

# USA TODAY Snapshots®

## Open to misinterpretation

Communication modes that adults find easy to misinterpret the tone:

E-mail

80%

Text message

78%

Letter/written

71%

Telephone

53%

Face-to-face

37%

Source: Harris Interactive survey for Whitepages.com of 2,395 adults Jan. 3-Jan. 5. Margin of error, ±3 percentage points. Respondents could answer more than one



By Mary Cadden and Suzy Parker, USA TODAY