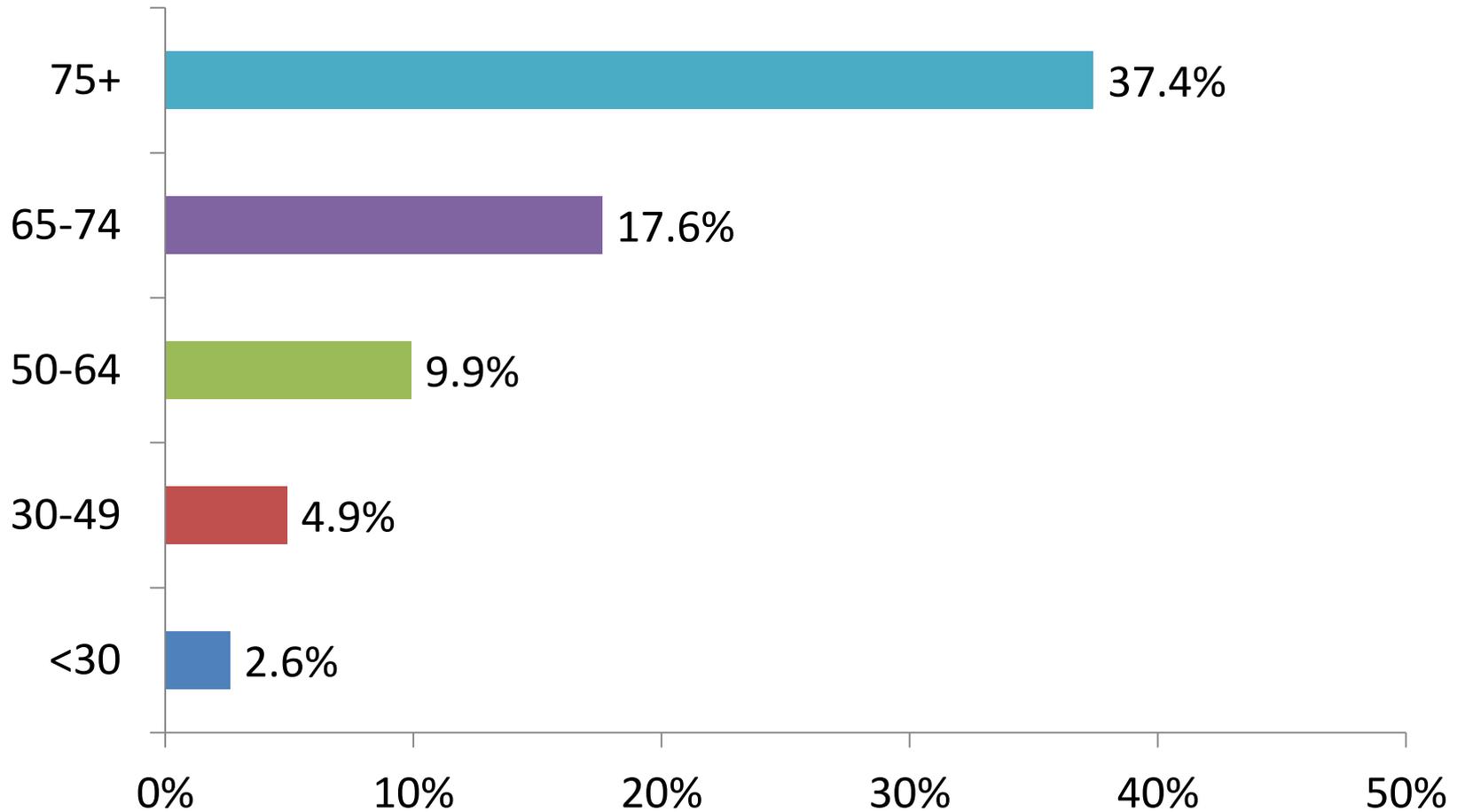


# Telecommunications Services and Older Adults

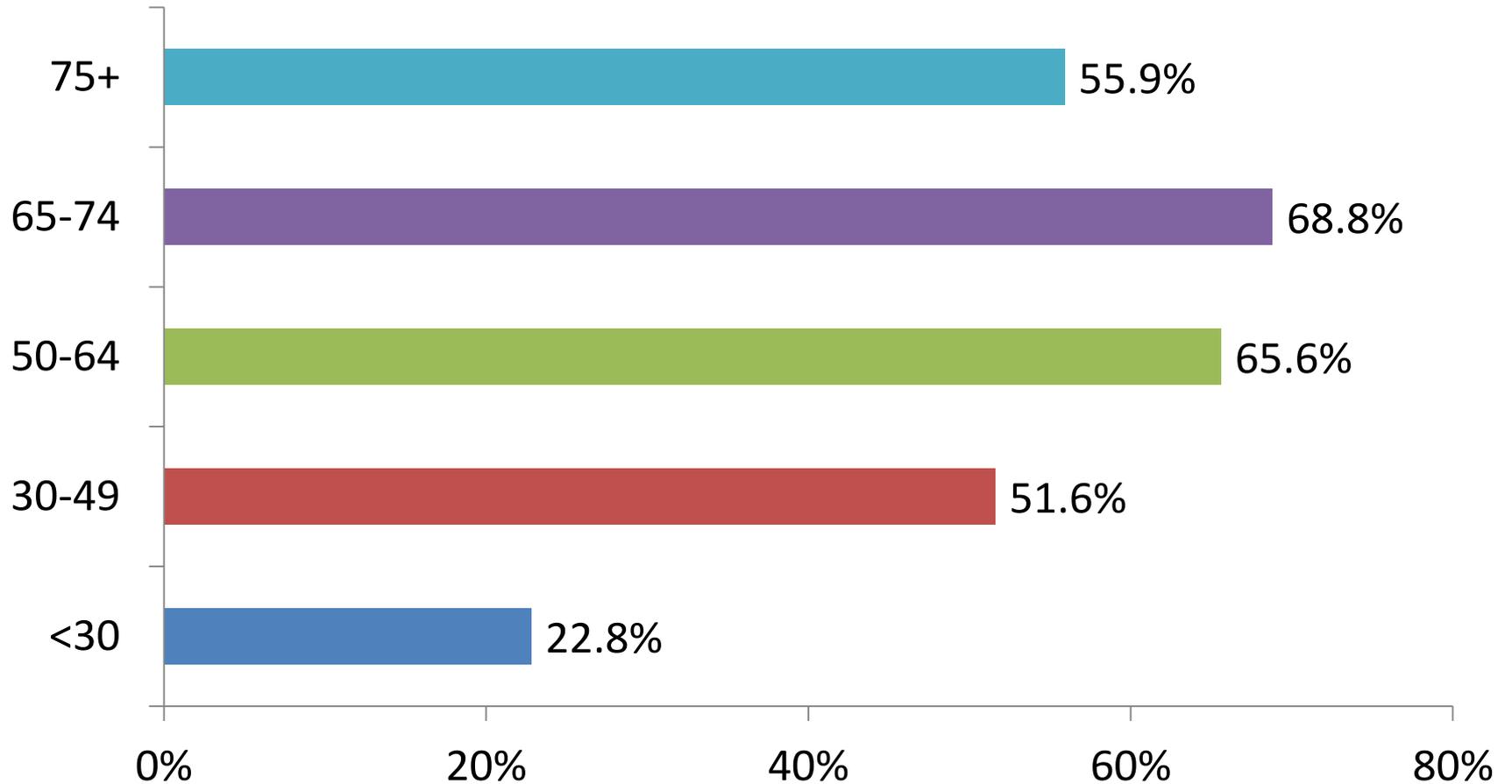
*Presentation to the FCC Technology  
Transitions Task Force*

Christopher Baker  
AARP Public Policy Institute  
March 18, 2013

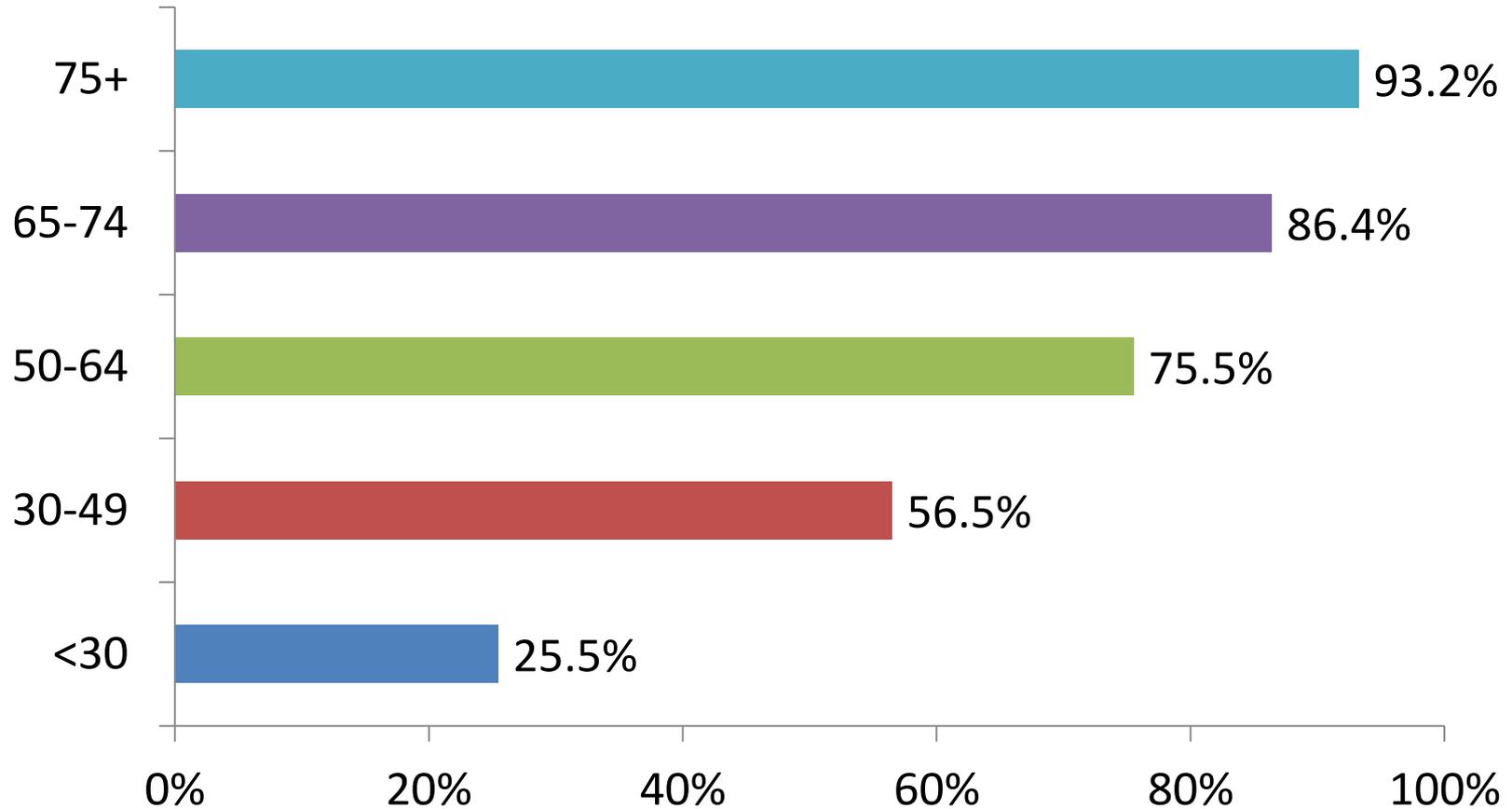
# Wireline only households by age (2011 CDC-NHIS)



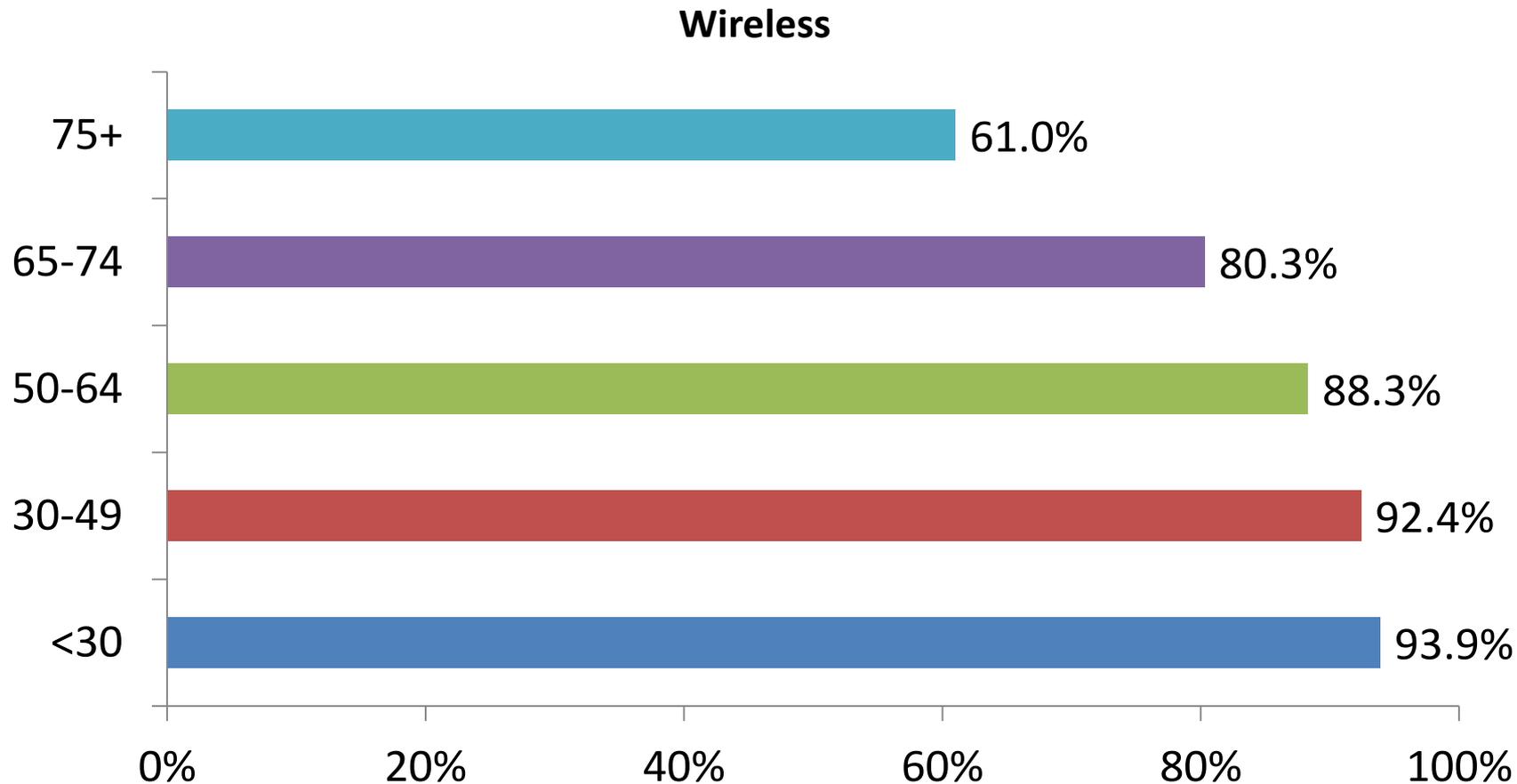
# Households with wireline and wireless by age (2011 CDC-NHIS)



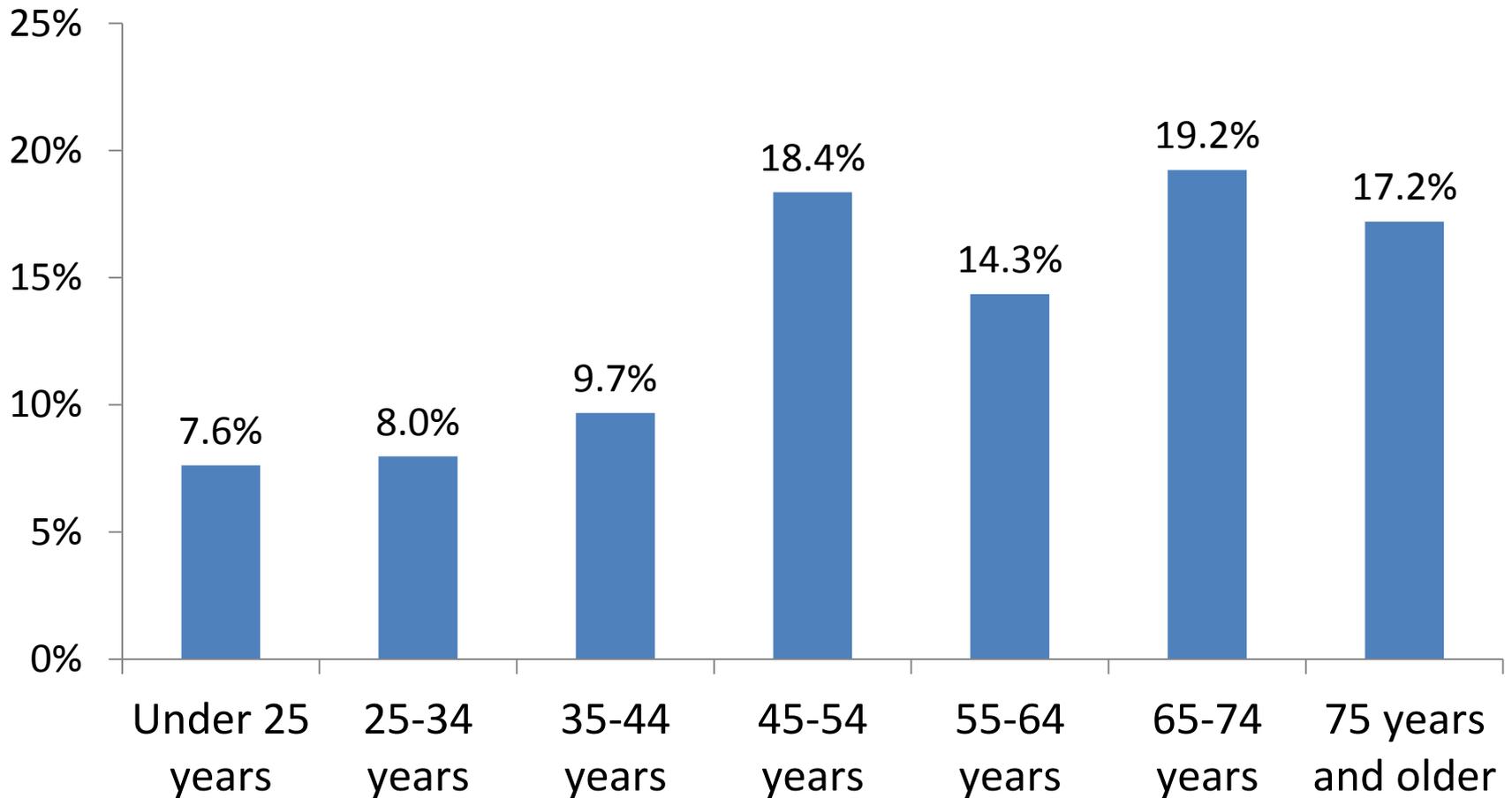
# Households with wireline by age (2011 CDC-NHIS)



# Households with wireless by age (2011 CDC-NHIS)



# Percentage change in telephone expenditures by age (2006-2011)



Bureau of Labor Statistics, Consumer Expenditure Survey, 2006-2011.

## Continuing value of wireline voice services

Reliable, high-quality voice service inside the home

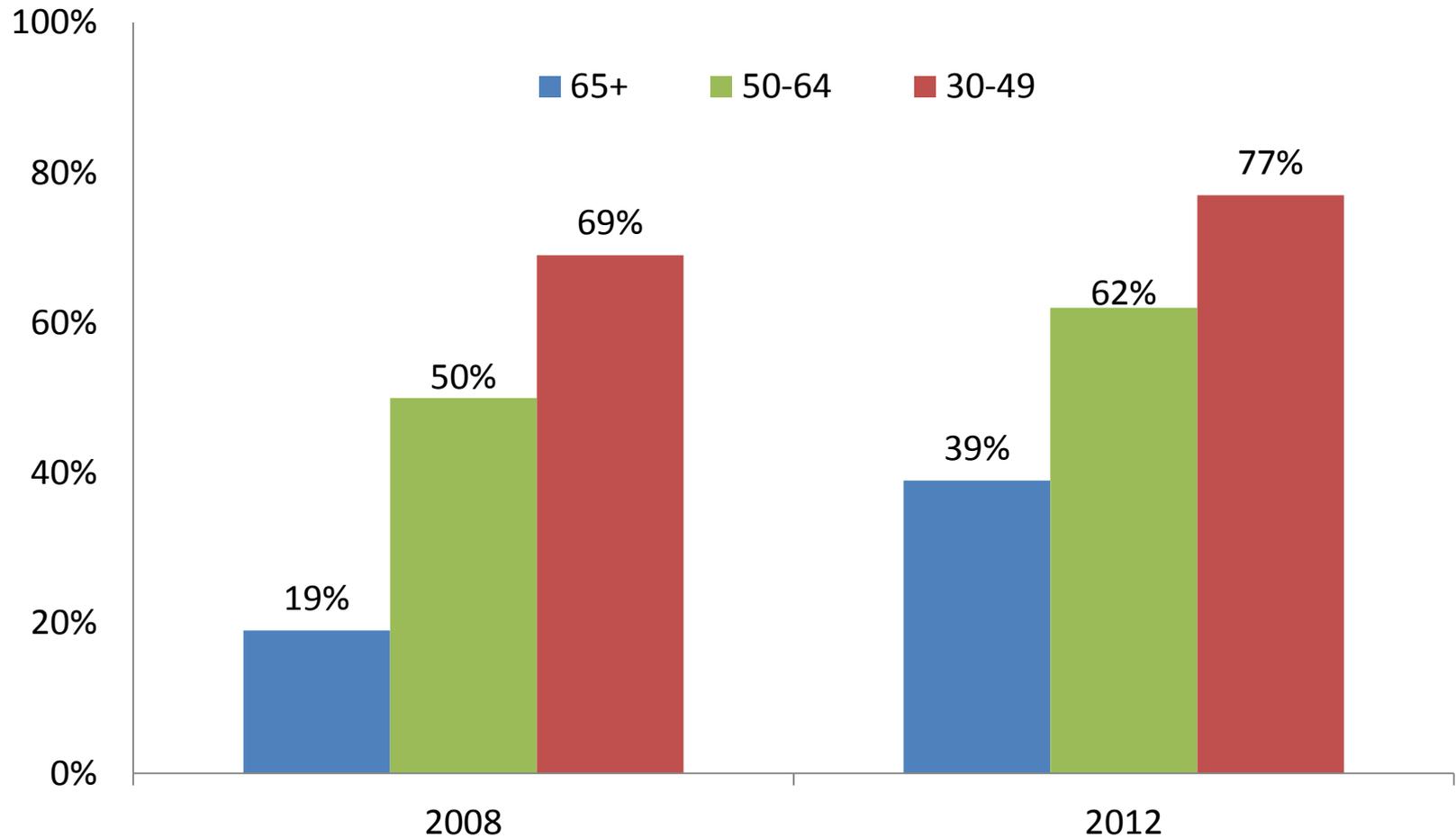
Unmetered local calling

## Mobile phone problems

(2012 Pew Internet survey)

- Cell owners experience dropped calls:
  - 72% say at least occasionally
  - 32% say at least a few times a week or more frequently than that.
- 77% of cell internet users say they experience slow download speeds.
  - 46% of these users face slow speeds weekly or more frequently.

# High-speed Internet at home, by age



Source: Pew Internet & American Life Project Surveys, April 2008 and April 2012.

# Quality matters

Satisfaction with performance and reliability (on a 1,000-point scale):

- DSL customers: 650
- cable modem customers: 672
- fiber-to-the-home: 725

– JD Power 2012 U.S. Residential Internet Service Provider Satisfaction Study

# **Universally available, affordable and reliable communications services are as essential as ever for older adults.**

## **Aging in place**

Older adults overwhelmingly state that it is very important to have services available that allow them to age in place in their own homes for as long as possible (AARP).

## **Caregiver support**

One in four older workers (age 45-64) are family caregivers. And the role of family caregivers has dramatically expanded to include performing medical/nursing tasks of the kind and complexity once provided only in hospitals (AARP).

## **Health preservation and monitoring**

Falls are the leading cause of injury death for older Americans. One-third of Americans aged 65+ falls each year. (Center for Disease Control)

## **Greater opportunities to participate in society**

Increasing opportunities online for paid work, continuing education, and volunteering

# **Growing share of Americans age 65+**

(US Census Bureau)

- 1960 – One in 11 Americans
- 2010 – One in eight Americans
- 2030 – One in five Americans