

CROSS-PENETRATION CUSTOMER PROPENSITIES					
	Long-Distance	Voice Mail	DSL	Other Data Services	Inside Wire
Residence	90%	30%	5% in year 1 to 15% in year 3.	0%	0%
SOHO	90%	30%	10% in year 1 to 25% in year 3	0%	0%
SME/A	83%	40%	0%	20%	0%
SME/B	77%	20%	0%	15%	0%
SME/C	70%	0%	0%	15%	0%