

FREQUENCY OF USE

IASVCB - Had you ever used this service before your last call to the Information service?					
Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes	97	2,693,033	22.5	4.166
2	No	349	9,278,160	77.5	4.166
	Subtotal valid responses	446	11,971,194	100	
	Don't Know	9	612,042		
	Total	455	12,583,237		

IATIMES - About how many times have you used it in the past year? (IF IASVCB=YES)					
Times	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
0		8	509,119	21.7	9.103
1		18	554,313	23.63	7.325
2		11	394,723	16.82	9.452
3		7	223,073	9.51	6.627
4		5	314,114	13.39	6.782
5	5 OR MORE	32	350,931	14.96	5.834
	Subtotal Valid Responses	81	2,346,275	100	
	DK	16	346,757		
	INAPPLICABLE	358	9,890,203		
	Total	455	12,583,237		

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.