Mobile Internet Access Devices: Wireless Handsets Still The Favorite

WIP Research

The Wireless Internet Panel

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This Month's Topic: Mobile Internet Access Devices

- In-Stat/MDR's most recent research study probed early mobile Internet adopters about the devices that they currently use to wirelessly access the Internet.

- This report focuses on four classes of Mobile Internet Access Devices (MIADs):

  - Personal Digital Assistants (PDAs), including Pocket PC-based devices and Palm OS-based products

  - Laptop/notebook computers with wireless modem PC cards

  - 2-Way pagers/messaging devices

  - Data-enabled wireless phones

- The devices profiled all allow users to access data in a wireless environment. The devices profiled do not all operate over the same airlink, nor do they all use the same methods for accessing and retrieving data.

- It comes as no surprise to see that wireless phones (78%) and notebook computers with air cards (52%) are the early leaders. Wireless Internet panelists use PDAs, smartphones and two-way messaging devices less often than these favorites.

About the Panel

- In-Stat/MDR's Technology Adoption Panel is a dynamic online group of thousands of technology users and decision-makers interested in contributing opinions and insights about technology usage and issues in the workplace.

- The panel is recruited from many different sources and is comprised of a diverse group, representing a wide range of company sizes, industries, and expertise.

Methodology

- Data for this report was collected via a brief Internet survey. Participants — members of In-Stat/MDR's Technology Adoption panel —were e-mailed an invitation to participate in a Web-based survey conducted from November 12th - 16th, 2001.

- A total of 199 people responded to the survey.

- Respondents, recruited from Cahners In-Stat/MDR's Technology Adoption panel, were selected because they either, currently or plan to, use a wireless phone, and/or access the Internet using a wireless telephone or other wireless device.

- If you are interested in joining the Technology Adoption Panel and/or learning more about it, please go to http://www.instat.com/panels.

Panel Findings

Figure 1: Most Wireless Internet Users Have Wireless Phones and Laptops

Which of the following devices do you personally use?

Device	Percentage
Wireless phone	95%
Laptop/Notebook Computer	85%
Palm OS-based PDA	43%
Pocket PC/Windows CE-based PDA	22%
Two-way Messaging Device	17%
Smartphone (or a device that combines cellular phone and PDA functionality)	11%
Other	50%
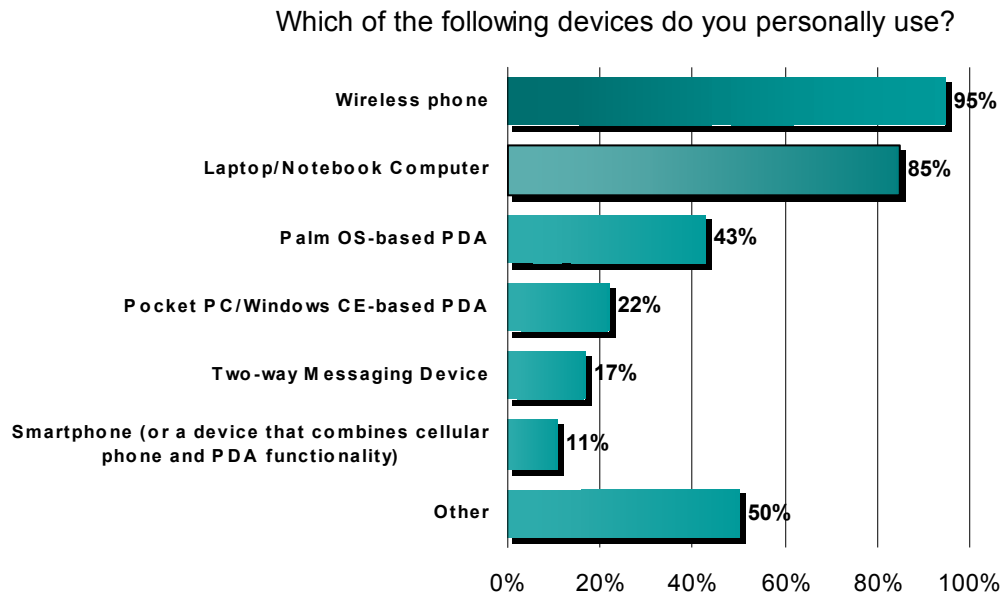
n=179 (Multiples Accepted)

Source: Cahners In-Stat/MDR's Wireless Internet Panel

Most Wireless Internet Users Have Wireless Phones and Laptops

- Regardless of whether or not they use the products to access the Internet wirelessly, panelists commonly use wireless phones and notebook/laptop computers.

- Their high installed bases mean that they have the most potential to be used as mobile Internet access devices.

Figure 2: Most Mobile Internet Access Devices Are Used for Both Work and Play

Business Versus Personal Usage of Mobile Internet Access Devices
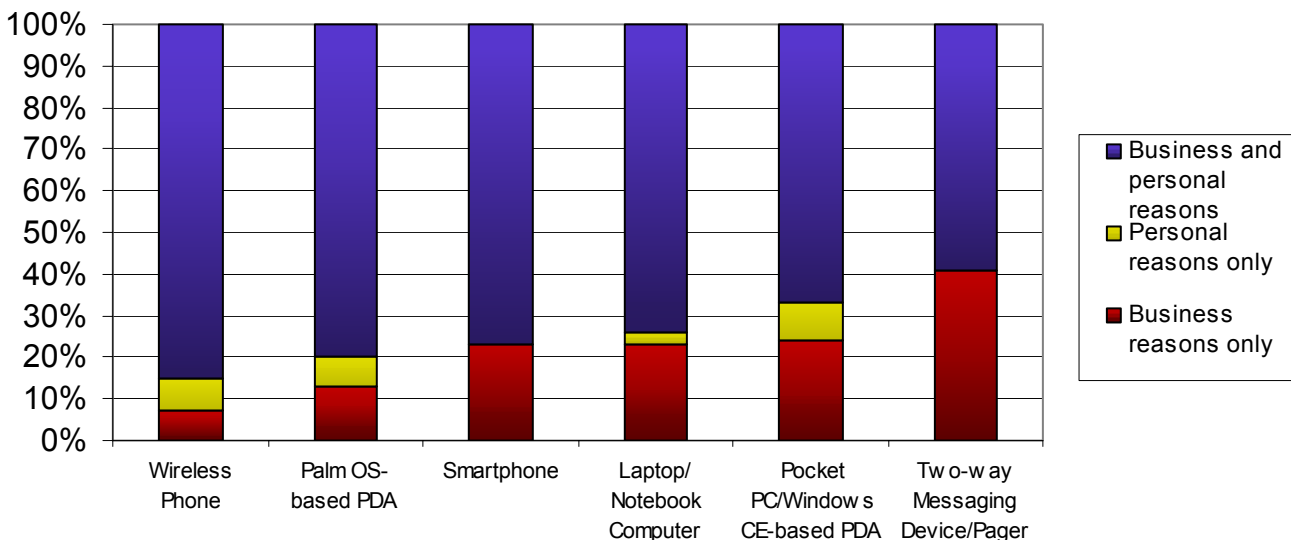
Legend:
- Business and personal reasons
- Personal reasons only
- Business reasons only

Most Mobile Internet Access Devices Are Used for Both Work and Play

- The majority of mobile Internet access devices are used for both personal and business reasons.

- Two-way messaging products such as RIM devices, Pocket-PC based PDAs, laptops and notebooks, and smartphones tend to be slightly more business-focused.

- Wireless phones and Palm OS-based products are more commonly used for both business and personal, or personal reasons only, indicating that these products are somewhat more consumer-oriented.

Figure 3: Two-Way Messaging Devices Are commonly Used For Business Purposes

Approximately, how much did you pay for each of the devices you use?
Two-way Messaging Device/Pager

Category	Percentage
$700 or more	0%
$600 to $699	0%
$500 or more	0%
$400 to $499	6%
$300 to $399	6%
$200 to $299	6%
$100 to $199	13%
$50 to $99	6%
$1 to $49	25%
Nothing, my company supplied it to me	31%
Nothing, it was free with service	6%
Nothing, I use it, but do not own it	0%
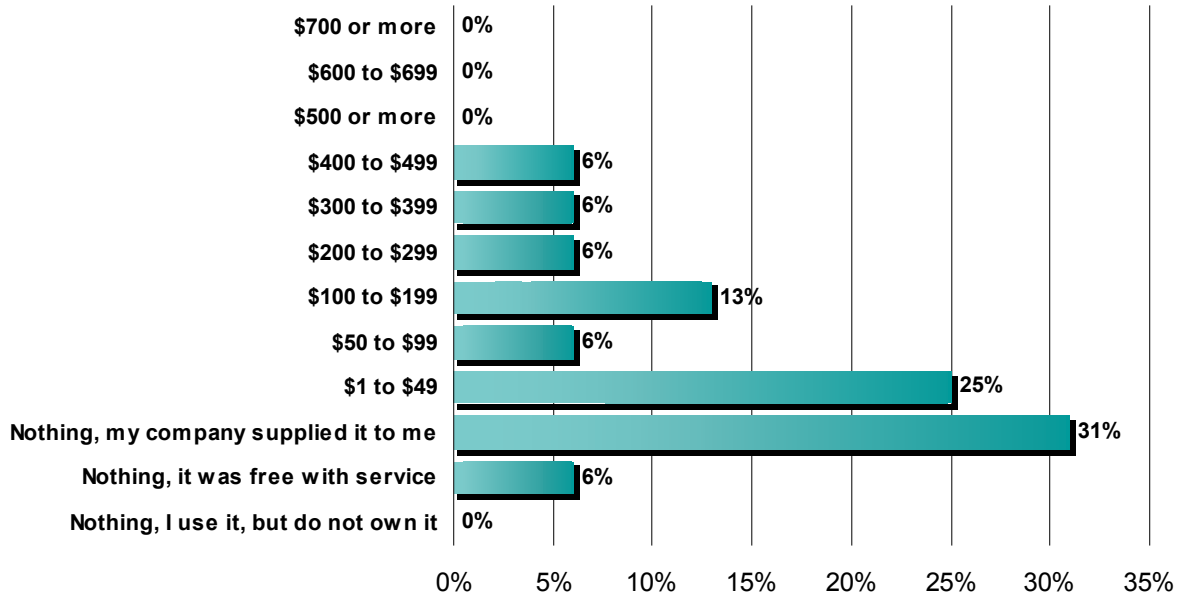
n=16

Source: Cahners In-Stat/MDR's Wireless Internet Panel

Two-Way Messaging Devices Are Commonly Used For Business Purposes

- One out of three of these devices are company-supplied.

- Their cost is fairly reasonable - typically no greater than $500.

- These devices are most often used to retrieve email, but many also have PIM functions built in.

- Note that these findings are based on a small sample size.

Figure 4: Laptops and Notebooks are Also Business Tools

Approximately, how much did you pay for each of the devices you use?
Laptop/Notebook Computer
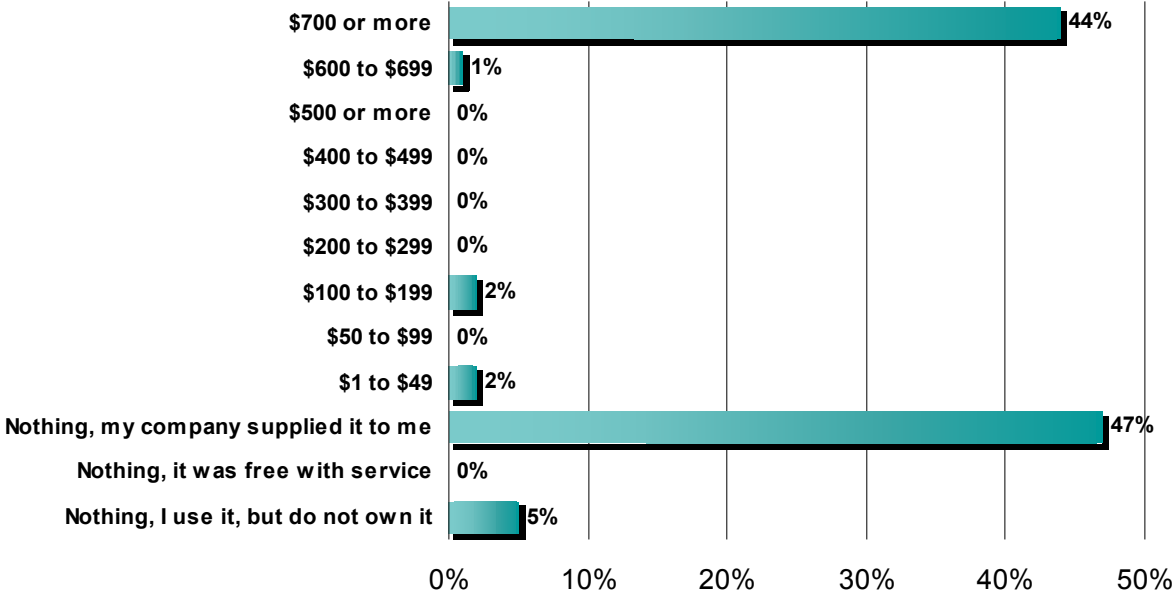
Category	Percent
$700 or more	44%
$600 to $699	1%
$500 or more	0%
$400 to $499	0%
$300 to $399	0%
$200 to $299	0%
$100 to $199	2%
$50 to $99	0%
$1 to $49	2%
Nothing, my company supplied it to me	47%
Nothing, it was free with service	0%
Nothing, I use it, but do not own it	5%

Source: Cahners In-Stat/MDR's
Wireless Internet Panel

n=122

Laptops and Notebooks are Also Business Tools

- Of all mobile Internet access devices, laptops and notebooks are most commonly company-supplied.

- They also tend to be the most expensive mobile Internet access devices, typically costing $700 or more.

- Applications run on these devices will be the most intensive. These devices will commonly access corporate computers and networks to gain access to corporate databases. These applications will require higher bandwidth services than most others.

Figure 5: Pocket PC-based Devices Are Beginning to Be Embraced by Corporate IT Departments

Approximately, how much did you pay for each of the devices you use?
Pocket PC/Windows CE-based PDA (e.g., Compaq Ipaq, HP Jornada)
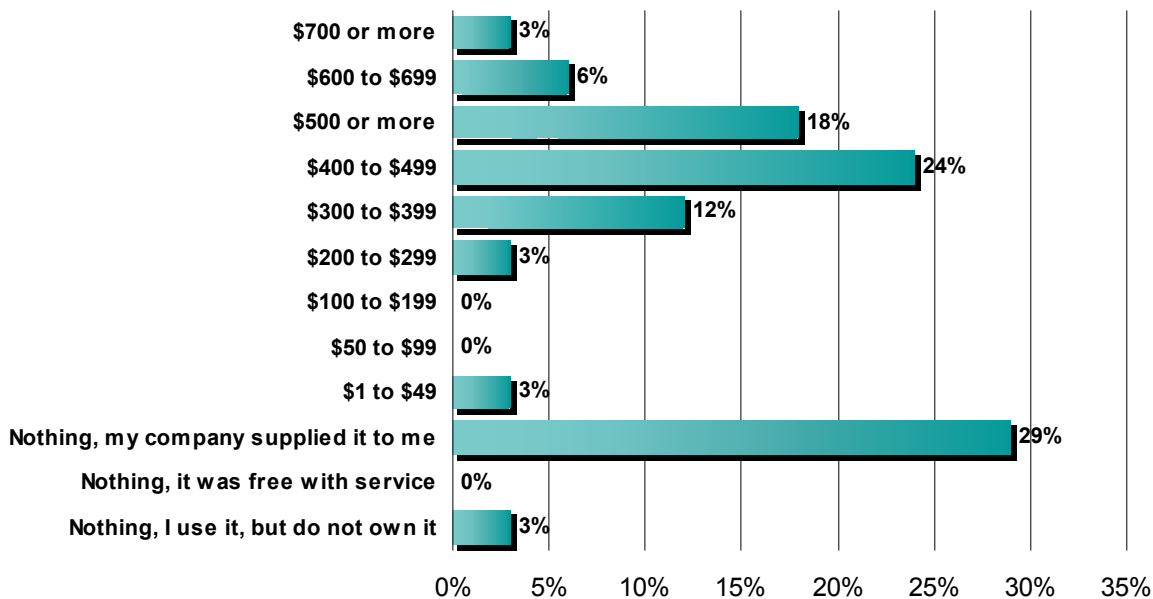
Category	Percentage
$700 or more	3%
$600 to $699	6%
$500 or more	18%
$400 to $499	24%
$300 to $399	12%
$200 to $299	3%
$100 to $199	0%
$50 to $99	0%
$1 to $49	3%
Nothing, my company supplied it to me	29%
Nothing, it was free with service	0%
Nothing, I use it, but do not own it	3%

n=34

Pocket PC-based Devices Are Beginning to Be Embraced by Corporate IT Departments

- Although the sample size is too small to draw any final conclusions, it appears that corporate IT departments are beginning to embrace Pocket PC-based devices.

- Twenty-nine percent of Pocket PC device users said that their companies supplied them with these products.

- This information suggests that these Microsoft-based products are having an easier time making it into the front door of the IT world than Palm OS-based devices.

- Of those respondents that paid for the devices on their own, $300 or more was the common price to pay.

Figure 6: Wireless Phones Are Also in Good Graces At Corporations

Approximately, how much did you pay for each of the devices you use?
Wireless Phone
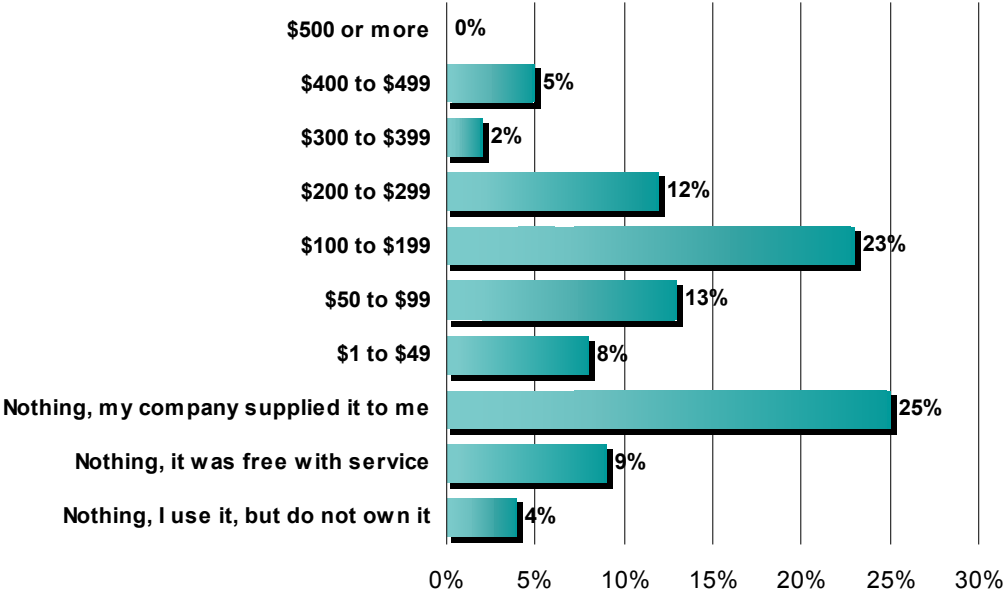
Category	Percentage
$500 or more	0%
$400 to $499	5%
$300 to $399	2%
$200 to $299	12%
$100 to $199	23%
$50 to $99	13%
$1 to $49	8%
Nothing, my company supplied it to me	25%
Nothing, it was free with service	9%
Nothing, I use it, but do not own it	4%

n=164

Wireless Phones Are Also in Good Graces At Corporations

- One in four respondents with a cell phone say that their corporations supplied them with the devices.

- Wireless phones are now commonly accepted as business tools.

- Of those who paid for their cell phone, $50 to $300 was a usual price to pay.

Figure 7: Smartphones are Following the Lead of Traditional Cell Phones

Approximately, how much did you pay for each of the devices you use?
SmartPhone

Price	Percentage
$700 or more	6%
$600 to $699	0%
$500 or more	6%
$400 to $499	23%
$300 to $399	12%
$200 to $299	12%
$100 to $199	6%
$50 to $99	6%
$1 to $49	0%
Nothing, my company supplied it to me	24%
Nothing, it was free with service	0%
Nothing, I use it, but do not own it	6%
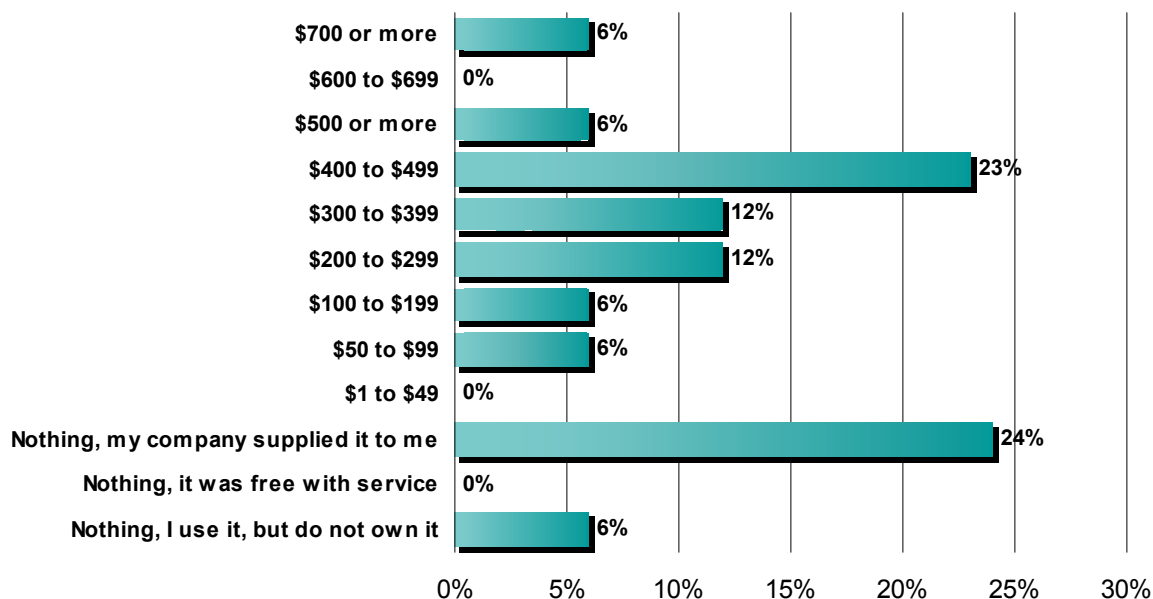
n=17

Source: Cahners In-Stat/MDR's
Wireless Internet Panel

Smartphones are Following the Lead of Traditional Cell Phones

- Smartphones combine handset and PDA functionality into one device. Since they offer combined functionality, these products tend to be more expensive than typical cell phones.

- One in four smartphone users say that their company supplied them with these devices.

- Smartphones have relatively low adoption today because, historically, they have been somewhat bulky and awkward to use.

- More models of smartphones are becoming available in sleeker, more elegant designs. As a result, In-Stat/MDR expects to see significantly increased usage of these devices in the future.

Figure 8: The Future of Smartphones is Looking Better

Which of the following options is more appealing to you?
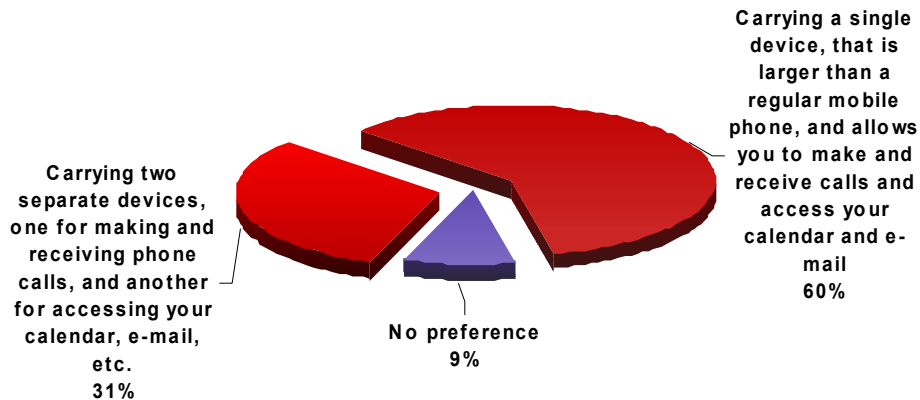
Carrying a single device, that is larger than a regular mobile phone, and allows you to make and receive calls and access your calendar and e-mail
60%

Carrying two separate devices, one for making and receiving phone calls, and another for accessing your calendar, e-mail, etc.
31%

No preference
9%

Source: Cahners In-Stat/MDR's Wireless Internet Panel

n=199 (Multiples Accepted)

The Future of Smartphones is Looking Better

- The overall concept of carrying one combined handset/PDA device instead of two is very appealing to wireless Internet users.

- Once the manufacturers get the design right, adoption will markedly increase.

Approximately, how much did you pay for each of the devices you use?
Palm OS-based PDA (e.g., Palm V, Handspring Visor)

Category	Percentage
$700 or more	0%
$600 to $699	0%
$500 or more	3%
$400 to $499	12%
$300 to $399	28%
$200 to $299	21%
$100 to $199	10%
$50 to $99	0%
$1 to $49	3%
Nothing, my company supplied it to me	16%
Nothing, it was free with service	3%
Nothing, I use it, but do not own it	4%
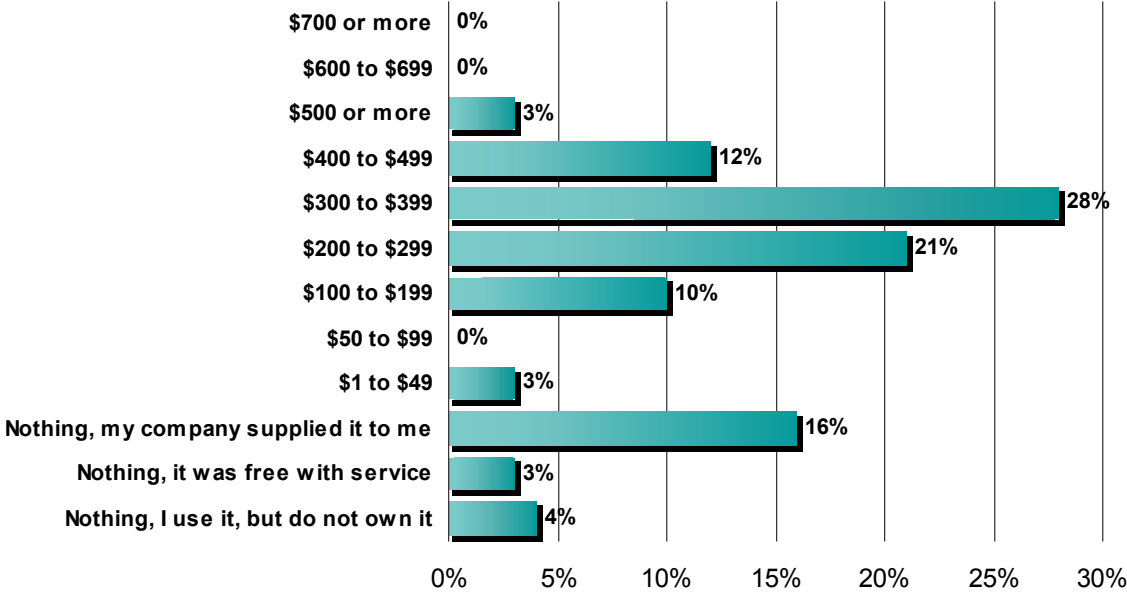
n=68

*Source: Cahners In-Stat/MDR's
Wireless Internet Panel*

Palm OS-based Devices Are More Commonly Brought to Work From the Consumer World

- Over the past several years, Palm OS-based devices have been hugely successful in the consumer world, but have had a tough time penetrating the business market.

- Sixteen percent of respondents say that their company supplied them with these devices.

- Of those who paid for the products, a price of $100 to $500 was typical.

Figure 10: Wireless Internet Users Prefer Their Cell Phone to "Surf the 'Net on the Fly"

Which of the following devices do you use to wirelessly access the Internet?
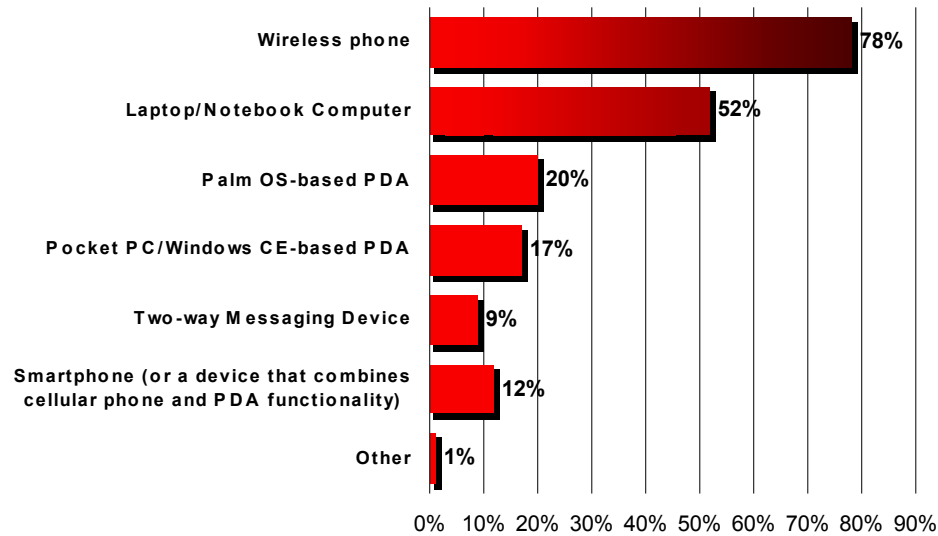
Source: Cahners In-Stat/MDR's
Wireless Internet Panel

n=179 (Multiples Accepted)

Wireless Internet Users Prefer Their Cell Phone to "Surf the 'Net on the Fly"

- Three out of four wireless Internet users most commonly choose their cell phone to access the Internet wirelessly.

- Virtually every wireless phone produced today includes a microbrowser for viewing web pages optimized for the wireless Internet.

- The sheer installed base of these devices makes them the leading product used to access the Internet wirelessly.

- Laptop computers are the number two choice.

Figure 11: Ease-of-Use Drives Mobile Internet Access Device Adoption

Which, if any, of the following factors are most important to you when selecting
a mobile wireless device to wirelessly access the Internet?
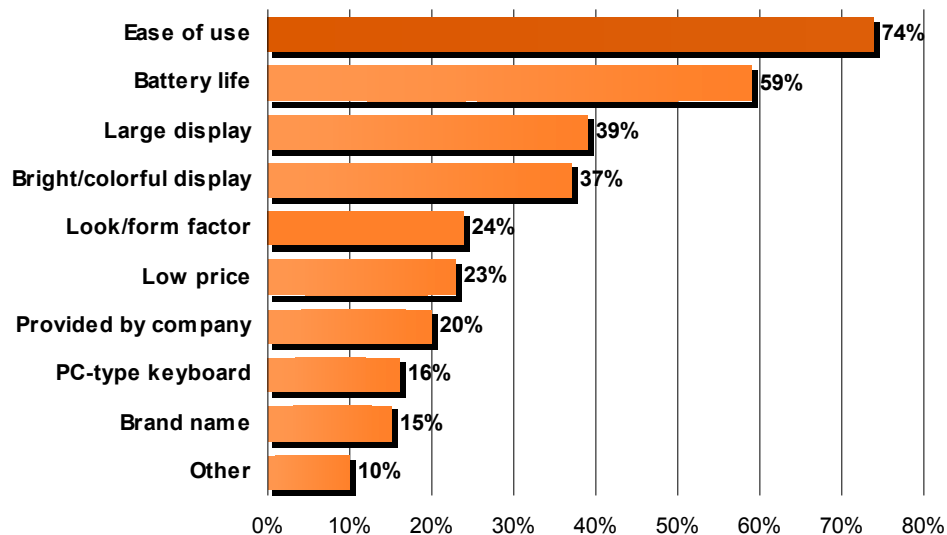
n=199 (Multiples Accepted)

*Source: Cahners In-Stat/MDR's
Wireless Internet Panel*

Ease-of-Use Drives Mobile Internet Access Device Adoption

- This finding is somewhat interesting given the fact that most people use their wireless phones to wirelessly access the Internet.

- Wireless phones are easy to operate to make voice calls, but pretty tough to use to access the Internet wirelessly. As a consequence, wireless Internet users would likely be amenable to trying new products for this purpose.

- The next most highly rated factors include long battery life, large display, and bright/colorful display. People want the best of both worlds, but these demands work at odds with one another. Bright/colorful displays make products more inviting to use, but drain battery power faster.

- The fact that "brand name" came in last in importance means that successful wireless Internet access device providers won't necessarily remain the same big companies we see today - there is room for newcomers.

Figure 12: Daily Wireless Access to the Internet is Common

How often do you use a mobile wireless device to wirelessly access the Internet?

Legend:
- Once every few weeks
- A few times a week
- Once a month
- Once a week
- Daily

n=199

Source: Cahners In-Stat/MDR's Wireless Internet Panel
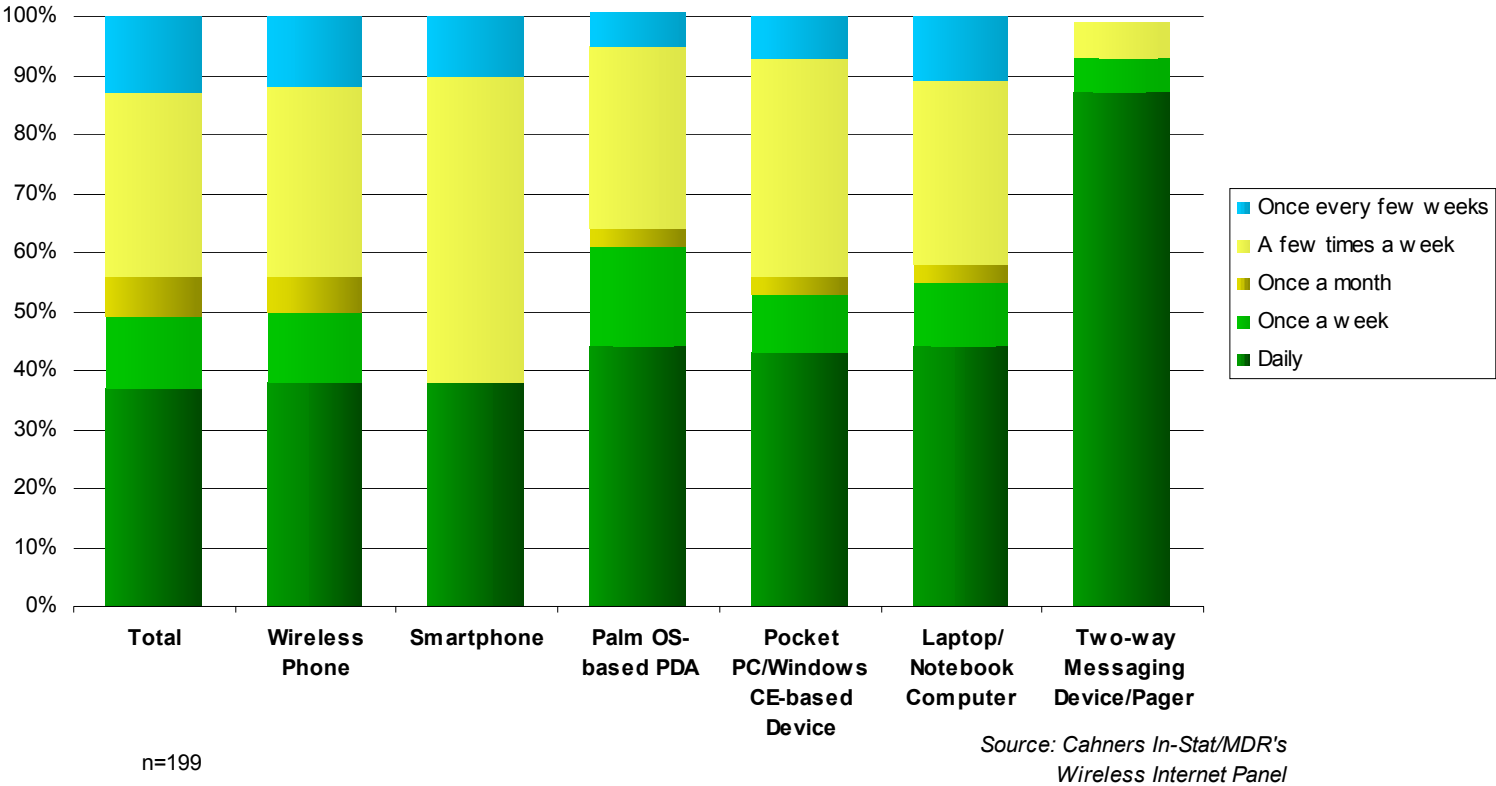
Daily Wireless Access to the Internet is Common

- The wireless Internet users on our panel are avid users of the technology.

- Although it represents a smaller group than the others, two-way messaging device users seem to access the service most often.

Which type of services/applications do you access most often with your wireless Internet service?

Source: Cahners In-Stat/MDR's
Wireless Internet Panel

n=199

Information and Communications Services Are the Most Popular Wireless Internet Applications

- Users commonly access information such as news, stock performance and weather with these services.

- Messaging applications such as email and chat are also popular.

- Enterprise applications come in a distant third, with consumer applications such as entertainment and commerce bringing up the ear.

**Figure 14: Users Say Faster Transmission Speeds Would Encourage
Them to Use Their Wireless Internet Services More**

Which of the following barriers, if any, prevent you from using your wireless
Internet service more often?

Barrier	Percentage
Transmission speed of service	53%
Geographic coverage of service	38%
Keypad/data entry on device	38%
Lack of useful applications	36%
Screen size of device	35%
Cost of service	35%
Cost of device	7%
Other	9%
Don't know	3%
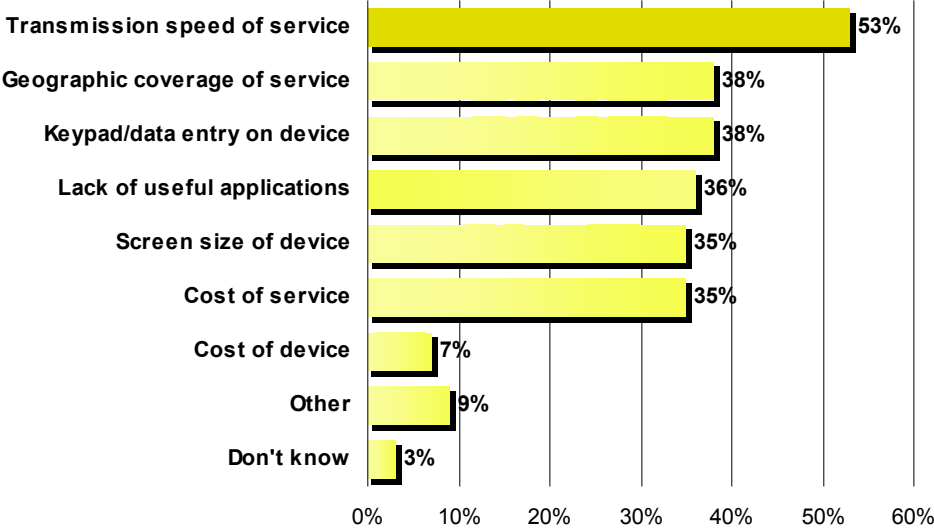
n=194 (Multiples Accepted)

*Source: Cahners In-Stat/MDR's
Wireless Internet Panel*

Users Say Faster Transmission Speeds Would Encourage Them to Use Their Wireless Internet Services More

- Service cost used to top the list of barriers, but has been surpassed by the need for speed.

- Carriers are now rolling out next generation services based on GPRS and CDMA 1xRTT, which will help quench this thirst.

- Several areas still need to continually be addressed by vendors on all levels: services, applications and devices.

- This market, therefore, is still a work in progress.

Conclusions

- Of all personal productivity devices, wireless phones are the most common choice today.

- Their high installed base also makes them the number one favorite for wirelessly accessing the Internet.

- Users rate "ease-of-use" as the most important criteria when selecting a device. This means that there is room in the market for new products that facilitate a pleasant user experience.

- While service providers still need to work to upgrade networks to newer technology to help meet users' demand for faster transmission speeds, much work also still needs to be done at both the device and applications level by vendors, to increase wireless Internet adoption.

q1. Do you access the Internet for either business or personal reasons using a mobile wireless telephone or other mobile wireless device?
Base = All respondents

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer													
Total Answering	199 100.00%	188 100.00%	22 100.00%	85 100.00%	45 100.00%	169 100.00%	34 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Yes	199 **100.00%**	188 **100.00%**	22 **100.00%**	85 **100.00%**	45 **100.00%**	169 **100.00%**	34 **100.00%**	139 **100.00%**	21 **100.00%**	36 **100.00%**	30 **100.00%**	93 **100.00%**	16 **100.00%**
No													
Don't know													

q2. Which of the following devices do you personally use? (accept multiples)
Base = All respondents

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless		Palm OS-	Pocket PC/Windows CE-based	Laptop/ notebook	Two-way messaging device/	Wireless		Palm OS-	Pocket PC/Windows CE-based	Laptop/ notebook	Two-way messaging device/
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer													
Total Answering	199 100.00%	188 100.00%	22 100.00%	85 100.00%	45 100.00%	169 100.00%	34 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Wireless phone	188 94.47%	188 100.00% AEFKL	20 90.91%	83 97.65% ek	40 88.89%	160 94.67%	34 100.00% AEFKL	139 100.00% AEFKL	19 90.48%	36 100.00% AEFKL	26 86.67%	87 93.55%	16 100.00% AEFKL
Smartphone (a device that combines phone and P	22 11.06%	20 10.64%	22 100.00% DEFGHJKLM AB	9 10.59%	8 17.78%	17 10.06%	3 8.82%	17 12.23%	21 100.00% DEFGHJKLM AB	4 11.11%	6 20.00%	11 11.83%	2 12.50%
Palm OS-based PDA (e.g., Palm V, Handspring Vis	85 42.71% Ek	83 44.15% EK	9 40.91%	85 100.00% CEFGHIKLM AB	11 24.44%	76 44.97% EK	16 47.06% Ek	60 43.17% Ek	9 42.86%	36 100.00% CEFGHIKLM AB	8 26.67%	37 39.78% e	10 62.50% EKl
Pocket PC/Windows CE-based PDA (e.g., Compaq	45 22.61% D	40 21.28% d	8 36.36% Dj	11 12.94%	45 100.00% CDFGHIJLM AB	40 23.67% D	6 17.65%	30 21.58% d	8 38.10% DJ	5 13.89%	30 100.00% CDFGHIJLM AB	28 30.11% DJ	3 18.75%
Laptop/notebook computer	169 84.92%	160 85.11%	17 77.27%	76 89.41%	40 88.89%	169 100.00% CDEGHIjKm AB	27 79.41%	116 83.45%	16 76.19%	33 91.67%	26 86.67%	93 100.00% CDEGHIjKm AB	13 81.25%
Two-way messaging device/pager (e.g., RIM produ	34 17.09%	34 18.09%	3 13.64%	16 18.82%	6 13.33%	27 15.98%	34 100.00% CDEFHIJKL AB	22 15.83%	3 14.29%	10 27.78%	5 16.67%	17 18.28%	16 100.00% CDEFHIJKL AB
Other (specify)	1 0.50%	1 0.53%				1 0.59%	1 2.94%	1 0.72%				1 1.08%	1 6.25%

q2. Which of the following devices do you use to wirelessly access the Internet? (accept multiples)
Base = All respondents

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer	20	18		5	3	17	2						
Total Answering	179 100.00%	170 100.00%	22 100.00%	80 100.00%	42 100.00%	152 100.00%	32 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Wireless phone	139 77.65%	139 81.76% Jkl	17 77.27%	60 75.00%	30 71.43%	116 76.32%	22 68.75%	139 100.00% DEFGIJKLm ABC	17 80.95%	23 63.89%	20 66.67%	67 72.04%	13 81.25%
Smartphone (a device that combines phone and P	21 11.73%	19 11.18%	21 95.45% DEFGHIJKLM AB	9 11.25%	8 19.05%	16 10.53%	3 9.38%	17 12.23%	21 100.00% DEFGHIJKLM AB	4 11.11%	6 20.00%	10 10.75%	2 12.50%
Palm OS-based PDA (e.g., Palm V, Handspring Vis	36 20.11%	36 21.18%	4 18.18%	36 45.00% ABCEFHIKL	5 11.90%	33 21.71%	10 31.25% Ehk	23 16.55%	4 19.05%	36 100.00% DEFGHIKLM ABC	4 13.33%	16 17.20%	6 37.50% ehk
Pocket PC/Windows CE-based PDA (e.g., Compaq	30 16.76%	26 15.29%	6 27.27% d	8 10.00%	30 71.43% CDFGHIJLM AB	26 17.11%	5 15.63%	20 14.39%	6 28.57% d	4 11.11%	30 100.00% DEFGHIJLM ABC	22 23.66% Dhj	3 18.75%
Laptop/notebook computer	93 51.96%	87 51.18%	11 50.00%	37 46.25%	28 66.67% abDHJ	93 61.18% abDHj	17 53.13%	67 48.20%	10 47.62%	16 44.44%	22 73.33% ABcDgHiJ	93 100.00% DEFGHIJKM ABC	8 50.00%
Two-way messaging device/pager (e.g., RIM produ	16 8.94%	16 9.41%	2 9.09%	10 12.50%	3 7.14%	13 8.55%	16 50.00% CDEFHIJKL AB	13 9.35%	2 9.52%	6 16.67%	3 10.00%	8 8.60%	16 100.00% DEFGHIJKL ABC
Other (specify)	1 0.56%	1 0.59%				1 0.66%	1 3.13%	1 0.72%				1 1.08%	1 6.25%

3. For each of the devices you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.
q3r1. Wireless phone
Base = Respondents who have used a Wireless phone

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	188	188	20	83	40	160	34	139	19	36	26	87	16
No answer	1	1				1		1				1	
Total Answering	187 100.00%	187 100.00%	20 100.00%	83 100.00%	40 100.00%	159 100.00%	34 100.00%	138 100.00%	19 100.00%	36 100.00%	26 100.00%	86 100.00%	16 100.00%
Business reasons only	13 6.95%	13 6.95%	3 15.00%	5 6.02%	2 5.00%	11 6.92%	2 5.88%	9 6.52%	3 15.79%	2 5.56%	1 3.85%	5 5.81%	2 12.50%
Personal reasons only	15 8.02%	15 8.02%		4 4.82%	3 7.50%	11 6.92%	1 2.94%	12 8.70%		2 5.56%	2 7.69%	5 5.81%	1 6.25%
Business and personal reasons	159 85.03%	159 85.03%	17 85.00%	74 89.16%	35 87.50%	137 86.16%	31 91.18%	117 84.78%	16 84.21%	32 88.89%	23 88.46%	76 88.37%	13 81.25%

3. For each of the devices you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.
q3r2. Smartphone (a device that combines phone and PDA functionality such as the Samsung SPH-1300, Kyocera QCP-6035, or Psion m-Series)
Base = Respondents who have used a smartphone

		q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?											
	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	22	20	22	9	8	17	3	17	21	4	6	11	2
No answer													
Total Answering	22 100.00%	20 100.00%	22 100.00%	9 100.00%	8 100.00%	17 100.00%	3 100.00%	17 100.00%	21 100.00%	4 100.00%	6 100.00%	11 100.00%	2 100.00%
Business reasons only	5 22.73%	5 25.00%	5 22.73%	3 33.33%	2 25.00%	4 23.53%	1 33.33%	5 29.41%	5 23.81%	1 25.00%	2 33.33%	2 18.18%	1 50.00%
Personal reasons only													
Business and personal reasons	17 77.27%	15 75.00%	17 77.27%	6 66.67%	6 75.00%	13 76.47%	2 66.67%	12 70.59%	16 76.19%	3 75.00%	4 66.67%	9 81.82%	1 50.00%

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

3. For each of the devices you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.
q3r3. Palm OS-based PDA (e.g., Palm V, Handspring Visor)
Base = Respondents who have used a Wireless phone

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Currently Personally use							Currently wirelessly access the Internet with					
	Total	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	85	83	9	85	11	76	16	60	9	36	8	37	10
No answer	2	2		2		2		2				1	
Total Answering	83 100.00%	81 100.00%	9 100.00%	83 100.00%	11 100.00%	74 100.00%	16 100.00%	58 100.00%	9 100.00%	36 100.00%	8 100.00%	36 100.00%	10 100.00%
Business reasons only	11 13.25%	10 12.35%	1 11.11%	11 13.25%	3 27.27%	7 9.46%	4 25.00%	7 12.07%	1 11.11%	6 16.67%	2 25.00%	4 11.11%	2 20.00%
Personal reasons only	6 7.23%	6 7.41%	1 11.11%	6 7.23%	1 9.09%	6 8.11%	2 12.50%	4 6.90%	1 11.11%	5 13.89% l	1 12.50%	1 2.78%	
Business and personal reasons	66 79.52%	65 80.25%	7 77.78%	66 79.52%	7 63.64%	61 82.43%	10 62.50%	47 81.03%	7 77.78%	25 69.44%	5 62.50%	31 86.11% gj	8 80.00%

3. For each of the devices you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.
q3r4. Pocket PC/Windows CE-based PDA (e.g., Compaq Ipaq, HP Jornada)
Base = Respondents who have used a Pocket PC/Windows CE-based PDA phone

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	45	40	8	11	45	40	6	30	8	5	30	28	3
No answer													
Total Answering	45 100.00%	40 100.00%	8 100.00%	11 100.00%	45 100.00%	40 100.00%	6 100.00%	30 100.00%	8 100.00%	5 100.00%	30 100.00%	28 100.00%	3 100.00%
Business reasons only	11 24.44%	9 22.50%	1 12.50%	2 18.18%	11 24.44%	9 22.50%	2 33.33%	8 26.67%	1 12.50%	1 20.00%	7 23.33%	8 28.57%	1 33.33%
Personal reasons only	4 8.89%	4 10.00%		1 9.09%	4 8.89%	4 10.00%	1 16.67%	1 3.33%		1 20.00%	2 6.67%	2 7.14%	
Business and personal reasons	30 66.67%	27 67.50%	7 87.50%	8 72.73%	30 66.67%	27 67.50%	3 50.00%	21 70.00%	7 87.50%	3 60.00%	21 70.00%	18 64.29%	2 66.67%

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages

Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

3. For each of the devices you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.
q3r5. Laptop/notebook computer
Base = Respondents who have used a laptop/notebook computer

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	169	160	17	76	40	169	27	116	16	33	26	93	13
No answer	2	2		2		2		2					
Total Answering	167 100.00%	158 100.00%	17 100.00%	74 100.00%	40 100.00%	167 100.00%	27 100.00%	114 100.00%	16 100.00%	33 100.00%	26 100.00%	93 100.00%	13 100.00%
Business reasons only	39 23.35%	38 24.05%	7 41.18% djl	14 18.92%	9 22.50%	39 23.35%	9 33.33% j	28 24.56%	7 43.75% dJkl	5 15.15%	5 19.23%	17 18.28%	5 38.46%
Personal reasons only	4 2.40%	4 2.53%		3 4.05%	1 2.50%	4 2.40%		3 2.63%		1 3.03%	1 3.85%	3 3.23%	
Business and personal reasons	124 74.25%	116 73.42%	10 58.82%	57 77.03%	30 75.00%	124 74.25%	18 66.67%	83 72.81%	9 56.25%	27 81.82% ci	20 76.92%	73 78.49% i	8 61.54%

3. For each of the devices you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.
q3r6. Two-way messaging device/pager (e.g., RIM product)
Base = Respondents who have used a two-way messaging device/pager

	Total	Currently Personally use						Currently wirelessly access the Internet with					
q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	34	34	3	16	6	27	34	22	3	10	5	17	16
No answer	2	2	1			2	2	1	1			2	
Total Answering	32 100.00%	32 100.00%	2 100.00%	16 100.00%	6 100.00%	25 100.00%	32 100.00%	21 100.00%	2 100.00%	10 100.00%	5 100.00%	15 100.00%	16 100.00%
Business reasons only	13 40.63%	13 40.63%	1 50.00%	8 50.00%	4 66.67%	9 36.00%	13 40.63%	7 33.33%	1 50.00%	5 50.00%	3 60.00%	7 46.67%	5 31.25%
Personal reasons only													
Business and personal reasons	19 59.38%	19 59.38%	1 50.00%	8 50.00%	2 33.33%	16 64.00%	19 59.38%	14 66.67%	1 50.00%	5 50.00%	2 40.00%	8 53.33%	11 68.75%

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

3. For each of the devices you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.
q3r7. Other
Base = Respondents who have used another Wireless device

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

		Currently Personally use						Currently wirelessly access the Internet with					
	Total	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	1	1				1	1	1				1	1
No answer													
Total Answering	1 100.00%	1 100.00%				1 100.00%	1 100.00%	1 100.00%				1 100.00%	1 100.00%
Business reasons only													
Personal reasons only													
Business and personal reasons	1 100.00%	1 100.00%				1 100.00%	1 100.00%	1 100.00%				1 100.00%	1 100.00%

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

4. Approximately how much did you pay for each of the devices you use?
q4r1. Wireless phone
Base = Respondents who have used a Wireless phone for personal reasons only or for business and personal reasons

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	174	174	17	78	38	148	32	129	16	34	25	81	14
No answer	10	10		4		6	2	7		1		3	1
Total Answering	164 100.00%	164 100.00%	17 100.00%	74 100.00%	38 100.00%	142 100.00%	30 100.00%	122 100.00%	16 100.00%	33 100.00%	25 100.00%	78 100.00%	13 100.00%
Nothing, I use it, but do not own it	6 3.66%	6 3.66%	1 5.88%	2 2.70%	2 5.26%	5 3.52%		6 4.92%	1 6.25%	1 3.03%	1 4.00%	2 2.56%	
Nothing, it was free with the service	14 8.54%	14 8.54%	1 5.88%	6 8.11%	2 5.26%	13 9.15%	2 6.67%	9 7.38%	1 6.25%	5 15.15%	2 8.00%	7 8.97%	2 15.38%
Nothing, my company supplied it to me	41 25.00% j	41 25.00% j	5 29.41%	16 21.62%	13 34.21% Jl	32 22.54%	8 26.67%	33 27.05% J	5 31.25%	4 12.12%	7 28.00%	15 19.23%	4 30.77%
$1 to less than $50	13 7.93%	13 7.93%	2 11.76%	7 9.46%	1 2.63%	10 7.04%	5 16.67% e	8 6.56%	2 12.50%	3 9.09%	1 4.00%	4 5.13%	2 15.38%
$50 to less than $100	22 13.41%	22 13.41%	3 17.65%	7 9.46%	4 10.53%	21 14.79%	5 16.67%	15 12.30%	2 12.50%	3 9.09%	2 8.00%	11 14.10%	2 15.38%
$100 to less than $200	37 22.56% CI	37 22.56% CI	1 5.88%	23 31.08% CI	10 26.32% CI	34 23.94% CI	6 20.00%	28 22.95% CI	1 6.25%	11 33.33% CI	6 24.00% ci	21 26.92% CI	2 15.38%
$200 to less than $300	19 11.59%	19 11.59%	1 5.88%	7 9.46%	3 7.89%	17 11.97%	3 10.00%	14 11.48%	1 6.25%	3 9.09%	3 12.00%	12 15.38%	2 15.38%
$300 to less than $400	4 2.44%	4 2.44%		2 2.70%	1 2.63%	4 2.82%		2 1.64%		1 3.03%	1 4.00%	4 5.13%	
$400 to less than $500	8 4.88%	8 4.88%	3 17.65%	4 5.41%	2 5.26%	6 4.23%	1 3.33%	7 5.74%	3 18.75%	2 6.06%	2 8.00%	2 2.56%	1 7.69%
$500 to less than $600													
$600 to less than $700													
$700 or more													

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4. Approximately how much did you pay for each of the devices you use?
q4r2. Smartphone (a device that combines phone and PDA functionality such as the Samsung SPH-1300, Kyocera QCP-6035, or Psion m-Series)
Base = Respondents who have used a Smartphone for personal reasons only or for business and personal reasons

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	17	15	17	6	6	13	2	12	16	3	4	9	1
No answer													
Total Answering	17 100.00%	15 100.00%	17 100.00%	6 100.00%	6 100.00%	13 100.00%	2 100.00%	12 100.00%	16 100.00%	3 100.00%	4 100.00%	9 100.00%	1 100.00%
Nothing, I use it, but do not own it	1 5.88%	1 6.67%	1 5.88%	1 16.67%				1 8.33%	1 6.25%				
Nothing, it was free with the service													
Nothing, my company supplied it to me	4 23.53%	4 26.67%	4 23.53%		1 16.67%	3 23.08%	1 50.00%	4 33.33%	4 25.00%		1 25.00%	3 33.33%	
$1 to less than $50													
$50 to less than $100	1 5.88%	1 6.67%	1 5.88%		1 16.67%	1 7.69%		1 8.33%	1 6.25%				
$100 to less than $200	1 5.88%	1 6.67%	1 5.88%			1 7.69%		1 8.33%	1 6.25%			1 11.11%	
$200 to less than $300	2 11.76%	1 6.67%	2 11.76%	2 33.33%	1 16.67%	2 15.38%		1 8.33%	2 12.50%	1 33.33%	1 25.00%	1 11.11%	
$300 to less than $400	2 11.76%	2 13.33%	2 11.76%		1 16.67%	2 15.38%	1 50.00%	1 8.33%	1 6.25%		1 25.00%	2 22.22%	1 100.00% ABCEFHIKL
$400 to less than $500	4 23.53%	3 20.00%	4 23.53%	1 16.67%	1 16.67%	2 15.38%		2 16.67%	4 25.00%		1 25.00%	2 22.22%	
$500 to less than $600	1 5.88%	1 6.67%	1 5.88%	1 16.67%	1 16.67%	1 7.69%			1 6.25%	1 33.33%			
$600 to less than $700													
$700 or more	1 5.88%	1 6.67%	1 5.88%	1 16.67%		1 7.69%		1 8.33%	1 6.25%	1 33.33%			

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

4. Approximately how much did you pay for each of the devices you use?
q4r3. Palm OS-based PDA (e.g., Palm V, Handspring Visor)
Base = Respondents who have used a Palm OS-based PDA for personal reasons only or for business and personal reasons

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	72	71	8	72	8	67	12	51	8	30	6	32	8
No answer	4	4		4		3	2	2		1		2	1
Total Answering	68 100.00%	67 100.00%	8 100.00%	68 100.00%	8 100.00%	64 100.00%	10 100.00%	49 100.00%	8 100.00%	29 100.00%	6 100.00%	30 100.00%	7 100.00%
Nothing, I use it, but do not own it	3 4.41%	3 4.48%	2 25.00%	3 4.41%	1 12.50%	2 3.13%		2 4.08%	2 25.00%	1 3.45%	1 16.67%	1 3.33%	
Nothing, it was free with the service	2 2.94%	2 2.99%		2 2.94%		2 3.13%	1 10.00%					1 3.33%	
Nothing, my company supplied it to me	11 16.18%	10 14.93%	2 25.00%	11 16.18%	3 37.50%	10 15.63%	2 20.00%	8 16.33%	2 25.00%	4 13.79%	2 33.33%	3 10.00%	2 28.57%
$1 to less than $50	2 2.94%	2 2.99%		2 2.94%		2 3.13%	1 10.00%	2 4.08%		1 3.45%			
$50 to less than $100													
$100 to less than $200	7 10.29%	7 10.45%		7 10.29%	1 12.50%	6 9.38%	1 10.00%	4 8.16%		4 13.79%	1 16.67%	3 10.00%	1 14.29%
$200 to less than $300	14 20.59%	14 20.90%		14 20.59%	1 12.50%	14 21.88%	1 10.00%	12 24.49%	2 25.00%	4 13.79%	1 16.67%	9 30.00%	1 14.29%
$300 to less than $400	19 27.94%	19 28.36%	1 12.50%	19 27.94%	2 25.00%	19 29.69%	3 30.00%	14 28.57%	1 12.50%	10 34.48%	1 16.67%	9 30.00%	2 28.57%
$400 to less than $500	8 11.76%	8 11.94%	1 12.50%	8 11.76%		8 12.50%	1 10.00%	6 12.24%	1 12.50%	4 13.79%		4 13.33%	1 14.29%
$500 to less than $600	2 2.94%	2 2.99%		2 2.94%		1 1.56%		1 2.04%		1 3.45%			
$600 to less than $700													
$700 or more													

4. Approximately how much did you pay for each of the devices you use?
q4r4. Pocket PC/Windows CE-based PDA (e.g., Compaq Ipaq, HP Jornada)
Base = Respondents who have used a Pocket PC/Windows CE-based PDA e for personal reasons only or for business and personal reasons

		Currently Personally use						Currently wirelessly access the Internet with					
		q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?											
	Total	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	34	31	7	9	34	31	4	22	7	4	23	20	2
No answer													
Total Answering	34 100.00%	31 100.00%	7 100.00%	9 100.00%	34 100.00%	31 100.00%	4 100.00%	22 100.00%	7 100.00%	4 100.00%	23 100.00%	20 100.00%	2 100.00%
Nothing, I use it, but do not own it	1 2.94%	1 3.23%	1 14.29%	1 11.11%	1 2.94%	1 3.23%		1 4.55%	1 14.29%		1 4.35%	1 5.00%	
Nothing, it was free with the service													
Nothing, my company supplied it to me	10 29.41%	9 29.03%	2 28.57%	3 33.33%	10 29.41%	8 25.81%	1 25.00%	7 31.82%	2 28.57%	1 25.00%	7 30.43%	7 35.00%	1 50.00%
$1 to less than $50	1 2.94%	1 3.23%			1 2.94%	1 3.23%							
$50 to less than $100													
$100 to less than $200													
$200 to less than $300	1 2.94%	1 3.23%		1 11.11%	1 2.94%	1 3.23%		1 4.55%		1 25.00%	1 4.35%	1 5.00%	
$300 to less than $400	4 11.76%	4 12.90%			4 11.76%	4 12.90%		3 13.64%			1 4.35%	2 10.00%	
$400 to less than $500	8 23.53%	7 22.58%	1 14.29%	2 22.22%	8 23.53%	8 25.81%	1 25.00%	6 27.27%	1 14.29%		7 30.43%	5 25.00%	1 50.00%
$500 to less than $600	6 17.65%	5 16.13%	2 28.57%	2 22.22%	6 17.65%	6 19.35%	2 50.00%	2 9.09%	2 28.57%	2 50.00%	3 13.04%	2 10.00%	
$600 to less than $700	2 5.88%	2 6.45%	1 14.29%		2 5.88%	1 3.23%		2 9.09%	1 14.29%		2 8.70%	1 5.00%	
$700 or more	1 2.94%	1 3.23%			1 2.94%	1 3.23%					1 4.35%	1 5.00%	

4. Approximately how much did you pay for each of the devices you use?
q4r5. Laptop/notebook computer
Base = Respondents who have used a laptop/notebook computer for personal reasons only or for business and personal reasons

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	128	120	10	60	31	128	18	86	9	28	21	76	8
No answer	6	6		2		6	2	4		1		4	
Total Answering	122 100.00%	114 100.00%	10 100.00%	58 100.00%	31 100.00%	122 100.00%	16 100.00%	82 100.00%	9 100.00%	27 100.00%	21 100.00%	72 100.00%	8 100.00%
Nothing, I use it, but do not own it	6 4.92%	6 5.26%		1 1.72%	1 3.23%	6 4.92%		6 7.32% d		1 3.70%		3 4.17%	
Nothing, it was free with the service													
Nothing, my company supplied it to me	57 46.72%	52 45.61%	4 40.00%	26 44.83%	13 41.94%	57 46.72%	8 50.00%	34 41.46%	4 44.44%	10 37.04%	10 47.62%	30 41.67%	3 37.50%
$1 to less than $50	2 1.64%	2 1.75%	1 10.00%		1 3.23%	2 1.64%		1 1.22%				1 1.39%	
$50 to less than $100													
$100 to less than $200	2 1.64%	2 1.75%			1 3.23%	2 1.64%		2 2.44%			1 4.76%	2 2.78%	
$200 to less than $300													
$300 to less than $400													
$400 to less than $500													
$500 to less than $600													
$600 to less than $700	1 0.82%	1 0.88%	1 10.00%	1 1.72%	1 3.23%	1 0.82%		1 1.22%	1 11.11%	1 3.70%	1 4.76%	1 1.39%	
$700 or more	54 44.26%	51 44.74%	5 50.00%	30 51.72%	14 45.16%	54 44.26%	8 50.00%	38 46.34%	4 44.44%	15 55.56%	9 42.86%	35 48.61%	5 62.50%

4. Approximately how much did you pay for each of the devices you use?
q4r6. Two-way messaging device/pager (e.g., RIM product)
Base = Respondents who have used a two-way messaging device/pager for personal reasons only or for business and personal reasons

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	19	19	1	8	2	16	19	14	1	5	2	8	11
No answer	3	3		2		3	3	2				1	1
Total Answering	16 100.00%	16 100.00%	1 100.00%	6 100.00%	2 100.00%	13 100.00%	16 100.00%	12 100.00%	1 100.00%	5 100.00%	2 100.00%	7 100.00%	10 100.00%
Nothing, I use it, but do not own it													
Nothing, it was free with the service	1 6.25%	1 6.25%				1 7.69%	1 6.25%	1 8.33%				1 14.29%	1 10.00%
Nothing, my company supplied it to me	5 31.25%	5 31.25%	1 100.00% ABDFGHJLM	2 33.33%	2 100.00% ABDFGHJLM	4 30.77%	5 31.25%	4 33.33%	1 100.00% ABDFGHJLM	1 20.00%	2 100.00% ABDFGHJLM	2 28.57%	3 30.00%
$1 to less than $50	4 25.00%	4 25.00%		2 33.33%		3 23.08%	4 25.00%	2 16.67%		2 40.00%		1 14.29%	1 10.00%
$50 to less than $100	1 6.25%	1 6.25%				1 7.69%	1 6.25%	1 8.33%				1 14.29%	1 10.00%
$100 to less than $200	2 12.50%	2 12.50%		1 16.67%		2 15.38%	2 12.50%	2 16.67%		1 20.00%		2 28.57%	2 20.00%
$200 to less than $300	1 6.25%	1 6.25%				1 7.69%	1 6.25%						1 10.00%
$300 to less than $400	1 6.25%	1 6.25%		1 16.67%		1 7.69%	1 6.25%	1 8.33%		1 20.00%			1 10.00%
$400 to less than $500	1 6.25%	1 6.25%		1 16.67%			1 6.25%	1 8.33%					
$500 to less than $600													
$600 to less than $700													
$700 or more													

4. Approximately how much did you pay for each of the devices you use?
q4r7. Other
Base = Respondents who have used another wireless device for personal reasons only or for business and personal reasons

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	1	1				1	1	1				1	1
No answer													
Total Answering	1 100.00%	1 100.00%				1 100.00%	1 100.00%	1 100.00%				1 100.00%	1 100.00%
Nothing, I use it, but do not own it													
Nothing, it was free with the service													
Nothing, my company supplied it to me													
$1 to less than $50	1 100.00%	1 100.00%				1 100.00%	1 100.00%	1 100.00%				1 100.00%	1 100.00%
$50 to less than $100													
$100 to less than $200													
$200 to less than $300													
$300 to less than $400													
$400 to less than $500													
$500 to less than $600													
$600 to less than $700													
$700 or more													

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

q5. How often do you use a mobile wireless device to wirelessly access the Internet?
Base = All respondents

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer	1	1			1	1							
Total Answering	198 100.00%	187 100.00%	22 100.00%	85 100.00%	44 100.00%	168 100.00%	34 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Once a month	14 7.07%	14 7.49%		5 5.88%	2 4.55%	10 5.95%		8 5.76%		1 2.78%	1 3.33%	3 3.23%	
Once every few weeks	25 12.63%	23 12.30%	2 9.09%	8 9.41%	3 6.82%	22 13.10%	3 8.82%	16 11.51%	2 9.52%	2 5.56%	2 6.67%	10 10.75%	
Once a week	23 11.62%	23 12.30%		10 11.76%	7 15.91%	20 11.90%	3 8.82%	17 12.23%		6 16.67%	3 10.00%	10 10.75%	1 6.25%
A few times a week	62 31.31% gM	58 31.02% gM	11 50.00% abdfGM	26 30.59% M	16 36.36% gM	50 29.76% M	6 17.65%	45 32.37% gM	11 52.38% abdFGhIM	11 30.56% M	11 36.67% gM	29 31.18% gM	1 6.25%
Daily	74 37.37%	69 36.90%	9 40.91%	36 42.35%	16 36.36%	66 39.29%	22 64.71% cDEFHIjkL AB	53 38.13%	8 38.10%	16 44.44%	13 43.33%	41 44.09%	14 87.50% DEFgHIJKL ABC

q6. Which type of services/applications do you access most often with your wireless Internet service?
Base = All respondents

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

		Currently Personally use						Currently wirelessly access the Internet with					
	Total	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer	1	1			1	1							
Total Answering	198 100.00%	187 100.00%	22 100.00%	85 100.00%	44 100.00%	168 100.00%	34 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Information services (e.g., news, stock updates, w	110 55.56%	104 55.61%	12 54.55%	51 60.00% L	26 59.09%	88 52.38%	16 47.06%	84 60.43% L	12 57.14%	21 58.33%	17 56.67%	41 44.09%	10 62.50%
Entertainment services (e.g., music, games)	2 1.01%	2 1.07%			1 2.27%	1 0.60%		2 1.44%			1 3.33%	1 1.08%	
Enterprise services (e.g., sales force automation, (	10 5.05%	9 4.81%	1 4.55%	4 4.71%	4 9.09%	10 5.95%	2 5.88%	5 3.60%	1 4.76%	1 2.78%	3 10.00%	6 6.45%	1 6.25%
Commerce services	3 1.52%	3 1.60%	1 4.55%	1 1.18%		3 1.79%		2 1.44%				3 3.23%	
Communications services (e.g., email, chat)	73 36.87%	69 36.90%	8 36.36%	29 34.12%	13 29.55%	66 39.29%	16 47.06%	46 33.09%	8 38.10%	14 38.89%	9 30.00%	42 45.16% eh	5 31.25%

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

q7. Which of the following barriers, if any, prevent you from using your wireless Internet service more often? (accept multiples)
Base = All respondents

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer	5	4		1	2	5		1		1	1	3	
Total Answering	194 100.00%	184 100.00%	22 100.00%	84 100.00%	43 100.00%	164 100.00%	34 100.00%	138 100.00%	21 100.00%	35 100.00%	29 100.00%	90 100.00%	16 100.00%
Cost of device	14 7.22%	13 7.07%	1 4.55%	9 10.71% g	4 9.30%	13 7.93%	1 2.94%	9 6.52%	1 4.76%	4 11.43%	1 3.45%	4 4.44%	1 6.25%
Cost of service	68 35.05%	65 35.33%	8 36.36%	34 40.48%	16 37.21%	57 34.76%	10 29.41%	44 31.88%	8 38.10%	17 48.57% ghk	8 27.59%	32 35.56%	5 31.25%
Geographic coverage of service	73 37.63% h	68 36.96%	7 31.82%	33 39.29%	22 51.16% bH	66 40.24% H	21 61.76% ABCDFHII	40 28.99%	7 33.33%	17 48.57% H	16 55.17% abcH	40 44.44% H	11 68.75% ABCDFHII
Keypad/data entry on device	73 37.63%	71 38.59%	7 31.82%	39 46.43% G	20 46.51% g	64 39.02%	9 26.47%	61 44.20% G	7 33.33%	14 40.00%	14 48.28% g	34 37.78%	5 31.25%
Lack of useful applications	69 35.57%	69 37.50%	5 22.73%	32 38.10%	20 46.51% Ci	60 36.59%	11 32.35%	57 41.30% ci	5 23.81%	14 40.00%	12 41.38%	36 40.00% c	5 31.25%
Screen size of device	68 35.05% ci	65 35.33% ci	4 18.18%	33 39.29% CI	18 41.86% CI	63 38.41% CI	10 29.41%	53 38.41% CI	4 19.05%	10 28.57%	11 37.93% CI	37 41.11% CI	5 31.25%
Transmission speed of service	102 52.58%	98 53.26%	13 59.09%	50 59.52%	23 53.49%	90 54.88%	18 52.94%	82 59.42%	13 61.90%	17 48.57%	18 62.07%	58 64.44% ab	8 50.00%
Other (specify)	17 8.76%	16 8.70%	3 13.64%	7 8.33%	5 11.63%	14 8.54%	3 8.82%	12 8.70%	2 9.52%	5 14.29%	5 17.24%	12 13.33%	2 12.50%
Don't know	5 2.58%	3 1.63%	1 4.55%	1 1.19%		4 2.44%	1 2.94%	3 2.17%	1 4.76%				

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

q8. Which, if any, of the following factors are most important to you when selecting a mobile wireless device to wirelessly access the Internet? (accept multiples)
Base = All respondents

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer	1	1			1	1							
Total Answering	198 100.00%	187 100.00%	22 100.00%	85 100.00%	44 100.00%	168 100.00%	34 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Battery life	116 58.59% CI	110 58.82% CI	14 63.64%	52 61.18%	30 68.18%	98 58.33% CI	26 76.47% ABdFHL	77 55.40%	13 61.90%	25 69.44%	20 66.67%	54 58.06%	13 81.25% ABdFHL
Brand name	30 15.15% CI	29 15.51% CI	1 4.55%	13 15.29% ci	6 13.64%	25 14.88% CI	5 14.71%	21 15.11% CI	1 4.76%	5 13.89%	4 13.33%	16 17.20% CI	2 12.50%
Bright/colorful display	74 37.37% j	68 36.36% j	9 40.91%	25 29.41%	28 63.64% BcDFHIJLmA	64 38.10% J	17 50.00% DJ	50 35.97% j	8 38.10%	8 22.22%	17 56.67% ABDfHJI	34 36.56% j	6 37.50%
Ease of use	147 74.24%	143 76.47%	15 68.18%	67 78.82% e	28 63.64%	124 73.81%	28 82.35% e	110 79.14% e	14 66.67%	32 88.89% ABcEFikL	21 70.00%	66 70.97%	14 87.50% EI
Large display	78 39.39%	75 40.11%	10 45.45%	34 40.00%	24 54.55% abfgJM	67 39.88%	12 35.29%	59 42.45% j	10 47.62%	10 27.78%	15 50.00% jm	37 39.78%	4 25.00%
Look /form factor	47 23.74%	46 24.60%	5 22.73%	32 37.65% ABEfhKL	8 18.18%	43 25.60%	8 23.53%	37 26.62%	5 23.81%	13 36.11% e	6 20.00%	22 23.66%	6 37.50%
Low price	46 23.23%	42 22.46%	3 13.64%	22 25.88%	10 22.73%	42 25.00%	9 26.47%	33 23.74%	3 14.29%	10 27.78%	5 16.67%	22 23.66%	6 37.50% c
PC-type keyboard	31 15.66%	30 16.04%	3 13.64%	9 10.59%	9 20.45%	24 14.29%	8 23.53%	20 14.39%	3 14.29%	4 11.11%	6 20.00%	15 16.13%	2 12.50%
Provided by company	40 20.20% J	36 19.25% J	4 18.18%	11 12.94%	12 27.27% dJ	35 20.83% J	6 17.65%	28 20.14% J	4 19.05%	2 5.56%	9 30.00% dJ	22 23.66% dJ	2 12.50%
Other (specify)	19 9.60%	16 8.56%	5 22.73% g	8 9.41%	4 9.09%	18 10.71%	2 5.88%	13 9.35%	5 23.81% g	5 13.89%	4 13.33%	14 15.05% g	1 6.25%

Comparison Groups: ABCDEFGHIJKLM

q9. Which of the following options is more appealing to you?
Base = All respondents

	Total	Currently Personally use						Currently wirelessly access the Internet with					
q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer													
Total Answering	199 100.00%	188 100.00%	22 100.00%	85 100.00%	45 100.00%	169 100.00%	34 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Carrying two separate devices, one for making an	62 31.16% CI	62 32.98% CI	3 13.64%	31 36.47% CI	15 33.33% cI	55 32.54% CI	14 41.18% CI	44 31.65% CI	2 9.52%	11 30.56% I	11 36.67% CI	36 38.71% CI	6 37.50% cI
Carrying a single device that is larger than a regul	120 60.30%	110 58.51%	19 86.36% DEFGHJKLM AB	46 54.12%	29 64.44%	101 59.76%	17 50.00%	81 58.27%	19 90.48% DEFGHJKLM AB	21 58.33%	18 60.00%	49 52.69%	9 56.25%
No preference	17 8.54% E	16 8.51% E		8 9.41% e	1 2.22%	13 7.69% e	3 8.82%	14 10.07% E		4 11.11%	1 3.33%	8 8.60% e	1 6.25%

q10. Do you plan to purchase a mobile wireless device as a holiday gift for someone?
Base = All respondents

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

		Currently Personally use						Currently wirelessly access the Internet with					
	Total	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/ notebook computer	Two-way messaging device/ pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	199	188	22	85	45	169	34	139	21	36	30	93	16
No answer													
Total Answering	199 100.00%	188 100.00%	22 100.00%	85 100.00%	45 100.00%	169 100.00%	34 100.00%	139 100.00%	21 100.00%	36 100.00%	30 100.00%	93 100.00%	16 100.00%
Yes	28 14.07%	26 13.83%	4 18.18%	10 11.76%	7 15.56%	25 14.79%	8 23.53%	18 12.95%	4 19.05%	7 19.44%	5 16.67%	15 16.13%	3 18.75%
No	130 65.33%	123 65.43%	11 50.00%	60 70.59% c	31 68.89%	108 63.91%	19 55.88%	92 66.19%	11 52.38%	24 66.67%	21 70.00%	60 64.52%	9 56.25%
Don't know	41 20.60%	39 20.74%	7 31.82%	15 17.65%	7 15.56%	36 21.30%	7 20.59%	29 20.86%	6 28.57%	5 13.89%	4 13.33%	18 19.35%	4 25.00%

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

q11. Which of the following devices do you plan to purchase as a holiday gift for someone? (accept multiples)
Base = Respondents who plan to purchase a mobile wireless device as a holiday gift for someone.

q2. Which of the following devices do you personally use or use to wirelessly access the Internet with?

	Total	Currently Personally use						Currently wirelessly access the Internet with					
		Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager	Wireless phone	Smartphone	Palm OS-based PDA	Pocket PC/Windows CE-based PDA	Laptop/notebook computer	Two-way messaging device/pager
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)
Total	28	26	4	10	7	25	8	18	4	7	5	15	3
No answer													
Total Answering	28 100.00%	26 100.00%	4 100.00%	10 100.00%	7 100.00%	25 100.00%	8 100.00%	18 100.00%	4 100.00%	7 100.00%	5 100.00%	15 100.00%	3 100.00%
Wireless phone	17 60.71%	15 57.69%	2 50.00%	7 70.00%	5 71.43%	15 60.00%	6 75.00%	11 61.11%	2 50.00%	4 57.14%	4 80.00%	8 53.33%	3 100.00% BCDeFHIJLA
Smartphone (a product that combines phone and l	4 14.29%	4 15.38%	2 50.00%	1 10.00%	1 14.29%	4 16.00%		2 11.11%	2 50.00%	1 14.29%	1 20.00%	3 20.00%	
Palm OS-based PDA (e.g., Palm V, Handspring Vis	10 35.71%	9 34.62%	1 25.00%	3 30.00%	3 42.86%	9 36.00%	2 25.00%	5 27.78%	1 25.00%	1 14.29%	1 20.00%	5 33.33%	
Pocket PC/Windows CE-based PDA (e.g., Compaq	7 25.00%	7 26.92%	1 25.00%	3 30.00%	5 71.43% ABdFHjl	7 28.00%	3 37.50%	3 16.67%		2 28.57%	5 100.00% BDeFGHJLM A	5 33.33%	1 33.33%
Laptop/notebook computer	8 28.57%	7 26.92%	1 25.00%	1 10.00%	1 14.29%	7 28.00%	1 12.50%	5 27.78%	1 25.00%		1 20.00%	5 33.33%	
Two-way messaging device/pager (e.g., RIM produ	2 7.14%	2 7.69%	1 25.00%	1 10.00%	1 14.29%	2 8.00%	2 25.00%	2 11.11%	1 25.00%		1 20.00%	2 13.33%	1 33.33%
Other (specify)													

Comparison Groups: ABCDEFGHIJKLM
Independent T-Test for Means, Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.

Mobile Internet Access Device Survey

1.   Just to verify, do you access the Internet for either business or personal reasons using a mobile wireless telephone or other mobile wireless device?
  ❍ Yes
  ❍ No [Go to thank you page--need to capture these respondents & change data in panel]
  ❍ Don't know [Go to thank you page----need to capture these respondents & change data in panel]

2.   Which of the following devices do you personally use, and which do you use to wirelessly access the Internet? [MULTIPLES ACCEPTED]

	Use	Wirelessly access the Internet
❍ Wireless phone		
❍ Smartphone (a device that combines phone and PDA functionality such as the Samsung SPH-1300, Kyocera QCP-6035or Psion m Series)		
❍ Palm OS-based PDA (e.g. Palm V, Handspring Visor)		
❍ Pocket PC/Windows CE-based PDA (e.g. Compaq Ipaq, HP Jornada)		
❍ Laptop/Notebook computer		
❍ Two-way messaging device/pager (e.g., RIM product)		
❍ Other (Specify)		

3.   For each device you use, please indicate whether it is used for business reasons only, personal reasons only, or both business and personal reasons.

[ASK Q.4 ONLY IF "personal reasons only" or "business and personal reasons" SELECTED AT Q.3]
4.   And approximately how much did you pay for each of the devices you use?
[AGAIN, WOULD LIKE RESPONDENT TO SEE ONLY THOSE DEVICES FOR WHICH PERSONAL REASONS OR BUSINESS & PERSONAL REASONS SELECTED AT Q.3, BUT COULD LIVE WITH ALL DISPLAYED AT Q.3 IF NECESSARY]
  ❍ Nothing, I use it, but do not own it
  ❍ Nothing, it was free with the service
  ❍ Nothing, my company supplied it to me
  ❍ Less than $50
  ❍ $50 to less than $100
  ❍ $100 to less than $200
  ❍ $200 to less than $300
  ❍ $300 to less than $400
  ❍ $400 to less than $500
  ❍ $500 to less than $600
  ❍ $600 to less than $700
  ❍ More than $700

5.   How often would you say that you use a wireless device to wirelessly access the Internet?
  ❍ Once a month

❍ Once every few weeks
❍ Once a week
❍ A few times a week
❍ Daily

6.   What types of applications do you access most often with your wireless Internet service?
  ❍ Mobile Information Services (e.g. news, stock updates, weather forecasts, directories, location-based services)
  ❍ Mobile Entertainment Services (e.g., music, games)
  ❍ Mobile Enterprise Services (e.g. sales force automation, CRM)
  ❍ Mobile Commerce Services
  ❍ Mobile Communications Services (e.g., e-mail, chat)

7.   Which, if any, of the following are barriers to you using your wireless Internet service more? [MULTIPLES ACCEPTED]
  ❍ Cost of **device**
  ❍ Screen size of device
  ❍ Keypad/data entry on device
  ❍ Lack of useful applications
  ❍ Cost of **service**
  ❍ Geographic coverage of service
  ❍ Transmission speed of service
  ❍ Other [Specify _____]
  ❍ Don't know

8.   Which, if any, of the following factors are most important to you when selecting a mobile device to access the Internet? [MULTIPLES ACCEPTED]
  ❍ Battery life
  ❍ Brand name
  ❍ Bright/colorful display
  ❍ Large display
  ❍ Easy to use
  ❍ Look of it/form factor
  ❍ Low price
  ❍ PC-type keyboard
  ❍ Provided by company
  ❍ Other (Specify)

9. Which of the following options is more appealing to you?

❍ Carrying **two separate devices**, one for making and receiving phone calls, and another for accessing your calendar, e-mail, etc.
❍ Carrying **a single device**, that is larger than a regular mobile phone, and allows you to make and receive calls **and** access your calendar and e-mail.
❍ No preference

10. Do you plan to purchase a mobile device as a gift for someone before the Holidays?
❍ Yes
❍ No
❍ Don't know

[ASK Q. 11 ONLY IF YES AT Q.10]
11. What type of device do you plan to purchase? [ACCEPT MULTIPLES]

❍ Wireless phone
❍ Smartphone (a product that combines phone and PDA functionality such as the Samsung SPH-1300, Kyocera QCP-6035or Psion m Series)
❍ Palm OS-based PDA (e.g. Palm V, Handspring Visor)
❍ Pocket PC/Windows CE-based PDA (e.g. Compaq Ipaq, HP Jornada)
❍ Laptop/Notebook computer
❍ Two-way messaging device/pager (e.g., RIM product)
❍ Other (Specify)

Thank you very much for your participation!

Please enter your name and email address below so that we may enter you into the drawing to win $100 for your participation in this survey, as well as the quarterly drawing for $2,000, which will be held at the end of December. We'd also appreciate it if you'd provide us with a telephone number at which we can contact you if you win a prize. Please be assured that your individual responses to this survey will be kept confidential and that your privacy will be strictly maintained.

Name: _____

Email address:_____

Telephone number: _____