
Contents

- Foreword ix
Lloyd Morrisett
- Preface xi
Benjamin Compaine
- Acknowledgments xvii
- I The Set-Up: Documenters of the Digital Divide 1**
- 1 Falling through the Net: A Survey of the “Have-Nots” in Rural and Urban America 7**
National Telecommunications and Information Administration
- 2 Falling through the Net: Defining the Digital Divide 17**
National Telecommunications and Information Administration
- 3 The Evolution of the Digital Divide: Examining the Relationship of Race to Internet Access and Usage over Time 47**
Donna L. Hoffman, Thomas P. Novak, and Ann E. Schlosser
- II The Context: Background and Texture 99**
- 4 Information Gaps: Myth or Reality? 105**
Benjamin M. Compaine
- 5 Universal Service from the Bottom Up: A Study of Telephone Penetration in Camden, New Jersey 119**
Milton L. Mueller and Jorge Reina Schement
- 6 Universal Access to Online Services: An Examination of the Issue 147**
Benjamin M. Compaine and Mitchell J. Weinraub

- 7 **Universal Service Policies as Wealth Redistribution** 179
Milton L. Mueller
- III **The Advocates: Raising the Stakes** 189
- 8 **Equality in the Information Age** 195
William E. Kennard
- 9 **The Digital Divide Confronts the Telecommunications Act of 1996:
Economic Reality versus Public Policy** 199
The First Triennial Review, 1999
Mark Cooper and Gene Kimmelman
- 10 **The E-rate in America: A Tale of Four Cities** 223
Andy Carvin, editor, with Chris Conte and Allen Gilbert
- 11 **Universal Access to Email: Feasibility and Societal
Implications** 243
Robert H. Anderson, Tora K. Bikson, Sally Ann Law, and Bridger
M. Mitchell
- 12 **Clinton Enlists Help for Plan to Increase Computer Use** 263
Marc Lacey
- IV **Reality Check: Tracking a Moving Target in High-Tech
Time** 265
- 13 **Data from Three Empirical Studies, 2000** 269
Internet and Society: A Preliminary Report 269
Norman H. Nie and Lutz Erbring
The Digital World of Hispanics in the United States 272
Cheskin Research
Survey of Americans on Technology 274
*National Public Radio, Kaiser Family Foundation, and Kennedy
School of Government*
- 14 **The Truth about the Digital Divide** 279
Ekaterina O. Walsh with Michael E. Gazala and Christine Ham
- 15 **Internet Access Spreads to More Classrooms, Survey Finds** 285
Pamela Mendels
- 16 **Cheap Computers Bridge Digital Divide** 289
John Simons

17 This Internet Start-Up Looks to Conquer an Online Divide	293
Timothy Hanrahan	
V What's It All Mean?	299
18 Of Gaps by Which Democracy We Measure	303
Jorge Reina Schement	
19 Falling for the Gap: Whatever Happened to the Digital Divide?	309
Adam Clayton Powell III	
20 Declare the War Won	315
Benjamin M. Compaine	
Epilogue	337
Benjamin M. Compaine	
Source Notes	341
Contributors	343
Index	345