

# UTILITIES

## *Phone & Cable Television*



- ◆ Consumers have a virtually unlimited selection of telephone service providers to choose from, including traditional wired telephone services, national and local cellular phone services, and Voice Over Internet Protocol (VOIP) services.

- ◆ **Wired (“land-line”) telephone service**

- [AT&T](#), [CenturyTel Midwest](#), and [Verizon North](#) are the biggest voice service providers in Oakland County, with AT&T (after merging with SBC) being the largest.
  - Residential rates for AT&T start at \$19.75/month + taxes & fees.
  - Business rates for AT&T start at \$22.00/month and 19 cents per call + taxes & fees, depending on how many lines and what services are selected.
  - These rates do not include any specials or bundles offered by AT&T that may reduce your overall charges for voice telephone services.

- ◆ **Cellular telephone service**

- All major cell phone companies provide service to most or all of Oakland County, including AT&T/Cingular, Nextel/Sprint, T-Mobile, U.S. Cellular, Verizon Wireless/Alltel, and Virgin Mobile.
- Local cell phone companies such as Boost Mobile and MetroPCS offer plans that cover most or all of Oakland County.

- ◆ **Voice Over Internet Protocol**

- Due to the highly competitive nature of the VOIP telecommunications industry, residential and business consumers have their choice of national or local providers, calling plans and packages, and level of service.
- Some of the prominent VOIP service providers for Oakland County are AT&T, Bright House, Charter Communications, Comcast, ViaTalk, Vonage, and WOW!\*

\*Please note that this is not meant to be an exhaustive list of companies offering VOIP services to Oakland County; instead, this list is meant only to demonstrate that residents and businesses have a wide variety of service providers to choose from.

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- ◆ There are three major Cable Television providers in Oakland County, AT&T, Comcast and WOW!, with Bright House also providing service to Farmington Hills and Novi, and Charter Communications providing service to much of northern Oakland County.

- ◆ Digital satellite TV is provided to Oakland County by DIRECTV and DISH Network.

Source: Individual companies, Michigan Public Services Commission  
Updated: August 2009

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## *Internet Service Providers*



There are three categories of internet service providers (ISPs): modem dial-up, Digital Subscriber Line (DSL), and broadband. DSL and broadband internet also allows for wireless internet access.

- ◆ While dial-up internet access uses phone lines and is slower than DSL or broadband, it is typically much less expensive (and sometimes, free). Some dial-up ISPs servicing Oakland County are: America Online (AOL), EarthLink, NetZero, and PeoplePC, among others.
- ◆ DSL access is more expensive and much faster than dial-up, though slower and typically less expensive than broadband. Carried through the same cable as your phone line (although, unlike dial-up, you can use your phone and be online at the same time), DSL is provided by your phone company and often offered as a bundle with your phone service.
- ◆ Broadband internet is typically offered through cable TV providers and offers the fastest internet access, usually at the highest price. Broadband access is almost always available as a bundle, with optional packages including VOIP and digital cable TV.
- ◆ Over 65% of people in Michigan live in households with internet access. Michigan ranks thirty-fifth in the nation for household internet usage, only less than 2% below the national average.

Internet Service Providers servicing Oakland County:

**America Online**

(800) 827-3338

[www.aol.com](http://www.aol.com)

**Charter Communications**

(888) 438-2427

[www.charter.com](http://www.charter.com)

**PeoplePC**

(877) 947-3327

[www.peoplepc.com](http://www.peoplepc.com)

**AT&T**

(800) 288-2020

[www.att.com](http://www.att.com)

**Comcast**

(800) 266-2278

[www.comcast.com](http://www.comcast.com)

**Verizon North**

(800) 567-6789

<http://www22.verizon.com/>

**Bright House**

(248) 553-7300

[www.michigan.brighthouse.com](http://www.michigan.brighthouse.com)

**EarthLink**

(800) 327-8454

[www.earthlink.net](http://www.earthlink.net)

**WOW!**

(866) 496-9669

<http://www1.wowway.com/>

**CenturyTel Midwest**

(866) 734-6342

[www.centurytel.com](http://www.centurytel.com)

**NetZero**

(888) 349-0029

[www.netzero.net](http://www.netzero.net)

Source: Individual companies, U.S. Census Bureau  
Updated: August 2009