

AT T Consumer Usage and Perception Survey
 conducted by the Siena College Research Institute
 November 16-23, 2014
 1,404 New York State Residents
 MOE +/- 2.6%

We're interested in how people use telephones and other devices to communicate and get information. Do you have a landline, a cell phone or both?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black /Afr Amer	Latino	Less than college	College degree	
Landline Only	10%	12%	10%	8%	9%	12%	6%	4%	11%	23%	14%	5%	3%	100%	0%	0%	0%	0%	8%	14%	9%	13%	6%	
Both	69%	69%	76%	64%	66%	72%	58%	72%	78%	73%	57%	73%	87%	0%	100%	0%	75%	81%	75%	62%	57%	61%	81%	
Cell phone Only	21%	18%	14%	28%	26%	17%	36%	24%	11%	4%	30%	22%	10%	0%	0%	100%	25%	19%	17%	24%	34%	27%	14%	
(If have cell phone) Is your cell phone a smartphone or a regular cell phone?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black /Afr Amer	Latino	Less than college	College degree	
Smartphone	70%	74%	72%	64%	72%	67%	88%	79%	63%	32%	60%	76%	87%	0%	68%	75%	100%	0%	67%	69%	86%	64%	77%	
Regular cell phone	30%	26%	28%	36%	28%	33%	12%	21%	37%	68%	40%	24%	13%	0%	32%	25%	0%	100%	33%	31%	14%	36%	23%	
Don't know/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
(If have smartphone) Is your smartphone an...																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black /Afr Amer	Latino	Less than college	College degree	
Android	43%	42%	41%	45%	46%	40%	45%	48%	38%	34%	54%	46%	30%	0%	40%	50%	43%	0%	37%	72%	43%	51%	35%	
iPhone	53%	54%	56%	50%	51%	55%	52%	50%	56%	60%	41%	50%	68%	0%	56%	45%	53%	0%	59%	28%	52%	43%	62%	
Windows	2%	1%	3%	2%	1%	2%	1%	1%	2%	4%	3%	0%	1%	0%	1%	2%	2%	0%	2%	0%	0%	3%	1%	
Some other kind	2%	2%	0%	3%	2%	2%	2%	1%	2%	0%	2%	1%	1%	0%	1%	3%	2%	0%	2%	0%	2%	3%	1%	
Don't know/Refused	1%	1%	0%	1%	0%	2%	0%	0%	2%	2%	1%	1%	0%	0%	1%	0%	1%	0%	1%	0%	2%	1%	1%	
(If have cell phone) Do you use your cell phone for texting?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black /Afr Amer	Latino	Less than college	College degree	
Yes	81%	84%	80%	80%	82%	81%	96%	91%	82%	37%	79%	83%	93%	0%	78%	92%	95%	50%	80%	84%	94%	80%	85%	
No	18%	16%	20%	20%	17%	19%	4%	9%	18%	63%	21%	17%	7%	0%	22%	8%	5%	50%	20%	16%	6%	20%	15%	
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Thinking about all the telephone calls you make tell me which of the following comes closest to describing your phone use:																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black /Afr Amer	Latino	Less than college	College degree	
I make all or nearly all of my calls on my home landline phone	20%	20%	22%	21%	15%	25%	8%	9%	22%	53%	26%	14%	9%	100%	15%	0%	3%	30%	21%	23%	12%	24%	15%	
I split my use about 75% land line and 25% on cell	8%	8%	7%	9%	6%	10%	4%	6%	13%	13%	5%	10%	10%	0%	12%	0%	6%	16%	10%	4%	4%	7%	10%	
I am about 50/50	15%	15%	20%	13%	15%	16%	6%	21%	24%	14%	12%	15%	20%	0%	22%	0%	17%	17%	18%	11%	10%	13%	19%	
I make most of my calls via cell, say 75% cell and 25% land	15%	15%	21%	12%	16%	14%	15%	20%	16%	7%	9%	17%	25%	0%	22%	0%	20%	10%	17%	15%	9%	12%	19%	
I make all or nearly all of my calls on my cell phone	40%	42%	30%	44%	47%	34%	68%	44%	24%	11%	47%	44%	35%	0%	28%	100%	53%	27%	34%	46%	65%	44%	36%	
Don't know/Refused	1%	1%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	1%	

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(If have landline) Would you say that you use your home phone less than you did five years ago, about the same as you did five years ago, or more than you did five years ago?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Less than you did five years ago	57%	59%	59%	54%	61%	54%	64%	68%	57%	41%	49%	60%	73%	27%	62%	0%	73%	38%	57%	57%	76%	53%	62%
About the same as you did five years ago	33%	29%	34%	38%	31%	34%	22%	23%	37%	49%	37%	28%	22%	59%	29%	0%	20%	49%	37%	29%	11%	35%	30%
More than you did five years ago	9%	11%	7%	7%	7%	10%	11%	9%	5%	10%	13%	11%	4%	9%	9%	0%	7%	12%	6%	10%	13%	10%	8%
Don't know/Refused	1%	2%	0%	1%	1%	1%	2%	0%	1%	1%	1%	0%	1%	4%	1%	0%	0%	1%	1%	3%	0%	2%	0%
(If have landline) Looking to the future, do you think that five years from now, you will use your home/land line more than today, about the same amount, less, or do you think you won't even own a land line in five years?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
More than today	4%	5%	2%	2%	4%	3%	5%	2%	2%	5%	5%	1%	1%	9%	3%	0%	2%	3%	2%	5%	6%	5%	1%
About the same amount	44%	39%	51%	45%	43%	44%	30%	42%	48%	59%	46%	39%	45%	50%	43%	0%	37%	54%	47%	39%	34%	45%	43%
Less	19%	20%	20%	18%	21%	18%	18%	25%	19%	13%	17%	20%	23%	18%	19%	0%	21%	16%	19%	18%	20%	16%	22%
Won't have a land line in five years	27%	28%	22%	29%	28%	26%	42%	27%	25%	13%	25%	36%	29%	8%	30%	0%	37%	15%	25%	31%	36%	27%	28%
Don't know/Refused	7%	9%	5%	5%	4%	9%	4%	4%	6%	10%	7%	3%	1%	15%	6%	0%	3%	12%	6%	6%	3%	8%	5%
(If have landline) Do you receive your home telephone service via your cable company or through another provider?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Cable company	69%	73%	76%	57%	74%	66%	82%	77%	70%	53%	67%	69%	74%	58%	72%	0%	79%	59%	65%	79%	85%	68%	71%
Another provider	29%	26%	19%	41%	26%	31%	14%	22%	29%	44%	33%	29%	25%	36%	27%	0%	20%	40%	34%	20%	11%	29%	28%
Don't know/Refused	2%	1%	6%	1%	0%	3%	4%	0%	1%	3%	0%	1%	1%	6%	1%	0%	1%	1%	2%	2%	4%	3%	1%
(If only have cell phone) When did you stop having a land line phone?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Less than a year ago	10%	9%	9%	11%	11%	9%	8%	8%	22%	11%	8%	12%	16%	0%	0%	10%	9%	11%	11%	11%	12%	10%	9%
1 to 3 years ago	27%	23%	41%	26%	23%	32%	28%	19%	38%	39%	29%	32%	17%	0%	0%	27%	25%	32%	30%	28%	21%	28%	23%
4 to 5 years ago	17%	17%	20%	15%	18%	14%	14%	22%	19%	19%	14%	26%	19%	0%	0%	17%	17%	15%	19%	10%	17%	17%	16%
More than 5 years ago	32%	29%	23%	36%	36%	26%	32%	38%	18%	31%	33%	26%	39%	0%	0%	32%	32%	29%	29%	33%	38%	32%	33%
Never had a land line phone	11%	16%	6%	9%	9%	15%	15%	11%	0%	0%	11%	3%	9%	0%	0%	11%	12%	9%	10%	5%	12%	9%	18%
Don't know/Refused	4%	6%	0%	3%	3%	4%	3%	3%	3%	0%	4%	0%	0%	0%	0%	4%	3%	4%	1%	13%	1%	5%	1%
(If have smartphone) Do you use a smart phone for work, for personal reasons or for both?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Work	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	0%	1%	1%	0%	1%	0%	1%	0%	1%	2%	0%	1%	1%
Personal	36%	33%	29%	43%	30%	42%	31%	33%	40%	54%	37%	43%	28%	0%	36%	35%	36%	0%	38%	32%	34%	37%	35%
Both	63%	66%	70%	55%	68%	58%	68%	66%	59%	44%	63%	56%	71%	0%	63%	64%	63%	0%	61%	67%	66%	62%	64%
Don't know/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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(If have smartphone and use for work) Do you have more than one smartphone, one for work and one for personal, or do you use the same phone for both?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
More than one smartphone	9%	10%	6%	10%	14%	4%	5%	14%	12%	4%	4%	10%	14%	0%	9%	9%	9%	0%	9%	2%	12%	6%	12%
Same for work and personal	91%	90%	94%	90%	86%	96%	95%	86%	88%	96%	96%	90%	86%	0%	91%	91%	91%	0%	91%	98%	88%	94%	88%
Don't know/Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone and use for work) First, thinking about your work smartphone usage, is your smartphone your primary form of communication for your job or would you say your land line work phone is your primary work form of communication?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Smartphone is primary	71%	72%	68%	70%	73%	68%	82%	66%	60%	46%	81%	75%	58%	0%	68%	79%	71%	0%	67%	78%	79%	78%	64%
Land line is primary	25%	23%	26%	28%	24%	27%	16%	29%	34%	41%	17%	22%	37%	0%	27%	20%	25%	0%	29%	17%	18%	18%	32%
Don't know/Refused	4%	5%	6%	2%	3%	5%	2%	5%	6%	13%	2%	3%	5%	0%	5%	1%	4%	0%	4%	5%	3%	4%	5%
(If have smartphone and use for work) Do you use your work smartphone to email?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	81%	81%	86%	76%	83%	77%	84%	80%	77%	74%	76%	80%	89%	0%	80%	84%	81%	0%	82%	67%	88%	74%	87%
No	19%	19%	14%	24%	17%	23%	16%	20%	23%	26%	24%	20%	11%	0%	20%	16%	19%	0%	18%	33%	12%	26%	13%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone and use for work) Do you use your work smartphone to access information on the internet?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	88%	89%	87%	86%	87%	88%	93%	89%	83%	63%	90%	86%	86%	0%	87%	90%	88%	0%	86%	91%	93%	89%	87%
No	12%	11%	13%	14%	13%	12%	7%	11%	17%	37%	10%	14%	14%	0%	13%	10%	12%	0%	14%	9%	7%	11%	13%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone and use for work) Do you use your work smartphone to access work related information including documents or spreadsheets?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	55%	63%	43%	51%	55%	54%	59%	63%	33%	35%	46%	56%	62%	0%	55%	54%	55%	0%	51%	44%	60%	46%	62%
No	45%	37%	57%	49%	45%	46%	41%	37%	67%	65%	54%	44%	38%	0%	45%	46%	45%	0%	49%	56%	40%	54%	38%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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(If have smartphone and use for work) Would you describe your work smart phone as...																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college	College degree
Absolutely necessary to perform your job	33%	35%	32%	32%	34%	32%	28%	39%	32%	40%	25%	32%	40%	0%	33%	34%	33%	0%	34%	25%	34%	32%	34%	
Helpful but not necessary	31%	29%	39%	28%	28%	35%	37%	28%	27%	34%	33%	38%	32%	0%	31%	33%	31%	0%	36%	17%	28%	28%	35%	
Useful but you could certainly get along without it	35%	36%	29%	39%	37%	33%	34%	33%	40%	26%	41%	30%	29%	0%	36%	33%	35%	0%	30%	58%	38%	40%	31%	
Don't know/Refused	0%	1%	0%	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	
Do you use LinkedIn?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college	College degree
Yes	23%	28%	19%	19%	26%	20%	30%	26%	21%	9%	9%	31%	39%	7%	27%	18%	32%	8%	24%	17%	27%	13%	36%	
No	75%	71%	78%	79%	72%	79%	69%	72%	76%	90%	89%	68%	60%	89%	72%	80%	67%	89%	75%	81%	70%	84%	64%	
Don't know/Refused	2%	1%	3%	2%	2%	2%	1%	2%	3%	1%	2%	1%	1%	4%	1%	2%	1%	2%	2%	2%	3%	3%	0%	
(If have smartphone and use for personal) Now thinking about your personal smartphone use. Do you use your smartphone to email?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college	College degree
Yes	78%	80%	81%	75%	78%	79%	84%	80%	73%	63%	77%	79%	88%	0%	77%	82%	78%	0%	79%	75%	85%	74%	83%	
No	21%	20%	19%	25%	22%	21%	16%	20%	27%	35%	23%	21%	12%	0%	23%	18%	22%	0%	20%	25%	15%	26%	17%	
Refused	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	0%	0%	1%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
(If have smartphone and use for personal) Do you use your smartphone to text?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college	College degree
Yes	97%	98%	95%	97%	96%	97%	99%	99%	96%	77%	98%	97%	98%	0%	96%	99%	97%	0%	97%	96%	100%	97%	96%	
No	3%	2%	5%	3%	4%	3%	1%	1%	4%	23%	2%	3%	2%	0%	4%	1%	3%	0%	3%	4%	0%	3%	3%	
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
(If have smartphone and use for personal) Do you use your smartphone for skype or facetime?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college	College degree
Yes	44%	52%	38%	37%	41%	46%	56%	40%	33%	28%	46%	45%	41%	0%	42%	48%	44%	0%	37%	45%	62%	41%	46%	
No	56%	48%	62%	63%	59%	54%	44%	60%	67%	72%	54%	55%	59%	0%	58%	52%	56%	0%	63%	55%	38%	58%	54%	
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
(If have smartphone and use for personal) Do you use your smartphone for Facebook?																								
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education		
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college	College degree
Yes	66%	68%	59%	70%	67%	66%	78%	69%	52%	30%	80%	67%	57%	0%	63%	77%	66%	0%	62%	68%	78%	70%	63%	
No	34%	32%	41%	30%	33%	34%	22%	31%	47%	70%	20%	33%	42%	0%	37%	23%	34%	0%	38%	32%	22%	30%	37%	
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	

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(If have smartphone and use for personal) Do you use your smartphone to get the news?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college
Yes	68%	69%	65%	70%	74%	63%	82%	69%	53%	42%	71%	73%	67%	0%	66%	76%	68%	0%	68%	66%	73%	66%	71%
No	32%	31%	35%	30%	26%	37%	18%	31%	47%	58%	29%	27%	33%	0%	34%	24%	32%	0%	32%	34%	27%	34%	29%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone and use for personal) Do you use your smartphone to watch movies or TV shows using Netflix, Hulu, YouTube or similar apps?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college
Yes	35%	38%	33%	32%	40%	30%	54%	31%	13%	10%	53%	37%	20%	0%	29%	55%	35%	0%	24%	54%	58%	41%	30%
No	65%	62%	67%	67%	60%	70%	46%	69%	87%	90%	47%	63%	80%	0%	71%	45%	65%	0%	76%	46%	42%	59%	70%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone and use for personal) Do you use your smartphone to listen to music using iTunes, Spotify or live radio?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college
Yes	64%	64%	62%	64%	68%	59%	79%	65%	47%	25%	68%	66%	63%	0%	61%	72%	64%	0%	58%	69%	75%	66%	62%
No	36%	36%	38%	36%	32%	41%	21%	35%	52%	75%	32%	34%	37%	0%	39%	28%	36%	0%	42%	31%	25%	34%	37%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone and use for personal) Do you use your smartphone to get driving or travel directions?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college
Yes	84%	86%	83%	82%	84%	84%	94%	86%	72%	58%	84%	89%	81%	0%	83%	88%	84%	0%	82%	95%	88%	81%	87%
No	16%	14%	17%	17%	16%	16%	6%	14%	28%	42%	16%	11%	19%	0%	17%	12%	16%	0%	18%	5%	12%	19%	13%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone) Do you have any apps that you have downloaded on your smart phone?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college
Yes	91%	92%	91%	89%	91%	90%	94%	91%	89%	73%	88%	92%	94%	0%	90%	91%	91%	0%	91%	94%	92%	88%	93%
No	9%	8%	9%	10%	8%	10%	6%	9%	10%	27%	11%	8%	6%	0%	10%	8%	9%	0%	9%	6%	8%	11%	7%
Refused	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
(If have smartphone and downloaded apps) About how many apps do you have downloaded on your smart phone?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K-\$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr	Amer	Latino	Less than college
Less than 5	12%	13%	11%	11%	11%	13%	9%	13%	15%	21%	20%	9%	7%	0%	12%	11%	12%	0%	12%	19%	5%	14%	10%
At least 5 but less than 10	22%	16%	30%	26%	22%	23%	18%	22%	30%	28%	25%	24%	18%	0%	22%	24%	22%	0%	24%	10%	27%	23%	22%
At least 10 but less than 20	31%	35%	25%	31%	29%	34%	36%	27%	27%	27%	30%	28%	34%	0%	30%	36%	31%	0%	30%	36%	35%	36%	26%
20 or more	34%	35%	32%	32%	37%	30%	36%	38%	27%	20%	24%	38%	40%	0%	35%	28%	34%	0%	33%	31%	33%	25%	41%
Don't know/Refused	1%	1%	2%	1%	2%	0%	1%	0%	1%	5%	0%	0%	1%	0%	1%	0%	1%	0%	1%	4%	0%	2%	0%

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(If have smartphone and downloaded apps) Which of the following types of apps do you use?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Social media like Twitter or Facebook	72%	74%	64%	74%	68%	76%	85%	71%	59%	34%	82%	73%	66%	0%	68%	83%	72%	0%	66%	76%	84%	73%	71%
Maps for navigation	75%	78%	73%	73%	75%	74%	78%	78%	68%	67%	73%	76%	77%	0%	76%	71%	75%	0%	74%	72%	77%	68%	81%
News	57%	60%	51%	58%	61%	53%	62%	55%	52%	49%	52%	60%	60%	0%	56%	60%	57%	0%	58%	49%	58%	51%	63%
Financial management or tracking	36%	39%	36%	31%	41%	30%	38%	32%	34%	44%	27%	40%	43%	0%	37%	33%	36%	0%	33%	31%	42%	28%	43%
Games	63%	64%	60%	63%	59%	67%	69%	70%	50%	33%	68%	60%	63%	0%	62%	64%	63%	0%	58%	67%	78%	67%	60%
Sports	31%	32%	27%	34%	47%	16%	37%	26%	31%	18%	30%	29%	36%	0%	32%	30%	31%	0%	32%	26%	36%	31%	32%
Health	39%	42%	42%	34%	38%	40%	45%	43%	29%	21%	42%	39%	40%	0%	39%	40%	39%	0%	36%	39%	45%	38%	41%
Vol: Weather	1%	1%	1%	1%	1%	1%	0%	1%	2%	2%	2%	1%	0%	0%	1%	1%	1%	0%	1%	1%	0%	0%	1%
Vol: Camera/Photography	1%	1%	2%	1%	1%	1%	0%	1%	1%	3%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	2%	0%	1%
Vol: Movies/Entertainment	1%	1%	1%	1%	1%	1%	0%	1%	2%	0%	0%	0%	2%	0%	1%	2%	1%	0%	1%	0%	2%	1%	1%
Vol: Travel	1%	3%	1%	0%	1%	2%	1%	1%	1%	10%	0%	1%	3%	0%	2%	0%	1%	0%	2%	2%	0%	1%	2%
Vol: Email	0%	0%	1%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	5%	4%	8%	5%	6%	4%	5%	4%	7%	7%	4%	8%	3%	0%	6%	3%	5%	0%	5%	4%	4%	6%	4%
Don't know/Refused	2%	1%	3%	1%	1%	2%	0%	3%	2%	1%	0%	1%	3%	0%	2%	1%	2%	0%	2%	1%	0%	1%	2%

(If have smartphone and downloaded apps) Do you currently use an app for voice telephone services, that is, an app like WhatsApp, Google Voice or Talkatone?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	33%	45%	29%	20%	34%	32%	42%	33%	22%	12%	41%	38%	26%	0%	34%	33%	33%	0%	21%	52%	56%	33%	33%
No	66%	55%	71%	79%	66%	67%	58%	66%	77%	88%	59%	61%	73%	0%	66%	67%	66%	0%	79%	48%	44%	67%	66%
Don't know/Refused	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%

Now thinking about some other ways you use technology at home. Do you have paid television at home like cable TV or satellite TV?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	84%	82%	91%	83%	84%	85%	79%	86%	92%	86%	78%	86%	95%	75%	91%	66%	88%	81%	86%	90%	88%	84%	86%
No	15%	17%	9%	16%	16%	14%	21%	14%	8%	13%	21%	14%	5%	23%	8%	33%	12%	19%	14%	8%	12%	15%	14%
Don't know/Refused	1%	1%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	0%	2%	0%	1%	0%	0%	0%	2%	0%	0%	0%

Do you have internet service at home?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	85%	86%	88%	82%	86%	84%	91%	87%	90%	67%	74%	93%	98%	58%	92%	76%	95%	73%	85%	80%	90%	78%	95%
No	15%	14%	11%	17%	14%	15%	9%	13%	10%	32%	26%	7%	2%	40%	8%	23%	5%	27%	14%	20%	10%	22%	5%
Don't know/Refused	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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(If have internet service at home) Is it...																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Through your cable provider	81%	83%	87%	75%	83%	80%	77%	86%	85%	76%	82%	80%	86%	80%	82%	77%	82%	79%	82%	85%	84%	80%	82%
DSL	11%	8%	8%	17%	11%	12%	12%	8%	12%	14%	12%	14%	9%	9%	12%	10%	11%	12%	13%	4%	8%	11%	11%
Dial-up	2%	2%	1%	2%	2%	1%	2%	0%	1%	3%	3%	1%	1%	2%	1%	2%	1%	3%	1%	2%	0%	2%	1%
Don't know/Refused	6%	7%	5%	6%	4%	8%	9%	6%	2%	7%	3%	5%	4%	9%	4%	11%	6%	7%	4%	8%	7%	7%	5%
Do you have internet television service at home such as Apple TV, Tivo or Google TV?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	16%	20%	15%	13%	17%	15%	20%	19%	15%	8%	13%	18%	26%	9%	17%	17%	22%	7%	18%	11%	17%	12%	22%
No	82%	78%	84%	86%	82%	83%	80%	80%	84%	90%	86%	82%	73%	86%	82%	83%	78%	91%	82%	87%	82%	87%	77%
Don't know/Refused	1%	2%	1%	1%	1%	2%	1%	0%	1%	2%	1%	0%	1%	5%	1%	1%	1%	2%	1%	2%	1%	1%	1%
Do you have a home security system?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	26%	23%	37%	23%	29%	24%	18%	31%	31%	23%	15%	22%	44%	17%	30%	17%	29%	24%	27%	23%	17%	21%	33%
No	72%	74%	61%	75%	69%	74%	80%	67%	68%	76%	85%	77%	54%	79%	68%	81%	70%	74%	71%	76%	82%	78%	64%
Don't know/Refused	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%	0%	1%	2%	4%	2%	2%	1%	2%	2%	1%	1%	1%	2%
(If have home security system) Can you control your home security system with your smart phone?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	38%	39%	39%	36%	40%	36%	46%	47%	34%	19%	22%	36%	53%	19%	39%	42%	49%	13%	34%	30%	57%	32%	43%
No	58%	57%	56%	62%	58%	59%	52%	46%	62%	80%	75%	61%	44%	71%	58%	55%	49%	80%	62%	70%	43%	64%	54%
Don't know/Refused	4%	4%	5%	2%	2%	5%	1%	7%	3%	1%	3%	2%	3%	10%	3%	3%	2%	6%	4%	0%	0%	4%	4%
(If have home security system and can't control with smartphone) Would you like to be able to control your home security system from your smartphone?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	31%	20%	46%	29%	33%	29%	38%	24%	50%	12%	26%	28%	44%	8%	32%	37%	45%	12%	32%	26%	52%	25%	36%
No	61%	73%	45%	62%	58%	65%	58%	57%	47%	86%	72%	66%	48%	81%	61%	49%	48%	78%	59%	74%	48%	69%	55%
Don't know/Refused	8%	7%	9%	8%	9%	7%	4%	19%	3%	2%	2%	6%	7%	11%	6%	14%	6%	10%	9%	0%	0%	7%	9%
And thinking about integrating technology into your vehicle, do you use any wireless technology including Bluetooth, internet access or some form of connecting to other devices or technologies from your car, or not?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	39%	33%	50%	38%	44%	33%	45%	43%	40%	23%	25%	42%	67%	12%	44%	35%	51%	20%	40%	27%	46%	31%	48%
No	60%	65%	49%	61%	54%	66%	55%	56%	60%	76%	74%	57%	33%	84%	56%	63%	48%	80%	59%	73%	52%	68%	51%
Don't know/Refused	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	4%	1%	2%	1%	1%	1%	0%	2%	1%	1%

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 1,404 New York State Residents
 MOE +/- 2.6%

Would you like to see more functions of smart phones built into your vehicle or not?																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Yes	35%	36%	40%	32%	39%	32%	48%	44%	32%	11%	34%	44%	40%	20%	37%	39%	45%	18%	33%	40%	46%	35%	37%
No	60%	59%	58%	64%	56%	64%	49%	53%	64%	84%	61%	53%	57%	73%	59%	58%	52%	76%	62%	56%	52%	61%	59%
Don't know/Refused	4%	6%	2%	4%	5%	4%	3%	3%	4%	6%	5%	3%	3%	7%	4%	3%	3%	6%	5%	4%	2%	4%	4%
(If have smartphone) How satisfied are you with the company that provides you with smart phone service? Are you...																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Completely satisfied	44%	40%	51%	46%	45%	43%	42%	46%	42%	59%	45%	40%	45%	0%	45%	40%	44%	0%	46%	34%	48%	48%	41%
Somewhat satisfied	46%	48%	41%	45%	47%	45%	48%	43%	50%	34%	42%	50%	48%	0%	45%	48%	46%	0%	45%	49%	42%	39%	52%
Not very satisfied	4%	4%	4%	3%	4%	4%	3%	5%	3%	6%	5%	4%	4%	0%	3%	6%	4%	0%	4%	3%	6%	6%	2%
Not at all satisfied	2%	2%	1%	2%	2%	2%	3%	1%	1%	0%	3%	2%	1%	0%	2%	3%	2%	0%	1%	5%	2%	2%	1%
Don't know/Refused	4%	6%	3%	3%	2%	6%	3%	5%	3%	2%	5%	4%	3%	0%	5%	3%	4%	0%	4%	10%	2%	5%	3%
(If have smartphone) How important is it to you that your smart phone service provider be both innovative and a leader in technology? Is it...																							
	Region				Gender		Age				Income			Phone Status			Cell Phone		Race/Ethnicity			Education	
	Total	NYC	Subs	Upst	M	F	18-34	35-49	50-64	65+	<\$50K	\$50K- \$100K	\$100K+	Landline Only	Both	Cell Phone Only	Smartphone	Regular cell phone	White	Black/ Afr Amer	Latino	Less than college	College degree
Very important	45%	46%	47%	41%	49%	40%	46%	45%	42%	40%	41%	47%	45%	0%	45%	43%	45%	0%	40%	54%	44%	45%	44%
Somewhat important	36%	32%	38%	39%	33%	38%	35%	32%	41%	44%	34%	37%	36%	0%	35%	36%	36%	0%	38%	29%	40%	32%	39%
Not very important	11%	12%	8%	12%	10%	12%	13%	11%	9%	10%	13%	12%	11%	0%	11%	13%	11%	0%	14%	2%	12%	12%	10%
Not at all important	4%	3%	4%	5%	5%	3%	3%	5%	4%	5%	6%	1%	5%	0%	4%	5%	4%	0%	4%	5%	2%	5%	3%
Don't know/Refused	4%	6%	3%	4%	2%	7%	3%	6%	4%	1%	6%	4%	3%	0%	5%	3%	4%	0%	4%	10%	2%	5%	3%

AT T Consumer Usage and Perception Survey
 conducted by the Siena College Research Institute
 November 16-23, 2014
 1,404 New York State Residents
 MOE +/- 2.6%

Nature of the Sample	
New York State Residents	
Region	
NYC	43%
Suburbs	21%
Upstate*	36%
Phone Status	
Landline only	10%
Cell phone only	21%
Both landline and cell phone	69%
Education	
Less than college degree	53%
College degree or higher	45%
Age	
18 to 34	29%
35 to 49	25%
50 to 64	23%
65 and older	16%
Gender	
Male	48%
Female	52%
Race/Ethnicity	
White	61%
African American/Black	14%
Hispanic/Latino	12%
Income	
Less than \$50,000	30%
\$50,000 to \$100,000	27%
\$100,000 or more	20%

* includes oversample of Upstate New York residents (N=888)