An Overview of the Findings from the

Limited English Proficiency Survey

– conducted by –

Field Research Corporation
San Francisco, California

– presented to the California Public Utilities Commission –

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Methodological Overview

Objective: To gauge whether LEP customers and subgroups of the LEP population face unique challenges with their telephone service relative to English-proficient customers.

Survey Method: Interviews conducted by professionally-trained interviewers using computer-assisted telephone interviewing, which imports the translated questions onto each interviewer's computer screen for telephone administration. This standardizes the interviewing procedures across all languages.

Interviewing Period: March 21, 2012 – January 29, 2013.

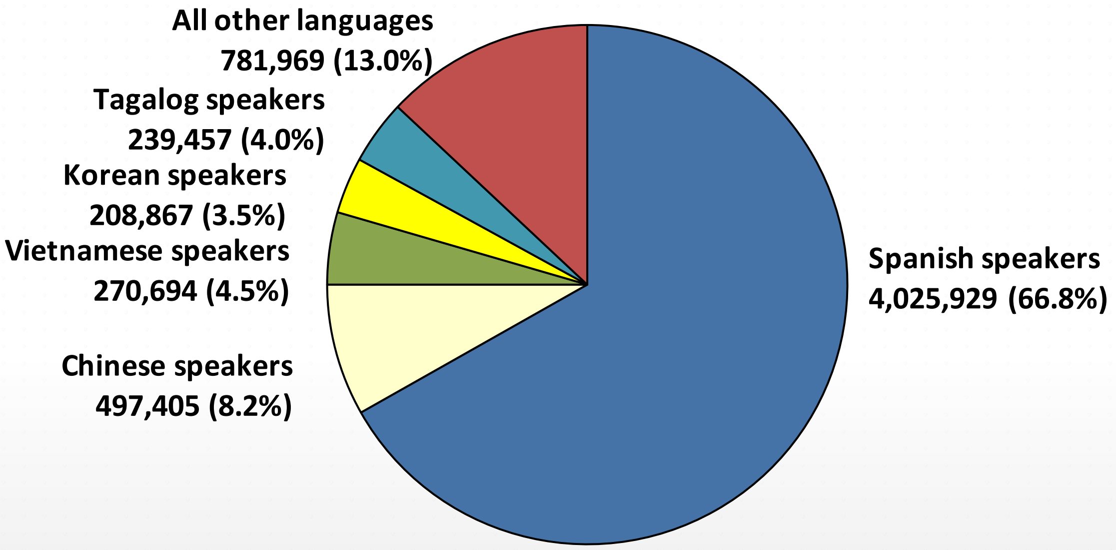
Sample Sources: LEP samples derived from 2 sources – (1) statewide random digit dial samples of cell and landline numbers covering the state of California and (2) LEP ethnic sample augments targeting each LEP population using commercially available cell and landline listings culled from a variety of sources.

Weighting: Results were combined and weights applied to align the LEP and English-proficient samples to demographic and regional parameters of each population as reported in the five-year averages of the US Census Bureau's American Community Survey.

About California's LEP Adult Population

According to five-year averages of the US Census Bureau's American Community Survey (2006-2010), more than 6 million California LEP adults speak a non-English language and do not speak English "very well."

The five largest segments of the LEP population are adults whose primary language is Spanish, Chinese (Cantonese or Mandarin), Vietnamese, Korean and Tagalog, which collectively comprise 87% of all LEP adults in California.



Total LEP Adults in California = 6,024,321 (22.1% of all adults)

Source: American Community Survey, 5-year estimates, 2006-2010, U.S. Census Bureau.

About the Customer Survey

Most of the survey's resources were devoted to collecting telephone interviews among the five largest segments of the LEP customer population in California as part of the Customer Survey.

- 8,271 customers were surveyed to measure their satisfaction with "the telephone service they use most to make and receive personal calls."
- This included all types of telephones: wireless, wireline and VoIP.

Sample Sizes: To increase the precision of the comparisons, the allocation of LEP interviews was stratified. The actual number of interviews conducted among each LEP population was as follows:

LEP Spanish customers:	2,998 interviews
LEP Chinese customers:	1,367 interviews
LEP Vietnamese customers:	1,002 interviews
LEP Korean customers:	727 interviews
LEP Tagalog customers:	353 interviews

After the completion of data collection, this disproportionate allocation of interviews was re-aligned so that each segment represented its actual share of the total LEP population.

An additional 1,824 English-proficient customers was also interviewed for comparison purposes.

About the Non-Customer Survey

Customers who recently went without residential telephone service were also interviewed to examine their reasons for going without telephone service.

- This was done by completing an extended interview with all customers who said they had gone without residential telephone service for one month or longer during the past five years.

A total of 361 recent non-customers was identified and interviewed as part of the Non-Customer Survey, distributed as follows:

LEP recent non-customers:	252 interviews
English-proficient recent non-customers:	109 interviews

Interviewing recent non-customers about their experiences without telephone service was a much more efficient and cost-effective method of identifying and sampling LEP non-customers about their reasons for going without telephone service and the problems they encountered during this period.

(1) The demographic characteristics of LEP telephone customers differ markedly from English-proficient customers.

Compared to English speaking customers, LEP customers tend to have these distinguishing demographic characteristics:

- very low levels of income and education.
- are non-citizens.
- more likely to reside in Southern California.
- have larger household sizes.
- have children under age 18 in the household.
- less likely to be regular Internet users.

(2) There are also pronounced differences in the demographic characteristics of the LEP populations.

Compared to other LEP customers, LEP Spanish speakers have lower levels of income and education, are younger, include proportionally more non-citizens, have larger households sizes, have children under age 18, and are less likely to be Internet users.

The geographic distribution of the LEP Asian populations varies considerably:

- LEP Chinese: about 1 in 2 live in SF Bay Area.
- LEP Koreans: about 8 in 10 live in Southern California; most in LA County.
- LEP Vietnamese: about 3 in 4 live in the South Coast or SF Bay Area.
- LEP Tagalog: about 6 in 10 live in SF Bay Area or LA County.

A distinguishing characteristic of LEP Tagalog customers: greater English speaking skills.

- While by definition none speaks English “very well”, about three in four LEP Tagalog customers speak English “well” and just 4% live in a linguistically isolated household where no one speaks English well.
- By contrast, majorities of each of the other LEP populations do not speak English “well,” and significant proportions (between 13% and 25%) live in linguistically isolated households.

Table 1
Characteristics of California's LEP adult telephone customers: Household income and educational attainment

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Household income							
Less than $20,000	18%	38%	42%	30%	33%	17%	17%
$20,000 – $39,999	18	24	25	19	18	10	20
$40,000 – $74,999	20	9	7	12	11	24	22
$75,000 or more	27	4	2	12	5	12	12
Not reported	17	25	24	26	34	36	30
Average (Median)	$48,600	$19,600	$18,400	$25,700	$20,700	$46,000	$36,900
Educational attainment							
Not a high school graduate	7%	51%	60%	25%	27%	8%	15%
High school graduate	32	28	28	28	34	27	29
Attended college or college graduate	48	17	10	36	31	50	54
Post-graduate work	11	2	1	10	3	9	*
Not reported	1	2	1	2	5	5	3

Table 2
Characteristics of California's LEP adult telephone customers: Age and citizenship status

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Age							
18 – 29	25	17	20	11	10	10	8
30 – 39	18	23	26	12	18	16	12
40 – 49	19	24	24	21	24	23	19
50 – 64	23	23	20	31	31	30	33
65 or older	15	13	10	25	17	21	29
Citizenship status							
U.S. citizen	93%	43%	35%	71%	83%	53%	73%
Non-citizen	7	54	62	28	15	46	27
Not reported	1	2	3	1	1	1	*

Table 3

Characteristics of California's LEP adult telephone customers: Region of residence

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Southern California	60%	69%	72%	47%	61%	80%	58%
Los Angeles County	24	37	38	35	18	54	30
South Coast*	17	16	14	8	39	22	17
Other Southern California**	19	16	20	4	4	4	11
Northern California	40%	31%	29%	53%	39%	20%	42%
San Francisco Bay Area***	20	17	12	47	33	14	31
Other Northern California****	20	14	17	6	6	6	11

** Includes San Diego and Orange Counties.*

*** Includes Ventura, Santa Barbara, Riverside, San Bernardino, Kern, San Luis Obispo and Imperial Counties.*

**** Includes San Francisco, San Mateo, Santa Clara, Marin, Napa, Sonoma, Solano, Alameda and Contra Costa Counties.*

***** Includes all 39 other counties.*

Table 4
Characteristics of California's LEP adult telephone customers: Household size and presence of children

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Household size							
One	16%	5%	5%	7%	6%	13%	3%
Two	27	15	12	24	17	29	21
Three	17	18	17	24	14	20	21
Four or more	38	61	66	44	61	38	52
Not reported	1	1	1	2	1	2	2
Presence of children under 18							
Child in household	40%	60%	66%	40%	51%	32%	34%
No children in household	59	39	33	58	48	66	64
Not reported	1	1	1	2	1	2	2

Table 5
Characteristics of California's LEP adult telephone customers: Internet use in a typical week

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Internet use in a typical week							
Do not use Internet	14%	45%	49%	30%	27%	18%	40%
Internet user	86	55	50	70	72	82	60
How?							
A home computer	73	46	40	66	70	72	56
A wireless phone/other portable electronic device	35	18	18	20	6	19	17
A work computer	22	7	3	15	14	27	20
A school computer	6	2	2	7	5	5	2
A library computer/other community location	7	3	2	8	3	5	4
Not reported	*	1	1	1	1	*	*

** Less than ½ of 1%.*

Note: Locations where Internet used add to more than user subtotal due to multiple mentions.

Table 6

Characteristics of California's LEP adult telephone customers: English fluency and linguistic isolation

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Customer speaks English…							
Very well	N/A	--	--	--	--	--	--
Well	N/A	35%	31%	42%	43%	41%	74%
Not well	N/A	44	46	40	46	49	22
Not at all	N/A	19	22	15	10	9	2
Not reported	N/A	1	1	3	1	1	2
Household linguistic isolation							
No one in HH speaks English well	N/A	17%	16%	25%	13%	17%	4%
Someone in HH speaks English well	N/A	82	82	72	87	82	94
Not reported	N/A	1	1	3	1	1	2

N/A = Not asked.

(3) There are only modest differences between LEP and English-proficient customers regarding the types of telephones used, their carriers, and their tenure with their current carrier.

- A somewhat smaller proportion of LEP customers than English-proficient customers uses a wireless phone most to make their personal calls. LEP Chinese and Vietnamese are somewhat less likely than other LEP populations to be wireless phone users.
- Among wireless customers AT&T is the carrier cited most among both LEP and English-speaking customers. Verizon is cited more often by English-proficient customers than LEP customers. Some variations are observed across the LEP customer populations.
- AT&T holds a very dominant share of the LEP and English-proficient customers who primarily use wireline or other non-wireless phones for their personal calls. There is relatively little variation about this across the LEP customer populations.
- Average tenure with carrier: 7 yrs. among total LEP customers and LEP Spanish customers; 8 yrs. among English speakers, 9 yrs. among each of the LEP Asian speakers.
- Only about one in three LEP and English-speakers customers is aware that they can contact CPUC if they have a problem with provider and want to file a complaint.

Table 7
Type of phone service customers used most to make and receive personal calls

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Wireless phone	57%	46%	48%	35%	32%	51%	50%
Wireline/other non-wireless phone	43	54	52	65	68	49	50
ILEC†	31	42	40	56	58	40	37
Non-ILEC	11	9	10	6	4	5	10
Not classifiable	1	3	2	3	7	4	3

† *ILEC: Incumbent Local Exchange Carrier.*

Table 8
Name of carrier among wireless customers

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Wireless customers	57%	46%	48%	35%	32%	51%	50%
AT&T Mobility	19	12	11	17	11	11	24
Verizon Wireless	14	7	6	3	5	32	8
Sprint**	7	5	6	1	1	1	1
T-Mobile Wireless	7	7	5	12	15	5	11
Metro PCS	4	7	9	1	*	2	4
Boost Mobile	1	5	6	*	*	*	*
All others (less than 1% each)	4	3	4	1	*	*	1
Not reported	1	1	1	*	1	1	2

** Less than ½ of 1%.*
*** Also includes Nextel wireless customers.*

Table 9

Name of carrier among wireline or other non-wireless customers

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Wireline/other non-wireless customers	43%	54%	52%	65%	68%	49%	50%
ILEC† providers	(31%)	(42%)	(40%)	(56%)	(58%)	(40%)	(37%)
AT&T	22	34	31	51	49	32	27
Verizon	7	8	8	5	7	7	9
All others (<1% each)	2	1	1	1	1	1	1
Non-ILEC providers	(11%)	(9%)	(10%)	(6%)	(4%)	(5%)	(10%)
Time Warner	3	2	2	1	1	1	2
Comcast	3	1	1	1	1	*	4
Cox California	2	1	1	1	1	2	2
Telscape Communications	*	2	3	*	*	*	*
Vonage	*	1	1	*	*	*	*
Blue Casa	*	1	1	*	*	*	*
All others (<1% each)	3	2	2	3	1	1	2
Not classifiable	1	3	2	3	7	4	3

** Less than ½ of 1%.*

† ILEC: Incumbent Local Exchange Carrier.

Table 10

Years with current carrier and awareness that they can contact the CPUC if they have a problem with their carrier and want to file a complaint

Years with current carrier	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Less than 2 years	13%	15%	17%	10%	9%	11%	9%
2 – 4.9 years	20	22	24	19	17	19	16
5 – 9.9 years	24	23	22	25	28	24	23
10 or more years	39	35	33	43	42	44	43
Not reported	4	5	5	4	5	2	9
Average (Median – in years)	8.2	7.3	6.7	8.9	9.0	9.0	9.4
Awareness of CPUC Contact availability							
Yes, aware	39%	31%	36%	13%	19%	11%	31%
No, not aware	61	67	64	83	76	87	69
Not reported	*	1	1	4	5	3	*

** Less than ½ of 1%.*

(4) While majorities of total LEP customers say they have access to customer services in their own language, access to in-language services varies considerably across the LEP populations.

- In language services are fairly common among LEP Spanish customers, but much less common among LEP Asian customer populations.
- Biggest differences relate to billing statements: Among LEP Spanish speakers 69% receive their bill in-language, while among the LEP Asian populations greater than eight in ten do not.
- LEP Spanish customers are more likely than most other LEP customers to report that they:
  - spoke in-language to a service representative during most recent service contact.
  - spoke in-language to sales representative when initially subscribing for service.
  - can speak to an operator or directory assistance in-language.
  - can speak to 911 operator to report an emergency in-language.
- LEP Chinese customers are more likely than other LEP Asian populations to say they are able to speak to an operator or directory assistance or to a 911 operator in their own language.
- LEP Tagalog customers are much less likely than other LEP customers to have spoken to a customer service or a sales representative in-language.

Table 11

Telephone services provided to customers in-language[1]

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Are your billing statements sent in your language							
Yes, in-language	N/A	55%	69%	11%	13%	8%	12%
No, in English	N/A	38	24	83	82	90	85
Not reported	N/A	7	7	6	5	2	3
Did service rep speak to you in your language during most recent contact							
Yes	N/A	86%	95%	61%	60%	55%	16%
No	N/A	12	4	29	37	42	83
Not reported	N/A	2	1	10	3	3	1
During your initial contact, did the sales rep speak your language							
Yes	N/A	75%	85%	52%	46%	46%	13%
No	N/A	16	8	28	39	42	81
Not reported	N/A	9	7	20	15	12	6

N/A = Not Asked.

Table 12

Telephone services provided to customers in-language(2)

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Do you think an operator or directory assistance would be able to speak your language if you needed assistance							
Yes	N/A	75%	79%	71%	46%	49%	62%
No	N/A	13	9	8	39	42	28
Don't know	N/A	12	11	21	15	9	10
Do you think a 911 operator would be able to speak your language if you needed to report an emergency							
Yes	N/A	67%	71%	72%	39%	31%	49%
No	N/A	16	12	10	41	52	41
Don't know	N/A	17	18	18	20	17	10

N/A = Not Asked.

(5) The overall LEP customer population and English-proficient customers offer similar high levels of satisfaction with their telephone service overall and with specific aspects of customer service.

- About nine in ten LEP and English-proficient customers are satisfied with their telephone service overall.
- Large majorities of both LEP and English-proficient customers are also satisfied with each of the specific aspects of customer service measured in the survey. These include:
  - length of time to get through to service representative during most recent service contact.
  - ability of service representative to resolve issue or problem during most recent contact.
  - explanation of phone charges on billing statement.
  - accuracy of phone charges on billing statement.
  - explanation of when late fees or early termination fees can be assessed and when phone can be disconnected.
  - information about service alternatives, calling features and costs when first subscribing.
- About eight in ten LEP and English-proficient customers say they would recommend their company's telephone service to a relative or friend.

(6) While overall satisfaction with telephone service is high across all LEP populations, LEP Spanish and Tagalog speakers offer more enthusiastic appraisals and are more likely than others to recommend their company to a friend or relative. Some differences in satisfaction on some of the specific customer services measured across the LEP populations.

- While about nine in ten of the customers in each LEP population is satisfied with their telephone service overall, more LEP Spanish and Tagalog customers are "very satisfied" compared to LEP Chinese, LEP Vietnamese and LEP Korean customers.
- LEP Spanish and Tagalog customers are also more likely than LEP Chinese, Vietnamese or Korean customers to say they'd recommend their company to a friend or relative.
- Fewer LEP Chinese and Korean customers are satisfied with their telephone company's explanation of the phone charges on their bill or when late charges or early termination fees can be assessed or their phone disconnected, although some of the differences relate to larger proportions of LEP Chinese and Korean speakers not offering an opinion about this.
- More LEP Korean speakers than others are dissatisfied with the amount of time it took them to get through to a service representative the last time they contacted customer service.

Table 13
Overall customer satisfaction with their telephone service

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Satisfied	89%	88%	88%	85%	89%	88%	89%
Very	55	53	58	37	33	25	59
Somewhat	34	34	30	47	56	63	30
Dissatisfied	9%	10%	9%	12%	10%	9%	10%
Somewhat	6	7	6	8	8	6	7
Very	3	3	3	4	2	3	3
No opinion	2	3	3	4	1	2	1

Table 14

Willingness of customers to recommend their telephone company's service to a relative or friend

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Yes	83%	79%	84%	61%	53%	66%	74%
Definitely yes	44	45	51	19	21	25	41
Probably yes	39	34	33	42	32	41	33
No	14%	16%	12%	27%	40%	22%	21%
Probably no	8	10	7	15	34	16	12
Definitely no	6	6	5	13	6	6	8
No opinion	3	5	4	12	7	12	6

Table 15
Customer satisfaction with billing statements

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Explanation of phone charges on bill							
Satisfied	82%	79%	81%	69%	80%	65%	81%
Very	46	44	48	33	28	18	48
Somewhat	36	34	32	36	52	47	33
Dissatisfied	15%	17%	16%	20%	14%	20%	17%
Somewhat	10	12	11	15	13	14	10
Very	5	5	5	6	1	5	7
No opinion	3	4	3	11	6	15	1
Accuracy of phone charges on bill							
Satisfied	85%	78%	79%	73%	79%	71%	78%
Very	53	43	46	31	33	29	45
Somewhat	32	35	33	42	47	42	32
Dissatisfied	12%	18%	18%	19%	15%	17%	16%
Somewhat	8	12	12	15	14	10	10
Very	4	6	6	4	1	7	7
No opinion	3	4	3	8	5	12	6

Table 16
Customer satisfaction with information given to them by provider about their telephone service

Explanation of when late charges, early termination fees are assessed and when phone service can be disconnected	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Satisfied	67%	70%	72%	58%	75%	44%	80%
Very	37	37	41	23	27	14	47
Somewhat	30	33	31	35	48	31	33
Dissatisfied	13%	18%	19%	15%	11%	17%	12%
Somewhat	8	11	12	10	10	11	4
Very	5	6	7	5	1	6	8
No opinion	20	13	10	27	14	38	7
Info given about phone service alternatives, calling features, costs when first subscribing							
Satisfied	82%	85%	87%	79%	79%	65%	86%
Very	46	49	54	34	29	16	50
Somewhat	36	36	33	45	50	49	36
Dissatisfied	13%	10%	9%	13%	13%	16%	10%
Somewhat	9	7	7	9	11	13	3
Very	4	3	3	4	1	3	7
No opinion	5	5	4	8	9	19	4

Table 17

Customer satisfaction with most recent contact with service representative (among those who contacted their provider about a service or billing problem)

Length of time to get through to a service representative	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Satisfied	73%	76%	77%	70%	82%	50%	78%
Very	42	45	48	36	31	20	51
Somewhat	31	31	30	34	51	30	27
Dissatisfied	24	22	21	23	13	35	21
Somewhat	12	11	10	16	11	23	9
Very	12	10	11	7	2	12	12
No opinion	3	3	1	7	5	15	1
Ability of representative to answer questions/resolve the problem							
Satisfied	81%	82%	84%	74%	84%	76%	78%
Very	52	53	56	42	40	27	49
Somewhat	29	29	27	31	44	49	29
Dissatisfied	18	16	15	22	12	21	20
Somewhat	9	8	7	16	11	7	7
Very	9	8	8	6	1	14	13
No opinion	1	2	1	4	4	3	1

(7) The factors most associated with overall satisfaction with telephone service are similar among LEP and English-proficient customers and relate to satisfaction with specific aspects of customer service. These far outweigh the impact that other factors have on overall satisfaction.

- Among both LEP and English-proficient customers overall customer satisfaction is most with directly tied to their satisfaction with the accuracy of their billing statements and the explanation of the charges on their bill, the explanation of when late fees or early termination fees can be assessed and their phone disconnected, the service they received on their most recent contact with their provider, and the information given about telephone service alternatives, calling features and costs when subscribing for service.
- These aspects of customer service remain as significant predictors of overall customer satisfaction among both populations when regression analysis is performed.
- By contrast, there are only minor differences in overall customer satisfaction between LEP and English-proficient customers among wireless and wireline subscribers, or across the demographic subgroups of each population.

Table 18

Factors most associated with overall customer satisfaction relate to satisfaction with specific aspects of customer service

Following are the percentage point differences in overall customer satisfaction between those satisfied and dissatisfied with each particular aspect of customer service.

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Amount of time it took to get through to a service representative during most recent contact	+20	+27	+25	+31	+39*	+17	+55*
Ability of service representative to answer your questions or resolve problem during most recent contact	+34	+35	+31	+40	+40*	+35*	+68*
Explanation of the phone charges on your billing statement	+29	+31	+28	+44	+25	+28	+42*
Accuracy of the phone charges on your billing statement	+28	+31	+29	+45	+31	+28	+45*
Explanation of when late fees, early termination fees assessed and when phone service can be disconnected	+24	+23	+20	+41	+26	+32	+44*
Information about phone service alternatives, calling features, and costs when subscribing	+30	+32	+31	+35	+31	+20	+52*

* *Relatively small sample sizes being compared.*

Table 19

Only small differences observed in overall customer satisfaction across different types of customers or customer demographics

Following are the percentage point differences in overall customer satisfaction between different types of customers.

	English-speaking customers	Total LEP customers	Spanish speakers	Chinese speakers	Vietnamese speakers	Korean speakers	Tagalog speakers
Phone type							
Wireless vs. wireline/other phones	+2	0	+1	-7	-1	-2	-3
Household income							
Low vs. high income	0	-1	-2	-3	0*	-1*	+4*
LEP English fluency							
Speak English well vs. not well/ not at all	N/A	0	-2	+3	+2	+5	+2*
Age							
Young vs. old	0	+3	+4	+1	+6*	+1	-7*
Years with carrier							
Less than 5 years vs. 20+ years	-4	-2	-3	-4	+1	0*	-1*

** Relatively small sample sizes being compared.*
N/A: Not asked.

(8) Among LEP customers there is also a relationship between the availability of in-language telephone services and overall satisfaction. LEP customers with access to services in their own languages are more likely than those who do not to be "very satisfied" with their telephone service overall.

- LEP customers whose most recent contact with their service representative was carried out in their own language are 20 points more likely than those who spoke in English to be "very satisfied" with their telephone service overall.
- LEP customers who have access to in-language directory or operator assistance are 19 points more likely than those who do not to be "very satisfied" with their telephone service overall.
- LEP customers who receive their billing statements in their own language are 18 points more likely to be "very satisfied" with their telephone service overall.
- Other in-language services, such as whether LEP customers spoke to their sales representative in-language when subscribing, or whether LEP customers can speak in-language when dialing 911, have a smaller impact on the proportions "very satisfied" with their telephone service overall.

(9) LEP and English-proficient recent non-customers hold generally similar views on most of the questions examined in the non-customer survey.

Relatively few differences are observed between LEP and English-proficient recent non-customers with regard to the length of time they went without telephone service, the reasons given for going without telephone service, the types of phones used to make personal calls while they were without a phone, the reasons they give for re-subscribing to telephone service, and the types of phones they chose when re-subscribing.

Some exceptions include the following:

- LEP recent non-customers were more likely than English-proficient recent non-customers to say their phone company stopped or disconnected their phone service as a reason for going without telephone service.
- While both LEP and English-proficient recent non-customers most commonly say they used a friend's, neighbor's or roommate's phone to make personal calls when they were without telephone service, LEP recent non-customers were more likely to also have used a public pay phone.

(10) Language-related problems appear to be contributing factors to going without telephone service among some LEP recent non-customers.

- 18% of LEP recent non-customers said they didn't understand the charges or fees on their bill, and that this was among the reasons why their telephone company stopped or disconnected their telephone.

- More LEP recent non-customers than English-proficient recent non-customers said that they didn't feel comfortable contacting a phone company about getting telephone service when they were without service, and 12% said their limited English speaking skills was a factor in their not doing so.