

Voice Telephone Services: Status as of December 31, 2014

Industry Analysis and Technology Division
Wireline Competition Bureau
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SUPPLEMENTAL MATERIALS TO BE AVAILABLE ON WEBSITE

- Tables 1 and 2 in Excel format
- State-level Voice Subscriptions and Number of Providers tables in Excel format
- Crosswalk to *Local Telephone Competition: Status as of December 31, 2013* in PDF format
- CSV-format file of consistent data series published for 2008-2014

Voice Telephone Services: Status as of December 31, 2014

Introduction. The Commission has used FCC Form 477 to collect subscribership information from providers of voice telephone services – the incumbent local exchange carriers (ILECs), competitive local exchange carriers (CLECs), and mobile voice providers – since December 1999. The Commission has required interconnected Voice over Internet Protocol (“interconnected VoIP”) service providers to report subscribership information since December 2008 because the use of VoIP technology is growing rapidly and it increasingly is used to provide voice telephone service.¹ Also, starting with the data reported for 2014, Form 477 has been modified to distinguish “over-the-top” (colloquially, “bring your own broadband”) interconnected VoIP subscriptions from other interconnected VoIP subscriptions.²

This report summarizes the information collected about telephone services as of December 31, 2014, and also as of June 2014. We are not releasing a separate report on status as of June 2014 but incorporate such data in this report. This report demonstrates continued growth in subscribership to interconnected VoIP and mobile voice services and continued decline in subscribership to traditional wired telephone services.³

¹ The FCC’s rules (at 47 C.F.R. § 9.3) state:

An interconnected Voice over Internet Protocol (VoIP) service is a service that:

- (1) Enables real-time, two-way voice communications;
- (2) Requires a broadband connection from the user’s location;
- (3) Requires Internet protocol-compatible customer premises equipment (CPE); and
- (4) Permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.

We note that the current interpretation of element (4) of the definition excludes the VoIP services that Skype offers in the United States, and subscribers to those services are not reported on Form 477.

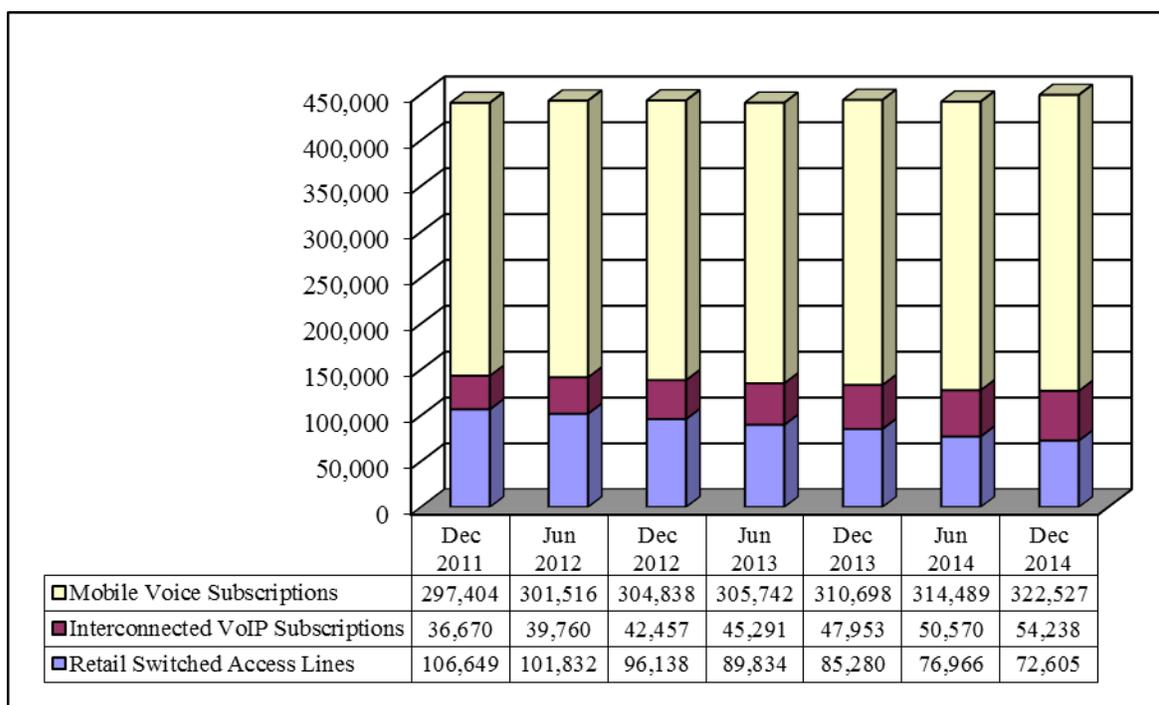
² The Technical Notes and the Glossary that appear at the end of this report provide more-detailed information about the current Form 477 and the meaning of terms used in this report. To be consistent with modifications to Form 477 that were adopted in 2013 (to be effective for reporting June 2014 and later data), and to avoid confusion, this report no longer uses the terms “standalone VoIP” and, by contrast, “broadband bundle.” Standalone VoIP in the earlier, Local Telephone Competition, reports has a different meaning from “over-the-top” VoIP in this report. In particular, subscriptions reported as standalone VoIP for December 2013 and earlier dates included over-the-top subscriptions as defined in this report and also video-plus-VoIP service subscriptions sold by cable TV system operators and other entities that own last-mile facilities to end-user premises. We note that, accordingly, 13% of total interconnected VoIP subscriptions were categorized as standalone VoIP in December 2013 and, by contrast, 10% of total interconnected VoIP subscriptions were categorized as over-the-top VoIP in December 2014.

³ The presentation of mobile wireless telephone subscriber counts in this report does not constitute, or imply, Commission analysis of the extent to which wireline and mobile wireless telephone services are demand substitutes or complements in general or in any particular situation.

Retail voice telephone service connections. Retail voice telephone service customers are served by two wireline technologies – “end-user” switched access lines and interconnected VoIP “subscriptions” – and by mobile wireless subscriptions.

- In December 2014, there were 73 million end-user switched access lines in service, 54 million interconnected VoIP subscriptions, and 323 million mobile subscriptions in the United States, or 449 million retail voice telephone service connections in total. See Figure 1.
- Over the three-year period presented in Figure 1, interconnected VoIP subscriptions increased at a compound annual growth rate of 14%, mobile voice subscriptions increased at a compound annual growth rate of 3%, and retail switched access lines declined at 12% per year.⁴

Figure 1
Retail Voice Telephone Service Connections, 2011 - 2014
(In Thousands)



- Of the 127 million wireline retail voice telephone service connections (including both switched access lines and interconnected VoIP subscriptions) in December 2014, 70 million (or 55%) were residential connections and 57 million (or 45%) were business connections.⁵ See Figure 2.

⁴ The compound annual growth rate (CAGR) is a smoothed rate of growth calculated in three steps. First, divide the ending (December 2014) value by the beginning (December 2011) value. Second, raise the result of that division to a power equal to one divided by the number of years in the period (in this case, 3 years, so the power is 1/3). Third, subtract the number one from the result of the second step.

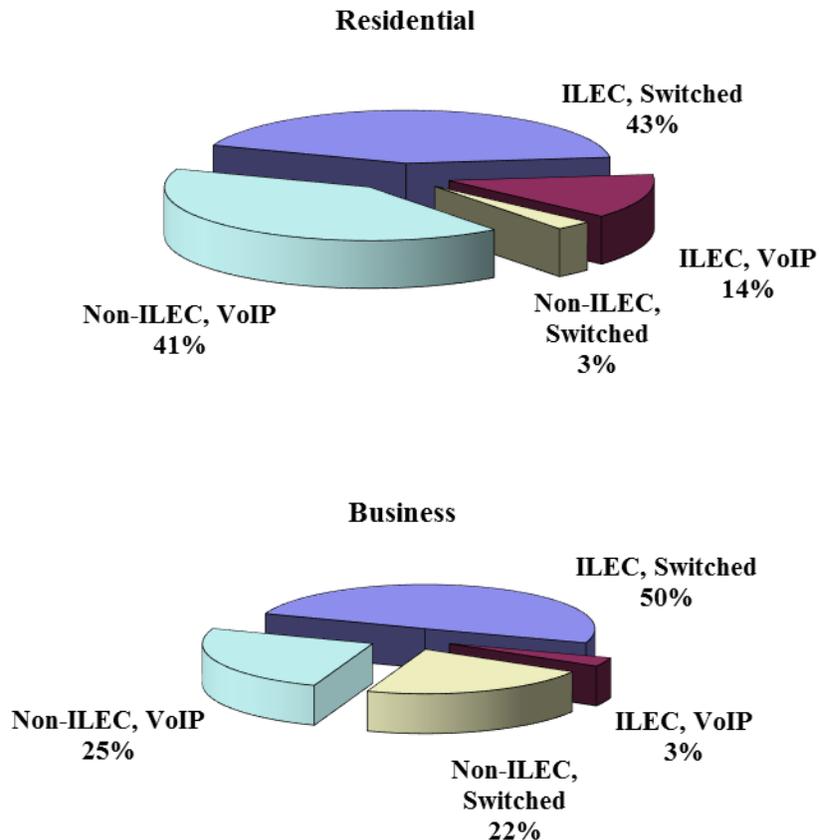
⁵ FCC Form 477 does not distinguish between residential and business subscribers to mobile *voice* service. The information that Form 477 collects about mobile *broadband* service is summarized elsewhere; see *Internet Access Services: Status as of December 31, 2014*, available at <https://www.fcc.gov/reports-research/reports/internet-access-services-reports/internet-access-services-reports>.

Figure 2
Wireline Retail Voice Telephone Service Connections by Technology, Regulatory Status, and Customer Type as of December 31, 2014 (In Thousands)

Total	Switched Access Lines	Interconnected VoIP	Total
ILEC	58,045	11,336	69,382
Non-ILEC	14,560	42,902	57,462
Total	72,605	54,238	126,844
Residential			
ILEC	29,937	9,496	39,433
Non-ILEC	2,063	28,738	30,800
Residential Total	32,000	38,234	70,233
Business			
ILEC	28,108	1,841	29,949
Non-ILEC	12,497	14,164	26,661
Business Total	40,605	16,005	56,610

Figures may not add to totals due to rounding.

ILEC = incumbent local exchange carrier. A voice-service affiliate of an ILEC that is operating outside the ILEC's traditional service area ("study area") is a Non-ILEC.



- Cross-classified by technology and the retailer’s regulatory status in Figure 2, the 70 million wireline residential connections in December 2014 were: 43% ILEC switched access lines, 41% non-ILEC interconnected VoIP subscriptions, 14% ILEC interconnected VoIP subscriptions, and 3% non-ILEC switched access lines. Similarly, the 57 million wireline business connections were: 50% ILEC switched access lines, 25% non-ILEC interconnected VoIP subscriptions, 3% ILEC interconnected VoIP subscriptions, and 22% non-ILEC switched access lines.

Retail service relationships. The revised Form 477 program collects two types of information about retail service relationships.⁶

- Interconnected VoIP service retailers distinguish over-the-top (“OTT”) interconnected VoIP subscriptions—which, in the revised Form 477 program, means that the VoIP service end user has purchased (or has use of) a broadband connection from an entity that is not affiliated with the VoIP service retailer—by contrast to all other interconnected VoIP subscriptions. See Figure 3.
- Retailers of switched access lines and retailers of interconnected VoIP service distinguish between sales to end users who do not also purchase Internet access from them (including affiliates) and sales to end users who do purchase both these services. See Figure 4.

⁶ Due to the Form 477 revisions adopted in 2013, the information in Figures 5 and 6 of this report is not directly comparable to the information in Figure 5 in earlier, Local Telephone Competition, reports.

Figure 3
Interconnected VoIP Subscriberhip by Reported Service Features, Regulatory Status,
and Customer Type as of December 31, 2014 (In Thousands)

Total	Over-the-Top (OTT)	All Other VoIP	Total
ILEC	28	11,308	11,336
Non-ILEC	5,121	37,781	42,902
Total	5,150	49,089	54,238
Residential			
ILEC	26	9,469	9,496
Non-ILEC	2,855	25,883	28,738
Residential Total	2,882	35,352	38,234
Business			
ILEC	2	1,839	1,841
Non-ILEC	2,266	11,898	14,164
Business Total	2,268	13,737	16,005

Figures may not add to totals due to rounding.

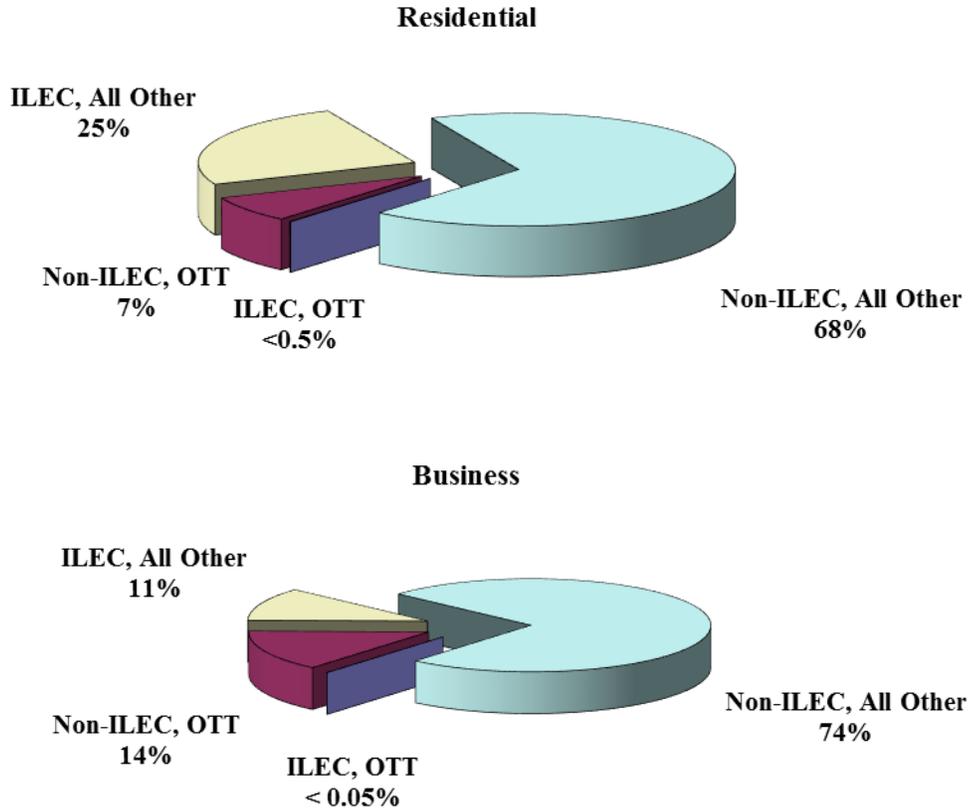
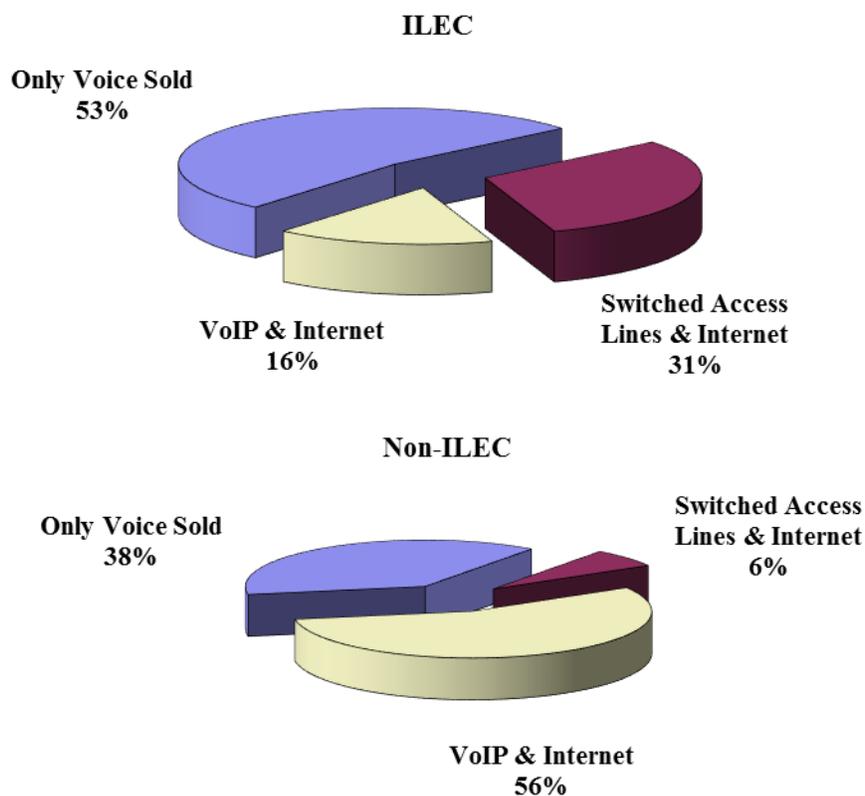


Figure 4
Retail Relationships of Wireline Voice Telephone Service with Internet Access Service
by Regulatory Status as of December 31, 2014 (In Thousands)

Total Sold to End Users	ILEC	Non-ILEC	Total
Switched Access Lines	58,045	14,560	72,605
Over-the-Top VoIP	28	5,121	5,150
All Other VoIP	11,308	37,781	49,089
Total	69,382	57,462	126,844
Internet Also Sold			
Switched Access Lines	21,409	3,686	25,095
Over-the-Top VoIP	0	0	0
All Other VoIP	11,285	32,171	43,456
Both Sold Total	32,694	35,857	68,551
Internet Not Also Sold			
Switched Access Lines	36,636	10,874	47,510
Over-the-Top VoIP	28	5,121	5,150
All Other VoIP	23	5,610	5,633
Only Voice Total	36,688	21,605	58,293

Figures may not sum to totals due to rounding.



Remainder of the report. The remainder of this document consists of two tables of national information, technical notes, and a glossary of terms.

Table 1 summarizes the national-level voice telephone service subscription data for December 2014, and also for June 2014.

Table 2 shows the number of entities that reported national-level subscription data.

Table 1 and Table 2 are available in Excel format at <https://www.fcc.gov/voice-telephone-services-report>. Also available at that page are Excel-format files of state-level data, and a PDF-format crosswalk between this document and the Local Telephone Competition report that summarized data as of December 2013.

For researchers' convenience, we also intend to post a CSV-format file containing the consistent data series that are available back to December 2008, the point at which interconnected VoIP service was added to the data collection. Even earlier data, back through December 1999, are available in the Local Telephone Competition reports at <https://www.fcc.gov/general/local-telephone-competition-reports>. However, researchers who consider using the complete data series for trend analysis should recall the discontinuities in the data that arise from Form 477 modifications over time.

- Between December 1999 and December 2004, Form 477 collected state-by-state data only from local exchange carriers with at least 10,000 end-user switched access lines in service in the state, and from facilities-based mobile voice carriers with at least 10,000 mobile voice subscriptions in service in the state.
- Prior to December 2008, interconnected VoIP service retailers were not required to submit Form 477, but an unknown amount of interconnected VoIP service was included along with the switched access lines reported by some Form 477 filers.
- As discussed earlier in this report, the category standalone interconnected VoIP that was reported from December 2008 to December 2013 is different (that is, includes more subscriptions) than the category over-the-top interconnected VoIP that is reported starting with the June 2014 data.⁷

* * * *

We invite users of this information to provide suggestions for improved analysis of data presented in this report by using the attached customer response form or by sending comments to IATDreports@fcc.gov for subject: December 2014 voice telephone data. We encourage users of this information to provide suggestions for improved data collection by participating in any formal proceedings undertaken by the Commission to solicit comments for improvement of FCC Form 477.

⁷ See footnote 2, above.

Table 1. Voice Subscriptions (in Thousands) - Total for US

Reference	Data element	Dec 2014	June 2014
1	Mobile telephony	322,527	314,489
2	Directly-billed or prepaid	283,316	276,800
3	Not directly-billed or prepaid	39,210	37,690
4	Wireline End-User Switched Access Lines and Interconnected VoIP Subscriptions	126,844	127,535
5	Incumbent LECs	69,382	71,413
6	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	57,462	56,122
7	Consumer-grade service	70,233	71,078
8	Incumbent LECs	39,433	40,632
9	Other (Non-ILECs)	30,800	30,446
10	Business & Government-grade service	56,610	56,458
11	Incumbent LECs	29,949	30,781
12	Other (Non-ILECs)	26,661	25,676
13	Local exchange telephone service (Switched Access Lines)	72,605	76,966
14	Incumbent LECs	58,045	61,573
15	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	14,560	15,392
16	Consumer-grade service	32,000	34,460
17	Incumbent LECs	29,937	32,223
18	Other (Non-ILECs)	2,063	2,237
19	Business & Government-grade service	40,605	42,506
20	Incumbent LECs	28,108	29,351
21	Other (Non-ILECs)	12,497	13,155
22	Interconnected VoIP Subscriptions - Note: Includes both Over-the-top (OTT) and All Other sub-categories.	54,238	50,570
23	Incumbent LECs	11,336	9,840
24	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	42,902	40,730
25	Consumer-grade service	38,234	36,618
26	Incumbent LECs	9,496	8,409
27	Other (Non-ILECs)	28,738	28,209
28	Business & Government-grade service	16,005	13,951
29	Incumbent LECs	1,841	1,431
30	Other (Non-ILECs)	14,164	12,521
31	Over-the-top interconnected VoIP	5,150	5,088
32	Incumbent LECs	28	34
33	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	5,121	5,055
34	Consumer-grade service	2,882	3,018
35	Incumbent LECs	26	31
36	Other (Non-ILECs)	2,855	2,987
37	Business & Government-grade service	2,268	2,070
38	Incumbent LECs	2	2
39	Other (Non-ILECs)	2,266	2,067
40	All Other interconnected VoIP	49,089	45,481
41	Incumbent LECs	11,308	9,806
42	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	37,781	35,675
43	Consumer-grade service	35,352	33,600
44	Incumbent LECs	9,469	8,378
45	Other (Non-ILECs)	25,883	25,221
46	Business & Government-grade service	13,737	11,882
47	Incumbent LECs	1,839	1,428
48	Other (Non-ILECs)	11,898	10,454

Table 1. Voice Subscriptions (in Thousands) - Total for US

Reference	Data element	Dec 2014	June 2014
49	Local exchange telephone service by last-mile delivery medium	72,605	76,966
50	Fiber-to-the-premises	5,425	5,308
51	Incumbent LECs	3,443	3,319
52	Other (Non-ILECs)	1,982	1,989
53	Coaxial cable	1,194	1,344
54	Incumbent LECs	65	49
55	Other (Non-ILECs)	1,128	1,295
56	Terrestrial fixed wireless	582	578
57	Incumbent LECs	549	546
58	Other (Non-ILECs)	33	32
59	Copper local loop	65,404	69,735
60	Incumbent LECs	53,988	57,659
61	Other (Non-ILECs)	11,416	12,076
62	All Other interconnected VoIP by last-mile delivery medium	49,089	45,481
63	Fiber-to-the-premises	6,226	5,927
64	Incumbent LECs	4,941	4,672
65	Other (Non-ILECs)	1,285	1,255
66	Coaxial cable	31,557	30,231
67	Incumbent LECs	4	3
68	Other (Non-ILECs)	31,552	30,227
69	Terrestrial fixed wireless or satellite	67	82
70	Incumbent LECs	0	0
71	Other (Non-ILECs)	67	82
72	Copper local loop	11,239	9,242
73	Incumbent LECs	6,362	5,131
74	Other (Non-ILECs)	4,877	4,111
75	Non-Incumbent LEC local exchange telephone service by means of provisioning	14,560	15,392
76	Provided over owned last-mile facilities	4,852	5,256
77	Provided over UNE-L obtained from unaffiliated entity	3,270	3,645
78	Provided over other services obtained from unaffiliated entity	6,438	6,492
79	Incumbent LEC local exchange telephone service provided to unaffiliated carriers for resale	6,266	6,421
80	Wholesale lines	3,750	3,795
81	UNE-L	2,516	2,626
82	Local exchange telephone service and long-distance service	72,605	76,966
83	Consumer-grade service	32,000	34,460
84	Incumbent LEC is preferred long-distance carrier for its local exchange service customer	19,480	20,937
85	Incumbent LEC is not preferred long-distance carrier for its local exchange service customer	10,457	11,286
86	Non-ILEC is preferred long-distance carrier for its local exchange service customer	1,725	1,789
87	Non-ILEC is not preferred long-distance carrier for its local exchange service customer	337	448
88	Business & Government-grade service	40,605	42,506
89	Incumbent LEC is preferred long-distance carrier for its local exchange service customer	15,122	15,736
90	Incumbent LEC is not preferred long-distance carrier for its local exchange service customer	12,986	13,614
91	Non-ILEC is preferred long-distance carrier for its local exchange service customer	9,534	9,982
92	Non-ILEC is not preferred long-distance carrier for its local exchange service customer	2,964	3,173
93	End user buys local exchange telephone service and Internet access service from same entity	25,095	26,973
94	End user buys both services from incumbent LEC or affiliates	21,409	22,640
95	End user buys both services from Non-ILEC or affiliates	3,686	4,333
96	End user buys interconnected VoIP and Internet access service from same entity	43,456	41,658
97	End user buys both services from incumbent LEC or affiliates	11,285	9,786
98	End user buys both services from Non-ILEC or affiliates	32,171	31,872

Table 2. Number of Providers Reporting Voice Subscriptions - Total for US

Reference	Data element	Dec 2014	June 2014
1	Mobile telephony	148	150
2	Directly-billed or prepaid	145	147
3	Not directly-billed or prepaid	28	27
4	Wireline End-User Switched Access Lines and Interconnected VoIP Subscriptions	1,584	1,545
5	Incumbent LECs	742	744
6	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	1,092	1,049
7	Consumer-grade service	1,233	1,229
8	Incumbent LECs	741	743
9	Other (Non-ILECs)	729	721
10	Business & Government-grade service	1,468	1,429
11	Incumbent LECs	736	738
12	Other (Non-ILECs)	977	934
13	Local exchange telephone service (Switched Access Lines)	1,040	1,033
14	Incumbent LECs	740	740
15	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	513	506
16	Consumer-grade service	927	928
17	Incumbent LECs	740	740
18	Other (Non-ILECs)	393	395
19	Business & Government-grade service	1,006	994
20	Incumbent LECs	735	734
21	Other (Non-ILECs)	481	468
22	Interconnected VoIP Subscriptions - Note: Includes both Over-the-top (OTT) and All Other sub-categories.	848	796
23	Incumbent LECs	78	75
24	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	818	764
25	Consumer-grade service	469	449
26	Incumbent LECs	41	39
27	Other (Non-ILECs)	445	425
28	Business & Government-grade service	749	707
29	Incumbent LECs	74	73
30	Other (Non-ILECs)	720	674
31	Over-the-top interconnected VoIP	429	397
32	Incumbent LECs	13	13
33	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	424	391
34	Consumer-grade service	129	121
35	Incumbent LECs	6	7
36	Other (Non-ILECs)	125	116
37	Business & Government-grade service	392	364
38	Incumbent LECs	11	11
39	Other (Non-ILECs)	389	360
40	All Other interconnected VoIP	575	552
41	Incumbent LECs	75	71
42	Other (Non-ILECs) - Note: ILEC voice-service affiliate operating outside ILEC's study area is included here.	545	521
43	Consumer-grade service	378	364
44	Incumbent LECs	38	35
45	Other (Non-ILECs)	356	343
46	Business & Government-grade service	500	486
47	Incumbent LECs	71	69
48	Other (Non-ILECs)	471	454

Table 2. Number of Providers Reporting Voice Subscriptions - Total for US

Reference	Data element	Dec 2014	June 2014
49	Local exchange telephone service by last-mile delivery medium	1,040	1,033
50	Fiber-to-the-premises	652	630
51	Incumbent LECs	504	483
52	Other (Non-ILECs)	292	282
53	Coaxial cable	91	90
54	Incumbent LECs	22	19
55	Other (Non-ILECs)	77	78
56	Terrestrial fixed wireless	75	70
57	Incumbent LECs	51	45
58	Other (Non-ILECs)	33	37
59	Copper local loop	885	889
60	Incumbent LECs	650	654
61	Other (Non-ILECs)	367	362
62	All Other interconnected VoIP by last-mile delivery medium	575	552
63	Fiber-to-the-premises	284	264
64	Incumbent LECs	54	46
65	Other (Non-ILECs)	259	242
66	Coaxial cable	210	201
67	Incumbent LECs	10	7
68	Other (Non-ILECs)	207	198
69	Terrestrial fixed wireless or satellite	168	168
70	Incumbent LECs	9	7
71	Other (Non-ILECs)	162	163
72	Copper local loop	215	200
73	Incumbent LECs	41	45
74	Other (Non-ILECs)	196	174
75	Non-Incumbent LEC local exchange telephone service by means of provisioning	513	506
76	Provided over owned last-mile facilities	350	343
77	Provided over UNE-L obtained from unaffiliated entity	125	128
78	Provided over other services obtained from unaffiliated entity	224	220
79	Incumbent LEC local exchange telephone service provided to unaffiliated carriers for resale	37	37
80	Wholesale lines	37	36
81	UNE-L	10	10
82	Local exchange telephone service and long-distance service	1,040	1,033
83	Consumer-grade service	927	928
84	Incumbent LEC is preferred long-distance carrier for its local exchange service customer	668	665
85	Incumbent LEC is not preferred long-distance carrier for its local exchange service customer	687	692
86	Non-ILEC is preferred long-distance carrier for its local exchange service customer	353	352
87	Non-ILEC is not preferred long-distance carrier for its local exchange service customer	275	276
88	Business & Government-grade service	1,006	994
89	Incumbent LEC is preferred long-distance carrier for its local exchange service customer	667	657
90	Incumbent LEC is not preferred long-distance carrier for its local exchange service customer	655	650
91	Non-ILEC is preferred long-distance carrier for its local exchange service customer	420	411
92	Non-ILEC is not preferred long-distance carrier for its local exchange service customer	323	313
93	End user buys local exchange telephone service and Internet access service from same entity	905	901
94	End user buys both services from incumbent LEC or affiliates	712	710
95	End user buys both services from Non-ILEC or affiliates	392	391
96	End user buys interconnected VoIP and Internet access service from same entity	521	504
97	End user buys both services from incumbent LEC or affiliates	65	62
98	End user buys both services from Non-ILEC or affiliates	493	476

Technical Notes

General

Detailed information about Form 477 reporting requirements for data as of December 31, 2014 and June 30, 2014 is available at <https://www.fcc.gov/general/form-477-resources-filers#block-menu-block-4>.

See Glossary for definitions of terms used in this report.

Counting lines and subscribers

- Form 477 counts both switched access lines and interconnected VoIP subscriptions as the maximum number of calls that may be active, simultaneously, from the end user's location under the purchased service plan. All VoIP subscriptions discussed in this report are interconnected VoIP subscriptions.
- Form 477 data may not count all VoIP phone connections to Internet Protocol Private Branch Exchange (IP PBX) equipment that is owned by business end users because of the variety of ways the IP PBX may connect to the public switched telephone network.

Holding company-subsidiary relationships

- When counting service providers that report voice telephone service in a particular geography, we count a holding company or common-control entity no more than once in any specified sub-category of total providers.
- Nationwide counts of providers are unique counts for any specified sub-category of total providers (for example, all non-ILECs or all interconnected VoIP providers); an entity operating in multiple states is counted only once.

ILEC-CLEC affiliations

- If a CLEC is affiliated with an ILEC and reports some end-user switched access lines or interconnected VoIP subscriptions in the ILEC's service area in the state, then the switched access lines or interconnected VoIP subscriptions reported by the CLEC are allocated between the ILEC and non-ILEC categories based on staff estimates.

Mobile voice subscriptions

- Commercial mobile radio service (CMRS) carriers that own or operate wireless networks report both their retail voice service subscriptions and the retail subscriptions of the mobile voice service resellers that use their network. Mobile voice service resellers do not file Form 477.

UNE-Platform lines replaced by commercial agreements

- UNE-Platform (UNE-P) was the combination of ILEC loop UNE, switching UNE, and transport UNE. The Commission directed CLECs to migrate their retail customers served by UNE-P to an alternative arrangement within 12 months of the effective date of the *Triennial Review Remand Order*, that is, by March 11, 2006. See C.F.R. § 51.319(d)(2)(ii). Such lines are reported on Form 477 as ILEC wholesale lines provided to unaffiliated providers for resale.

Glossary

Term	Definition
All Other interconnected VoIP	Interconnected VoIP service other than OTT interconnected VoIP. (See the definition of OTT VoIP, below.)
Circuit switching	A method of completing electronic communications in which a transmission path is established for dedicated use by a communication; the basis of the public switched telephone network (PSTN).
Coaxial cable	The technology widely used by cable system operators to terminate their services at the end user's premises.
Copper local loop	The technology widely used by telephone companies to terminate their service at the end user's premises.
CLEC	Competitive Local Exchange Carrier: A local exchange carrier (LEC) that operates within the traditional service area of an unaffiliated incumbent LEC.
End users	Residential, business, institutional, or government entities that use services for their own purposes and who do not resell such services to other entities.
Fixed wireless service	A radio communication service between specified fixed points.
FOTP or FTTH	Fiber to the Premises (Home): A network access architecture in which optical fiber is deployed all the way to the customer's premises (home).
Internet access service	Service that provides end users access to the Internet.
ILEC	Incumbent Local Exchange Carrier: A company or cooperative that was providing telephone service in a localized area, typically on a monopoly basis, prior to enactment of the Telecommunications Act of 1996.
Internet protocol or IP	A language and set of formal rules that govern how packets transit the Internet.
Interconnected VoIP or iVoIP	A service that enables real-time, two-way voice communications; requires a broadband connection from the user's location; requires Internet-protocol compatible customer premises equipment; and permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.
LEC	Local Exchange Carrier: A company that provides telephone service within a localized area and access services that connect its customers to long-distance (Interexchange Carrier) networks.
Local loop	The physical connection between the customer's premises and the telephone company's local switching office, typically provided using copper, fiber, or a combination of copper and fiber facilities.
Mobile wireless service	A radio communication service between mobile and fixed stations, or between mobile stations.

Non-ILEC	Any provider of communications services who does not have ILEC regulatory status. A voice-service affiliate of an ILEC that is operating outside the ILEC's traditional service area ("study area") is a Non-ILEC.
OTT interconnected VoIP	Over-the-top interconnected VoIP: Service delivered to the end-user customer's premises over a high-capacity connection that the customer obtains (that is, buys), or has the use of, from an entity not affiliated with the interconnected VoIP service provider. (Colloquially, "bring-your-own-broadband.")
PBX	Private Branch Exchange: A communications switch that is owned or leased by the service provider's end-user customer and generally located on the customer's premises.
Packet switching	A method of completing electronic communications in which the information is disassembled into discrete packets that are transmitted independently and later reassembled; IP is an example.
Retail wireline voice telephone service	Switched access lines and interconnected VoIP subscriptions for which an end user is the customer.
Switched access line	A service connection between an end user and the local telephone company's switch; the basis of plain old telephone service (POTS).
UNE	Unbundled Network Element: A physical or functional element of an ILEC network that must be provided to a CLEC at a cost-based price, as provide for in the Telecommunications Act of 1996.
UNE-L	UNE-Loop: An ILEC unbundled local loop provided to a CLEC at a cost-based price.
Wholesale switched access lines	Local telephone service provided to an unaffiliated telephone company, which resells the service to end users; typically provided by an ILEC to a CLEC.

Customer Response

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