



mywireless.org
america's wireless voice

THE FACTS ABOUT WIRELESS

- More than 60% of all Americans are wireless users.
—CTIA
- As a result of hyper-competition, wireless prices have fallen 80% in the last 8 years.
—J.D. Power & Associates
- However, government taxes are eating away at those savings. The average wireless consumer pays about 16% in taxes on their monthly wireless bill – with several states’ tax rates exceeding 20%.
—CTIA
- Between January 2003 to April 2004 the tax rate on wireless services increased at *nine times* the rate of other goods and services.
—CTIA
- Roughly 6% of American households have ‘cut the cord’ on their home phones and now rely solely on wireless communications.
—CTIA and others
- Safety is still a primary benefit for wireless users. Every day, they make 200,000 calls– 70 million calls per year – to 911 emergency services to help someone in need, to stop a crime, or to save a life.
—CTIA
- Every day, about 50 wireless antennas are added across the U.S. to improve the quality and capacity of wireless networks.
—CTIA
- Wireless consumers have more choices than most. About 98% of all Americans can choose among 3 or more wireless carriers. About 83% of all consumers can choose among 4 or more carriers.
—FCC Competition Report
- Wireless users love their phones. More than 25 million Americans consider their wireless phone their ‘primary phone.’
—CNN/Gallup/USA Today
- U.S. wireless consumers used more than a trillion minutes of airtime in 2004. In 1997, Americans used less than 63 billion minutes of airtime.
—CTIA
- The wireless complaint rate has dropped to 0.0024 % - about 24 complaints per 1 million customers.
—FCC Report on Consumer Complaints
- Reducing wireless taxes matters. Economists estimate that a 1 % decrease in wireless prices would increase U.S. Gross Domestic Product by \$6.8 billion to \$7.8 billion within 2 years.
—CTIA
- The wireless industry continues to invest heavily in quality and coverage improvements to serve consumers. By 2004, cumulative capital investment reached \$174 billion.
—CTIA
- More than 92% of American wireless consumers are digital.
—CTIA

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