Universal Service Monitoring Report

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WC Docket No. 14-58

2021

(Data Received Through September 2021)

Prepared by Federal and State Staff for the

Federal-State Joint Board on Universal Service

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Universal Service Monitoring Report

2021

Introduction and Summary

The purpose of the *Monitoring Report* is to observe the impacts of universal service support mechanisms and the method used to finance them.[1] Initiated by the Federal Communications Commission in 1997, this is the twenty-fourth such report, prepared by federal and state staff members for the Federal-State Joint Board on Universal Service (Universal Service Joint Board).[2] Unless otherwise noted, this report is based on information available as of September 2021.

The *Monitoring Report* incorporates data from several sources, including the National Exchange Carrier Association (NECA) and the Universal Service Administrative Company (USAC). USAC collects information from both contributors to, and beneficiaries of, the Universal Service Fund, including incumbent local exchange carriers (ILECs), competitive eligible telecommunications carriers (competitive ETCs), schools, libraries, and health care providers. NECA, at the direction of the Commission, provides information to USAC used to administer certain aspects of the high-cost program.

Section 1 of the report provides an update on industry revenues, universal service program funding requirements, and contribution factors. Sections 2 through 5 provide the latest data on the low-income, high-cost, schools and libraries, and rural health care support mechanisms. Section 6 presents recent Census and Bureau of Labor Statistics data on voice telephony subscribership and expenses taken from the Current Population Survey, the American Community Survey and the Consumer Expenditure Survey as well as data on telephone subscribership by income by state. It also includes data on residential Internet subscribership and expenses. Section 7 includes updated Consumer Price Index data.

This report is available on the FCC's Federal-State Joint Board Monitoring Reports website, located at http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports. The tables in this report are also available separately as spreadsheets on the website. The *Monitoring Report* is published once a year, but data received in advance of the next *Monitoring Report* will be made available on an interim basis in separate staff reports or in raw data files (such as most NECA filings used in the *Monitoring Report*) on the Industry Analysis Division's Data and Statistical Reports Internet site, located at https://www.fcc.gov/economics-analytics/industry-analysis-division/iad-data-statistical-reports.

Supplementary material is available in a single compressed (.zip) format file at http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports. The contents of this file are provided at the end of this introduction.

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[1] In 1997, the Commission adopted rules to implement section 254 largely based on the recommendations of the Universal Service Joint Board and delegated to the Common Carrier Bureau (the predecessor to the Wireline Competition Bureau), in consultation with the state staff, the creation of a new monitoring program to replace a similar program in CC Docket No. 87-339 that previously resulted in a series of nineteen *Monitoring Reports*. *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, 12 FCC Rcd 8776, 9218, para. 869 (1997) (*Universal Service First Report and Order*). *See* 47 C.F.R. § 54.702(i).

[2] The last report was released in January 2021. *Universal Service Monitoring Report*, 2020, CC Docket No. 96-45 et al. (Data Received Through September 2020) *available at* https://www.fcc.gov/general/federal-state-joint-board-monitoring-reports.

We continue to look for ways to present universal service data in a way that is useful for the public. Last year, we began providing additional information on the Lifeline program. Table 2.6 includes data on the share of Lifeline subscribers using wireless technology. We also added Table 2.8 which breaks out Lifeline subscribers by whether they are voice only, broadband only, or bundle subscribers and Supplemental Table 2.5 which further breaks this out between technology. In 2019, we added a new chart in Section 6 showing nationwide deployment information requested by the Joint Board. In 2020, we added a supplemental table presenting deployment data at the state level. This year we add a new table in Section 1 which breaks out the number of providers by type and size.

We invite questions or comments on this report via email at OEA-IADreports@fcc.gov with subject: 2021 Monitoring Report.

2021 Monitoring Report Supplementary Material

This list shows the folders (underlined) and filenames contained in the 2021 Monitoring Report Supplementary Material zip file available at http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports.

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Section 1 – Revenues and Contributions

In response to the Telecommunications Act of 1996, the Commission established universal service mechanisms to help ensure that all Americans have access to affordable telecommunications service. Congress mandated that these programs be supported by contributions from every telecommunications carrier that provides interstate telecommunications, and other providers of telecommunications services if the Commission finds contributions from such providers to be in the public interest. The tables in this section provide an overview of the revenues of the U.S. telecommunications industry and the associated contributions to the universal service support mechanisms. The tables are based on information filed with the Commission in FCC Forms 499-A and 499-Q. To the extent that certain telecommunications industry revenues are not subject to contributions, such revenues may not be fully captured in these tables.

Additional information about how contributions support universal service can be found at the Commission's website http://www.fcc.gov/encyclopedia/contribution-methodology-administrative-filings and on USAC's website at http://www.usac.org. Please note that that the information provided in this report is based upon Commission rules in effect in 2020.

Table 1.1 – Filer Revenues by Service Type: 2011 – 2020

(in Millions of Dollars)

		2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Local Service and Payphone Revenues	Local Exchange [1]	$38,987	$35,298	$32,922	$30,537	$28,410	$25,900	$23,208	$20,771	$18,806	$16,115
	Pay Telephone [2]	136	368	359	322	286	271	269	265	280	286
	Local Private Line [3]	28,243	29,072	29,632	31,222	32,191	30,472	30,272	26,906	25,560	21,608
	VoIP Local [4]	8,110	8,990	10,103	11,136	11,968	14,398	14,428	14,503	14,355	14,317
	Other Local [5]	3,145	2,462	1,746	1,450	1,493	1,510	1,749	1,710	1,265	1,164
	Federal and State USF Support [6]	5,620	6,282	5,991	5,786	6,137	6,016	5,904	5,994	6,422	6,484
	Subscriber Line Charges [7]	6,703	6,195	5,968	5,511	5,175	4,787	4,431	4,049	3,700	3,345
	Access [8]	7,368	6,787	6,384	5,006	4,836	3,809	3,312	2,850	2,575	2,257
	Total Local Service and Payphone Revenues	**98,313**	**95,455**	**93,105**	**90,969**	**90,495**	**87,162**	**83,572**	**77,048**	**72,964**	**65,576**
Mobile Revenues	**Total Mobile Service Revenues [9]**	**107,392**	**105,147**	**98,160**	**86,996**	**75,262**	**65,636**	**56,952**	**52,890**	**39,631**	**33,379**
Toll Service Revenues	Operator [10]	3,162	3,373	3,064	2,699	2,351	1,876	1,844	1,810	1,711	1,464
	VoIP Toll [11]	4,250	4,693	4,999	5,139	5,238	3,447	3,768	3,925	3,518	2,491
	Non-Operator Switched Toll [12]	23,307	20,718	18,346	17,354	16,261	14,850	11,841	11,068	9,913	9,054
	Long Distance Private Line [13]	11,443	12,221	12,542	12,293	12,778	13,353	13,316	12,850	11,991	10,698
	Other Long Distance [14]	4,186	5,155	3,886	3,965	3,050	2,816	3,306	2,233	2,273	2,268
	Total Toll Service Revenues	**46,347**	**46,159**	**42,837**	**41,450**	**39,678**	**36,342**	**34,075**	**31,885**	**29,405**	**25,975**
Total Local, Mobile, and Toll Revenues		**252,052**	**246,761**	**234,102**	**219,416**	**205,436**	**189,141**	**174,599**	**161,824**	**142,000**	**124,930**
Universal Service Surcharges [15]		**8,986**	**9,964**	**8,986**	**9,083**	**9,041**	**9,135**	**8,319**	**8,438**	**8,447**	**8,059**
Total Telecommunications Revenues [16]		**261,038**	**256,725**	**243,088**	**228,499**	**214,477**	**198,276**	**182,918**	**170,262**	**150,447**	**132,989**
Total Non-Telecommunications Revenues [17]		**214,538**	**219,548**	**251,892**	**268,804**	**301,121**	**311,404**	**321,597**	**337,212**	**361,245**	**379,509**
Total Reported Revenues		**$475,576**	**$476,272**	**$494,981**	**$497,303**	**$515,598**	**$509,679**	**$504,516**	**$507,474**	**$511,692**	**$512,497**

1 The sum of Lines 303.1a, 303.2a, 404.1a, 404.2a, and 404.3a from Form 499-A.

2 The sum of Lines 306a and 407a from Form 499-A.

3 The sum of Lines 305.1a, 305.2a, and 406a from Form 499-A.

4 The sum of Lines 404.4a and 404.5a from Form 499-A.

5 The sum of Lines 307a and 408a from Form 499-A.

6 Line 308a from Form 499-A.

7 Line 405a from Form 499-A. As of 2012, includes Access Recovery Charge (ARC).

8 The sum of Lines 304.1a and 304.2a from Form 499-A.

9 The sum of Lines 309a, 409a, and 410a from Form 499-A.

10 The sum of Lines 310a, 411a, 412a, and 413a from Form 499-A.

11 Line 414.2a from Form 499-A.

12 sum of Lines 311a and 414.1a from Form 499-A.

[13] The sum of Lines 312a and 415a from Form 499-A.

[14] The sum of Lines 313a, 314a, 416a, and 417a from Form 499-A.

[15] Line 403a from Form 499-A. The surcharge figure indicates only surcharges that have been explicitly reported as such in Form 499-A and does not account for implicit surcharge revenues where carriers collect the surcharge through higher prices.

[16] Subtotal includes surcharge.

[17] Line 418a from Form 499-A.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-A for 2020 based on filings as of August 23, 2021.

Table 1.2 – Filer Revenues, Wholesale vs. Retail: 2011 – 2020[1]

(in Millions of Dollars)

		2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Wholesale (Carrier's Carrier) Telecommunications Revenues [2]	Local Service [3,4]	$39,807	$39,843	$39,101	$37,983	$38,976	$36,180	$35,501	$32,701	$31,224	$26,122
	Mobile Service [5]	5,512	5,570	5,384	5,339	5,025	4,601	3,463	3,403	3,564	4,588
	Toll Service [6]	11,921	11,722	10,911	10,485	9,955	9,714	8,519	7,775	6,899	6,642
	Total Wholesale Revenues	**$57,239**	**$57,135**	**$55,396**	**$53,807**	**$53,955**	**$50,496**	**$47,484**	**$43,879**	**$41,687**	**$37,352**
	Intrastate [7]	20,379	18,895	17,236	16,174	15,775	13,749	13,095	11,737	11,481	11,443
	Interstate and International [8,9]	36,861	38,240	38,160	37,633	38,180	36,747	34,389	32,142	30,206	25,909
	Percentage Interstate/International	**64 %**	**67 %**	**69 %**	**70 %**	**71 %**	**73 %**	**72 %**	**73 %**	**72 %**	**69 %**
Retail (End User) Telecommunications Revenues	Local Service [3,10]	$58,506	$55,612	$54,004	$52,986	$51,519	$50,982	$48,071	$44,347	$41,740	$39,454
	Mobile Service [11]	101,881	99,577	92,776	81,657	70,238	61,035	53,489	49,487	36,067	28,790
	Toll Service [12]	34,426	34,438	31,927	30,966	29,723	26,628	25,556	24,110	22,506	19,333
	Universal Service Surcharges [13]	8,986	9,964	8,986	9,083	9,041	9,135	8,319	8,438	8,447	8,059
	Total Retail Revenues	**$203,798**	**$199,590**	**$187,693**	**$174,692**	**$160,522**	**$147,780**	**$135,435**	**$126,383**	**$108,760**	**$95,637**
	Intrastate [14]	133,475	129,468	119,294	107,847	96,592	87,598	79,702	73,284	61,296	52,400
	Interstate and International [1,8, 15]	70,323	70,122	68,399	66,846	63,930	60,181	55,733	53,098	47,464	43,236
	Percentage Interstate/International	**35 %**	**35 %**	**36 %**	**38 %**	**40 %**	**41 %**	**41 %**	**42 %**	**44 %**	**45 %**
Total Telecommunications Revenues (Wholesale + Retail)	Local Service [3]	$98,313	$95,455	$93,105	$90,969	$90,495	$87,162	$83,572	$77,048	$72,964	$65,576
	Mobile Service	107,392	105,147	98,160	86,996	75,262	65,636	56,952	52,890	39,631	33,379
	Toll Service	46,347	46,159	42,837	41,450	39,678	36,342	34,075	31,885	29,405	25,975
	Universal Service Surcharges [13]	8,986	9,964	8,986	9,083	9,041	9,135	8,319	8,438	8,447	8,059
	Total Telecommunications Revenues	**$261,038**	**$256,725**	**$243,088**	**$228,499**	**$214,477**	**$198,276**	**$182,918**	**$170,262**	**$150,447**	**$132,989**
	Intrastate	153,854	148,363	136,530	124,021	112,367	101,347	92,797	85,022	72,777	63,843
	Interstate and International [8]	107,184	108,362	106,559	104,479	102,110	96,929	90,121	85,240	77,670	69,146
	Percentage Interstate/International	**41 %**	**42 %**	**44 %**	**46 %**	**48 %**	**49 %**	**49 %**	**50 %**	**52 %**	**52 %**
Total Non-Telecommunications Revenues		**$214,538**	**$219,548**	**$251,892**	**$268,804**	**$301,121**	**$311,404**	**$321,597**	**$337,212**	**$361,245**	**$379,509**
Total Reported Revenues		**$475,576**	**$476,272**	**$494,981**	**$497,303**	**$515,598**	**$509,679**	**$504,516**	**$507,474**	**$511,692**	**$512,497**

[1] Data include revenues for *de minimis* filers, as well as for other carriers that are exempt from universal service contribution requirements.

[2] Wholesale revenues are reported on the FCC Form 499-A as sales to other universal service contributors for resale. This includes, for example, access services that local exchange carriers provide to toll carriers. Sales to de minimis resellers, end-user customers, government-only providers, international-only providers, and any other non-contributors are treated as end-user revenues. Filers contribute to the universal service funding mechanisms based on their end-user interstate and international revenues. See Table 1.5 for further details on the USF (Universal Service Fund) contribution base.

[3] Payphone revenues and interconnected Voice over Internet Protocol (VoIP) revenues are included with local service revenues in this table.

[4] The sum of Lines 303a to 308a from Form 499-A.

[5] Line 309a from Form 499-A.

[6] The sum of Lines 310a to 314a from Form 499-A.

[7] The sum of Lines 303a to 314a, minus the sum of Lines 303d to 314d, minus the sum of Lines 303e to 314e from Form 499-A.

[8] Revenues from calls that both originate and terminate in foreign points are reported as end-user revenues and are included in this table, but are not included in the universal service contribution base. This line best represents the USF contribution base, which is further described in Table 1.5.

[9] The sum of Lines 303d to 314d, plus the sum of Lines 303e to 314e from Form 499-A.

[10] The sum of Lines 404a to 408a from Form 499-A.

[11] The sum of Lines 409a and 410a from Form 499-A.

[12] The sum of Lines 411a to 417a from Form 499-A.

[13] Line 403a from Form 499-A. Surcharges are contribution amounts passed through to end users.

[14] The sum of Lines 403a to 417a, minus the sum of Lines 403d to 417d, minus the sum of Lines 403e to 417e from Form 499-A.

[15] This line best represents the USF (Universal Service Fund) contribution base, which is further described in Table 1.5. Amounts are calculated using the sum of Lines 403d to 417d, plus the sum of Lines 403e to 417e from Form 499-A. This is different from billed interstate and international end user revenue, which does not include international-to-international revenues and uncollected revenues.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-A for 2020 based on filings as of August 23, 2021.

Table 1.3 – 2020 Filer Revenues by Service Type: Top 10 Affiliated Entities vs. Other Companies
(in Millions of Dollars)

		Top 10 Affiliated Entities[1]	Other Companies	Total
Local Service and Payphone Revenues	Local Exchange [2]	$ 12,405	$ 3,710	$ 16,115
	Pay Telephone [3]	2	284	286
	Local Private Line [4]	16,584	5,024	21,608
	VoIP [5]	10,178	4,139	14,317
	Other Local [6]	772	391	1,164
	Federal and State USF Support [7]	2,475	4,009	6,484
	Subscriber Line Charges [8]	2,442	903	3,345
	Access [9]	1,277	980	2,257
	Total Local Service and Payphone Revenues	**46,136**	**19,440**	**65,576**
Mobile Revenues	**Total Mobile Service Revenues [10]**	**29,388**	**3,991**	**33,379**
Toll Service Revenues	Operator [11]	100	1,363	1,464
	VoIP [12]	1,695	796	2,491
	Non-Operator Switched Toll [13]	5,555	3,499	9,054
	Long Distance Private Line [14]	8,733	1,966	10,698
	Other Long Distance [15]	670	1,598	2,268
	Total Toll Service Revenues	**16,753**	**9,222**	**25,975**
Total Local, Mobile, and Toll Revenues		**92,277**	**32,653**	**124,930**
Universal Service Surcharges [16]		6,554	1,504	8,059
Total Telecommunications Revenues [17]		**98,831**	**34,157**	**132,989**
Total Non-Telecommunications Revenues [18]		267,806	111,703	379,509
Total Reported Revenues		**$ 366,637**	**$ 145,860**	**$ 512,497**

1 The "Top 10 Affiliated Entities" are those with the greatest telecommunications revenues as defined by the sum of Lines 315a and 420a on Form 499-A. These companies are (in alphabetical order): América Móvil, AT&T Inc., Charter Communications, Comcast Corporation, Cox Communications, Frontier Communications Corporation, Lumen Technologies, Inc., T-Mobile USA, Verizon Communications, and Windstream Holdings, Inc.. The affiliated entity structure is current as of year-end 2020.

2 The sum of Lines 303.1a, 303.2a, 404.1a, 404.2a, and 404.3a from Form 499-A.

[3] The sum of Lines 306a and 407a from Form 499-A.

[4] The sum of Lines 305.1a, 305.2a, and 406a from Form 499-A.

[5] The sum of Lines 404.4a and 404.5a from Form 499-A.

[6] The sum of Lines 307a and 408a from Form 499-A.

[7] Line 308a from Form 499-A.

[8] Line 405a from Form 499-A. As of 2012, includes Access Recovery Charge (ARC).

[9] The sum of Lines 304.1a and 304.2a from Form 499-A.

[10] The sum of Lines 309a, 409a, and 410a from Form 499-A.

[11] The sum of Lines 310a, 411a, 412a, and 413a from Form 499-A.

[12] Line 414.2a from Form 499-A.

[13] The sum of Lines 311a and 414.1a from Form 499-A.

[14] The sum of Lines 312a and 415a from Form 499-A.

[15] The sum of Lines 313a, 314a, 416a, and 417a from Form 499-A.

[16] Amounts are calculated using Line 403a from Form 499-A. The surcharge figure indicates only surcharges that have been explicitly reported as such in the Form 499-A and does not account for implicit surcharge revenues where carriers collect the surcharge through higher prices.

[17] Subtotal includes surcharge.

[18] Line 418a from Form 499-A.

Note: Detail may not add to totals due to rounding.
Source: FCC Form 499-A based on filings as of August 23, 2021.

Table 1.4 – Telecommunications Revenue Reported on FCC Form 499-Q: 2019 – 2021
(in Millions of Dollars)

Data from FCC Form 499-Q			All Filers	LIRE Exemption[1]	Total Less LIRE
Projected Revenues for 2019	Interstate and International	Retail (End User) Billed	49,108		
		Retail Net of Uncollectibles	48,742	(1,694)	47,048
		Implied Uncollectible Rate	0.7 %		
Historical Revenues Reported for 2019	Intrastate, Interstate, and International	Wholesale (Carrier's Carrier) Billed	39,557		
		Retail (End User) Billed	109,012		
		Total Revenue	148,568		
	Interstate and International	Retail (End User) Billed	47,256		
Projected Revenues for 2020	Interstate and International	Retail (End User) Billed [6]	44,700		
		Retail Net of Uncollectibles [7,8]	44,363	(1,581)	42,781
		Implied Uncollectible Rate	0.8 %		
Historical Revenues Reported for 2020	Intrastate, Interstate, and International	Wholesale (Carrier's Carrier) Billed [9]	36,342		
		Retail (End User) Billed [10]	95,986		
		Total Revenue	132,328		
	Interstate and International	Retail (End User) Billed [11]	42,987		
Projected Revenues for 2021	Interstate and International	Retail (End User) Billed [6]	42,234		
		Retail Net of Uncollectibles [7,8]	41,943	(1,460)	40,482
		Implied Uncollectible Rate	0.7 %		
Historical Revenues Reported for First Half of 2021	Intrastate, Interstate, and International	Wholesale (Carrier's Carrier) Billed [9]	18,868		
		Retail (End User) Billed [10]	46,385		
		Total Revenue	65,254		
	Interstate and International	Retail (End User) Billed [11]	21,598		

[1] A provider receives the Limited International Revenue Exemption (LIRE) and its international revenues are excluded from the contribution base if the total amount of interstate end-user revenues for the filing entity, consolidated with all affiliates, is less than 12% of the total of interstate and international end-user revenues for the filing entity consolidated with all affiliates. Affiliated filer entities who do not pass the 12% rule, but whose USF obligation exceeds its interstate revenue, may be considered for the LIRE exemption on a case-by-case basis. See 47 C.F.R. § 54.706(c). In addition, filers that provide only international services are exempt regardless of services offered by affiliates.

[2] Projected intrastate revenues are not reported on FCC Form 499-Q.

[3] Prior to 2014, this line was referred to as "Billed to End Users."

[4] Prior to 2014, this line was referred to as "Collected from End Users."

[5] Prior to 2014, this line was referred to as "Billed to Resellers."

[6] Projected revenues billed to end users are calculated using the sum of Lines 119b and 119c from Form 499-Q.

[7] Projected revenues collected from end users are calculated using the sum of Lines 120b and 120c from Form 499-Q.

[8] Projected LIRE exempt revenues are calculated using the sum of Lines 120b and 120c in the Form 499Q filings from those filers who are LIRE-exempt.

[9] Historical revenues billed to wholesaler is calculated using Line 115a from Form 499-Q.

[10] Historical revenues billed to retail is calculated using Line 116a from Form 499-Q.

[11] Interstate and international historical revenues billed to end users is calculated using the sum of Lines 116b and 116c from Form 499-Q.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-Q as of August 23, 2021.

Table 1.5 – USF Contribution Base by Year: 2011 – 2020[1]

(in Millions of Dollars)

	Revenues Subject to USF Contribution	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
	Billed interstate and international retail (end-user) revenues (includes Universal Service Surcharge) [2]	$70,323	$70,122	$68,399	$66,846	$63,930	$60,181	$55,733	$53,098	$47,464	$43,236
less	revenues for international-to-international services [3]	452	638	589	579	361	174	150	198	215	134
less	international revenues of international-only filers and international revenues that were excluded because of the LIRE Exemption[4]	3,118	2,934	2,994	2,828	2,790	2,084	2,007	1,623	1,652	1,388
less	interstate and other international revenues for filers who are de minimis or otherwise exempt from universal service support requirements	24	21	23	26	26	26	27	28	27	26
less	uncollectible contribution base revenues[5]	785	711	611	530	470	427	355	330	314	267
equals		$65,944	$65,816	$64,182	$62,884	$60,282	$57,471	$53,193	$50,919	$45,255	$41,421

1 This table shows the contribution base for the Universal Service Fund (USF), but the actual amounts used for determining contributions may differ due to the following factors: (1) Adjustments are made by the Administrator to account for additional and corrected filings received; (2) Exempt amounts were based on revenues and the filer type (i.e., principal business activity) information contained in the FCC Form 499-A filings; (3) The Administrator may use carrier type, revenue type, Line 603 exemption certifications, and additional information requested from filers to determine which filers are required to contribute; (4) The Administrator bills delinquent filers based on estimated revenues and may, in some instances, include estimated revenue amounts in contribution base amounts; (5) The universal service contribution factors are set quarterly based on FCC Form 499-Q filings; and (6) FCC Form 499-A data are used for true-up and auditing purposes. As a result of these factors, actual contribution bases have been based on different amounts than those shown.

2 Amounts are calculated using the sum of Lines 403 to 417, parts d and e, on Form 499-A

3 Amounts are calculated using line 412e on Form 499-A

4 A provider receives the Limited International Revenue Exemption (LIRE) and its international revenues are excluded from the contribution base if the total amount of interstate end-user revenues for the filing entity consolidated with all affiliates is less than 12% of the total of interstate and international end-user revenues for the filing entity consolidated with all affiliates. Affiliated filer entities who do not pass the 12% rule, but whose USF obligation exceeds its interstate revenue may request to be considered for the LIRE exemption on a case-by-case basis. See 47 C.F.R. § 54.706(c). In addition, filers that provide only international services are exempt regardless of services offered by affiliates.

5 Does not include uncollectible amounts associated with filers who are de minimis or LIRE exempt. Amounts are calculated using the sum of Lines 422, parts d and e of Form 499-A.

Note: Detail may not add to totals due to rounding.

Source: FCC Form 499-Q based on filings as of August 23, 2021.

Table 1.6 – Universal Service Fund Contribution Factor[1]

Year	Quarter	Contribution Factor
2012	First Quarter	17.9
	Second Quarter	17.4
	Third Quarter	15.7
	Fourth Quarter	17.4
2013	First Quarter	16.1
	Second Quarter	15.5
	Third Quarter	15.1
	Fourth Quarter	15.6
2014	First Quarter	16.4
	Second Quarter	16.6
	Third Quarter	15.7
	Fourth Quarter	16.1
2015	First Quarter	16.8
	Second Quarter	17.4
	Third Quarter	17.1
	Fourth Quarter	16.7
2016	First Quarter	18.2
	Second Quarter	17.9
	Third Quarter	17.9
	Fourth Quarter	17.4
2017	First Quarter	16.7
	Second Quarter	17.4
	Third Quarter	17.1
	Fourth Quarter	18.8
2018	First Quarter	19.5
	Second Quarter	18.4
	Third Quarter	17.9
	Fourth Quarter	20.1
2019	First Quarter	20.0
	Second Quarter	18.8
	Third Quarter	24.4
	Fourth Quarter	25.0
2020	First Quarter	21.2
	Second Quarter	19.6
	Third Quarter	26.5
	Fourth Quarter	27.1
2021	First Quarter	31.8
	Second Quarter	33.4
	Third Quarter	31.8
	Fourth Quarter	29.1

[1] Carriers contribute based on projected, collected, end-user interstate and international telecommunications revenues.

Source: Quarterly Public Notices on universal service contribution factors are in CC Docket 96-45. See http://www.fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support

Table 1.7 – Billed Interstate and International Retail Communications Revenues by Top 10 Affiliated Entities vs. Other Companies: 2011 – First Half 2021[1]

(in Millions of Dollars)

	Top 10 Affiliated Entities[2]	Other Companies	Total	Top 10 Share
2011	$54,206	$15,665	$69,871	78 %
2012	53,671	15,813	69,483	77
2013	52,779	15,031	67,810	78
2014	52,739	13,528	66,267	80
2015	50,083	13,485	63,568	79
2016	47,638	12,369	60,008	79
2017	44,897	10,686	55,582	81
2018	42,405	10,495	52,900	80
2019	36,900	10,349	47,249	78
2020	33,382	9,721	43,102	77
First Half 2021[3]	15,859	4,489	20,348	78

1 Revenues are calculated as the sum of Lines 403d to 417d (interstate end user revenue) and 403e to 417e (international end user revenue) minus Lines 412e from Form 499-A.

2 The "Top 10 Affiliated Entities" are those with the greatest telecommunications revenues as defined by the sum of Lines 315a and 420a on Form 499-A. These companies, for 2021, are (in alphabetical order): América Móvil, AT&T Inc., Charter Communications, Comcast Corporation, Cox Communications, Frontier Communications Corporation, Lumen Technologies, Inc., T-Mobile USA, Verizon Communications, and Windstream Holdings, Inc..

3 Preliminary revenues are calculated using Line 116b plus Line 116c for each quarter in FCC Form 499-Q.
Note: Detail may not add to totals due to rounding.
Source: Data for 2020 are based on FCC Form 499-A filings as of August 23, 2021. Data for 2021 are based on FCC Form 499-Q filings as of August 23, 2021.

Table 1.8 – End User Telecommunications Revenue by State: 2019
(in Millions of Dollars)

	Intrastate	Interstate and International	Total	% Intrastate	% Interstate and International	% Total
Alabama	$796	$568	$1,364	1.30 %	1.20 %	1.25 %
Alaska	118	113	232	0.19	0.24	0.21
American Samoa	6	3	9	0.01	0.01	0.01
Arizona	1,143	949	2,092	1.87	2.00	1.92
Arkansas	503	382	885	0.82	0.80	0.81
California	7,567	5,648	13,215	12.35	11.90	12.15
Colorado	1,074	926	2,000	1.75	1.95	1.84
Connecticut	755	625	1,380	1.23	1.32	1.27
Delaware	201	181	382	0.33	0.38	0.35
District of Columbia	345	308	652	0.56	0.65	0.60
Florida	3,518	2,716	6,235	5.75	5.72	5.73
Georgia	1,877	1,334	3,212	3.06	2.81	2.95
Guam	32	23	55	0.05	0.05	0.05
Hawaii	266	212	478	0.43	0.45	0.44
Idaho	272	237	510	0.44	0.50	0.47
Illinois	2,397	1,931	4,328	3.91	4.07	3.98
Indiana	1,093	900	1,993	1.78	1.90	1.83
Iowa	620	465	1,086	1.01	0.98	1.00
Kansas	517	379	897	0.84	0.80	0.82
Kentucky	785	545	1,331	1.28	1.15	1.22
Louisiana	830	555	1,385	1.35	1.17	1.27
Maine	267	200	467	0.43	0.42	0.43
Maryland	1,258	1,122	2,380	2.05	2.36	2.19
Massachusetts	1,589	1,216	2,806	2.59	2.56	2.58
Michigan	1,664	1,264	2,928	2.72	2.66	2.69
Minnesota	1,163	922	2,085	1.90	1.94	1.92
Mississippi	430	294	725	0.70	0.62	0.67
Missouri	1,064	870	1,934	1.74	1.83	1.78
Montana	197	160	357	0.32	0.34	0.33
Nebraska	391	291	682	0.64	0.61	0.63
Nevada	518	412	931	0.85	0.87	0.86
New Hampshire	276	240	516	0.45	0.51	0.47
New Jersey	2,050	1,647	3,697	3.35	3.47	3.40
New Mexico	351	277	628	0.57	0.58	0.58
New York	4,413	3,224	7,637	7.20	6.79	7.02
North Carolina	1,778	1,331	3,109	2.90	2.80	2.86
North Dakota	161	128	289	0.26	0.27	0.27
N. Mariana Islands	10	6	16	0.02	0.01	0.01
Ohio	2,124	1,604	3,727	3.46	3.38	3.43
Oklahoma	621	458	1,079	1.01	0.96	0.99
Oregon	727	588	1,314	1.19	1.24	1.21
Pennsylvania	2,661	2,078	4,738	4.34	4.38	4.36
Puerto Rico	524	403	927	0.85	0.85	0.85
Rhode Island	208	147	354	0.34	0.31	0.33
South Carolina	865	632	1,497	1.41	1.33	1.38
South Dakota	192	129	321	0.31	0.27	0.29
Tennessee	1,192	852	2,044	1.94	1.80	1.88
Texas	4,682	3,600	8,282	7.64	7.58	7.62
Utah	485	413	897	0.79	0.87	0.83
Vermont	148	127	275	0.24	0.27	0.25
Virgin Islands	20	20	41	0.03	0.04	0.04
Virginia	1,701	1,427	3,128	2.77	3.01	2.88
Washington	1,349	1,099	2,448	2.20	2.31	2.25
West Virginia	350	314	663	0.57	0.66	0.61
Wisconsin	1,043	871	1,914	1.70	1.84	1.76
Wyoming	109	96	205	0.18	0.20	0.19
Total	$61,296	$47,464	$108,760	100.00 %	100.00 %	100.00 %

Note: Figures may not add to totals due to rounding.

Source: FCC/OEA (Office of Economics and Analytics) staff estimates. For methodology end-user revenue per state, see Supplemental Table S.1.4 Estimating End User Revenues Technical Appendix at http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports

Table 1.9 – Universal Service Support Mechanisms by State: 2020
(Annual Payments and Contributions in Thousands of Dollars)

	Payments from USF to Providers						Estimated Contributions [2]		Estimated Net Dollar Flow [3]
	High-Cost Support [1]	Low-Income Support	Schools & Libraries	Rural Health Care	Total				
					Amount	% of Total	Amount	% of Total	
Alabama	$92,020	$8,562	$42,931	$3,056	$146,569	1.77 %	$101,445	1.20 %	$45,124
Alaska	167,797	7,258	72,886	36,707	284,648	3.44	20,189	0.24	264,459
American Samoa	3,287	97	457	0	3,842	0.05	623	0.01	3,219
Arizona	81,063	29,699	58,078	13,115	181,955	2.20	169,465	2.00	12,491
Arkansas	119,522	8,085	20,522	10,507	158,635	1.92	68,203	0.80	90,432
California	158,665	162,182	229,430	14,955	565,232	6.83	1,008,798	11.90	-443,566
Colorado	63,871	6,108	22,123	16,853	108,954	1.32	165,336	1.95	-56,381
Connecticut	435	7,479	15,030	511	23,455	0.28	111,609	1.32	-88,155
Delaware	287	1,402	3,384	0	5,073	0.06	32,352	0.38	-27,280
District of Columbia	0	1,829	8,968	0	10,797	0.13	54,949	0.65	-44,152
Florida	41,420	39,875	85,951	4,795	172,042	2.08	485,145	5.72	-313,102
Georgia	120,936	27,637	59,797	9,033	217,403	2.63	238,291	2.81	-20,888
Guam	12,872	51	397	124	13,444	0.16	4,189	0.05	9,255
Hawaii	6,240	730	6,586	27	13,583	0.16	37,822	0.45	-24,240
Idaho	56,161	1,037	15,293	4,978	77,468	0.94	42,374	0.50	35,094
Illinois	133,555	21,350	70,776	6,208	231,889	2.80	344,902	4.07	-113,013
Indiana	126,282	13,386	42,160	9,756	191,584	2.32	160,747	1.90	30,837
Iowa	226,177	4,965	19,680	3,940	254,762	3.08	83,135	0.98	171,627
Kansas	176,443	3,916	25,235	3,457	209,050	2.53	67,744	0.80	141,305
Kentucky	157,885	13,224	39,094	5,322	215,526	2.60	97,373	1.15	118,152
Louisiana	80,517	19,439	31,675	3,504	135,135	1.63	99,149	1.17	35,986
Maine	35,184	1,940	6,546	5,481	49,151	0.59	35,800	0.42	13,350
Maryland	3,693	14,458	23,649	2,666	44,465	0.54	200,396	2.36	-155,931
Massachusetts	2,852	11,188	25,601	1,585	41,225	0.50	217,266	2.56	-176,041
Michigan	120,603	25,230	38,555	9,862	194,251	2.35	225,843	2.66	-31,592
Minnesota	248,057	7,746	23,339	3,170	282,312	3.41	164,755	1.94	117,557
Mississippi	164,497	6,642	15,823	7,855	194,817	2.35	52,579	0.62	142,238
Missouri	211,986	9,158	42,394	10,270	273,808	3.31	155,337	1.83	118,471
Montana	138,789	612	4,448	863	144,712	1.75	28,542	0.34	116,170
Nebraska	122,807	494	10,225	2,519	136,046	1.64	52,019	0.61	84,026
Nevada	21,791	7,250	9,783	419	39,242	0.47	73,672	0.87	-34,430
New Hampshire	11,547	630	2,975	129	15,282	0.18	42,955	0.51	-27,673
New Jersey	1,151	14,155	45,036	0	60,342	0.73	294,138	3.47	-233,795
New Mexico	89,649	16,475	37,678	4,785	148,587	1.80	49,468	0.58	99,119
New York	56,989	52,296	135,672	5,607	250,563	3.03	575,828	6.79	-325,265
North Carolina	77,982	14,187	72,433	10,027	174,628	2.11	237,729	2.80	-63,100
North Dakota	180,858	1,003	2,050	1,054	184,965	2.24	22,818	0.27	162,147
N. Mariana Islands	3,209	183	252	0	3,643	0.04	1,005	0.01	2,638
Ohio	84,766	34,848	62,536	6,674	188,824	2.28	286,402	3.38	-97,578
Oklahoma	161,053	55,651	41,801	5,558	264,063	3.19	81,774	0.96	182,289
Oregon	87,181	5,086	15,752	2,927	110,946	1.34	104,948	1.24	5,998
Pennsylvania	58,591	32,579	53,541	3,174	147,884	1.79	371,062	4.38	-223,178
Puerto Rico	119,835	50,255	50,032	0	220,123	2.66	72,055	0.85	148,067
Rhode Island	69	2,152	5,069	0	7,290	0.09	26,241	0.31	-18,951
South Carolina	122,152	11,348	27,497	5,093	166,091	2.01	112,818	1.33	53,272
South Dakota	126,113	1,330	4,813	3,798	136,054	1.64	22,995	0.27	113,059
Tennessee	102,202	11,919	66,294	3,674	184,089	2.22	152,235	1.80	31,854
Texas	298,424	38,689	225,886	21,793	584,791	7.07	642,994	7.58	-58,203
Utah	43,798	2,349	16,479	1,636	64,263	0.78	73,708	0.87	-9,445
Vermont	22,873	914	2,779	283	26,849	0.32	22,654	0.27	4,195
Virgin Islands	17,338	108	214	24	17,684	0.21	3,640	0.04	14,044
Virginia	79,821	10,679	36,413	6,867	133,780	1.62	254,940	3.01	-121,161
Washington	90,817	14,123	32,872	9,650	147,461	1.78	196,248	2.31	-48,786
West Virginia	59,451	6,305	15,950	4,557	86,263	1.04	56,009	0.66	30,253
Wisconsin	225,539	13,296	31,909	8,807	279,551	3.38	155,623	1.84	123,928
Wyoming	45,461	72	3,025	275	48,832	0.59	17,142	0.20	31,691
Total	$5,062,559	$853,660	$2,059,772	$297,929	$8,273,920	100.00 %	$8,477,479	100.00 %	-$203,558

[1] High-cost support excludes penalties withheld from Mobility Fund and includes recovered forfeited funds for Connect America Fund (CAF)-Phase I Support.

[2] Contributions include administrative cost of approximately $204 million, as shown in Universal Service Administration Company (USAC) Annual Report. Allocation of contributions among states is an FCC staff estimate. See the Technical Appendix at http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports.

[3] Net dollar flow is positive when payments from USF (Universal Service Fund) to carriers exceed contributions to USF. Total is negative because of administrative expenses.

Note: Figures may not add due to rounding.

Table 1.10 – Universal Service Disbursements 2001 – 2020
(in Millions of Dollars)

Year	High-Cost Support	Low-Income Support	Rural Health Care	Schools and Libraries	Total
2001	$2,602	$584	$8	$1,464	$4,659
2002	2,978	673	16	1,683	5,350
2003	3,273	713	3	1,644	5,633
2004	3,488	759	1	1,076	5,324
2005	3,824	809	26	1,862	6,520
2006	4,096	820	41	1,669	6,626
2007	4,287	823	37	1,808	6,955
2008	4,478	819	49	1,760	7,106
2009	4,292	1,025	72	1,878	7,268
2010	4,268	1,316	110	2,282	7,976
2011	4,031	1,751	141	2,233	8,156
2012	4,147	2,189	155	2,218	8,710
2013	4,165	1,798	159	2,204	8,326
2014	3,733	1,660	193	2,269	7,855
2015	4,499	1,514	279	2,080	8,372
2016	4,491	1,537	298	2,387	8,712
2017	4,683	1,287	262	2,650	8,882
2018	4,836	1,162	299	2,185	8,482
2019	5,147	982	252	1,969	8,349
2020	5,063	854	298	2,060	8,274

Notes: Figures may not add due to rounding. The figures used in this table are for the calendar year and include disbursements that were committed over several years but paid out in the respective calendar year. In Sections 4 and 5, figures for the Schools and Libraries program and the Rural Health Care program are reported based on fiscal year rather than calendar year. High-cost support excludes penalties for Mobility Fund and includes recovered forfeited funds for Connect America Fund (CAF)-Phase I Support.

Source: Universal Service Administration Company (USAC).

Table 1.11 – Universal Service Program Requirements and Contribution Factors for 2021
(in Millions of Dollars)

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Full Year
High Cost					
High Cost Loop Support	$95.40	$95.68	$92.71	$91.09	$374.88
Broadband Loop Support	$195.89	$195.86	$196.30	$241.41	$829.46
CAF - Phase I Frozen Support [1]	$19.25	$11.65	$11.70	$10.95	$53.55
Frozen Competitive ETC Support [2]	$96.59	$96.04	$94.87	$93.98	$381.48
CAF - Intercarrier Compensation Support	$99.00	$98.99	$99.18	$99.01	$396.18
CAF - Phase II Auction	$38.70	$38.70	$38.70	$38.70	$154.80
CAF - Phase II Cost Model	$379.42	$379.42	$379.42	$379.42	$1,517.68
Alternative Connect America Cost Model I & II	$234.99	$235.37	$235.37	$235.37	$941.10
Alaska Plan Support	$32.08	$32.08	$32.08	$32.08	$128.32
Uniendo a Puerto Rico/Connect USVI	$24.19	$26.86	$26.86	$26.86	$104.77
Rural Digital Opportunity Fund	$0.00	$218.30	$100.60	$100.60	$419.50
Prior Period Adjustment	$127.18	-$32.77	-$35.69	-$229.56	-$170.84
USAC Administrative Costs	$16.50	$17.34	$17.22	$17.22	$68.28
Program Total	$1,359.19	$1,413.52	$1,289.32	$1,137.13	$5,199.16
Low Income					
Lifeline Assistance	$215.30	$231.98	$242.42	$237.19	$926.89
Link-Up	$0.03	$0.04	$0.04	$0.03	$0.14
Prior Period Adjustment	$30.62	$6.43	$27.37	-$22.65	$41.77
USAC Administrative Costs	$16.37	$16.37	$16.43	$16.36	$65.53
Program Total	$262.32	$254.82	$286.26	$230.93	$1,034.33
Rural Health					
Rural Health Care Support	$144.94	$144.66	$147.00	$146.66	$583.26
Prior Period Adjustment	$15.69	-$1.83	-$3.62	$0.11	$10.35
USAC Administrative Costs	$6.25	$6.53	$6.01	$6.35	$25.14
Program Total	$166.88	$149.36	$149.39	$153.12	$618.75
Connected Care Pilot Program					
Connected Care Pilot Program[5]	$8.33	$8.33	$8.33	$8.33	$33.32
Prior Period Adjustment	$0.00	-$0.17	-$0.03	-$0.09	-$0.29
USAC Administratice Costs	$0.00	$0.60	$0.29	$0.31	$1.20
Program Total	$8.33	$8.76	$8.59	$8.55	$34.23
Schools & Libraries					
Schools and Libraries Support	$534.10	$626.10	$573.39	$573.39	$2,306.98
Prior Period Adjustment	$57.38	-$11.23	-$13.43	$0.45	$33.17
USAC Administrative Costs	$19.79	$19.74	$19.88	$20.30	$79.71
Program Total	$611.27	$634.61	$579.84	$594.14	$2,419.86
Grand Total	$2,407.99	$2,461.07	$2,313.40	$2,123.87	$9,306.33
Applicable interstate and international end-user revenues					
Reported contribution base revenues	$10,068.71	$9,905.67	$9,665.94	$9,517.30	
Circulatory Adjustment					
Amount carriers will contribute to USF in this quarter	-$2,407.99	-$2,461.07	-$2,313.40	-$2,123.87	
Subtotal	$7,660.72	$7,444.60	$7,352.54	$7,393.43	
Adjustment factor for uncollectibles	1.0%	1.0%	1.0%	1.0%	
Adjusted contribution base	$7,584.11	$7,370.15	$7,279.01	$7,319.50	
Contribution factor	31.8%	33.4%	31.8%	29.1%	

1 In the *USF/ICC Transformation Order*, the Commission converted support received by price cap carriers and their rate-of-return affiliates, including IAS, HCMS, ICLS, LSS, and HCLS, to CAF Phase I Frozen Support. *USF/ICC Transformation Order*, paras. 128-157.

2 In the *USF/ICC Transformation Order*, the Commission froze support received by competitive ETCs, including IAS, HCMS, ICLS, LSS, and HCLS at 2011 levels, effective January 1, 2012, and began phasing the frozen support down effective July 1, 2012. *USF/ICC Transformation Order*, paras. 498-532.

3 "To secure the funds for the Pilot Program, we direct USAC to separately collect funds for the Pilot Program each quarter beginning with the demand filing for the fourth quarter of 2020," *Promoting Telehealth for Low-Income Consumers, COVID-19 Telehealth Program, WC Docket Nos. 18-213 and 20-89, Report and Order, FCC 20-44, para. 42 (2020).*

Table 1.12 - Number of Telecommunications Service Providers by Size of Business

(As of December 31, 2020)

Type of Provider	Number of FCC Form 499-A Filers [1]	Filers that in Combination with Affiliates Have	
		1,500 or Fewer Employees [2]	More than 1,500 Employees [2]
Incumbent LEC (ILEC)	1,227	929	298
CAP / CLEC	743	653	90
Cable / Coax CLEC	110	104	6
Interconnected VoIP	2,336	2,300	36
Non-Interconnected VoIP	233	231	2
Shared-Tenant Service Provider	28	28	0
Audio Bridge Service Provider	98	97	1
Local Reseller	293	289	4
Other Local	115	106	9
Total Local Competitors	3,956	3,808	148
Total Fixed Local Service Providers	5,183	4,737	446
Payphone Service Provider	58	57	1
Private Service Provider	262	243	19
Cellular / PCS / SMR	288	214	74
Paging & Messaging	90	90	0
SMR (dispatch)	119	119	0
Wireless Data	269	264	5
Other Mobile	31	28	3
Total Wireless Service Providers	797	715	82
Interexchange Carrier	151	131	20
Operator Service Provider	32	32	0
Prepaid Card	79	78	1
Satellite [3]	71	48	23
Toll Reseller	518	495	23
Other Toll	115	113	2
Total Toll Service Providers	966	897	69
All Filers	7,266	6,649	617

Holding Company Analysis			
Filers without Affiliates:			
Holding Company Level	5,065	5,043	22
Filer Level	5,065	5,043	22
Filers with Affiliates [4]			
Holding Company Level	589	554	35
Filer Level	2,201	1,606	595
Total, Holding Company level	5,654	5,597	57
Total, Filer Level	7,266	6,649	617

Note: Estimates are based on gross revenue data filed on the 2020 FCC Form 499-A worksheets and public employment data from FCC Form 395 and Securities and Exchange Commission filings. Filers were considered affiliated based on information from their FCC Form 499-A filings. These estimates do not reflect affiliates that do not file the FCC Form 499-A, such as firms that are not in the telecommunications business or firms that operate solely outside the United States.

1 While FCC Form 499-A filings are not publicly available, filer registration information is searchable only at https://apps.fcc.gov/cgb/form499/499a.cfm.

2 Employee counts are estimated at the holding company level, yet presented at the filer level. If our analysis indicates that, at the holding company level, a group of filers together employs more than 1,500 people, then each of the individual filer that comprise the holding company are entered in the column labeled as such. Therefore, our estimates do not imply that each or any of the individual filers alone employs more than 1,500 persons.

3 Satellite holding companies are defined as large if they have total revenue more than $35 million, in accordance with the Small Business Association guidelines.

4. In some cases, affiliated companies may file a single FCC Form 499A for all operations. Such consolidated filings are included in this category.

Source: FCC Form 499-A filings and IAD staff estimates.

Section 2 – Lifeline (Low Income)

Overview – Lifeline and Link Up Programs for Low-Income Consumers

Since 1985, the Universal Service Lifeline program has provided a discount on phone service for qualifying low-income consumers to ensure that all Americans have the opportunities and security that phone service brings, including being able to connect to jobs, family and emergency services. Recently, the Commission has made ensuring the availability of broadband service for low-income Americans a goal of the Lifeline program. In 2016, the Commission adopted an order to comprehensively reform the Lifeline program. Among other things, the Commission began providing Lifeline support for qualifying broadband service in the Lifeline program, set out minimum service standards for Lifeline-supported services, and directed USAC to establish a National Eligibility Verifier to make independent subscriber eligibility determinations. As of December 2020, the National Verifier has fully launched in all states and territories.

The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands. The Link Up program offsets the cost-of-service activation to qualifying low-income households. Since 2013, Link Up has been available only on Tribal lands. Consumers with proper proof of eligibility may be qualified to enroll. To participate in the Lifeline or Link Up program, consumers must have an income that is at or below 135% of the Federal Poverty Guidelines or participate in a qualifying assistance program. The Lifeline and Link Up programs are administered by the Universal Service Administrative Company (USAC).

Additional information about the Lifeline program can be found on the Commission's website at http://www.fcc.gov/lifeline and on USAC's website at https://www.usac.org/lifeline/. Please note that the information provided in this report is based upon the program rules through November 2021.

Table 2.1 - Lifeline Subscribers and Link Up Beneficiaries
(in Thousands)

Year	Lifeline			Link Up		
	Non-Tribal	Tribal	Total	Non-Tribal	Tribal	Total
1987			1,063			8
1988			1,829			106
1989			2,115			207
1990			2,467			513
1991			2,984			640
1992			3,440			743
1993			3,972			737
1994			4,423			838
1995			4,914			824
1996			5,233			808
1997 [1]			5,111			
1998	5,376	0	5,376	2,195	0	2,195
1999	5,638	0	5,638	1,835	0	1,835
2000	5,856	4	5,861	1,690	2	1,692
2001	6,088	53	6,140	1,670	23	1,694
2002	6,393	111	6,504	1,657	30	1,687
2003	6,352	146	6,498	1,662	23	1,685
2004	6,612	176	6,788	1,670	42	1,712
2005	6,829	234	7,063	1,672	90	1,762
2006	6,634	287	6,921	1,553	101	1,654
2007	6,615	328	6,943	1,382	112	1,494
2008	6,382	350	6,732	1,510	118	1,627
2009	7,661	371	8,032	1,751	111	1,862
2010	9,883	382	10,265	2,509	126	2,635
2011	13,301	463	13,764	4,014	285	4,300
2012	16,405	761	17,166	1,228	180	1,408
2013	13,833	650	14,483	0	17	17
2014	12,943	502	13,445	0	29	29
2015	12,115	418	12,533	0	20	20
2016	12,424	360	12,783	0	21	21
2017	10,461	293	10,754	0	10	10
2018	9,342	258	9,600	0	12	12
2019	7,833	229	8,061	0	11	11
2020	7,148	243	7,391	0	7	7

[1] Subscriber data were not collected in 1997. Lifeline subscribership data were estimated by Universal Service Administrative Company (USAC). Link Up data were not estimated.

Notes: The Lifeline subscribers and Link Up beneficiaries represent USAC data for the time period January through December, including true-ups reported through August 2021. Data for 2014-2019 were revised because carriers can revise their filings. When carriers revise their line counts up, they receive more support and when carriers revise their line counts down, they receive less support.

Source: Universal Service Administrative Company.

Table 2.2 – Low Income Claims
(in Thousands of Dollars)

	Lifeline					Link Up			Total
Year	General	Additional Tribal [2]	TLS [3]	PICC [4]	Total	Non-Tribal	Tribal	Total	
1988	$31,952	$0	$0	$0	$31,952	$1,991	$0	$1,991	$33,943
1989	50,878	0	0	0	50,878	4,480	0	4,480	55,358
1990	62,464	0	0	0	62,464	11,351	0	11,351	73,815
1991	79,104	0	0	0	79,104	13,705	0	13,705	92,809
1992	93,766	0	0	0	93,766	15,342	0	15,342	109,108
1993	109,083	0	0	0	109,083	17,019	0	17,019	126,102
1994	123,284	0	0	0	123,284	18,573	0	18,573	141,857
1995	137,277	0	0	0	137,277	18,392	0	18,392	155,670
1996	148,186	0	0	0	148,186	18,247	0	18,247	166,433
1997	147,579	0	0	0	147,579	13,711	0	13,711	161,290
1998 [1]	416,504	0	2,700	2,802	422,006	42,461	0	42,461	464,467
1999	438,578	0	3,134	4,450	446,162	33,988	0	33,988	480,150
2000	482,052	522	2,846	3,168	488,588	30,411	30	30,441	519,029
2001	548,419	6,960	3,195	0	558,574	30,314	475	30,788	589,362
2002	623,350	17,955	3,779	0	645,083	30,323	700	31,022	676,106
2003	657,095	24,167	4,425	0	685,687	30,170	515	30,686	716,373
2004	695,188	30,502	5,111	0	730,800	30,898	1,230	32,129	762,929
2005	716,133	45,124	6,215	0	767,472	31,715	2,788	34,503	801,975
2006	703,958	61,524	8,885	0	774,367	29,832	2,869	32,701	807,068
2007	710,180	73,145	8,514	0	791,839	27,816	3,575	31,391	823,230
2008	695,015	80,914	8,634	0	784,563	30,682	6,578	37,260	821,823
2009	867,541	88,061	8,959	0	964,561	40,807	7,485	48,291	1,012,852
2010	1,125,599	92,877	22,197	0	1,240,674	67,268	9,798	77,066	1,317,740
2011	1,521,279	118,119	10,814	0	1,650,212	108,449	21,528	129,977	1,780,189
2012	1,919,834	210,389	6,646	0	2,136,870	34,770	11,940	46,710	2,183,580
2013	1,607,106	179,885	2,690	0	1,789,681	0	567	567	1,790,248
2014	1,491,402	137,330	0	0	1,628,731	0	640	640	1,629,372
2015	1,390,540	118,933	0	0	1,509,472	0	447	447	1,509,919
2016	1,417,006	103,308	0	0	1,520,315	0	486	486	1,520,801
2017	1,192,537	84,192	0	0	1,276,729	0	238	238	1,276,967
2018	1,064,240	74,459	0	0	1,138,700	0	256	256	1,138,956
2019	892,712	66,625	0	0	959,337	0	224	224	959,562
2020	799,337	71,675	0	0	871,012	0	161	161	871,173

1 Effective in 1998, the federal Lifeline support mechanism was expanded so that a basic level of assistance would be provided in all states. Further, the basic level of federal support was increased in 1998.

2 Tribal Lifeline subscribers also receive General support which is currently $9.25 per subscriber for qualifying broadband service or $5.25 per subscriber for qualifying voice service. This amount is not included in Additional Tribal support.

3 TLS is an abbreviation for toll limitation service.

4 Carriers no longer charge a residential Presubscribed Interexchange Carrier Charge (PICC) as of July 1, 2000.

Notes: Data for 2014-2019 were updated to account for true-ups.

Source: Universal Service Administrative Company.

Table 2.3 – Low Income Claims by State: 2020
(in Thousands of Dollars)

Low-Income Claims by State: 2020 (in Thousands of Dollars)					
State or Jurisdiction	Lifeline		Link Up		Total
	General	Additional Tribal	Non-Tribal	Tribal	
Alabama	$8,591	$75	$0	$0	$8,667
Alaska	2,191	5,856	0	7	8,055
American Samoa	103	0	0	0	103
Arizona	18,112	12,079	0	71	30,262
Arkansas	8,258	1	0	0	8,259
California	165,947	81	0	0	166,028
Colorado	6,283	0	0	0	6,283
Connecticut	7,611	0	0	0	7,611
Delaware	1,418	0	0	0	1,418
District of Columbia	1,897	0	0	0	1,897
Florida	40,566	0	0	0	40,566
Georgia	28,222	0	0	0	28,222
Guam	48	0	0	0	48
Hawaii	741	25	0	0	766
Idaho	1,009	21	0	0	1,030
Illinois	21,643	0	0	0	21,643
Indiana	13,445	0	0	0	13,445
Iowa	5,043	0	0	0	5,043
Kansas	3,936	2	0	0	3,939
Kentucky	13,471	0	0	0	13,471
Louisiana	19,813	0	0	0	19,813
Maine	1,931	5	0	0	1,936
Maryland	14,659	0	0	0	14,659
Massachusetts	11,281	0	0	0	11,281
Michigan	25,665	66	0	0	25,731
Minnesota	7,126	763	0	0	7,889
Mississippi	6,697	168	0	0	6,865
Missouri	9,357	2	0	0	9,358
Montana	196	380	0	2	578
Nebraska	403	56	0	0	459
Nevada	7,214	146	0	0	7,360
New Hampshire	627	0	0	0	627
New Jersey	14,113	0	0	0	14,113
New Mexico	7,872	8,620	0	70	16,562
New York	52,860	0	0	0	52,860
North Carolina	14,381	9	0	0	14,389
North Dakota	449	580	0	0	1,029
Northern Mariana Islands	189	0	0	0	189
Ohio	35,626	0	0	0	35,626
Oklahoma	18,125	39,387	0	7	57,519
Oregon	5,232	40	0	0	5,272
Pennsylvania	32,793	0	0	0	32,793
Puerto Rico	50,977	0	0	0	50,977
Rhode Island	2,219	0	0	0	2,219
South Carolina	11,479	4	0	0	11,483
South Dakota	553	739	0	0	1,292
Tennessee	12,039	0	0	0	12,039
Texas	40,915	0	0	0	40,915
Utah	2,028	375	0	3	2,406
Vermont	912	0	0	0	912
Virgin Islands	70	0	0	0	70
Virginia	10,935	0	0	0	10,935
Washington	12,782	1,655	0	0	14,437
West Virginia	6,381	0	0	0	6,381
Wisconsin	12,871	520	0	0	13,391
Wyoming	31	19	0	0	50
Total	$799,337	$71,675	$0	$161	$871,173

Notes: These dollars represent submitted claims to Universal Service Administrative Company (USAC) for the time period January 2020 through December 2020, including true-ups reported through August 2021. Lifeline subscribers residing on Tribal lands also receive the basic support amount, which is currently $9.25 per subscriber for qualifying broadband service or $5.25 per subscriber for qualifying voice service. This amount is not included in Tribal support. For Link Up, the payments and subscribers for the two categories of recipients are kept separate.
Source: Universal Service Administrative Company.

Table 2.4 - Low-Income Claims Received by ILECs and Competitive ETCs
(in Thousands of Dollars)

	ILECs	Competitive ETCs	Total	Percent Competitive ETCs
1998	$464,207	$260	$464,467	0.1 %
1999	479,353	796	480,150	0.2
2000	517,901	1,128	519,029	0.2
2001	585,790	3,572	589,362	0.6
2002	663,009	13,097	676,106	1.9
2003	693,378	22,994	716,373	3.2
2004	723,580	39,349	762,929	5.2
2005	734,344	67,631	801,975	8.4
2006	707,135	99,933	807,068	12.4
2007	701,990	121,240	823,230	14.7
2008	674,805	147,017	821,823	17.9
2009	642,644	370,208	1,012,852	36.6
2010	595,604	722,136	1,317,740	54.8
2011	532,226	1,247,963	1,780,189	70.1
2012	450,652	1,732,928	2,183,580	79.4
2013	295,981	1,494,267	1,790,248	83.5
2014	224,012	1,405,360	1,629,372	86.3
2015	165,714	1,344,205	1,509,919	89.0
2016	133,871	1,386,930	1,520,801	91.2
2017	104,438	1,172,529	1,276,967	91.8
2018	79,322	1,059,633	1,138,956	93.0
2019	58,553	901,009	959,562	93.9
2020	40,405	830,768	871,173	95.4

Notes: Competitive Eligible Telecommunications Carriers (ETC) include both wireless and wireline carriers. Data for 2014-2019 were updated to account for true-ups.

Source: Universal Service Administrative Company.

Table 2.5 – Low-Income Claims by Program and by Affiliated Entities: 2020
(in Thousands of Dollars)

Rank	Affiliated Entity Name [1]	Lifeline Support	Link Up Support	Total Low-Income Support	Percent of Total	Cumulative Percent of Total
1	T-Mobile USA, Inc.	$243,756	$0	$243,756	28.0%	28.0%
2	América Móvil	193,976	0	193,976	22.3	50.2
3	Quadrant Holdings Group LLC	139,549	0	139,549	16.0	66.3
4	TSC Acquisition Corporation	60,131	0	60,131	6.9	73.2
5	Telrite Corporation	29,210	0	29,210	3.4	76.5
6	Smith Bagley, Inc.	24,647	121	24,768	2.8	79.4
7	Assist Wireless, LLC	23,291	0	23,291	2.7	82.0
8	Amerimex Communications Corporation	23,221	0	23,221	2.7	84.7
9	I-Wireless, LLC	15,849	0	15,849	1.8	86.5
10	Telecom Service Bureau, Inc.	13,974	0	13,974	1.6	88.1
11	AT&T Inc.	13,540	0	13,540	1.6	89.7
12	Global Connection Inc. of America	12,466	0	12,466	1.4	91.1
13	GCI Holdings LLC	7,307	0	7,307	0.8	91.9
14	Verizon Communications Inc.	6,358	0	6,358	0.7	92.7
15	Frontier Communications Corporation	5,083	0	5,083	0.6	93.3
16	TerraCom/YourTel America	4,980	0	4,980	0.6	93.8
17	NewPhone Wireless, LLC	4,779	0	4,779	0.5	94.4
18	American Broadband and Telecommunications Compar	4,765	0	4,765	0.5	94.9
19	ATN International, Inc.	4,318	0	4,318	0.5	95.4
20	Cintex Wireless, LLC	3,514	0	3,514	0.4	95.8
21	Lumen Technologies, Inc.	3,458	0	3,458	0.4	96.2
22	Boomerang Wireless, LLC	3,356	0	3,356	0.4	96.6
23	True Wireless, LLC	2,920	0	2,920	0.3	96.9
24	IM Telecom, LLC	1,902	0	1,902	0.2	97.2
25	Windstream Holdings, Inc.	1,396	0	1,396	0.2	97.3
26	North American Local, LLC	1,389	0	1,389	0.2	97.5
27	Cox Communications, Inc.	1,363	0	1,363	0.2	97.6
28	Cell Span, Inc.	1,209	0	1,209	0.1	97.8
29	Telephone and Data Systems, Inc.	960	0	960	0.1	97.9
30	Sacred Wind Enterprises, Inc.	758	22	780	0.1	98.0
	Other Carriers	17,589	17	17,607	2.0	100.0
	All Affiliated Entities	$871,012	$161	$871,173	100.0%	100.0%

[1] Affiliated entities include all commonly-controlled or commonly owned affiliates as of year-end 2020.

[2] In 2020, T-Mobile USA, Inc. owned Sprint and Virgin Mobile USA.

[3] América Móvil owns TracFone Wireless.

Source: Universal Service Administrative Company.

Table 2.6 – Total Monthly Lifeline Subscribers Since January 2016

	Subscribers (in Thousands)			Percent of Subscribers that are Wireless		
Month	**Tribal Lifeline**	**Non-Tribal Lifeline**	**Total Lifeline**	**Tribal Lifeline**	**Non-Tribal Lifeline**	**Total Lifeline**
January-16	391	12,394	12,785	84 %	89 %	89 %
February-16	391	12,362	12,753	84	89	89
March-16	397	12,434	12,831	84	89	89
April-16	402	12,566	12,967	85	90	90
May-16	405	12,636	13,041	85	90	90
June-16	349	12,726	13,075	86	90	90
July-16	338	12,790	13,128	86	90	90
August-16	332	12,428	12,761	86	90	90
September-16	332	12,493	12,825	88	91	91
October-16	334	12,397	12,731	88	91	91
November-16	327	12,187	12,514	89	91	91
December-16	317	11,672	11,989	89	91	91
January-17	300	11,041	11,341	89	91	91
February-17	301	10,883	11,184	89	91	91
March-17	301	10,721	11,022	88	91	91
April-17	297	10,513	10,810	88	90	90
May-17	298	10,461	10,759	88	91	90
June-17	298	10,481	10,778	89	91	91
July-17	292	10,385	10,677	89	91	91
August-17	290	10,287	10,577	89	91	91
September-17	287	10,210	10,498	89	91	91
October-17	285	10,276	10,561	90	91	91
November-17	283	10,182	10,465	90	91	91
December-17	282	10,087	10,370	90	92	91
January-18	279	10,024	10,303	90	92	92
February-18	277	9,912	10,189	90	92	92
March-18	271	9,822	10,094	90	92	92
April-18	268	9,602	9,870	90	92	92
May-18	261	9,456	9,717	90	92	92
June-18	259	9,336	9,594	90	92	92
July-18	257	9,184	9,441	90	92	92
August-18	250	9,079	9,329	90	92	92
September-18	250	9,030	9,281	90	92	92
October-18	243	9,010	9,254	90	93	93
November-18	243	8,857	9,100	90	93	93
December-18	233	8,793	9,026	89	93	93
January-19	233	8,762	8,994	89	93	93
February-19	235	8,649	8,884	90	93	93
March-19	226	8,579	8,805	89	93	93
April-19	225	8,500	8,725	89	93	93
May-19	225	8,444	8,669	90	93	93
June-19	227	8,368	8,596	90	93	93
July-19	227	8,200	8,426	90	94	93
August-19	229	7,268	7,497	90	93	93
September-19	232	6,756	6,987	90	92	92
October-19	230	6,943	7,173	90	93	93
November-19	228	6,825	7,053	90	93	93
December-19	228	6,698	6,926	90	93	93
January-20	220	6,495	6,715	92	93	93
February-20	222	6,492	6,714	91	93	93
March-20	226	6,564	6,789	91	93	93
April-20	230	6,777	7,007	91	93	93
May-20	233	6,983	7,216	91	93	93
June-20	238	7,065	7,303	92	93	93
July-20	246	7,177	7,422	92	94	94
August-20	252	7,319	7,570	92	94	94
September-20	257	7,454	7,710	92	94	94
October-20	261	7,644	7,905	92	94	94
November-20	265	7,830	8,095	92	94	94
December-20	267	7,978	8,245	92	94	94
January-21	269	8,156	8,425	92	95	94
February-21	269	8,327	8,596	93	95	95
March-21	271	8,481	8,752	93	95	95

Source: Universal Service Administration Company.

Table 2.7 – Lifeline De-Enrollments or Scheduled De-Enrollments Recertification by State in 2020[1]

(in Thousands)

State	As a result of ETC recertification attempt[2]	As a result of attempt by State Administrator, ETC Access to Eligibility Data, or USAC[3]	Total
Alabama	0	0	0
Alaska	0	0	0
American Samoa	0	0	0
Arizona	0	0	0
Arkansas	0	0	0
California	0	90	90
Colorado	0	0	0
Connecticut	0	0	0
Delaware	0	0	0
District of Columbia	0	0	0
Florida	1	0	1
Georgia	0	0	0
Guam	0	0	0
Hawaii	0	0	0
Idaho	0	0	0
Illinois	0	0	0
Indiana	0	0	0
Iowa	0	0	0
Kansas	0	0	0
Kentucky	0	0	0
Louisiana	0	0	0
Maine	0	0	0
Maryland	0	0	0
Massachusetts	0	0	0
Michigan	0	0	0
Minnesota	1	0	1
Mississippi	0	0	0
Missouri	0	0	0
Montana	0	0	0
Nebraska	0	0	0
Nevada	0	0	0
New Hampshire	0	0	0
New Jersey	0	0	0
New Mexico	0	0	0
New York	0	0	0
North Carolina	0	0	0
North Dakota	0	0	0
Northern Mariana Islands	0	0	0
Ohio	1	1	2
Oklahoma	0	0	0
Oregon	0	0	0
Pennsylvania	0	0	0
Puerto Rico	0	0	0
Rhode Island	0	0	0
South Carolina	0	0	0
South Dakota	0	0	0
Tennessee	0	0	0
Texas	0	16	16
Utah	0	0	0
Vermont	0	0	0
Virgin Islands	0	0	0
Virginia	0	0	0
Washington	0	0	0
West Virginia	0	0	0
Wisconsin	0	0	0
Wyoming	0	0	0
Total	4	109	113

1 Lifeline recertification and reverification requirements were temporarily waived beginning in March of 2020 due to the coronavirus COVID-19 pandemic. WC Docket No. 11-42, Order, FCC 20-285 (2020).

2 Section G of the 2020 FCC Form 555.

3 Section K of the 2020 FCC Form 555.

Source: Universal Service Administrative Company.

Table 2.8 – Low-Income Subscribers by State in 2020 by Facilities Type of Carrier
(in Thousands)

State	Non-Tribal			Tribal			All		
	Facilities-Based		Total	Facilities-Based		Total	Facilities-Based		Total
	No	Yes		No	Yes		No	Yes	
Alabama	29	50	80	#	#	#	30	50	80
Alaska	0	#	#	0	20	20	0	20	20
American Samoa	0	1	1	0	0	0	0	1	1
Arizona	84	39	124	#	41	41	85	80	165
Arkansas	55	21	75	0	#	#	55	21	75
California	926	622	1,548	#	#	#	926	623	1,549
Colorado	36	22	58	0	0	0	36	22	58
Connecticut	24	46	70	0	0	0	24	46	70
Delaware	4	9	13	0	0	0	4	9	13
District of Columbia	7	11	17	0	0	0	7	11	17
Florida	140	234	374	0	0	0	140	234	374
Georgia	187	71	257	0	0	0	187	71	257
Guam	0	1	1	0	0	0	0	1	1
Hawaii	6	1	7	#	0	#	6	1	7
Idaho	7	2	9	#	#	#	7	2	9
Illinois	117	81	198	0	0	0	117	81	198
Indiana	84	38	123	0	0	0	84	38	123
Iowa	36	11	47	#	#	#	36	11	47
Kansas	31	6	36	#	#	#	31	6	36
Kentucky	95	29	124	0	0	0	95	29	124
Louisiana	146	34	180	0	0	0	146	34	180
Maine	13	5	19	0	#	#	13	5	19
Maryland	87	46	133	0	0	0	87	46	133
Massachusetts	37	70	107	0	0	0	37	70	107
Michigan	134	101	235	#	#	#	134	101	235
Minnesota	47	17	64	1	2	3	48	19	67
Mississippi	23	38	61	1	0	1	23	38	61
Missouri	58	27	85	0	#	#	58	27	85
Montana	0	1	1	0	1	1	0	2	2
Nebraska	1	3	4	0	#	#	1	4	4
Nevada	46	19	65	#	#	#	46	20	66
New Hampshire	4	2	6	0	0	0	4	2	6
New Jersey	42	91	133	0	0	0	42	91	133
New Mexico	9	35	44	0	29	29	9	64	73
New York	180	322	502	0	#	#	180	322	502
North Carolina	61	73	134	0	#	#	61	73	134
North Dakota	#	2	3	1	1	2	1	4	5
Northern Mariana Islands	0	2	2	0	0	0	0	2	2
Ohio	210	116	326	0	0	0	210	116	326
Oklahoma	33	2	35	123	10	133	156	11	168
Oregon	5	45	50	#	#	#	5	45	50
Pennsylvania	199	103	302	0	0	0	199	103	302
Puerto Rico	394	68	463	0	0	0	394	68	463
Rhode Island	8	13	20	0	0	0	8	13	20
South Carolina	70	36	106	0	#	#	70	36	106
South Dakota	#	3	3	0	3	3	#	6	6
Tennessee	63	49	112	0	0	0	63	49	112
Texas	207	169	376	#	#	#	207	169	376
Utah	13	4	17	#	1	1	13	6	19
Vermont	6	3	9	0	0	0	6	3	9
Virgin Islands	#	1	1	0	0	0	#	1	1
Virginia	48	54	102	0	0	0	48	54	102
Washington	84	29	112	5	1	6	88	30	118
West Virginia	50	8	58	0	0	0	50	8	58
Wisconsin	99	18	117	#	1	2	99	19	119
Wyoming	#	#	#	#	#	#	#	#	#
Total	4,243	2,905	7,148	131	112	243	4,374	3,017	7,391

Non-facilities based carriers have either submitted a compliance plan with the FCC that they are not a facilities-based provider or have been approved to be a non-facilities-based provider by the FCC. Other carriers are assumed to be facilities-based.

Notes: # indicates subscriber counts greater than 0 and less than 500.

Source: Universal Service Administrative Company.

Table 2.9 – Lifeline Subscribers by Type of Service: 2020

	Subscribers (in Thousands)				Percentage		
State	**Voice**	**Broadband Only**	**Bundle**	**Total**	**Voice**	**Broadband Only**	**Bundle**
Alabama	10	47	23	80	13 %	59 %	29 %
Alaska	3	#	18	20	13	1	87
American Samoa	1	0	#	1	58	0	42
Arizona	6	95	64	165	4	57	39
Arkansas	3	38	34	75	5	51	45
California	229	15	1,304	1,549	15	1	84
Colorado	5	48	5	58	8	83	9
Connecticut	7	43	20	70	10	62	28
Delaware	1	9	3	13	10	65	25
District of Columbia	1	10	6	17	8	59	32
Florida	38	218	118	374	10	58	32
Georgia	14	176	67	257	5	69	26
Guam	1	#	#	1	99	1	0
Hawaii	1	5	1	7	16	69	14
Idaho	1	7	1	9	12	80	8
Illinois	13	93	93	198	6	47	47
Indiana	7	94	22	123	6	76	18
Iowa	5	28	14	47	11	60	29
Kansas	3	25	8	36	8	69	23
Kentucky	10	66	48	124	8	53	39
Louisiana	7	96	77	180	4	54	43
Maine	5	8	6	19	29	40	31
Maryland	6	83	45	133	5	62	34
Massachusetts	21	56	29	107	20	53	27
Michigan	18	165	52	235	8	70	22
Minnesota	11	45	10	67	17	67	15
Mississippi	4	38	19	61	7	62	31
Missouri	5	68	13	85	5	79	15
Montana	1	#	1	2	57	15	29
Nebraska	3	1	1	4	64	18	18
Nevada	3	49	13	66	5	75	20
New Hampshire	1	3	2	6	16	47	37
New Jersey	25	71	37	133	19	53	28
New Mexico	8	25	40	73	11	34	55
New York	111	237	154	502	22	47	31
North Carolina	20	64	51	134	15	47	38
North Dakota	2	1	1	5	49	30	21
Northern Mariana Islands	#	#	2	2	9	1	90
Ohio	21	239	66	326	6	73	20
Oklahoma	19	78	71	168	11	46	42
Oregon	11	33	6	50	23	65	12
Pennsylvania	27	193	82	302	9	64	27
Puerto Rico	14	107	342	463	3	23	74
Rhode Island	2	16	3	20	11	76	14
South Carolina	10	74	22	106	9	70	21
South Dakota	3	2	1	6	55	32	13
Tennessee	16	45	51	112	14	41	45
Texas	32	179	164	376	9	48	44
Utah	2	13	4	19	9	67	23
Vermont	2	6	#	9	28	68	4
Virgin Islands	#	#	#	1	26	1	73
Virginia	13	52	36	102	13	51	36
Washington	12	81	25	118	10	68	22
West Virginia	3	35	20	58	6	60	34
Wisconsin	11	78	30	119	9	66	25
Wyoming	#	#	#	#	66	2	32
Total	812	3,255	3,324	7,391	11 %	44 %	45 %

1 # indicates subscriber counts greater than 0s and less than 500.

2 Voice: Subscriber is provided a service that meets only the voice minimum service standards (mobile voice service with at least 1,000 minutes per month, or fixed voice service with any number of minutes)

3 Broadband Only: Subscriber is provided a service that meets only the broadband minimum service standards (3G speed and 3GB usage allowance for wireless providers; 20/3 Mbps speed and 1,024 GB usage allowance for wireline providers.)

4 Bundle: Subscriber is provided a service that meets both the voice and broadband minimum service standards.

Source: Universal Service Administrative Company.

Section 3 – Connect America Fund (High Cost) Program

Federal universal service High-Cost Support is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the federal USF. In 2011, the Commission adopted the *USF/ICC Transformation Order*, which comprehensively reformed and modernized the high-cost program to support networks capable of providing both voice *and* broadband services.[3] Among other actions taken in the *USF/ICC Transformation Order*, the Commission adopted a framework, known as the Connect America Fund (CAF).[4]

For price-cap areas (those areas of the United States and its territories historically served by larger incumbent local exchange carriers (ILECs)), there are several CAF programs: CAF Phase I (completed); CAF Phase II (model-based support), CAF Intercarrier Compensation (CAF ICC), the Rural Broadband Experiments, frozen support for Alaska price cap carriers, Bringing Puerto Rico Together (Uniendo a Puerto Rico) Fund and the Connect USVI Fund, and the CAF Phase II auction.

In January 2020, the Commission established the new Rural Digital Opportunity Fund as a successor to the CAF Phase II program.[5] The Rural Digital Opportunity Fund auction commenced on October 29, 2020, and closed on November 25, 2020.

For rate-of-return areas (typically the more rural parts of the United States), the Commission established two paths for providers to receive high-cost support for building, supporting and maintaining voice and broadband networks — 1) model-based support as determined by the Alternative Connect America Cost Model (A-CAM or A-CAM 2) legacy cost-based mechanisms as reformed to allow support for standalone broadband connections.[6] The Commission also created an Alaska Plan to fund voice and broadband services for rate-of-return carriers serving Alaska, due to their unique challenges.[7]

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[3] *USF/ICC Transformation Order*.

[4] *See* Connect America Fund (CAF) https://www.fcc.gov/general/connect-america-fund-caf.

[5] *See generally Rural Digital Opportunity Fund; Connect America Fund*, Order, 35 FCC Rcd 686 (2020) (*Rural Digital Opportunity Fund Order*).

[6] *See* Connect America Fund; ETC Annual Reports and Certifications; Establishing Just and Reasonable Rates for Local Exchange Carriers; Developing a Unified Intercarrier Compensation Regime; WC Docket Nos. 10-90, 14-58, and 07-135, CC Docket No. 01-92; Report and Order, Further Notice of Proposed Rulemaking, and Order on Reconsideration, FCC 18-176 (rel. Dec. 12, 2018).

[7] *Connect America Fund et al.*, Report and Order and Further Notice of Proposed Rulemaking, 31 FCC Rcd 10139, 10142, para. 6 (2016) (*Alaska Plan Order*).

As in the 2020 Report, all support dollar values in these tables reflect claims[8] as opposed to disbursements.[9] These claims are subject to true-ups. True-ups are reflected in the relevant support year, not in the year made. Data on changes in local exchange carriers and High-Cost ILEC support data by study area are available at http://www.fcc.gov/encyclopedia/neca-usac-data-0. Please note that the information provided in this report is based upon the program rules through June 30, 2021.

[8] A "claim" is the distribution of funds *in support of a specified time period*. These funds were distributed in that period and possibly a later time period. The disbursements in later time periods are the result of true-ups to resolve differences between initial payments and disbursements necessitated by revisions to supporting data made at that later date. Claims are positive values with the possible exceptions of CAF Intercarrier Compensation (CAF ICC) support and Connect America Cost Model (CACM) support. CAF ICC claims can be negative when a study area's actual access recovery charge revenues in the prior two years substantially exceed the forecasted amount. Some CACM initial claims were negative as a result of true-ups when Frozen High Cost support exceeded CACM support.

[9] A "disbursement" is the distribution of funds in a specified time period. These funds were distributed in support of high-cost mechanisms in that period and possibly in support of earlier time periods. The disbursements in support of earlier time periods are the result of true-ups to resolve differences between initial payments and disbursements necessitated by revisions to supporting data. It is possible for disbursements to be negative, thus requiring the recipient to return dollars to the high-cost fund. Some negative disbursements are penalties (see the file "HC Penalties" in the Supplementary Material). Penalties are not included in claims. Because carriers chose ACAM II in the middle of 2019 but then received ACAM II support for the whole calendar year, these carriers' disbursement data for the first part of the year shows legacy support payments (i.e., HCLS, BLS and SVS), which were then offset against their ACAM payments for the same portion of the year in their August ACAM prior period adjustments.

Table 3.1 – High-Cost Support Fund Claim History
(in Millions of Dollars)

Year	A-CAM / AK Plan Carriers	Legacy Carriers	Rate-of-Return Carriers	Price Cap Carriers	ILEC Total	Competitive ETC Total	Total Support
2009	$ 0	$ 1,850	$ 1,850	$ 1,183	$ 3,033	$ 1,299	$ 4,332
2010	0	1,928	1,928	1,108	3,036	1,242	4,278
2011	0	1,957	1,957	1,029	2,986	1,156	4,142
2012	0	1,966	1,966	1,197	3,163	967	4,130
2013	0	2,019	2,019	1,341	3,360	782	4,142
2014	0	2,047	2,047	1,115	3,162	608	3,769
2015	0	2,059	2,059	1,849	3,908	615	4,524
2016	0	2,071	2,071	1,848	3,919	674	4,593
2017	795	1,614	2,409	1,793	4,201	645	4,846
2018	784	1,678	2,462	1,736	4,198	601	4,800
2019	1,437	1,265	2,702	1,658	4,360	620	4,980
2020	1,419	1,312	2,731	1,615	4,346	703	5,049
2021*	1,400	1,392	2,792	1,590	4,382	689	5,071

Notes: Details may not appear to add up to totals due to rounding. Data for 2012 - 2020 were updated to account for true-ups. A-CAM is an abbreviation for Alternative Connect America Model. ILEC is an abbreviation for Incumbent Local Exchange Carrier. Competitive ETC is an abbreviation for Competitive Eligible Telecommunication Carrier.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2021.

* FCC Staff Estimate.

Table 3.2 – High-Cost Support Fund Claim History – Rate of Return

(in Millions of Dollars)

Year	High-Cost Loop Support	Safety Net Additive Support	Safety Valve Support	Local Switching Support	CAF-ICC from A-CAM / AK Plan Carriers[2]	CAF-ICC from Legacy Carriers[2]	Broadband Loop Support[1]	Alternative Connect America Model	Alternative Connect America Model II	Alaska Plan	Total Support
2009	$ 798	$ 29	$ 5	$ 239	$ 0	$ 0	$ 780	$ 0	$ 0	$ 0	$ 1,850
2010	817	49	6	226	0	0	830	0	0	0	1,928
2011	806	65	6	218	0	0	862	0	0	0	1,957
2012	791	48	6	110	0	169	842	0	0	0	1,966
2013	767	31	6	0	0	344	870	0	0	0	2,019
2014	746	28	5	0	0	359	909	0	0	0	2,047
2015	716	20	5	0	0	377	941	0	0	0	2,059
2016	691	12	5	0	0	395	968	0	0	0	2,071
2017	556	4	5	0	149	244	806	591	0	54	2,409
2018	576	0	5	0	146	244	853	584	0	54	2,462
2019	411	0	2	0	218	171	682	643	521	54	2,702
2020	387	0	1	0	214	171	753	637	514	54	2,731
2021*	369	0	1	0	205	165	855	631	511	54	2,792

[1] Interstate Common Line Support was expanded to include standalone broadband in January 2017 and became Connect America Fund Broadband Loop Support (CAF BLS).

[2] Intercarrier Compensation was divided into A-CAM/AK and Legacy categories.

Note: Details may not appear to add up to totals due to rounding. Data for 2012 - 2020 were updated to account for true-ups.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2021.

* FCC Staff Estimate.

Table 3.3 – High-Cost Support Fund Claim History – Price Cap
(in Millions of Dollars)

Year	High-Cost Loop Support	Safety Net Additive Support	High-Cost Model Support	Interstate Access Support	Local Switching Support	Frozen High-Cost Support[1]	Intercarrier Compensation Support	Connect America Cost Model	Incremental Support	Interstate Common Line Support	CAF II Auction	PR / USVI Fund[2]	Total Support
2009	$ 209	$ 9	$ 169	$ 456	$ 50	$ 0	$ 0	$ 0	$ 0	$ 290	$ 0	$ 0	$ 1,183
2010	145	11	156	455	61	0	0	0	0	280	0	0	1,108
2011	100	11	145	441	63	0	0	0	0	270	0	0	1,029
2012	0	0	0	0	0	1,037	44	0	112	3	0	0	1,197
2013	0	0	0	0	0	1,034	87	0	220	0	0	0	1,341
2014	0	0	0	0	0	1,035	69	0	11	0	0	0	1,115
2015	0	0	0	0	0	641	49	1,159	0	0	0	0	1,849
2016	0	0	0	0	0	162	38	1,648	0	0	0	0	1,848
2017	0	0	0	0	0	173	30	1,590	0	0	0	0	1,793
2018	0	0	0	0	0	170	22	1,544	0	0	0	0	1,736
2019	0	0	0	0	0	122	15	1,518	0	0	3	0	1,658
2020	0	0	0	0	0	81	12	1,518	0	0	5	0	1,615
2021*	0	0	0	0	0	56	12	1,514	0	0	5	3	1,590

[1] 2017 Hurricane support for Puerto Rico and Virgin Islands is included in Frozen High-Cost Support.

[2] This column includes the Bringing Puerto Rico Together (Uniendo a Puerto Rico) Fund and the Connect USVI Fund.

Note: Details may not appear to add up to totals due to rounding. Data for 2012-2020 were updated to account for true-ups.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2021.

* FCC Staff Estimate.

Table 3.4 – High-Cost Support Fund Claim History – Competitive Eligible Telecommunications Carriers

(in Millions of Dollars)

Year	High-Cost Loop Support	Safety Net Additive Support	Safety Valve Support	High-Cost Model	Interstate Access Support	Local Switching Support	Frozen High-Cost Support[1]	Remote Alaska Support	Mobility Fund Phase I Support	Rural Broadband Experiments	Interstate Common Line Support	Alaska Plan	CAF II Auction	PR / USVI Fund[2]	Total Support
2009	$ 391	$ 14	$ 0	$ 159	$ 110	$ 100	$ 0	$ 0	$ 0	$ 0	$ 524	$ 0	$ 0	$ 0	$ 1,299
2010	358	17	1	155	94	95	0	0	0	0	521	0	0	0	1,242
2011	307	21	2	146	81	90	0	0	0	0	508	0	0	0	1,156
2012	0	0	0	0	0	0	889	78	0	0	0	0	0	0	967
2013	0	0	0	0	0	0	629	79	74	0	0	0	0	0	782
2014	0	0	0	0	0	0	525	79	4	0	0	0	0	0	608
2015	0	0	0	0	0	0	513	78	16	8	0	0	0	0	615
2016	0	0	0	0	0	0	508	78	85	3	0	0	0	0	674
2017	0	0	0	0	0	0	537	0	31	3	0	74	0	0	645
2018	0	0	0	0	0	0	521	0	3	3	0	74	0	0	601
2019	0	0	0	0	0	0	471	0	7	3	0	74	65	0	620
2020	0	0	0	0	0	0	415	0	8	3	0	74	147	56	703
2021*	0	0	0	0	0	0	370	0	0	3	0	74	148	95	689

1 2017 Hurricane support for Puerto Rico and Virgin Islands is included in Frozen High-Cost Support.

2 This column includes the Bringing Puerto Rico Together (Uniendo a Puerto Rico) Fund and the Connect USVI Fund.

Note: Details may not appear to add up to totals due to rounding. Data for 2012-2020 were updated to account for true-ups.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2021.

* FCC Staff Estimate.

Table 3.5 – High-Cost Support Fund Claims – States: 2020
(in Thousands of Dollars)

State	Rate-of-Return Carriers	Price-Cap Carriers	ILEC Total	CETC Total	Total Support	CETC Share
Alabama	$ 42,326	$ 43,961	$ 86,287	$ 5,477	$ 91,764	6 %
Alaska	74,914	19,694	94,608	74,027	168,635	44
American Samoa	1,816	0	1,816	1,619	3,435	47
Arizona	49,544	23,370	72,914	8,095	81,009	10
Arkansas	57,139	54,276	111,415	8,153	119,567	7
California	46,468	98,335	144,803	14,915	159,718	9
Colorado	29,595	26,680	56,275	7,596	63,872	12
Connecticut	0	435	435	0	435	0
Delaware	0	164	164	119	282	42
Florida	8,078	29,853	37,931	3,619	41,550	9
Georgia	68,760	50,859	119,618	867	120,485	1
Guam	6,780	0	6,780	5,212	11,992	43
Hawaii	0	6,240	6,240	0	6,240	0
Idaho	39,779	11,505	51,284	4,641	55,924	8
Illinois	64,543	50,569	115,112	18,293	133,405	14
Indiana	71,686	51,128	122,815	2,823	125,638	2
Iowa	139,704	53,987	193,691	32,324	226,015	14
Kansas	112,870	35,638	148,508	25,061	173,569	14
Kentucky	85,057	54,677	139,734	17,194	156,928	11
Louisiana	20,823	37,379	58,202	24,637	82,838	30
Maine	14,750	13,564	28,314	7,132	35,446	20
Maryland	1,271	1,641	2,912	716	3,628	20
Massachusetts	769	901	1,671	1,115	2,786	40
Michigan	51,625	60,513	112,137	7,810	119,947	7
Minnesota	154,429	87,843	242,272	5,558	247,830	2
Mississippi	25,397	51,617	77,014	87,505	164,520	53
Missouri	85,245	91,570	176,814	35,368	212,182	17
Montana	120,187	16,310	136,497	5,180	141,678	4
Nebraska	84,680	23,216	107,896	14,944	122,840	12
Nevada	14,827	2,452	17,279	4,171	21,450	19
New Hampshire	7,269	4,377	11,646	131	11,777	1
New Jersey	577	613	1,190	0	1,190	0
New Mexico	66,842	15,940	82,783	5,081	87,864	6
New York	25,966	26,242	52,208	5,926	58,134	10
North Carolina	55,106	19,055	74,161	1,857	76,019	2
North Dakota	145,777	5,657	151,434	25,842	177,275	15
Northern Mariana Islands	0	2,627	2,627	581	3,209	18
Ohio	24,197	59,148	83,345	1,313	84,658	2
Oklahoma	117,832	8,141	125,973	37,228	163,201	23
Oregon	52,110	21,657	73,767	12,008	85,775	14
Pennsylvania	18,125	35,653	53,779	4,622	58,401	8
Puerto Rico	0	36,054	36,054	83,782	119,835	70
Rhode Island	0	67	67	0	67	0
South Carolina	99,804	16,287	116,090	1,602	117,692	1
South Dakota	115,075	9,117	124,192	2,091	126,284	2
Tennessee	69,875	29,927	99,802	1,439	101,241	1
Texas	186,303	93,132	279,435	17,314	296,749	6
Utah	38,866	4,442	43,308	721	44,029	2
Vermont	13,893	8,789	22,682	73	22,755	0
Virgin Islands	0	16,361	16,361	977	17,338	6
Virginia	35,207	32,883	68,090	11,949	80,039	15
Washington	31,372	35,971	67,343	22,627	89,970	25
West Virginia	12,470	38,068	50,538	8,805	59,344	15
Wisconsin	110,598	95,439	206,037	19,443	225,480	9
Wyoming	30,635	1,213	31,848	13,318	45,166	29
United States	$2,730,960	$1,615,237	$4,346,197	$702,903	$5,049,100	14 %

Notes: Details may not appear to add up to totals due to rounding.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2021.

Table 3.6 – Annual High-Cost Fund Support Claims – Affiliates: 2018 – 2020
(in Millions of Dollars)

Rank	Affiliate's Name[1]	2018	2019	2020	Total	Competitive ETC's Share[2]
1	AT&T Inc.	$ 594	$ 576	$ 575	$ 1,745	26 %
2	Lumen Technologies, Inc.	530	516	504	1,550	0
3	Frontier Communications Corporation	339	328	322	989	0
4	Telephone and Data Systems, Inc.	208	211	211	629	46
5	Windstream Holdings, Inc.	190	180	175	546	0
6	América Móvil	85	63	62	210	41
7	Verizon Communications Inc.	80	70	51	201	33
8	GCI Holdings LLC	68	68	61	197	91
9	Consolidated Communications, Inc.	67	60	59	186	0
10	Telapex, Inc.[3]	54	55	55	164	84
11	Golden West Telecommunications Cooperative, Inc.	34	38	37	109	0
12	Pioneer Telephone Cooperative (OK)	34	37	35	106	25
13	T-Mobile USA, Inc.	40	30	33	104	100
14	LICT Corporation	30	36	35	101	0
15	Rural Telephone Service/Golden Belt	33	30	30	93	37

1 This column refers to "affiliate name" rather than "holding company" to include all entities under common ownership or control, to the extent this information is readily available to the Commission. In most cases, the "affiliate name" is reported by the entity or entities in FCC Form 477.

2 In the *USF/ICC Transformation Order*, the Commission eliminated the rule providing identical support to competitive ETCs, determining the rule did not provide an "appropriate level of support for the efficient deployment of mobile services in areas that do not support a private business case for mobile voice and broadband." *Connect America Fund et al.*, WC Docket No. 10-90 et al., Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17666, 17851-59, para. 502 (2011), *aff'd In re: FCC 11-161*, 753 F.3d 1015 (10th Cir. 2014). The Commission, however, transitioned the elimination of that support over five years, beginning on July 1, 2012. *See USF/ICC Transformation Order*, 26 FCC Rcd at 17853, para. 513. This phase down of support for competitive ETCs was halted at 40 percent on June 30, 2014 under the terms adopted in the *USF/ICC Transformation Order* because the Mobility Fund Phase II was not yet operational. *See id*. at 17832, para. 519. The Commission established the 5G Fund as the next phase of supporting mobile broadband in harder to serve areas. *See Establishing a 5G Fund for Rural America*, Report and Order, 35 FCC Rcd 12174 (2020).

3 Telapex, Inc. owns C Spire Wireless.

Source: Universal Service Administrative Company.

Table 3.7 – High-Cost Support Fund Claims – Affiliates: 2020
(in Millions of Dollars)

Rank	Affiliate's Name[1]	Rate-of-Return Carriers	Price-Cap Carriers	ILEC Support	Competive ETC Support	Total Support	Competitive ETC's Share [2]
1	AT&T Inc.	$ 0	$ 428	$ 428	$ 148	$ 575	26 %
2	Lumen Technologies, Inc.	0	504	504	0	504	0
3	Frontier Communications Corporation	0	322	322	0	322	0
4	Telephone and Data Systems, Inc.	114	0	114	98	211	46
5	Windstream Holdings, Inc.	0	175	175	0	175	0
6	América Móvil	0	36	36	26	62	42
7	GCI Holdings LLC	6	0	6	55	61	91
8	Consolidated Communications, Inc.	0	59	59	0	59	0
9	Telapex, Inc.	9	0	9	46	55	84
10	Verizon Communications Inc.	0	29	29	22	51	43
11	Golden West Telecommunications Cooperative, Inc.	37	0	37	0	37	0
12	LICT Corporation	35	0	35	0	35	0
13	Pioneer Telephone Cooperative (OK)	26	0	26	9	35	25
14	T-Mobile USA, Inc.	0	0	0	33	33	100
15	Hargray Communications Group, Inc.	30	0	30	0	30	0
16	Rural Telephone Service/Golden Belt	18	0	18	11	30	38
17	Triangle Telephone Cooperative Assn., Inc.	29	0	29	0	29	0
18	AMG Technology Investment Group LLC	0	0	0	28	28	100
19	Arvig Enterprises, Inc.	28	0	28	0	28	0
20	3 Rivers Telephone Cooperative, Inc.	28	0	28	0	28	0
21	ATN International, Inc.	0	16	16	10	27	38
22	Great Plains Communications, Inc.	24	0	24	0	24	0
23	Range Telephone Cooperative, Inc.	23	0	23	0	23	0
24	ENMR Telephone Cooperative, Inc.	22	0	22	0	22	0
25	Wisper ISP Inc.	0	0	0	22	22	100

1 This column refers to "affiliate name" rather than "holding company" to include all entities under common ownership or control, to the extent this information is readily available to the Commission. In most cases, the "affiliate name" is reported by the entity or entities in FCC Form 477.

2 *See* Table 3.6 n.2.

Notes: Details may not add up due to rounding.

Source: Universal Service Administrative Company filings to the FCC with prior-period adjustments through July 2021.

Section 4 – E-Rate (Schools and Libraries)

Overview – Schools and Libraries Program

The Schools and Libraries universal service support program, commonly known as the E-Rate program, helps schools and libraries obtain affordable broadband Internet access, internal network connections, and telecommunications services.

Eligible schools, school districts, and libraries may apply individually or as part of a consortium. Funding may be requested under two categories of eligible services: category one that provide services to a school or library (e.g., data transmission services and Internet access), and category two services that deliver Internet access within schools and libraries (e.g., internal connections, basic maintenance of internal connections, and managed internal broadband services). Discounts for support depend on the level of poverty, as calculated by eligibility for a free or reduced-price lunch or other federally approved alternative mechanism, and whether the school or library is located in an urban or rural area. The discounts range from 20% to 90% of the costs of eligible services. E-Rate program funding is based on demand up to an annual Commission-established cap, which is $4.277 billion for funding year 2021 and is adjusted annually for inflation.

The E-Rate program is administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC). Specifically, USAC is responsible for processing the applications for support, confirming eligibility, and reimbursing service providers and eligible schools and libraries for the discounted services. USAC also verifies that the applicants and service providers comply with the E-Rate rules and procedures established by the FCC.

Additional information about the E-Rate program can be found on the Commission's website at https://www.fcc.gov/general/e-rate-schools-libraries-usf-program and on USAC's website at https://www.usac.org/e-rate//.

Table 4.1 – Schools and Libraries Funding Commitments and Disbursements by Applicant Type and Year
(in Thousands of Dollars)

	Funding Commitments						Funding Disbursements					
Year	Total Commitments	Libraries [1]	Schools	School Districts	Statewide Contract [2]	Other Consortia	Total Disbursements	Libraries [1]	Schools	School Districts	Statewide Contract [2]	Other Consortia
1998	$1,698,767	$65,987	$110,684	$1,288,196	$0	$233,900	$1,398,979	$49,883	$83,265	$1,069,738	$0	$196,092
1999	2,147,065	66,163	180,734	1,597,596	-	302,572	1,649,997	47,457	140,129	1,265,888	-	196,523
2000	2,078,426	65,879	110,783	1,691,954	-	209,810	1,646,940	43,544	88,488	1,384,086	-	130,821
2001	2,169,951	57,819	164,445	1,733,342	-	214,345	1,676,766	42,052	117,472	1,381,576	-	135,666
2002	2,107,116	62,925	164,100	1,630,156	-	249,935	1,594,197	42,697	106,179	1,283,148	-	162,174
2003	2,518,579	63,302	199,222	1,997,834	-	258,220	1,937,512	44,467	136,104	1,584,466	-	172,475
2004	2,029,610	54,291	158,604	1,566,959	-	249,756	1,535,242	39,775	107,117	1,208,830	-	179,520
2005	2,007,865	54,498	152,493	1,586,166	-	214,708	1,623,477	48,598	111,789	1,285,250	-	177,840
2006	1,948,787	59,711	129,351	1,499,379	-	260,346	1,566,737	46,138	96,167	1,220,845	-	203,587
2007	2,356,517	60,628	174,679	1,877,629	-	243,582	1,952,986	47,964	135,868	1,560,887	-	208,267
2008	2,373,269	75,771	150,094	1,888,388	-	259,017	1,926,495	58,090	114,132	1,532,837	-	221,436
2009	2,806,722	84,697	195,343	2,261,858	-	264,825	2,332,977	69,182	154,079	1,883,228	-	226,488
2010	2,997,610	91,214	211,042	2,411,399	-	283,955	2,449,739	71,872	157,065	1,980,685	-	240,117
2011	2,663,492	94,687	217,866	2,037,230	-	313,708	2,151,043	73,114	162,122	1,666,878	-	248,930
2012	2,964,093	96,085	287,705	2,279,865	12,130	288,308	2,372,005	77,657	206,242	1,841,530	8,790	237,787
2013	2,199,796	91,579	134,919	1,668,201	20,209	284,887	1,752,978	75,371	97,619	1,341,854	10,809	227,325
2014	2,344,859	93,490	157,871	1,773,418	38,370	281,709	1,872,754	78,934	115,037	1,428,536	27,445	222,802
2015	3,214,366	108,287	166,780	2,593,242	24,848	321,210	2,790,775	90,786	132,040	2,277,559	23,751	266,639
2016	2,769,363	98,528	119,901	2,183,594	-	367,340	2,346,784	83,580	95,837	1,884,836	-	282,530
2017	2,367,553	86,332	112,385	1,830,904	-	337,932	1,985,927	73,399	88,877	1,563,338	-	260,312
2018	2,292,263	81,565	104,558	1,658,215	-	447,925	1,971,532	64,855	82,507	1,454,593	-	369,577
2019	2,367,937	87,156	110,912	1,852,526	-	317,344	1,831,908	69,463	83,397	1,458,352	-	220,697
2020	2,358,325	91,139	120,938	1,849,648	-	296,600	1,064,788	41,041	63,661	887,418	-	72,668

[1] Starting in funding year 2016, Libraries include both Library and Library System applicants.

[2] Starting January 2011, applicants could designate their consortium as a statewide entity if the application encompassed all public schools, private schools and/or all public libraries in the state. See http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-10-2218A1.pdf. In 2016, applicants filing as a consortium, school district, and library system could designate their sub-type as a statewide entity. These applicant's commitments and disbursements are included within their primary applicant type column and are not included in the Statewide Contract column.

Notes: Activity through June 30, 2021. Funding year 2021 commitment and disbursement information have not been displayed because only a small fraction of commitments (and no disbursements) have been issued for this funding year. A substantial amount of commitments and disbursements for funding year 2021 will be made. Also, because of the appeals process, certain funding commitments and disbursements may be issued after the end of the program year. Disbursements may also continue beyond the end of the program year in the event of delayed internal connections installation. Other adjustments and corrections may also be made as part of other post-commitment reviews and audits. Funds by service type can be found in the Supplementary Material file "SL Funds - by Service Type, State, and Funding Year" available at http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports.

Source: Universal Service Administrative Company

Table 4.2 – Schools and Libraries Funding Commitments and Disbursements from Program Inception through June 30, 2021 by State and Applicant Type

(in Thousands of Dollars)

	Library/Library Consortium		Schools		School Districts		Statewide Contracts		Other Consortium		Totals	
State/Territory	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed
Alabama	$16,577	$13,018	$21,930	$16,100	$740,173	$625,723	$86	$1	$165,638	$115,933	$944,404	$770,775
Alaska	14,179	10,955	6,335	4,987	1,059,909	831,377	-	-	36,830	27,715	1,117,253	875,035
American Samoa	-	-	-	-	7,985	5,073	-	-	38,344	31,121	46,330	36,194
Arizona	32,113	31,591	185,826	125,802	1,208,225	898,839	-	-	149,225	59,205	1,575,389	1,115,437
Arkansas	11,731	9,559	9,548	7,876	353,472	268,526	25,836	17,082	225,256	129,125	625,843	432,167
California	149,514	103,547	359,309	249,010	7,144,141	5,395,593	106	51	421,493	280,395	8,074,563	6,028,597
Colorado	20,256	14,976	26,296	19,126	492,021	389,613	-	-	37,085	25,599	575,659	449,314
Connecticut	9,125	6,321	56,497	39,922	367,697	289,771	-	-	119,373	100,176	552,692	436,190
Delaware	1,387	1,185	4,307	3,107	28,444	24,839	2,246	2,246	36,496	24,833	72,880	56,210
District of Columbia	13,424	9,618	34,238	21,847	203,902	138,782	-	-	18,847	8,599	270,410	178,846
Florida	76,674	59,069	204,493	147,267	1,599,838	1,309,791	-	-	133,531	106,004	2,014,536	1,622,131
Georgia	113,377	94,919	42,860	34,262	1,436,910	1,195,626	4,411	4,190	202,671	178,943	1,800,229	1,507,940
Guam	188	77	304	140	31,048	22,513	-	-	-	-	31,541	22,730
Hawaii	6,046	1,594	62,329	32,065	78,052	48,547	3,128	2,381	1,223	834	150,778	85,421
Idaho	7,406	5,915	11,414	7,535	170,158	133,293	-	-	1,510	13,956	190,488	160,699
Illinois	51,384	38,325	160,119	119,075	2,103,916	1,614,936	-	-	84,513	59,252	2,399,932	1,831,588
Indiana	92,061	69,144	48,726	35,395	723,341	570,910	-	-	97,995	45,592	962,124	721,042
Iowa	5,337	3,609	18,330	13,462	235,714	179,581	-	-	90,536	77,770	349,917	274,422
Kansas	15,758	12,943	12,249	8,997	388,366	307,288	-	-	24,673	19,876	441,047	349,103
Kentucky	27,787	21,645	9,281	6,428	691,295	528,772	-	-	163,614	122,777	891,976	679,622
Louisiana	86,892	71,518	71,212	51,418	959,072	786,031	-	-	35,193	26,259	1,152,369	935,225
Maine	1,686	1,246	16,667	12,250	75,701	54,907	-	-	80,347	72,238	174,401	140,641
Maryland	20,426	15,317	35,125	23,845	477,533	356,905	-	-	36,165	26,432	569,250	422,499
Massachusetts	43,458	30,575	81,825	60,098	604,123	483,153	11	-	60,190	33,625	789,606	607,452
Michigan	52,802	40,807	79,222	53,450	994,622	755,248	-	-	204,993	160,745	1,331,639	1,010,250
Minnesota	35,687	29,415	58,371	39,426	397,958	308,744	-	-	164,196	143,292	656,212	520,878
Mississippi	64,393	34,562	21,502	15,585	572,211	441,750	144	105	120,974	88,223	779,225	580,225
Missouri	27,959	23,570	53,443	39,557	654,546	516,048	-	-	231,879	171,822	967,827	750,997
Montana	1,820	1,275	5,933	4,252	106,249	86,592	-	-	1,161	925	115,163	93,043
Nebraska	5,492	4,225	10,184	8,020	166,885	144,463	-	-	40,422	35,323	222,983	192,031
Nevada	9,423	5,597	11,599	7,758	159,726	114,145	-	-	349	343	181,097	127,843
New Hampshire	395	220	9,159	6,426	58,811	42,716	-	-	2,259	1,752	70,624	51,114
New Jersey	38,732	27,771	160,597	113,132	1,191,071	884,660	-	-	22,323	15,660	1,412,723	1,041,223
New Mexico	9,188	5,359	91,727	63,945	647,204	510,419	-	-	189,602	100,438	937,721	680,162
New York	232,033	167,222	663,127	487,282	2,913,291	2,305,267	-	-	703,065	525,910	4,511,516	3,485,681
North Carolina	41,135	33,810	57,081	43,906	1,288,610	1,081,202	23,594	22,755	126,171	92,138	1,536,591	1,273,811
North Dakota	206	157	10,325	7,824	35,204	26,786	-	-	51,231	42,226	96,965	76,992
Northern Mariana Isl.	282	205	258	201	20,956	17,392	-	-	-	-	21,496	17,798
Ohio	73,550	59,099	181,955	133,082	1,428,773	1,139,539	-	-	102,814	85,482	1,787,092	1,417,202
Oklahoma	53,207	43,890	52,968	38,006	1,081,306	863,258	-	-	14,715	5,876	1,202,196	951,030
Oregon	7,988	5,624	14,124	10,247	324,851	266,251	-	-	54,925	35,345	401,888	317,467
Pennsylvania	57,454	47,325	203,805	140,142	1,239,216	1,032,817	-	-	219,438	185,484	1,719,913	1,405,768
Puerto Rico	97,838	57,432	122,579	85,585	322,047	256,083	-	-	120,210	61,646	662,675	460,746
Rhode Island	2,363	1,988	11,324	8,363	89,520	69,931	19	19	53,742	50,471	156,968	130,771
South Carolina	10,499	7,871	29,932	19,663	592,938	465,326	-	-	359,678	309,555	993,047	802,415
South Dakota	674	355	24,347	18,141	56,742	43,041	2,745	2,553	47,822	33,932	132,331	98,022
Tennessee	25,388	18,425	22,979	17,861	1,183,460	860,784	-	-	244,002	201,519	1,475,829	1,098,589
Texas	69,893	48,010	204,026	155,237	4,965,532	3,949,367	-	-	376,272	304,120	5,615,722	4,456,733
Utah	2,744	1,510	5,554	3,654	119,547	97,153	-	-	338,084	204,630	465,928	306,947
Vermont	1,121	689	16,409	10,861	48,949	36,022	-	-	2,824	2,205	69,303	49,778
Virgin Islands	553	298	15,319	11,675	10,665	9,412	3,429	3,044	66,300	59,266	96,266	83,695
Virginia	43,165	34,677	30,765	24,520	753,589	622,383	-	-	16,277	14,616	843,796	696,196
Washington	45,714	34,752	22,918	17,324	572,296	434,650	78	78	113,561	86,182	754,567	572,987
West Virginia	4,971	3,864	4,075	2,383	250,314	187,062	19,735	9,892	78,179	60,173	357,273	263,375
Wisconsin	17,217	12,791	62,846	43,931	496,546	391,918	-	-	207,063	161,484	783,672	610,123
Wyoming	666	458	5,086	3,741	34,293	25,543	9,990	6,395	43,718	33,231	93,753	69,368
Totals	$1,851,338	$1,379,920	$3,742,758	$2,675,194	$43,958,968	$34,446,358	$95,557	$70,794	$6,578,997	$4,860,275	$56,227,618	$43,432,540

Notes: Unlike in Table 4.1, all commitments and disbursements have been shown in this table, including those in issued funding year 2021. Because of the appeals process, funding commitments and disbursements may be issued after the end of the program year. Also, disbursements may continue beyond the end of the program year in the event of delayed internal connections installation. Other adjustments and corrections may also occur.
Source: Universal Service Administrative Company

Section 5 – Rural Health Care

The Rural Health Care (RHC) Program provides funding to eligible health care providers for broadband and telecommunications services necessary for the provision of health care. The goal of the program is to improve the quality of health care available to patients in rural communities by ensuring that eligible health care providers have access to broadband and telecommunications services. RHC Program support is provided on a funding year basis. Funding years run from July 1 through June 30 of the subsequent year. Prior to FY 2017, the RHC Program cap was $400 million. Beginning in funding year (FY) 2017, funding for the RHC Program was capped at $571 million and annually adjusted for inflation. The cap for FY 2021 is $612 million. The RHC Program is administered by the Universal Service Fund (USF) administrator, the Universal Service Administrative Company (USAC), under the direction of the Commission.

The RHC Program provides funding through two programs: The Telecommunications (Telecom) Program and the Healthcare Connect Fund Program. The Telecom Program, established in 1997, ensures that rural health care providers pay no more than their urban counterparts for telecommunications services. Specifically, an applicant's program support is based on the difference between rural rates charged for telecommunications services in the rural areas in a state and the urban rates charged for similar telecommunications services in the same state. Eligible rural health care providers can obtain rates on telecommunications services for their rural health care facilities that are reasonably comparable to rates charged for similar services in corresponding urban areas, and the USF pays the difference between the urban rate and rural rate calculated under the Commission's rules to the service provider– in effect, providing a discount to the rural health care provider in the amount of the "rural-urban differential." The Healthcare Connect Fund Program, established in 2012, provides a flat 65% discount on an array of communications services to both individual rural health care provider and consortia, which can include non-rural health care providers (if the consortium has a majority of rural sites). These services include Internet access, dark fiber, business data, traditional DSL, and private carriage services. With the Healthcare Connect Fund Program, the Commission intended to promote the use of broadband services and facilitate the formation of healthcare provider consortia recognizing the increasing need for rural health care providers to have access to specialists who are often located in urban areas, as well as the advent of certain communications-based trends in healthcare delivery, such as the move towards electronic health records.

Additional information about the RHC Program can be found on the Commission's website at http://www.fcc.gov/encyclopedia/rural-health-care and on USAC's website at http://www.usac.org/rhc/

Table 5.1 – Rural Health Care Funding Commitments and Disbursements by Program and Year (in Thousands of Dollars)

Funding year	Telecommunications and Internet Access Program		Pilot		Healthcare Connect		Totals	
	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed
1998	$ 3,388	$ 3,369	$ 0	$ 0	$ 0	$ 0	$ 3,388	$ 3,369
1999	4,653	4,291	0	0	0	0	4,653	4,291
2000	10,711	10,196	0	0	0	0	10,711	10,196
2001	19,582	18,477	0	0	0	0	19,582	18,477
2002	23,344	21,366	0	0	0	0	23,344	21,366
2003	27,908	25,726	0	0	0	0	27,908	25,726
2004	32,128	30,962	0	0	0	0	32,128	30,962
2005	40,742	39,999	0	0	0	0	40,742	39,999
2006	45,989	45,092	0	0	0	0	45,989	45,092
2007	56,210	54,818	467	467	0	0	56,677	55,285
2008	67,765	66,661	14,734	14,300	0	0	82,499	80,961
2009	72,828	71,439	350,702	281,372	0	0	423,531	352,810
2010	92,053	87,326	0	0	0	0	92,053	87,326
2011	104,360	101,291	0	0	0	0	104,360	101,291
2012	117,236	116,947	0	0	0	0	117,236	116,947
2013	133,412	128,697	0	0	45,658	45,664	179,070	174,361
2014	137,167	135,346	0	0	88,170	88,930	225,337	224,276
2015	184,569	168,719	0	0	100,638	100,602	285,207	269,321
2016	197,463	184,400	0	0	137,325	124,864	334,788	309,264
2017	178,395	166,795	0	0	176,032	171,964	354,427	338,758
2018	142,566	134,973	0	0	166,071	161,590	308,637	296,563
2019	167,482	161,080	0	0	313,412	216,361	480,894	377,441
2020	138,631	32,048	0	0	265,097	16,980	403,728	49,028

Note: Activity through June 30, 2021. Funding Year 2021 commitment and disbursement information has not been displayed because by June 30, the data cutoff date for this report, no commitments or disbursements for funding year 2021 were made during that time. However, we anticipate that a substantial amount of commitments and disbursements for funding year 2021 will be made. Also, because of the appeals process, funding commitments and disbursements can be made after the end of the program year. Disbursements may also continue beyond the end of the program year in the event of delayed internal connections installation. Other adjustments and corrections may also be made.

Source: Universal Service Administrative Company.

Table 5.2 – Rural Health Care Funding Commitments and Disbursements from Program Inception

Through June 30, 2021 by State Program (in Thousands of Dollars)

State	Telecommunications and Internet Access Program		Pilot		Healthcare Connect		Totals	
	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed	Funds Committed	Funds Disbursed
Alabama	$ 15,594	$ 12,299	$ 2,749	$ 2,746	$ 12,318	$ 8,364	$ 30,662	$ 23,410
Alaska	1,165,691	1,041,638	1,882	209	5,682	3,281	1,173,255	1,045,128
American Samoa	1,512	1,419	0	0	0	0	1,512	1,419
Arizona	50,567	47,800	7,506	5,637	18,168	12,404	76,242	65,841
Arkansas	24,591	22,528	4,218	4,132	59,025	38,501	87,834	65,160
California	54,521	51,751	22,903	11,136	114,954	87,396	192,378	150,282
Colorado	4,645	4,267	10,870	10,702	57,502	45,775	73,017	60,745
Connecticut	12	12	0	0	7,687	3,849	7,699	3,861
Delaware	1	1	0	0	2,100	1,225	2,101	1,225
District of Columbia	18	8	0	0	0	0	18	8
Florida	6,773	6,309	63	63	27,903	19,883	34,739	26,255
Georgia	46,673	43,791	2,233	2,166	31,417	23,426	80,322	69,383
Guam	767	762	89	83	583	457	1,439	1,302
Hawaii	2,435	2,376	4,653	2,100	3,877	1,917	10,965	6,393
Idaho	11,888	11,065	0	0	11,815	8,542	23,702	19,608
Illinois	21,088	20,304	21,071	21,070	39,647	26,205	81,805	67,579
Indiana	9,898	7,587	15,458	12,800	52,898	42,892	78,254	63,280
Iowa	7,475	7,143	17,368	17,291	25,108	19,524	49,951	43,959
Kansas	10,722	10,255	0	0	33,905	25,000	44,627	35,255
Kentucky	19,115	17,365	2,945	913	38,303	26,665	60,363	44,943
Louisiana	13,212	12,790	15,570	375	16,418	11,148	45,201	24,312
Maine	596	491	12,957	12,639	21,857	11,438	35,410	24,568
Maryland	334	217	0	0	2,817	1,963	3,152	2,180
Massachusetts	1,054	1,006	0	0	8,621	6,062	9,674	7,068
Michigan	23,461	22,185	19,449	19,230	38,672	28,455	81,582	69,870
Minnesota	35,143	33,372	5,714	5,297	21,000	16,445	61,857	55,114
Mississippi	44,100	41,027	0	0	18,606	12,563	62,705	53,590
Missouri	21,661	20,346	2,538	2,193	35,479	24,801	59,677	47,339
Montana	12,874	12,053	15,413	14,756	7,203	5,161	35,490	31,970
Nebraska	22,980	22,219	18,010	18,010	23,276	18,823	64,267	59,052
Nevada	3,103	3,069	0	0	3,804	2,353	6,907	5,423
New Hampshire	234	224	6,400	6,335	10,047	4,426	16,681	10,985
New Jersey	0	0	0	0	451	308	451	308
New Mexico	13,194	11,808	11,770	11,029	22,681	13,389	47,645	36,226
New York	2,683	2,405	15,492	14,681	39,634	30,340	57,809	47,426
North Carolina	9,039	8,498	12,169	12,115	57,767	36,706	78,975	57,318
North Dakota	15,182	14,610	912	835	11,727	8,630	27,822	24,075
Northern Mariana Islands	43	21	46	44	9	0	98	65
Ohio	10,500	9,838	27,209	26,478	34,685	25,499	72,394	61,816
Oklahoma	30,688	29,316	0	0	35,044	26,868	65,732	56,183
Oregon	3,978	3,792	18,130	17,129	31,839	25,223	53,946	46,143
Pennsylvania	1,759	1,584	6,793	6,035	31,584	23,303	40,135	30,922
Puerto Rico	0	0	0	0	115	114	115	114
Rhode Island	0	0	0	0	336	151	336	151
South Carolina	5,590	2,435	8,763	8,282	39,496	24,141	53,850	34,859
South Dakota	10,731	10,510	4,585	4,482	12,742	9,492	28,058	24,485
Tennessee	16,707	15,173	6,834	0	19,571	12,693	43,112	27,866
Texas	96,733	81,585	15,250	0	59,976	46,647	171,960	128,233
Utah	10,011	9,298	8,815	8,176	7,950	4,803	26,776	22,276
Vermont	950	904	6,078	6,047	6,661	4,206	13,689	11,156
Virgin Islands	852	846	0	0	109	24	962	869
Virginia	36,885	34,448	2,698	1,965	23,397	16,027	62,981	52,441
Washington	3,227	3,031	118	117	34,688	24,429	38,033	27,577
West Virginia	14,474	12,140	7,070	5,751	7,721	6,182	29,265	24,073
Wisconsin	79,203	76,836	2,312	2,303	59,339	45,643	140,855	124,782
Wyoming	3,417	3,262	797	784	4,188	3,196	8,401	7,242
Totals	**$ 1,998,582**	**$ 1,810,018**	**$ 365,903**	**$ 296,139**	**$ 1,292,403**	**$ 926,955**	**$ 3,656,889**	**$ 3,033,111**

Source: Universal Service Administrative Company.

Section 6 – Subscribership (Voice and Internet)

Overview – Subscribership: Voice & Internet

Continuing analysis of telephone subscribership statistics allows one to examine the aggregate effects of Commission actions and industry evolution on households' decisions to maintain, acquire or drop telephone service. In addition to telephone subscribership statistics, recent surveys by the Census Bureau now also provide information about subscribership to high-speed Internet services. Starting in 2016, this section includes telephone and Internet expense statistics for lower-income households. Starting in 2017, this section includes fixed broadband deployment and subscription information for ILECs. This chapter presents comprehensive data on telephone subscribership and expense statistics and information collected by the Bureau of the Census, the Bureau of Labor Statistics, and the FCC primarily through the American Community Survey (ACS), the Current Population Survey (CPS), the Consumer Expenditures Survey (CE), and FCC Form 477. The section also provides national and state-level estimates of high-speed Internet adoption based on the ACS. Along with telephone and high-speed Internet subscribership statistics for the nation and each of the states, data are provided on subscribership for various demographics. For telephone service, particular attention is given to subscribership and expenses for lower income households given the Commission's various low-income programs such as Lifeline.

To provide regular, high-quality data on telephone subscribership, the Commission requested that the Census Bureau include questions on telephone availability as part of its CPS, which monitors demographic trends between decennial censuses. The CPS is a staggered panel survey in which the people residing at selected addresses are included in the survey for four consecutive months in one year and the same four months in the following year. Use of the CPS has several advantages: it is conducted every month by an independent and expert agency, the sample is large, and the questions are consistent. Thus, changes in the results can be compared over time with a reasonable degree of confidence.

In addition to the CPS, the ACS also provides data for calculating a measure of telephone subscribership. The ACS replaced the decennial census long form and thus also provides a wealth of data and large sample sizes, though on a less frequent basis than the CPS. Whereas the CPS reports household subscribership, the ACS follows the design of past decennial censuses and reports telephone subscribership for occupied housing units. In this chapter, subscribership measures from the CPS, the ACS, and decennial censuses (prior to the ACS) are reported as complements to each other.[10]

Historically, the ACS provided telephone subscribership data, and since 2013 now also asks whether households have access to the Internet. The ACS asks, "At this house, apartment, or mobile home – do you or any member of this household access the Internet?" Statistics based on 2019 data from

[10] Subscribership statistics derived from the CPS cannot be directly compared with the subscribership estimates based on the responses to the long forms of the 1990 and 2000 decennial censuses or the ACS. This is due to differences in sampling techniques and survey methodologies as well as differences in the context in which the questions are asked. For example, the 2013 ACS reported 97.7% of all occupied housing units in the United States had telephone service available, whereas the March 2013 CPS data showed a household subscribership of 96.0%. This difference is statistically significant and may indicate that the CPS value is on the low side and the ACS value is on the high side, with the most probable value lying somewhere in between.

the ACS on high-speed Internet subscribership have been incorporated into this report. Since the ACS is conducted throughout the year, a 1-year average is calculated using the data.

The specific questions regarding telephone availability asked in the CPS are: "Does this house, apartment, or mobile home have telephone service from which you can both make and receive calls? Please include cell phones, regular phones, and any other type of telephone." And, if the answer to the first question is "no," this is followed up with: "Is there a telephone elsewhere on which people in this household can be called?" If the answer to the first question is "yes," the household is counted as having a telephone "in unit." If the answer to either the first or second question is "yes," the household is counted as having a telephone "available." In contrast to the CPS, the ACS in 2019 simply asks: "Does this house, apartment, or mobile home have telephone service from which you can both make and receive calls? Include cell phones." Thus, the ACS question is most similar to the CPS's "in unit" subscribership rather than "available."

Although the CPS is conducted every month, not all questions are asked every month. The telephone questions are asked once every four months. The changes in the CPS estimates reflect changes over the preceding four months. Aggregated summaries of the responses are reported to the Commission, based on the surveys conducted through March, July, and November of each year. The ACS provides annual telephone subscribership statistics based on data collected monthly throughout the year.

The CPS data are based on a nationwide sample of about 50 to 60 thousand households in the 50 states and the District of Columbia. The CPS does not cover outlying areas that are not states, such as Puerto Rico, Guam, American Samoa, the Virgin Islands, and the Northern Mariana Islands.[11] The ACS form is sent to approximately 250 thousand addresses per month, for a total of about 3 million addresses per year. The ACS covers the states, the District of Columbia, and Puerto Rico.

The questions and answer categories used to collect ACS data on computer and Internet use were revised in 2016. The changes in high-speed Internet subscribership may be due to the revised wording and improved measurement, rather than a result of changes in the Internet use.

Due to the pandemic, the standard ACS 2020 1-year data were not released. Census instead released a series of experimental estimates from the 1-year data. This is because certain groups were unable to be interviewed to establish weights created in the same way as other years. We maintain 2019 data in these cases.

Section 6 also presents broadband subscription and deployment information from ILEC's Form 477 and study area boundary submissions. Additionally, carriers participating in modernized Connect America Fund programs must file broadband deployment data with USAC's HUBB (High Cost Universal Broadband) portal showing where they are building out mass-market, high-speed Internet service. These deployment data have been rolled up by funding mechanism and compared against their deployment obligations.

[11] Annual data for Puerto Rico has been available from the ACS starting with 2005. The percentage of occupied housing units with voice service for the last five years of available data are reported in Table 6.6.

Table 6.1 – Household Voice Subscribership in the United States, 1983 – 2021

Month	Year	Households (millions)	Households with a Telephone in Unit (millions)	Percentage with Telephone in Unit	Households without a Telephone in Unit (millions)	Percentage without Telephone in Unit
November	1983	85.8	78.4	91.4	7.4	8.6
November	1984	87.4	79.9	91.4	7.5	8.6
November	1985	88.8	81.6	91.9	7.2	8.1
November	1986	89.9	83.1	92.4	6.8	7.6
November	1987	91.3	84.3	92.3	7.0	7.7
November	1988	92.6	85.7	92.5	6.9	7.5
November	1989	93.9	87.3	93.0	6.6	7.0
November	1990	94.7	88.4	93.3	6.3	6.7
November	1991	95.7	89.4	93.4	6.3	6.6
November	1992	97.0	91.0	93.8	6.0	6.2
November	1993	98.8	93.0	94.2	5.8	5.8
November	1994	99.8	93.7	93.8	6.2	6.2
November	1995	100.4	94.2	93.9	6.2	6.1
November	1996	101.3	95.1	93.9	6.2	6.1
November	1997	102.8	96.5	93.8	6.3	6.2
November	1998	104.1	98.0	94.2	6.1	5.8
November	1999	105.4	99.1	94.1	6.3	5.9
November	2000	106.5	100.2	94.1	6.3	5.9
November	2001	107.7	102.2	94.9	5.5	5.1
November	2002	109.0	104.0	95.3	5.1	4.7
November	2003	113.1	107.1	94.7	6.0	5.3
November	2004	113.8	106.4	93.5	7.4	6.5
November	2005	115.2	107.0	92.9	8.2	7.1
November	2006	116.4	108.8	93.4	7.6	6.6
November	2007	118.2	112.2	94.9	6.0	5.1
November	2008	118.6	112.7	95.0	5.9	5.0
November	2009	119.2	114.0	95.7	5.1	4.3
November	2010	119.4	114.0	95.5	5.4	4.5
November	2011	119.7	114.4	95.6	5.3	4.4
November	2012	122.0	116.9	95.8	5.1	4.2
November	2013	123.7	118.4	95.7	5.3	4.3
November	2014	124.8	119.9	96.1	4.9	3.9
November	2015	126.1	122.2	96.3	3.9	3.1
November	2016	127.3	122.6	96.3	4.7	3.7
March	2017	127.4	122.6	96.2	4.8	3.8
July	2017	127.5	122.9	96.4	4.6	3.6
November	2017	127.5	122.1	95.8	5.4	4.2
March	2018	128.8	124.2	96.4	4.6	3.6
July	2018	129.1	123.9	96.0	5.2	4.0
November	2018	129.4	124.2	96.0	5.2	4.0
March	2019	129.9	124.9	96.2	4.9	3.8
July	2019	129.9	124.9	96.2	4.9	3.8
November	2019	130.6	125.2	95.8	5.4	4.2
March	2020	129.3	125.4	97.0	3.9	3.0
July	2020	128.5	126.1	98.1	2.4	1.9
November	2020	130.9	127.2	97.2	3.7	2.8
March	2021	130.9	127.1	97.1	3.8	2.9
July	2021	131.3	127.8	97.3	3.5	2.7

Source: United States Census Bureau, Current Population Survey

Table 6.2 – Household Voice Penetration by Income, 1997 – 2021
(in 1984 Dollars)

	$9,999 or Less	$10,000 - $19,999	$20,000 - $29,999	$30,000 - $39,999	$40,000 or Greater	All Households
1997	86.0	93.0	96.5	97.6	98.2	94.0
1998	85.7	93.7	96.1	97.4	98.2	94.1
1999	85.5	92.9	96.0	97.2	98.2	94.0
2000	87.5	93.3	96.1	97.3	98.0	94.5
2001	87.6	93.4	95.9	97.1	97.8	94.4
2002	89.1	94.3	96.9	98.1	98.8	95.5
2003	89.2	94.6	97.0	98.1	98.8	95.5
2004	88.0	93.2	95.3	96.7	97.7	94.2
2005	86.4	91.2	94.1	95.2	96.0	92.5
2006	86.3	91.8	94.4	95.4	96.5	92.9
2007	88.4	94.1	95.9	96.8	97.9	94.6
2008	89.7	94.3	96.2	97.4	98.3	95.2
2009	90.4	95.2	96.6	97.3	98.3	95.6
2010	91.9	95.8	96.9	97.7	98.6	96.1
2011	91.5	95.9	96.8	97.8	98.3	95.9
2012	92.0	95.3	96.9	97.8	98.3	95.9
2013	92.6	95.6	97.0	97.2	98.3	96.0
2014	93.1	95.9	96.7	97.9	98.2	96.3
2015	93.2	96.0	97.1	97.7	98.1	96.4
2016	93.2	96.4	97.0	97.6	98.0	96.4
2017	93.1	96.0	96.9	97.5	97.8	96.3
2018	92.9	96.3	97.1	97.5	97.6	96.3
2019	93.1	96.1	96.3	97.1	97.8	96.2
2020	94.2	96.5	97.5	97.7	98.2	97.0
2021	94.9	97.0	97.3	97.7	98.2	97.1

Notes: Income groups classified by 1984 dollars. For a conversion to current-year dollars, consult Table 6.3. Total penetration rates may differ slightly from those in Table 6.1 due to sampling differences between the March CPS and the March CPS Supplement.

Source: U.S. Census Bureau, Current Population Survey (March CPS Supplement).

Table 6.3 – Nominal Dollar Equivalents by Year

1984	$10,000	$20,000	$30,000	$40,000
1997	15,595	31,190	46,785	62,380
1998	15,809	31,618	47,427	63,236
1999	16,082	32,164	48,246	64,328
2000	16,686	33,372	50,058	66,744
2001	17,173	34,346	51,519	68,692
2002	17,427	34,854	52,281	69,708
2003	17,953	35,906	53,859	71,812
2004	18,265	36,530	54,795	73,060
2005	18,840	37,680	56,520	75,360
2006	19,474	38,948	58,422	77,896
2007	20,015	40,030	60,045	80,060
2008	20,812	41,624	62,436	83,248
2009	20,732	41,464	62,196	82,928
2010	21,212	42,423	63,635	84,846
2011	21,780	43,561	65,341	87,122
2012	22,358	44,716	67,074	89,432
2013	22,687	45,375	68,062	90,750
2014	23,031	46,061	69,092	92,122
2015	23,014	46,027	69,041	92,054
2016	23,210	46,419	69,629	92,839
2017	23,762	47,525	71,287	95,049
2018	24,323	48,646	72,969	97,292
2019	24,776	49,552	74,328	99,104
2020	25,157	50,315	75,472	100,630
2021	25,816	51,633	77,449	103,266

Note: All numbers based on CPI non-adjusted series, March 1984 base of 102.6. This table shows the nominal dollar equivalents for each 1984-dollar amount used in classifying income categories in Tables 6.2 and 6.8.

Table 6.4 – Historical Voice Penetration Estimates

	Percentage of Occupied Housing Units with Telephone Service[1]	Percentage of Households with Telephone Service[2]
1920	35.0	
1930	40.9	
1940	36.9	
1950	61.8	
1960	78.3	
1970	90.5	
1980	92.9	
1990	94.8	93.3
2000	97.6	94.4
2001	96.9	94.9
2002	96.6	95.3
2003	96.2	95.1
2004	95.7	93.8
2005	94.8	93.1
2006	94.1	93.6
2007	94.6	94.8
2008[3]	98.2	95.2
2009	97.7	95.7
2010	97.5	95.8
2011	97.4	95.7
2012	97.4	95.9
2013	97.7	95.9
2014	97.6	96.1
2015	97.4	96.3
2016	97.0	96.4
2017	98.5	96.1
2018	98.5	96.1
2019	99.0	96.1
2020	NA[4]	97.4
2021	NA[5]	97.3

1 Housing Unit penetration statistics are from the U.S. Census Bureau's Historical Statistics of the United States, Colonial Times to 1970, Part 2, page 783 (1920 - 1970); the decennial censuses (1980 - 2000); and the Census Bureau's American Community Survey (ACS) 1-year estimates (2001 - 2019).

2 Household penetration data (1990 - 2019) are annual averages from the U.S. Census based on the Current Population Survey. For 2021, July CPS data are used.

3 Errata #53: released April 12, 2010, regarding 2008 ACS 1-year and 2006-2008 ACS 3-year estimates for household kitchen facilities and telephone service. Two errors were found affecting the 2008 ACS 1-year data and the 2006-2008 ACS 3-year data for telephone service. The errors involve the last two items in Question 8 on the housing section of the 2008 ACS questionnaire which asks whether the housing unit has telephone service (including cell phones). The error involved the incorrect capture of the responses to those items. It affected the estimates of householders who reported no telephone service, resulting in an underestimate of "no" responses and an increased imputation rate for both items. At the national level, the percent of households reporting no telephone service in 2008 was 1.8 percent; however, after correcting the data capture error, the percent reporting no telephone service is approximately 2.8 percent.

4 ACS statistics for 2020 are experimental due to COVID-19 impacting the ACS.

5 ACS statistics for 2021 are not available.

Table 6.5 – Voice Penetration by Selected Demographic Characteristics
(Percentage of Households with Voice Service)

Characteristic	2017	2018	2019	2020	2021
Persons in Household					
1	94.1	94.3	94.3	96.2	96.2
2 - 3	96.9	96.7	96.7	97.9	97.7
4 - 5	97.2	97.3	97.1	97.9	97.9
6 +	96.0	96.5	96.3	97.3	96.7
Age of Householder					
15 - 24 Yrs Old	95.9	95.9	95.5	97.5	96.2
25 - 54 Yrs Old	96.0	96.1	96.2	97.4	97.6
55 - 59 Yrs Old	95.9	96.4	95.6	97.3	97.1
60 - 64 Yrs Old	96.6	96.3	95.9	97.5	97.2
65 - 69 Yrs Old	96.9	96.5	96.5	97.4	97.1
70 - 99 Yrs Old	95.9	95.9	95.8	97.3	96.8
Race of Householder					
White	96.5	96.5	96.4	97.6	97.5
Black	94.0	94.2	94.7	96.5	96.3
Hispanic Origin	94.4	94.4	94.2	96.3	95.8
Total United States	96.1	96.1	96.1	97.4	97.3

Note: that 2017 to 2020 values are annual averages. For 2021, values are July 2021 figures since complete 2021 figures were unavailable at the time of publication.
Source: U.S. Census Bureau, Current Population Survey.

Table 6.6 – Voice Subscribership by State, 2014 – 2019

(Percentage of Occupied Housing Units with Voice Service)

	2014	2015	2016	2017	2018	2019
Alabama	97.4	97.2	96.9	98.4	98.0	98.6
Alaska	98.1	97.3	97.5	98.9	98.7	98.6
Arizona	97.5	97.4	96.4	98.1	98.4	98.8
Arkansas	97.3	96.4	96.3	97.8	98.0	98.6
California	97.9	97.8	97.4	98.8	98.8	99.1
Colorado	97.9	97.9	96.9	98.7	98.6	99.2
Connecticut	98.5	98.5	97.9	98.9	98.9	99.2
Delaware	97.9	98.3	97.4	98.2	99.2	99.5
District of Columbia	97.6	97.2	96.4	97.0	98.8	99.0
Florida	97.1	97.1	96.4	98.3	98.4	98.8
Georgia	97.3	97.3	97.0	98.5	98.5	99.0
Hawaii	97.7	97.7	97.0	98.4	98.2	98.8
Idaho	97.3	97.3	96.4	98.2	98.4	99.3
Illinois	97.4	97.6	96.9	98.5	98.5	99.0
Indiana	97.5	97.4	97.1	98.2	98.3	98.6
Iowa	97.6	97.5	96.9	98.4	98.7	99.0
Kansas	97.4	97.1	96.4	98.0	98.5	99.1
Kentucky	97.1	97.3	97.0	98.2	98.5	98.8
Louisiana	97.0	97.2	97.0	98.0	98.2	98.8
Maine	98.1	97.6	97.6	98.5	98.7	99.0
Maryland	97.6	97.7	97.4	98.8	98.7	99.1
Massachusetts	98.2	98.1	98.1	98.9	98.8	99.2
Michigan	97.6	97.4	97.0	98.5	98.4	99.2
Minnesota	97.9	97.3	97.5	98.8	98.7	99.3
Mississippi	97.2	97.0	96.7	98.2	98.2	98.6
Missouri	97.1	97.2	96.9	98.3	98.5	99.0
Montana	97.0	97.0	96.3	97.9	97.5	98.7
Nebraska	97.7	97.3	97.2	98.6	98.5	99.1
Nevada	96.5	97.2	96.5	98.3	98.1	98.7
New Hampshire	98.3	98.3	98.2	98.9	98.9	99.1
New Jersey	98.5	97.8	97.4	99.0	98.9	99.1
New Mexico	97.2	96.6	96.2	97.6	97.8	98.5
New York	97.8	97.9	97.3	98.6	98.4	98.8
North Carolina	97.7	97.6	96.6	98.5	98.6	99.0
North Dakota	98.1	96.9	97.6	98.6	98.5	99.2
Ohio	97.3	97.3	96.7	98.6	98.6	99.0
Oklahoma	97.1	97.0	96.6	98.2	98.2	98.9
Oregon	97.6	97.3	96.7	98.7	98.9	99.2
Pennsylvania	98.2	98.0	97.7	98.5	98.6	99.0
Rhode Island	97.8	98.1	97.5	99.0	98.8	99.2
South Carolina	97.6	97.0	96.1	98.3	98.5	98.9
South Dakota	97.2	96.7	96.4	97.6	97.9	98.4
Tennessee	97.5	97.6	97.1	98.4	98.4	98.6
Texas	97.7	97.4	96.3	98.2	98.4	99.0
Utah	98.0	97.7	97.2	98.4	99.0	99.3
Vermont	98.1	97.9	97.2	98.6	98.0	98.7
Virginia	98.1	97.6	97.5	98.9	98.9	99.2
Washington	97.6	97.5	97.0	99.0	98.7	99.1
West Virginia	96.9	97.3	96.9	97.1	98.4	98.5
Wisconsin	97.7	97.3	97.0	98.4	98.4	98.9
Wyoming	97.9	97.4	97.1	98.9	98.9	99.1
Total United States	97.6	97.4	97.0	98.5	98.5	99.0
Puerto Rico	94.3	95.5	96.0	96.0	95.8	96.5

Note: 'Total United States' does not include Puerto Rico.
Note: 2020 Data unavailable due to Covid-19 impacts to ACS data.
Source: Census Bureau, American Community Survey, Table DP04.

Table 6.7 – Voice Penetration by State, Selected Years

(Percentage of Households with a Telephone in Unit)

	1984	1996	2000	2010	2020
Alabama	88.4	92.2	91.9	95.2	97.9
Alaska	86.5	94.4	94.3	97.1	99.5
Arizona	86.9	93.1	93.9	95.2	98.9
Arkansas	86.6	86.9	88.6	93.4	94.3
California	92.5	95.0	95.8	96.4	96.7
Colorado	93.2	95.5	96.3	97.7	99.2
Connecticut	95.5	97.5	96.4	97.9	97.5
Delaware	94.3	96.1	96.3	97.4	99.2
District of Columbia	94.9	93.0	93.2	91.1	97.9
Florida	88.7	93.1	92.1	93.7	92.4
Georgia	86.2	89.7	91.1	93.0	96.4
Hawaii	93.5	94.8	94.7	95.7	98.5
Idaho	90.7	92.9	93.9	97.9	98.4
Illinois	94.2	93.0	91.5	95.2	98.5
Indiana	91.6	93.7	94.5	92.5	98.6
Iowa	96.2	96.6	96.2	97.7	98.4
Kansas	94.3	93.9	94.8	97.5	98.7
Kentucky	88.1	92.3	93.3	95.0	95.2
Louisiana	89.7	91.1	92.6	96.5	97.5
Maine	93.4	96.5	97.9	98.2	99.2
Maryland	95.7	96.7	95.0	96.2	97.9
Massachusetts	95.9	95.7	94.6	97.6	98.6
Michigan	92.8	95.0	95.0	96.8	98.0
Minnesota	95.8	97.1	97.4	98.5	98.9
Mississippi	82.4	87.5	89.2	96.0	97.5
Missouri	91.5	95.3	95.8	96.1	98.8
Montana	91.0	94.3	94.6	94.9	98.2
Nebraska	95.7	96.0	97.3	95.6	99.1
Nevada	90.4	93.5	94.0	96.6	96.7
New Hampshire	94.3	96.1	97.7	98.2	99.3
New Jersey	94.8	93.6	94.6	95.9	88.2
New Mexico	82.0	86.2	91.2	92.4	95.3
New York	91.8	93.4	95.1	94.8	95.4
North Carolina	88.3	93.5	93.9	95.5	97.6
North Dakota	94.6	96.3	95.8	98.5	98.8
Ohio	92.4	94.5	94.8	96.7	98.0
Oklahoma	90.3	91.3	91.2	95.7	98.5
Oregon	90.6	96.0	94.8	97.6	99.1
Pennsylvania	94.9	96.9	96.6	98.2	98.7
Rhode Island	93.6	95.7	94.9	97.2	98.2
South Carolina	83.7	91.3	93.2	94.3	98.5
South Dakota	93.2	93.3	94.3	97.8	97.9
Tennessee	88.5	94.0	95.5	92.2	97.8
Texas	88.4	91.0	93.5	95.2	98.7
Utah	92.5	96.7	95.9	96.7	97.3
Vermont	92.3	95.9	95.6	98.1	98.6
Virginia	93.1	94.9	95.4	95.3	98.0
Washington	93.0	94.5	94.9	98.1	99.2
West Virginia	87.7	92.9	94.0	96.2	99.2
Wisconsin	95.2	97.0	94.8	98.3	98.7
Wyoming	89.9	95.0	94.7	97.3	98.0
Total United States	91.6	93.9	94.4	95.8	97.2

Source: U.S. Census Bureau, Current Population Survey.

Table 6.8 – Household Voice Penetration by State and Income, 2021

(in 1984 Dollars)

	$9,999 or Less	$10,000 to $19,999	$19,999 to $29,999	$30,000 to $39,999	$40,000 or More	All Households
Alabama	97.5	97.1	98.0	97.4	98.9	97.8
Alaska	99.3	99.2	100.0	96.8	100.0	99.3
Arizona	97.6	99.0	100.0	100.0	99.5	99.2
Arkansas	94.0	95.8	95.3	96.7	95.2	95.2
California	95.1	96.6	96.2	96.7	98.4	97.0
Colorado	97.6	97.3	100.0	100.0	99.8	99.1
Connecticut	97.5	99.2	97.3	98.9	98.6	98.3
Delaware	100.0	98.4	99.2	100.0	99.7	99.4
District of Columbia	95.9	98.7	98.0	98.8	99.3	98.3
Florida	87.9	90.9	93.1	93.5	93.3	91.5
Georgia	94.5	96.9	95.4	96.1	97.0	96.1
Hawaii	95.9	99.4	98.5	99.2	99.8	98.8
Idaho	95.0	96.2	99.5	100.0	99.7	98.2
Illinois	96.3	99.1	99.6	99.7	99.4	98.9
Indiana	94.6	97.2	98.9	98.9	98.9	97.8
Iowa	94.1	100.0	97.4	97.3	100.0	98.1
Kansas	98.3	97.5	99.6	98.8	98.5	98.5
Kentucky	91.4	92.3	96.1	99.1	96.3	94.6
Louisiana	95.4	96.6	98.1	96.6	99.3	97.1
Maine	96.2	100.0	99.5	100.0	100.0	99.3
Maryland	94.3	98.9	97.2	98.8	98.4	97.8
Massachusetts	96.4	98.2	99.6	98.1	98.9	98.4
Michigan	95.6	99.3	98.2	98.5	99.5	98.3
Minnesota	98.4	99.5	100.0	97.6	99.8	99.3
Mississippi	96.3	97.9	99.5	100.0	97.7	97.9
Missouri	97.4	99.5	98.2	100.0	98.7	98.7
Montana	95.3	99.6	99.1	98.9	99.4	98.4
Nebraska	96.5	98.8	100.0	100.0	98.3	98.7
Nevada	95.6	96.6	98.4	99.2	98.1	97.4
New Hampshire	97.5	99.4	100.0	99.4	99.7	99.3
New Jersey	80.6	89.4	87.3	91.5	92.1	89.2
New Mexico	91.7	95.1	98.0	94.7	96.3	95.0
New York	92.9	94.7	94.5	95.8	96.0	94.9
North Carolina	95.4	98.4	97.6	97.4	98.0	97.3
North Dakota	97.5	98.2	100.0	97.0	100.0	98.8
Ohio	96.2	97.8	98.8	98.3	99.4	98.1
Oklahoma	97.0	97.7	98.9	99.3	100.0	98.4
Oregon	98.3	100.0	98.6	99.5	99.4	99.3
Pennsylvania	96.7	99.2	98.2	100.0	99.2	98.7
Rhode Island	94.6	95.6	95.7	99.3	98.5	97.1
South Carolina	97.8	98.2	99.2	98.5	99.8	98.7
South Dakota	96.9	99.5	98.3	98.8	98.4	98.4
Tennessee	96.2	96.9	98.7	100.0	97.3	97.5
Texas	97.2	98.6	99.3	98.6	99.7	98.8
Utah	94.5	98.1	97.3	95.7	98.7	97.5
Vermont	97.4	99.4	99.2	97.7	99.6	98.8
Virginia	93.7	98.3	95.6	98.1	98.6	97.3
Washington	98.7	99.2	99.1	98.9	99.6	99.2
West Virginia	98.4	99.7	100.0	100.0	99.7	99.5
Wisconsin	98.5	98.4	98.6	98.1	99.6	98.8
Wyoming	95.6	98.8	99.4	97.8	99.3	98.3
Total United States	94.9	97.0	97.3	97.7	98.2	97.1

Note: Income categories use 1984 dollars. For a conversion to current-year dollars, consult Table 6.3.

Source: U.S. Census Bureau, Current Population Survey (March CPS Supplement).

Table 6.9 – Internet Use by Selected Characteristics, 2019

	Percent with high-speed Internet subscription[1]
All Households	86.4
Household Income[2]	
Less than $20,000	64.2
$20,000 - $74,999	84.1
$75,000 or more	95.6
Metropolitan Status[3]	
Metropolitan Area	87.6
Nonmetropolitan Area	79.4
Urban / Rural Area[3]	
Rural Area	82.3
Urban Area	87.4

All Individuals	89.4
Age[4]	
Under 18	92.6
18 - 64	91.3
65 +	78.0
Race and Hispanic Origin[5]	
White alone, non-Hispanic	90.1
Black alone, non-Hispanic	83.9
Asian alone, non-Hispanic	94.9
Hispanic (of any race)	87.6
American Indian	77.9

[1] High-speed service includes all Internet service other than dial-up.

[2] *Source*: Census Bureau, American Community Survey, Table B28004

[3] *Source*: Census Bureau, American Community Survey, Table B28002

[4] *Source*: Census Bureau, American Community Survey, Table B28005

[5] *Source*: Census Bureau, American Community Survey, Tables B28009 (A, B, C, D, and I)
Note: 2020 Data unable to be presented due to Covid-19 impacts on ACS 1 year data.

Table 6.10 – High-Speed Internet Penetration for Households by State, 2015 – 2019[1]

	2015	2016	2017	2018	2019
Alabama	68.3	74.7	78.1	79.3	81.6
Alaska	81.7	85.7	86.1	87.5	87.8
Arizona	78.1	83.1	85.7	86.2	87.2
Arkansas	64.2	70.9	73.0	76.9	79.8
California	81.3	85.4	87.7	88.7	89.8
Colorado	83.0	86.9	88.2	89.4	91.0
Connecticut	82.0	84.1	85.5	87.0	88.5
Delaware	77.4	83.3	86.2	88.4	88.8
District of Columbia	76.8	79.8	82.7	86.1	87.3
Florida	77.5	81.2	83.2	85.2	86.8
Georgia	74.8	80.7	82.7	83.7	85.0
Hawaii	82.2	83.2	84.5	85.7	88.0
Idaho	76.7	79.4	82.5	86.2	88.4
Illinois	76.9	82.0	83.6	85.1	86.0
Indiana	73.3	79.2	81.2	82.8	83.9
Iowa	75.0	79.6	81.8	83.6	83.9
Kansas	76.2	80.3	83.0	84.3	85.2
Kentucky	70.9	77.3	78.9	81.7	83.1
Louisiana	68.7	74.4	75.6	78.1	80.6
Maine	77.1	80.7	82.0	84.0	84.9
Maryland	81.4	85.8	87.7	88.2	89.1
Massachusetts	82.6	85.5	86.8	87.9	88.9
Michigan	74.4	80.5	82.8	84.1	85.9
Minnesota	79.5	83.5	85.9	86.8	87.9
Mississippi	61.0	70.7	73.4	76.3	76.8
Missouri	73.3	79.3	81.3	82.9	84.8
Montana	75.0	78.9	81.3	83.6	85.0
Nebraska	78.1	81.6	84.4	85.7	87.0
Nevada	79.0	80.9	83.4	85.9	85.6
New Hampshire	84.5	86.4	88.4	89.1	89.2
New Jersey	81.6	84.2	86.8	88.0	89.4
New Mexico	67.2	73.7	76.4	76.9	78.5
New York	77.8	81.7	83.4	85.3	86.2
North Carolina	74.1	79.0	81.6	83.5	85.3
North Dakota	76.3	81.4	81.3	80.3	84.1
Ohio	76.1	80.9	83.2	84.5	85.4
Oklahoma	70.8	77.2	79.7	81.9	83.6
Oregon	80.8	84.9	86.8	87.9	89.0
Pennsylvania	75.7	80.5	81.5	84.1	85.6
Rhode Island	78.2	82.8	85.5	85.3	87.7
South Carolina	69.9	77.0	79.2	81.5	82.7
South Dakota	75.3	79.5	80.6	82.1	85.0
Tennessee	70.2	76.7	79.4	82.1	83.0
Texas	74.3	80.5	83.3	84.5	86.3
Utah	83.1	85.4	87.8	90.0	90.8
Vermont	78.7	81.1	81.4	82.5	83.4
Virginia	78.6	83.4	84.8	85.6	86.7
Washington	83.9	87.4	89.1	90.0	91.2
West Virginia	69.8	74.2	76.0	79.0	81.0
Wisconsin	76.9	81.3	83.3	84.4	86.0
Wyoming	77.8	83.2	83.7	85.7	87.8
Total United States	76.7	81.4	83.5	85.1	86.4
Puerto Rico	51.8	59.3	60.9	62.2	68.2

[1] High-speed Internet service includes all Internet service other than dial-up.

Source: Census Bureau, American Community Survey, Table B28002

Note: 2020 Data unable to be presented due to Covid-19 impacts on ACS 1 year data.

Table 6.11 – Residential Fixed Connections per Household by Speed Tier as of December 31, 2020

(Households and Subscribers in thousands)

	Households	At least 200 Kbps in any direction		10 Mbps Download 1 Mbps upload		25 Mbps Download 3 Mbps Upload		100 Mbps Download 10 Mbps Upload	
		Subscribers	Ratio	Subscribers	Ratio	Subscribers	Ratio	Subscribers	Ratio
Alabama	1,867	1,551	0.83	1,382	0.74	1,180	0.63	888	0.48
Alaska	253	221	0.87	201	0.80	151	0.60	*	*
American Samoa	10	*	*	*	*	*	*	0	0.00
Arizona	2,571	2,442	0.95	2,203	0.86	2,012	0.78	1,408	0.55
Arkansas	1,158	905	0.78	776	0.67	629	0.54	370	0.32
California	3,044	2,328	0.95	1,764	0.90	871	0.83	7,605	0.58
Colorado	2,148	2,106	0.98	1,917	0.89	1,811	0.84	915	0.43
Connecticut	1,370	1,304	0.95	1,246	0.91	1,094	0.80	735	0.54
Delaware	363	380	1.05	371	1.02	366	1.01	221	0.61
District of Columbia	284	273	0.96	265	0.94	261	0.92	161	0.57
Florida	7,736	8,076	1.04	7,717	1.00	6,946	0.90	5,327	0.69
Georgia	3,758	3,469	0.92	3,230	0.86	2,803	0.75	2,057	0.55
Guam	42	*	*	*	*	*	*	*	*
Hawaii	459	486	1.06	472	1.03	*	*	*	*
Idaho	630	571	0.91	470	0.75	381	0.60	262	0.42
Illinois	4,846	4,214	0.87	3,955	0.82	3,347	0.69	2,347	0.48
Indiana	2,570	2,203	0.86	2,003	0.78	1,680	0.65	1,153	0.45
Iowa	1,265	1,049	0.83	898	0.71	793	0.63	563	0.45
Kansas	1,129	978	0.87	893	0.79	766	0.68	533	0.47
Kentucky	1,734	1,478	0.85	1,335	0.77	1,170	0.67	881	0.51
Louisiana	1,739	1,426	0.82	1,303	0.75	1,116	0.64	792	0.46
Maine	559	564	1.01	506	0.91	423	0.76	339	0.61
Maryland	2,205	2,134	0.97	2,078	0.94	2,024	0.92	1,216	0.55
Massachusetts	2,617	2,522	0.96	2,450	0.94	2,416	0.92	1,475	0.56
Michigan	3,935	3,434	0.87	3,200	0.81	2,760	0.70	1,891	0.48
Minnesota	2,185	1,949	0.89	1,739	0.80	1,594	0.73	934	0.43
Mississippi	1,104	824	0.75	711	0.64	533	0.48	307	0.28
Missouri	2,414	2,038	0.84	1,798	0.74	1,558	0.65	1,219	0.51
Montana	427	385	0.90	331	0.77	284	0.66	213	0.50
Nebraska	759	655	0.86	600	0.79	529	0.70	400	0.53
Nevada	1,098	1,070	0.97	1,015	0.92	924	0.84	715	0.65
New Hampshire	532	550	1.03	522	0.98	488	0.92	293	0.55
New Jersey	3,231	3,143	0.97	3,074	0.95	3,020	0.93	2,216	0.69
New Mexico	780	677	0.87	547	0.70	487	0.63	197	0.25
New York	7,343	6,630	0.90	6,499	0.89	6,199	0.84	5,529	0.75
North Carolina	3,965	3,783	0.95	3,445	0.87	3,214	0.81	2,705	0.68
North Dakota	318	276	0.87	265	0.83	249	0.78	195	0.62
Northern Mariana Isl.	16	*	*	*	*	*	*	0	0.00
Ohio	4,676	4,122	0.88	3,823	0.82	3,385	0.72	2,481	0.53
Oklahoma	1,480	1,187	0.80	1,063	0.72	902	0.61	632	0.43
Oregon	1,611	1,487	0.92	1,353	0.84	1,263	0.78	692	0.43
Pennsylvania	5,053	4,535	0.90	4,235	0.84	4,078	0.81	2,391	0.47
Puerto Rico	1,192	670	0.56	585	0.49	355	0.30	*	*
Rhode Island	410	393	0.96	390	0.95	380	0.93	323	0.79
South Carolina	1,921	1,790	0.93	1,677	0.87	1,489	0.77	1,200	0.62
South Dakota	344	297	0.86	285	0.83	270	0.79	192	0.56
Tennessee	2,597	2,273	0.88	2,128	0.82	1,866	0.72	1,406	0.54
Texas	9,691	8,994	0.93	8,544	0.88	7,722	0.80	5,580	0.58
Utah	977	946	0.97	867	0.89	801	0.82	426	0.44
Vermont	260	261	1.01	225	0.87	187	0.72	91	0.35
Virgin Islands	43	*	*	17	0.40	*	*	*	*
Virginia	3,151	2,864	0.91	2,689	0.85	2,572	0.82	1,747	0.55
Washington	2,848	2,714	0.95	2,487	0.87	2,344	0.82	1,230	0.43
West Virginia	732	571	0.78	468	0.64	400	0.55	241	0.33
Wisconsin	2,358	2,083	0.88	1,896	0.80	1,651	0.70	1,303	0.55
Wyoming	230	206	0.90	183	0.80	163	0.71	111	0.48
Total	122,046	111,599	0.92	104,175	0.85	94,429	0.77	66,778	0.55

Note: Mbps = megabits per second and kbps = kilobits per second. * = Data withheld to maintain firm confidentiality.
Note: Column Ratio = The ratio of the reported number of fixed residential connections (from FCC Form 477) to the estimated number of households (from the 5-year ACS). This is a loose estimate of the share of households with fixed-location connections and is not bounded by 1—the numerator and denominator of this ratio are both themselves estimates and come from different sources.

Note: Figures may not sum to totals due to rounding.

Sources: FCC Form 477 (Connections); 2014-2018 ACS 5 -Year Estimates (Households for the fifty states, District of Columbia and Puerto Rico) Census 2010 (Housing Units for Puerto Rico, American Samoa, Guam, Northern Mariana Islands and U.S. Virgin Islands).

Table 6.12 – Telephone Service, Internet Access, Telephone Expenses, and Internet Expenses in Low-Income Households

Percent of Low-Income Households with Telephone / Internet Services: 2019		
	Low-Income Group 1	**Low-Income Group 2**
Telephone Service	97.2	98.4
Internet Access	73.9	80.5

Low-Income Household Expenses for Telephone/Cellular Phone/Internet Services as a Percent of Income After Taxes: 2020		
	Low-Income Group 1	**Low-Income Group 2**
Telephone Expenses[1]		
All	3.0	3.3
With Expenses Only	3.5	3.6
Cellular Phone Expenses		
All	2.6	2.7
With Expenses Only	3.3	3.5
Internet Expenses		
All	1.3	1.4
With Expenses Only	1.7	1.9

All statistics between group 1 and group 2 are statistically significantly different at a confidence level of 99.9%.

[1] The telephone expenses include residential phone service, VOIP, phone cards, and cellular phone service.

Note: Group 1 contains occupied housing units where the household income is less than or equal to 135% of the 2020 Federal Poverty Guideline for the household. Group 2 contains occupied housing units where household income is greater than 135% of the Federal Poverty Guideline, but less than or equal to 200% of the Federal Poverty Guideline for that Household.

Note: Expenses are calculated for everyone in the income groups (All) and for only those who have telephone or internet expenses in the income groups (With Expenses Only).

Note: The 2016 Lifeline Modernization Order included affordability of voice and broadband service as a component of the program's goals and directed WCB (Wireline Competition Bureau) to measure the extent to which voice and broadband service expenditures exceed two percent of low-income consumers' disposable household income as compared to the next highest income group. *Lifeline and Link Up Reform and Modernization, et al.*, WC Docket No. 11-42 et al., Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962, 4112, para. 408 (2016).

Note: 2020 Household data unable to be presented due to Covid-19 impacts on ACS PUMS data.
Source: American Community Survey 2019 Public Use Microdata Sample (PUMS) data for telephone service and internet access and Consumer Expenditure Survey 2020 public-use microdata (PUMD) for telephone and internet expenses and after-tax income.

Table 6.13 – Switched Access Lines and Interconnected VoIP Subscribers for ILECs
(in Thousands)

	Rate-of-Return Carriers			Price Cap Carriers	Total
	Total	A-CAM/Alaska Plan Percentage Estimate[1]	Legacy Percentage Estimate[1]		
December 2010	4,635			92,862	97,497
December 2011	4,495			84,932	89,427
December 2012	4,268			77,846	82,114
December 2013	4,123			70,959	75,082
December 2014	3,858			65,566	69,424
December 2015	3,749			59,930	63,680
December 2016	3,697	35	65	54,564	58,262
December 2017	3,553	34	66	49,468	53,022
December 2018	3,377	31	69	43,878	47,256
December 2019	3,185	41	59	39,022	42,207
December 2020	3,017	41	59	34,161	37,178

[1] A-CAM and Legacy Carrier lines are estimated based on data from NECA's Annual USF filing. A-CAM II carriers are included in legacy carriers prior to 2019 and in A-CAM/Alaska Plan carriers beginning in 2019.

Notes: ILEC stands for Incumbent Local Exchange Carrier. A-CAM stands for Alternative Connect America Cost Model. Data from 2014-2019 may be revised from earlier Monitoring Reports due to respondents' refiling FCC Form 477.
Source: FCC Form 477 Submissions.

Table 6.14 – Fixed Connections for ILECs
(in Thousands)

Rate-of-Return Carriers	Residential	Business	Total
At Least 4 Mbps			
December 2015	1,355	146	1,500
December 2016	1,599	164	1,764
December 2017	1,815	191	2,005
December 2018	2,083	211	2,294
December 2019	2,277	222	2,498
December 2020	2,585	240	2,825
At Least 10 Mbps			
December 2015	853	90	943
December 2016	1,120	114	1,234
December 2017	1,421	150	1,571
December 2018	1,753	177	1,930
December 2019	2,023	196	2,219
December 2020	2,381	219	2,601
At Least 25 Mbps			
December 2015	264	22	286
December 2016	417	35	452
December 2017	715	61	776
December 2018	1,016	90	1,106
December 2019	1,343	121	1,464
December 2020	1,769	154	1,924

Price Cap Carriers	Residential	Business	Total
At Least 4 Mbps			
December 2015	19,169	1,426	20,595
December 2016	20,692	1,550	22,242
December 2017	22,277	1,694	23,972
December 2018	23,454	1,762	25,216
December 2019	23,879	1,772	25,650
December 2020	25,014	1,813	26,827
At Least 10 Mbps			
December 2015	16,430	1,211	17,641
December 2016	17,946	1,338	19,284
December 2017	19,972	1,505	21,477
December 2018	21,522	1,596	23,119
December 2019	22,309	1,635	23,945
December 2020	23,812	1,698	25,510
At Least 25 Mbps			
December 2015	7,282	511	7,794
December 2016	8,904	576	9,480
December 2017	12,350	754	13,104
December 2018	14,976	913	15,888
December 2019	16,702	999	17,701
December 2020	18,938	1,091	20,029

Notes: ILEC stands for Incumbent Local Exchange Carrier. All connections below 25 Mbps have a minimum upstream speed of 1 Mbps. All connections with at least 25 Mbps have a minimum upstream of 3 Mbps. Data from 2015 - 2019 may be revised from the 2020 Monitoring Report due to respondents' refiling of Form 477. Figures may not sum to totals due to rounding.

Source: FCC Form 477.

Table 6.15 – Fixed Deployments for ILECs
(in Thousands)

Rate-of-Return Carriers	# of Deployed Census Blocks	Population in Deployed Census Blocks	Housing Units in Deployed Census Blocks
At Least 4 Mbps			
December 2015	854	9,549	4,463
December 2016	894	9,996	4,685
December 2017	926	10,300	4,833
December 2018	940	10,358	4,853
December 2019	987	10,810	5,071
December 2020	988	10,854	5,115
At Least 10 Mbps			
December 2015	733	8,730	4,057
December 2016	788	9,349	4,363
December 2017	839	9,767	4,573
December 2018	859	9,848	4,620
December 2019	936	10,566	4,953
December 2020	936	10,575	4,977
At Least 25 Mbps			
December 2015	435	5,593	2,594
December 2016	499	6,512	3,035
December 2017	571	7,227	3,379
December 2018	606	7,617	3,557
December 2019	724	8,798	4,111
December 2020	784	9,418	4,417

Price Cap Carriers	# of Deployed Census Blocks	Population in Deployed Census Blocks	Housing Units in Deployed Census Blocks
At Least 4 Mbps			
December 2015	2,990	189,794	79,810
December 2016	3,615	209,928	88,054
December 2017	3,954	228,951	96,385
December 2018	3,931	229,421	96,704
December 2019	4,162	235,443	99,180
December 2020	5,089	270,067	114,500
At Least 10 Mbps			
December 2015	2,904	187,939	78,990
December 2016	3,361	200,943	84,327
December 2017	3,791	224,541	94,470
December 2018	3,783	225,864	95,137
December 2019	4,083	233,514	98,327
December 2020	4,627	251,684	106,475
At Least 25 Mbps			
December 2015	942	69,608	28,865
December 2016	1,842	144,462	59,386
December 2017	2,167	165,184	68,091
December 2018	2,284	172,972	71,625
December 2019	2,548	183,494	76,099
December 2020	3,105	201,807	84,305

Note: ILEC stands for Incumbent Local Exchange Carrier. All connections below 25 Mbps have a minimum upstream speed of 1 Mbps. All connections of at least 25 Mbps have a minimum upstream of 3 Mbps.
Note: December 2019 data based upon updated Study Area Boundaries.

Source: FCC Form 477 Submissions.

Table 6.16 – Overview of Broadband Deployment by High-Cost Support Mechanism

Obligations [1]												
Fund	4/1	10/1	25/3	25/5[2]	50/5[2]	100/5[2]	100/20	100/25	1000/100	1000/500	Subtotal Obligations	Reasonable Request
ACAM	26,930	170,884	452,954	0	0	0	0	0	0	0	650,768	65,707
ACAM II	24,042	0	363,452	0	0	0	0	0	0	0	387,494	67,840
AK Plan	1,463	12,414	49,665	0	0	0	0	0	0	0	63,542	0
CAF BLS	0	0	474,207	0	0	0	0	0	0	0	474,207	0
CAFII	0	3,655,908	0	0	0	0	0	0	0	0	3,655,908	0
CAFII AUC	0	368	359,033	0	0	0	254,892	0	0	134,656	748,949	0
RBE[4]	0	1,679	23,183	0	0	0	0	0	0	0	24,862	0
Total	52,435	3,841,253	1,722,494	0	0	0	254,892	0	0	134,656	6,005,730	133,547

Deployed Locations Reported in the HUBB [1]												
Fund	4/1	10/1	25/3	25/5	50/5	100/5	100/20	100/25	1000/100	1000/500	Total Broadband Locations Deployed [3]	Total Deployed Satisfying Obligations [3]
ACAM	32,057	152,074	109,199	63,584	0	0	7,292	46,695	0	53,977	464,878	389,352
ACAM II	7,762	27,383	96,065	15,603	0	0	8,402	72,577	0	98,313	326,105	273,146
AK Plan	521	2,443	19,130	0	9,720	4,066	0	0	364	0	36,244	34,063
CAF BLS	3,546	38,152	128,872	71,371	0	0	10,804	176,232	0	324,066	753,043	347,345
CAFII	0	3,276,317	131,643	36,902	0	0	95,123	7,310	0	7,959	3,555,254	3,322,736
CAFII AUC	0	94	21,814	2,202	0	0	12,091	1,404	0	46,902	84,507	79,937
RBE[4]	0	786	495	15,195	0	0	0	2,665	0	2,319	21,460	21,198
Total	43,886	3,497,249	507,218	204,857	9,720	4,066	133,712	306,883	364	533,536	5,241,491	4,467,777

1 Obligations and deployment are in megabits per second (Mbps). For both obligations and deployments, 4/1 and 6/1 have been combined. Actual obligation and deployment speeds for each study area are listed in Supplemental Table S.6.6. Data from Uniendo a Puerto Rico, Connect USVI Fund Stage 2 Competition, and Rural Digital Opportunity Fund are not included because the carriers have not yet reached an interim deployment obligation.

2 Rural Digital Opportunity Fund obligations have not been included here because a number of applications are still under review, so their final deployment obligations and reporting deadlines remain pending. Authorized carriers' entry of initial deployment information into the HUBB is not required until March 1, 2022.

3 Carriers may satisfy slower speed class obligations with higher speed deployments. Where carriers have deployed more than their required obligations for a given speed class, only the required deployments are included in the Total Deployed Satisfying Obligations.

4 Some carriers receiving RBE support had their obligations and deployments reduced. For details, see note in Supplementary Table 6.6.

Source: USAC HUBB Data as of March 31, 2021. A carrier's deployment data must be reported into the HUBB by March 1 of the year following the deployment.

Table 6.17 – High Cost Supported Broadband Deployment by State

State	Obligations	Locations Deployed	Total Deployed Satisfying Obligations [2]
Alabama	172,799	171,395	144,102
Alaska	102,864	57,973	55,668
American Samoa	4,065	142	142
Arizona	76,879	39,963	35,252
Arkansas	181,956	173,682	156,110
California	303,886	237,995	220,205
Colorado	79,612	59,574	58,133
Connecticut	1,388	990	990
Delaware	1,343	1,770	1,338
Florida	95,889	111,656	84,199
Georgia	191,847	191,034	160,338
Guam	10,972	10,095	10,095
Hawaii	15,017	9,480	9,480
Idaho	51,698	34,727	33,143
Illinois	153,838	121,534	103,401
Indiana	198,834	165,922	147,751
Iowa	184,574	147,950	135,889
Kansas	112,798	100,428	83,909
Kentucky	184,746	217,520	170,921
Louisiana	125,087	123,828	104,884
Maine	57,721	48,243	45,565
Maryland	8,233	5,379	4,987
Massachusetts	5,758	2,792	2,737
Michigan	245,938	209,371	187,357
Minnesota	311,316	262,406	240,904
Mississippi	185,776	180,430	157,145
Missouri	327,396	224,619	214,196
Montana	86,072	76,270	65,175
Nebraska	82,573	67,010	61,689
Nevada	25,877	12,513	9,975
New Hampshire	16,083	18,586	14,794
New Jersey	2,691	2,538	2,047
New Mexico	61,573	48,840	39,259
New York	142,190	100,275	82,726
North Carolina	93,988	120,600	82,992
North Dakota	57,525	72,563	51,056
Northern Mariana Islands	11,143	4,562	4,562
Ohio	187,246	165,480	157,456
Oklahoma	157,464	84,926	57,903
Oregon	80,381	66,442	62,261
Pennsylvania	151,039	111,013	89,239
Rhode Island	165	46	46
South Carolina	105,713	169,347	96,656
South Dakota	70,563	63,846	53,033
Tennessee	160,444	182,609	142,708
Texas	341,198	362,312	293,279
Utah	33,275	49,402	21,131
Vermont	38,469	33,099	31,428
Virginia	119,939	71,417	66,535
Washington	111,850	88,364	80,816
West Virginia	107,221	67,812	65,637
Wisconsin	335,710	277,070	256,082
Wyoming	33,108	13,651	10,451
Nationwide	6,005,730	5,241,491	4,467,777

1 Obligation and deployment speeds for each study area are listed in Supplemental Table S.6.8. This table includes information for ACAM, ACAMII, AK Plan, CAF BLS, CAF II Model, CAF II Auction and RBE. Data from Uniendo a Puerto Rico, Connect USVI Fund Stage 2 Competition, and Rural Digital Opportunity Fund are not included because the carriers have not yet reached an interim deployment obligation.

2 Carriers may satisfy slower speed class obligations with higher speed deployments. Where carriers have deployed more than their required obligations for a given speed class, only the required deployments are included in the Total Deployed Satisfying Obligations.

Source: USAC HUBB Data as of March 31, 2021. A carrier's deployment data must be reported into the HUBB by March 1 of the year following the deployment.

Section 7 – Price Indices

Overview – Price Indices

This section contains information on telephone price indices using data from the Consumer Price Index (CPI) maintained by the Bureau of Labor Statistics (BLS). The BLS collects information on telephone service as part of the CPI.[12] The monthly price indices represent prices sampled in the middle of the month.

The CPI for telephone services is based on a "market basket" intended to represent the telephone-related expenditures of a typical urban household. It includes both land-line telephone service and wireless telephone service. In January 2010, BLS discontinued collecting four land-line telephone indices, including local charges, long distance charges, interstate toll calls, and intrastate toll calls. These four indices were combined into a single land-line telephone service index, which began in December 2009.

The Producer Price Index (PPI), also published by BLS, continues to release sub-indices for telephone services. We no longer include them in this report because they have become less meaningful as the bundling of telephone services has become more common in the land-line telephone industry.[13]

[12] BLS publishes two sets of Consumer Price Indices. The CPI-U, used herein, is based on expenditures of all urban consumers. The CPI-W series is based on expenditures of urban wage earners and clerical workers. Monthly CPI data can be found on the Internet at www.bls.gov/cpi/.

[13] PPI data are available on the BLS website at www.bls.gov/ppi/.

Table 7.1 – Long-Term Changes for Various Price Indices
(Compounded Average Percentage Growth Rate)

	1971 - 2020	2010 - 2020
CPI All Items (SA0)	3.8	1.7
CPI All Services (SAS)	4.5	2.3
CPI Telephone Services (SEED)	1.4	- 0.8
CPI Major Categories:		
- Food & Beverages (SAF)	3.9	1.9
- Housing (SAH)	4.1	2.2
- Apparel (SAA)	1.3	- 0.4
- Transportation (SAT)	3.4	0.7
- Medical Care (SAM)	5.5	2.9
- Recreation (SAR)	*	0.7
- Other Goods & Services (SAG)	4.9	1.9
CPI Public Transportation (SETG)	3.7	- 1.0
CPI Utility (Piped) Gas Service (SEHF02)	4.5	- 0.5
CPI Electricity (SEHF01)	3.8	1.2
CPI Water & Sewerage Maint. (SEHG01)	5.7	4.5
CPI Postage (SEEC01)	4.5	3.2

* Series not established until 1993.

Note: The CPI Telephone Services index was revised in December of 1997. To calculate values in this table, Series MUUR0000SE270A is used for periods prior to this revision and CUUR0000SEED is used for periods after the revision. After each row, the series ID is provided and should be proceeded by CUUR0000 when referencing the series.

Note: The Compound Annual Growth Rate is a smoothed rate of growth calculated in three steps. First, divide the ending value by the beginning value. Second, raise the result of that division to a power equal to one divided by the number of years in the period. Finally, subtract 1 from the result of the second step.

Source: Bureau of Labor Statistics.

Table 7.2 – Annual Changes in CPI Telephone Services and all Items Indices

	All Goods and Services	Telephone Services	Land-line Telephone Services	Wireless Telephone Services
BLS Series ID	CURR0000SA0	CUUR0000SEED	CUUR0000SEED04	CUUR0000SEED03
2000	3.4	-2.3	*	-12.3
2001	1.6	1.3	*	-5.5
2002	2.4	0.2	*	0.3
2003	1.9	-2.7	*	-1.3
2004	3.3	-2.5	*	-1.4
2005	3.4	0.4	*	-1.5
2006	2.5	1.7	*	0.0
2007	4.1	2.1	*	-0.9
2008	0.1	2.9	*	0.5
2009	2.7	1.0	*	-1.1
2010	1.5	-0.9	2.2	-3.6
2011	3.0	-0.3	1.9	-2.3
2012	1.7	0.3	1.9	-0.8
2013	1.5	0.0	3.0	-2.0
2014	0.8	-2.1	1.8	-4.0
2015	0.7	0.7	2.2	0.0
2016	2.1	-2.8	0.9	-4.2
2017	2.1	-6.5	2.2	-10.2
2018	1.9	-2.4	0.0	-3.2
2019	2.3	1.6	6.9	-0.3
2020	1.4	4.2	4.6	4.1

* Series not established until December 2009.

Note: Values report the percent change from December of the previous year through December of the year shown.

Source: Bureau of Labor Statistics.

Table 7.3 – Monthly Consumer Price Indices
(December 2009 = 100)

	All Goods and Services	Telephone Services	Land-line Telephone Services	Wireless Telephone Services
BLS Series ID	CUUR0000SA0	CUUR0000SEED	CUUR0000SEED04	CUUR0000SEED03
2017 January	112.45	94.81	115.01	83.98
February	112.81	94.21	116.45	82.79
March	112.90	89.55	116.16	77.01
April	113.23	88.54	116.37	75.68
May	113.33	88.33	115.70	75.62
June	113.43	87.84	115.64	75.02
July	113.35	87.74	116.04	74.78
August	113.69	87.74	116.17	74.73
September	114.30	87.89	115.89	75.01
October	114.22	88.17	115.94	75.35
November	114.23	88.50	116.53	75.58
December	114.16	88.67	117.34	75.54
2018 January	114.78	88.56	117.47	75.39
February	115.30	88.24	117.67	74.98
March	115.56	88.21	116.73	75.16
April	116.02	88.19	116.52	75.18
May	116.50	88.32	116.81	75.26
June	116.50	88.36	117.12	75.24
July	116.70	88.48	117.79	75.24
August	116.76	88.13	117.50	74.90
September	116.90	88.21	117.94	74.90
October	117.10	88.03	116.67	74.97
November	116.71	86.63	117.06	73.29
December	116.34	86.54	117.32	73.13
2019 January	116.56	86.55	117.87	73.02
February	117.05	86.52	118.19	72.92
March	117.71	86.52	118.59	72.83
April	118.34	86.66	118.71	72.97
May	118.59	86.72	119.25	72.92
June	118.61	86.89	119.69	73.01
July	118.81	86.99	120.45	72.97
August	118.80	86.95	120.67	72.87
September	118.90	87.16	122.14	72.80
October	119.17	87.38	123.47	72.76
November	119.11	87.80	125.03	72.90
December	119.00	87.91	125.44	72.94
2020 January	119.46	88.14	127.49	72.93
February	119.79	88.03	127.92	72.77
March	119.53	88.03	128.00	72.76
April	118.73	88.23	129.07	72.83
May	118.73	88.22	128.52	72.88
June	119.38	88.10	128.17	72.80
July	119.38	88.10	128.17	72.80
August	120.36	91.28	127.90	76.03
September	120.53	91.48	128.53	76.14
October	120.58	91.73	130.92	76.11
November	120.50	91.64	131.13	75.99
December	120.62	91.58	131.24	75.92
2021 January	121.13	91.68	132.04	75.93
February	121.79	91.84	133.30	75.93
March	122.66	91.66	133.94	75.67
April	123.67	91.57	133.69	75.61
May	124.66	91.77	135.19	75.63
June	125.81	91.95	136.35	75.67
July	126.42	91.88	136.90	75.54

Note: Series values for "All Goods and Services" are converted from the 1982-1984 base index series reported by the Bureau of Labor 'Statistics (BLS). Series values for "Telephone Services" and "Wireless Telephone Services" are converted from the December 1997 base index series reported by BLS. Series are not seasonally adjusted. Series may be referenced via the BLS website with the Series ID listed at the top of each column.

Source: Bureau of Labor Statistics.