  | ( )          | ( )  | ( )        |
|    | Completeness of data    | ( )       | ( )  | ( )          | ( )  | ( )        |
|    | Text clarity            | ( )       | ( )  | ( )          | ( )  | ( )        |
|    | Completeness of text    | ( )       | ( )  | ( )          | ( )  | ( )        |

|    |                                       |           |      |              |      |            |
|----|---------------------------------------|-----------|------|--------------|------|------------|
| 3. | Overall, how do you rate this report? | Excellent | Good | Satisfactory | Poor | No opinion |
|    |                                       | ( )       | ( )  | ( )          | ( )  | ( )        |

4. How can this report be improved?

5. May we contact you to discuss possible improvements?

Name:

Telephone #:

|  |    |  |
|--|----|--|
| To discuss the information in this report, contact: 202-418-0940<br>or for users of TTY equipment, call 202-418-0484 |    |  |
| Fax this response to   | or | Mail this response to                                    |
| 202-418-0520   |    | FCC/WCB/IATD<br>Mail Stop 1600 F<br>Washington, DC 20554 |