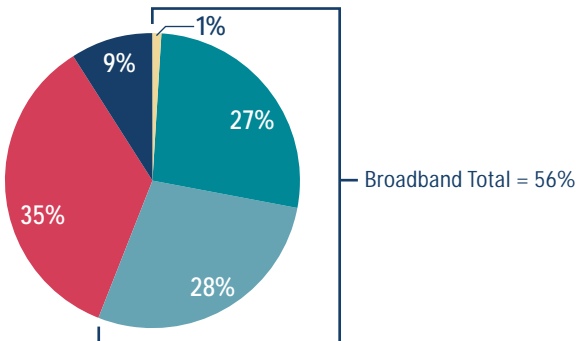


Dial-up Switching Intentions within Next Six Months

Which ONE of the following connection types will you most likely switch to?

- Dial-up Modem
- Cable Modem
- D.S.L. (Digital Subscriber Line)
- Don't Know/Not Sure
- Satellite



Base: Extremely/Very/Somewhat likely to switch your home internet service provider in the next six months

Cable ISPs Outperform Dial-up and DSL on Customer Satisfaction

Overall, how well does your current ISP perform relative to your expectations for an internet service provider? Would you say it...

Exceeds

Meets

Fails

