FCC
Urban Rates Survey
Data Collection

Filing Instructions

Industry Analysis & Technology Division
Wireline Competition Bureau
Federal Communications Commission
October 2014

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Introduction

If the FCC notified your firm that it must respond to the Urban Rates Survey (URS), these instructions explain how you must proceed.

The Urban Rates Survey collects data on urban fixed voice and urban fixed broadband providers' residential rates. The *USF/ICC Transformation Order* of 2011directed the FCC's Wireline Competition Bureau to design and implement the URS and subsequently a Bureau-level order (DA 13-598) adopted the contents of the URS. Data collected in the URS will be used to establish a rate floor that Eligible Telecommunications Carriers (ETCs) receiving high-cost loop support (HCLS) or frozen high-cost support must meet to receive their full support amounts and to help ensure that universal service support recipients offering fixed voice or fixed broadband service do so at reasonably comparable rates to those in urban areas.

Providers of urban residential fixed voice or broadband services were randomly selected to respond to the URS. Each provider must submit rates for either fixed voice or fixed broadband in one or more Census tracts specified by the FCC for the survey. Because the fixed voice and fixed broadband collections are separate portions of the URS, respondents for each survey section were selected separately. However, because some providers offer both fixed voice and fixed broadband service, some providers may be required to report rates for both their fixed voice and fixed broadband services for various Census tracts across the United States.

If you need assistance, the staff in FCC's Wireline Competition Bureau's Industry Analysis & Technology Division is available to assist you with questions related to the URS. Please contact us with questions at UrbanRateSurvey@fcc.gov or 202-418-0940.

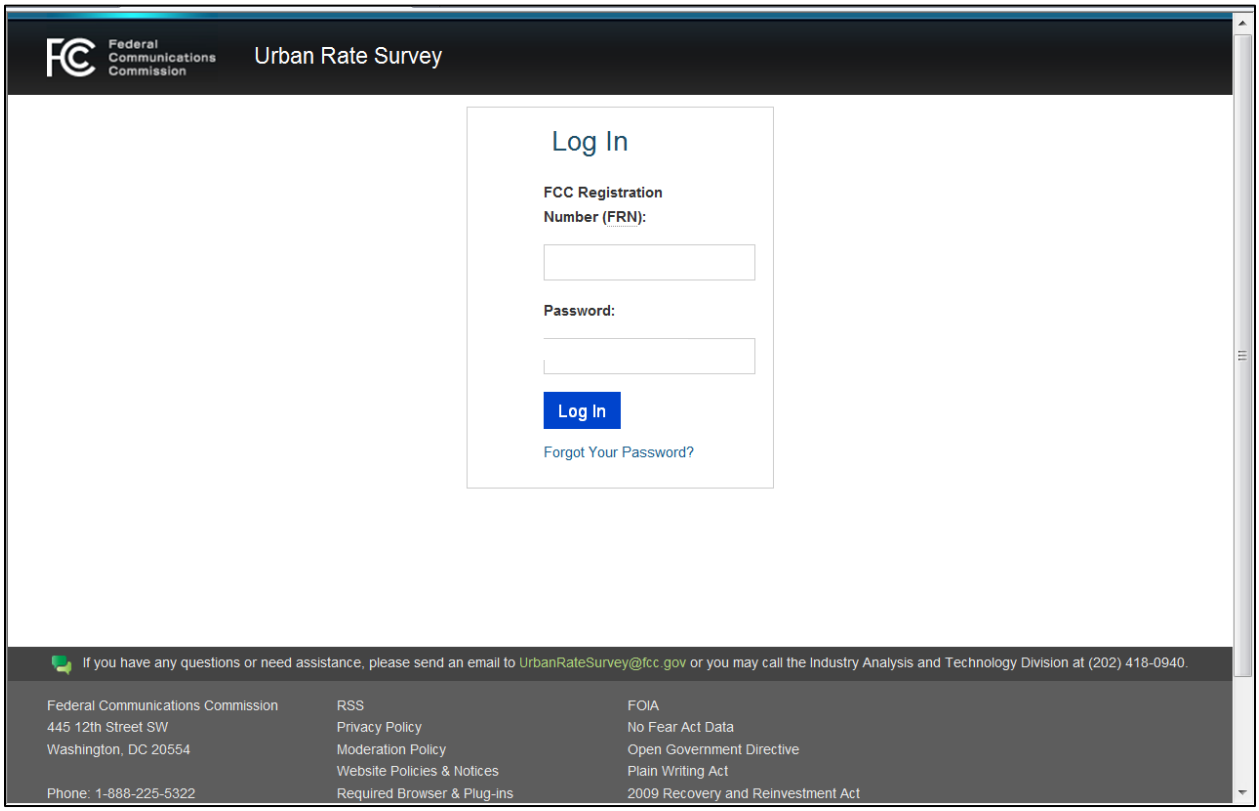
Before You Begin

Throughout the survey, please be aware the interface provides buttons to help you navigate your submission:

- Clicking **Previous** will take you to the previous page; clicking **Back** will take you to either the *Voice Survey* page or the *Broadband Survey* page, depending on which survey you are responding to.
- Clicking **Voice** or **Broadband** at the top of the page will take you to the *Voice Survey* or *Broadband Survey* page, depending on the survey type.
- Clicking **Summary** will display the *Summary* page.
- Clicking **Home** will take you to the *Voice* or *Broadband* survey page, depending on which survey you are responding to.
- If you leave the survey before completing it, you may return to complete the survey by clicking on the survey link for the Census tract you want to complete.
- You will have the option to print your survey in full upon completion by using the browser's print function.

Logging In

1. Open a web browser and go to **URL TBD**. The FCC's Urban Rates Survey Data Collection respondent Log In screen, shown below, should appear:

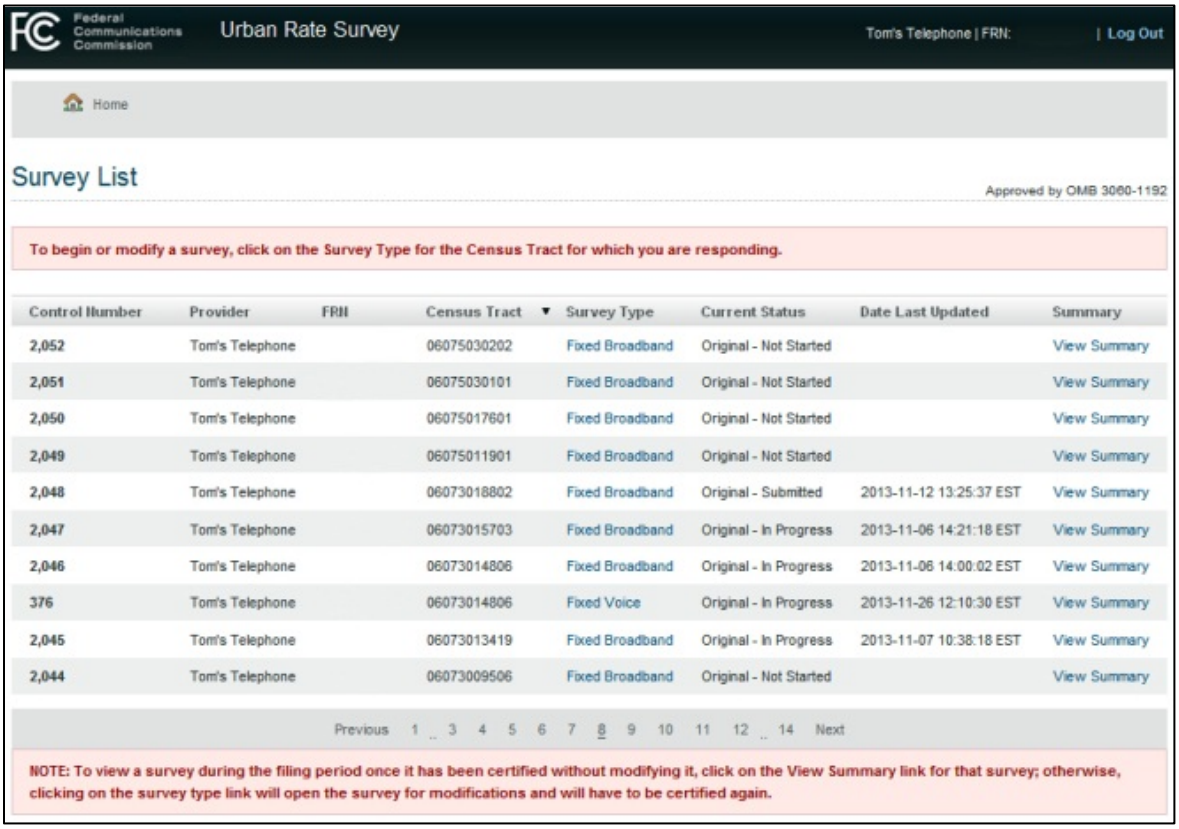


2. Under **FRN**, please log in using the 10-digit FRN (FCC Registration Number) provided to you with the notice informing you of the URS. Note that this FRN will match one of the FRNs your firm has used in your last Form 477 submission. If the FRN has leading zeros, **do not** include them when you log in.
3. Under **Password**, please log in using the password associated with the FRN you use to file Form 477 data with the FCC. If your FCC Form 477 FRN password begins with a special character (non-letter, non-number), you should reset your password so that it no longer begins with a special character. You can reset your password online at https://apps.fcc.gov/coresWeb/enterFrnForPwdReset.do or by calling 877-480-3201 and selecting Option 1.
4. Click **Log In** or hit [Enter].

Survey List

Once you have successfully logged into the Urban Rates Survey Data Collection website, the Census tract(s) and services (i.e. Fixed Voice or Fixed Broadband) are listed for which you must submit data. If you are required to respond for more than one Census tract the list will show multiple surveys. You will need to enter rates applicable to each Census tract separately.

- *In the example above, the firm Tom's Telephone must respond with Fixed Voice rates in 5 Census tracts and Fixed Broadband rates in 5 other Census tracts.*
- Note that on the Survey List page you can sort the rows by any of the field names.
- The Control Number is a number internally assigned by the FCC. This number can be used by the respondent to uniquely identify their surveys.
- The next page explains how to locate the Census tract.
- To begin the survey for a Census tract, click on the hyperlink under Survey Type.



Control Number	Provider	FRN	Census Tract	Survey Type	Current Status	Date Last Updated	Summary
2,052	Tom's Telephone		06075030202	Fixed Broadband	Original - Not Started		View Summary
2,051	Tom's Telephone		06075030101	Fixed Broadband	Original - Not Started		View Summary
2,050	Tom's Telephone		06075017601	Fixed Broadband	Original - Not Started		View Summary
2,049	Tom's Telephone		06075011901	Fixed Broadband	Original - Not Started		View Summary
2,048	Tom's Telephone		06073018802	Fixed Broadband	Original - Submitted	2013-11-12 13:25:37 EST	View Summary
2,047	Tom's Telephone		06073015703	Fixed Broadband	Original - In Progress	2013-11-06 14:21:18 EST	View Summary
2,046	Tom's Telephone		06073014806	Fixed Broadband	Original - In Progress	2013-11-06 14:00:02 EST	View Summary
376	Tom's Telephone		06073014806	Fixed Voice	Original - In Progress	2013-11-26 12:10:30 EST	View Summary
2,045	Tom's Telephone		06073013419	Fixed Broadband	Original - In Progress	2013-11-07 10:38:18 EST	View Summary
2,044	Tom's Telephone		06073009506	Fixed Broadband	Original - Not Started		View Summary

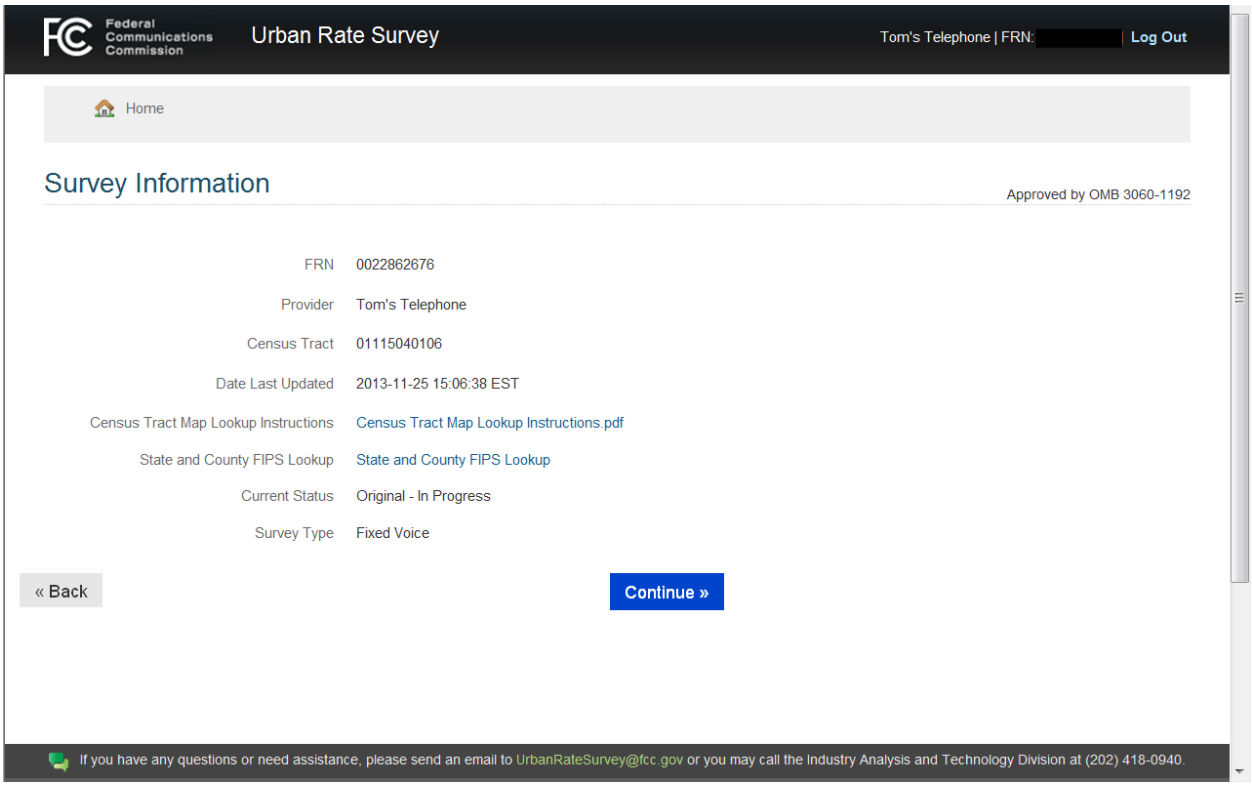
This page identifies the Census tract for which rates must be reported for the specified Survey Type (i.e. Fixed Voice or Fixed Broadband).

Note that the FCC believes your firm provides this service in the Census tract based on your most recent Form 477 filings. If in fact your firm does not provide service in the specified Census tract, you will have the opportunity to certify that you do not provide that service in the Census tract.

Finding a Census Tract Location

Before beginning the survey, you must determine where the specified Census tract is in relation to your service area. To do so, use the PDF map linked to on this page to locate the Census tract on the map. This map will show, in addition to the Census tract, the jurisdictional boundaries, natural features, and roads around the Census tract. Using this map, you should be able to determine where in your service area the Census tract is located. **It is for the geographic area in the specified Census tract that you will report rates.**

Prior to locating the census tract using the PDF provided file, you will need the state and county codes. To aid you in finding these codes, we have included the link to the State & County FIPS Lookup table, http://www.epa.gov/envirofw/html/codes/state.html.



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The Census tract is comprised of three components. The first two digits reflect the state code, the next three digits reflect the county code and the last six digits are the Census tract number.

- *In the example screen, the state code is 01, corresponding to Alabama. The County code is 115, corresponding to St. Clair County within Alabama. The tract code, 040106, identifies a Census tract within St. Clair County, Alabama.*

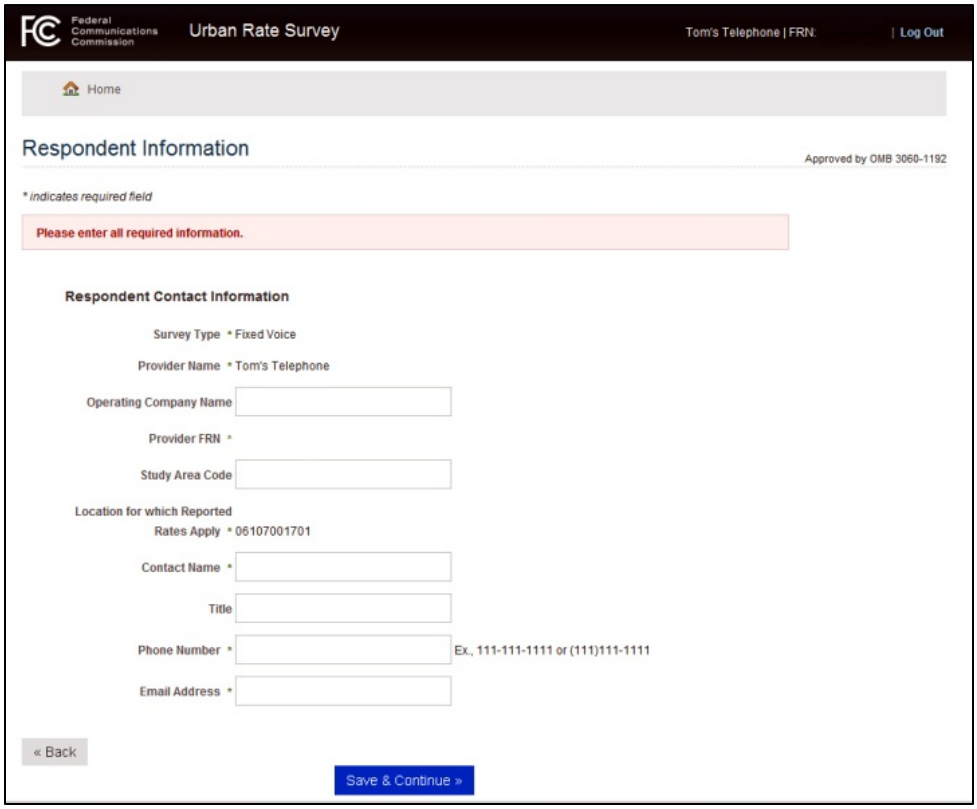
- To find the state and county codes, click on the hyperlink next to "State and County FIPS Lookup". This will open a new window for the State FIPS Code Listing. Once you have located the state and county codes, click on the hyperlink next to "Census Tract Map Lookup Instructions" to view the instructions, in PDF format, for locating Census tract maps. Once you have located the Census tract and determined its relation to your service area, click **Continue** to begin answering the survey questions.

Entering Rates

If you are entering rates for Fixed Voice service, refer to the section *Entering Survey Data for Fixed Voice* on page 8 when completing surveys for Fixed Voice. If you are entering rates for the Fixed Broadband service, refer to the Section *Entering Survey Data for Fixed Broadband* on page 20.

Survey Responses for Fixed Voice

Entering Respondent Information



- Enter the contact information for the person who is primarily responsible for submitting the rates and charges for the specified Census tract. This should be the person the FCC should contact if any technical questions arise concerning the submission. (The Certifying Official's information will be addressed later.)
- Firms required to submit data on multiple Census tracts may choose to have different people submit data for each Census tract. In this event, the contact information should be edited for each Census tract as applicable.
    - ***Note***: The contact entered here may not necessarily be the same individual who certifies the data. You will enter the certification information on a different page after you have completed the survey.

Fields

- Survey Type, Provider Name, Provider FRN, and Location for which Reported Rates Apply are pre-populated and are non-editable.
- If the firm provides service through an Operating Company (different from the Provider Name) in the Census tract, enter the name of the Operating Company.

- If the Census tract lies within a Study Area, indicate the Study Area Code (SAC).
- The phone number may be entered in various formats and may contain an extension. For example, (202) 222-2222 ext. 12345; 202-222-2222 ext. 12345; 202-222-2222.

Once the information has been entered, click **Save & Continue**.

Entering Survey Data for Fixed Voice

After entering and saving the Respondent Information, you will answer the questions for the types of voice services that are offered by the provider. The survey asks for rates on three separate fixed voice service offerings:

- Unlimited or flat-rate local voice service
- Measured or messaged local voice service
- Unlimited all-distance service

For each specified voice service offered within the Census tract on October 1, 2014, respondents must report standalone, non-discounted, residential recurring monthly rates and service initiation charges

- Only voice service sold as one of the standalone offerings should be reported. Do not report if the voice service is bundled with another product (e.g. video, broadband, etc.).
- Only report rates offered on the specified date. Do not report any grandfathered offerings.
- Only report rates for residential service. Do not report on any business offerings.
- **If you are reporting as an ILEC, report ILEC rates; otherwise, report regular rates.**

Before answering Fixed Voice questions, you must determine for the specified Census tract,

(A) Whether the firm offers any of the following products
   a. Unlimited or Flat-Rate Local Voice Service
   b. Measured or Messaged Local Voice Service
   c. Unlimited All-Distance Service

(B) Whether the firm provides a product using
   a. Circuit Switched technology
   b. VoIP technology
   c. Both Circuit Switched or VoIP separately

(C) Whether, for each product and technology, there are multiple rates applicable (see below).

Each of these questions is explained below.

A. Products

You must report rates on any and all of the three voice offerings if the provider offers that service as a standalone, residential product in the Census tract. Each service type is described below:

a. Unlimited or Flat-Rate Local Voice Service: This service charges the customer a monthly rate and allows for unlimited calling within a local calling area. Monthly charges do not depend on the volume of calls within the local calling area.

b. *Measured or Messaged Local Voice Service:* This service charges a customer based on either the number of calls or the number of call minutes within the local calling area. The charges per call or per minute may or may not be in addition to a recurring charge.
c. *Unlimited All-Distance Service:* This service charges the customer a monthly rate and allows for unlimited calling to domestic numbers (not international numbers). Monthly charges do not depend on the volume of calls within the local calling area. This service does not include calls to special numbers (e.g. 900 numbers).

B. Technology

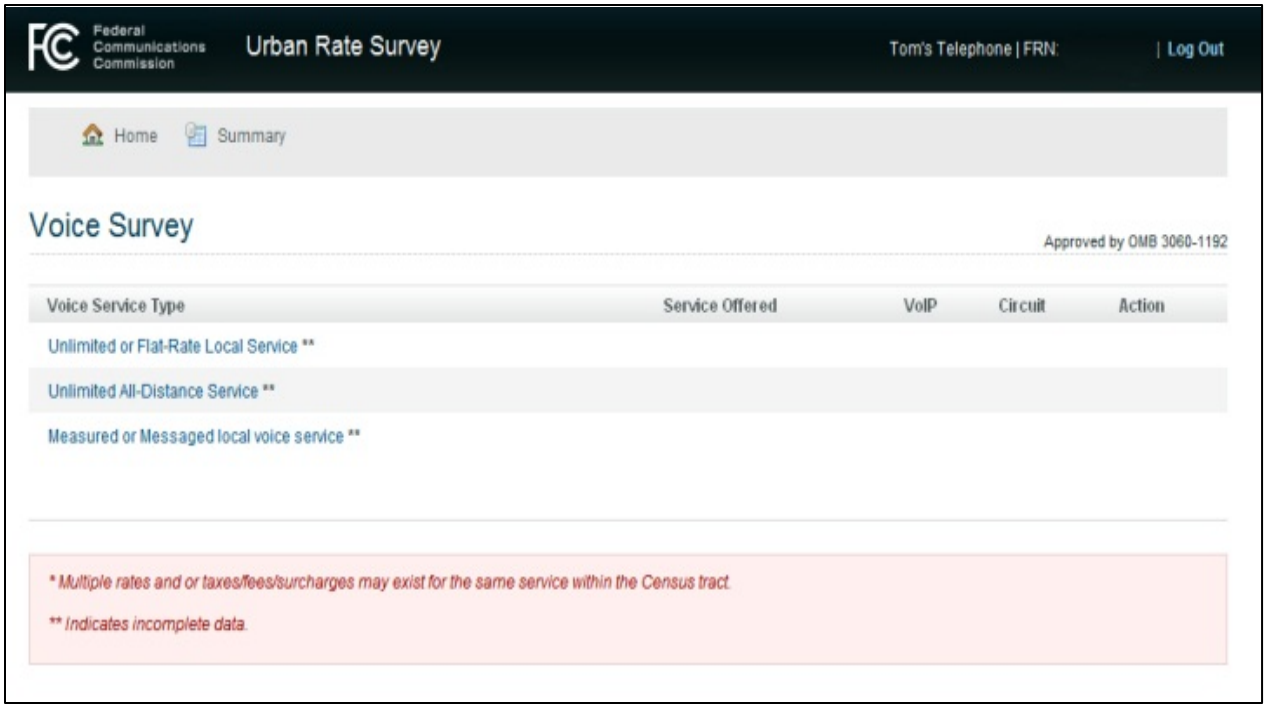
For each product you offer in the Census tracts, determine whether this service is delivered using Circuit Switched or VoIP technology. If customers can purchase the service through either technology then you will report separately for each.

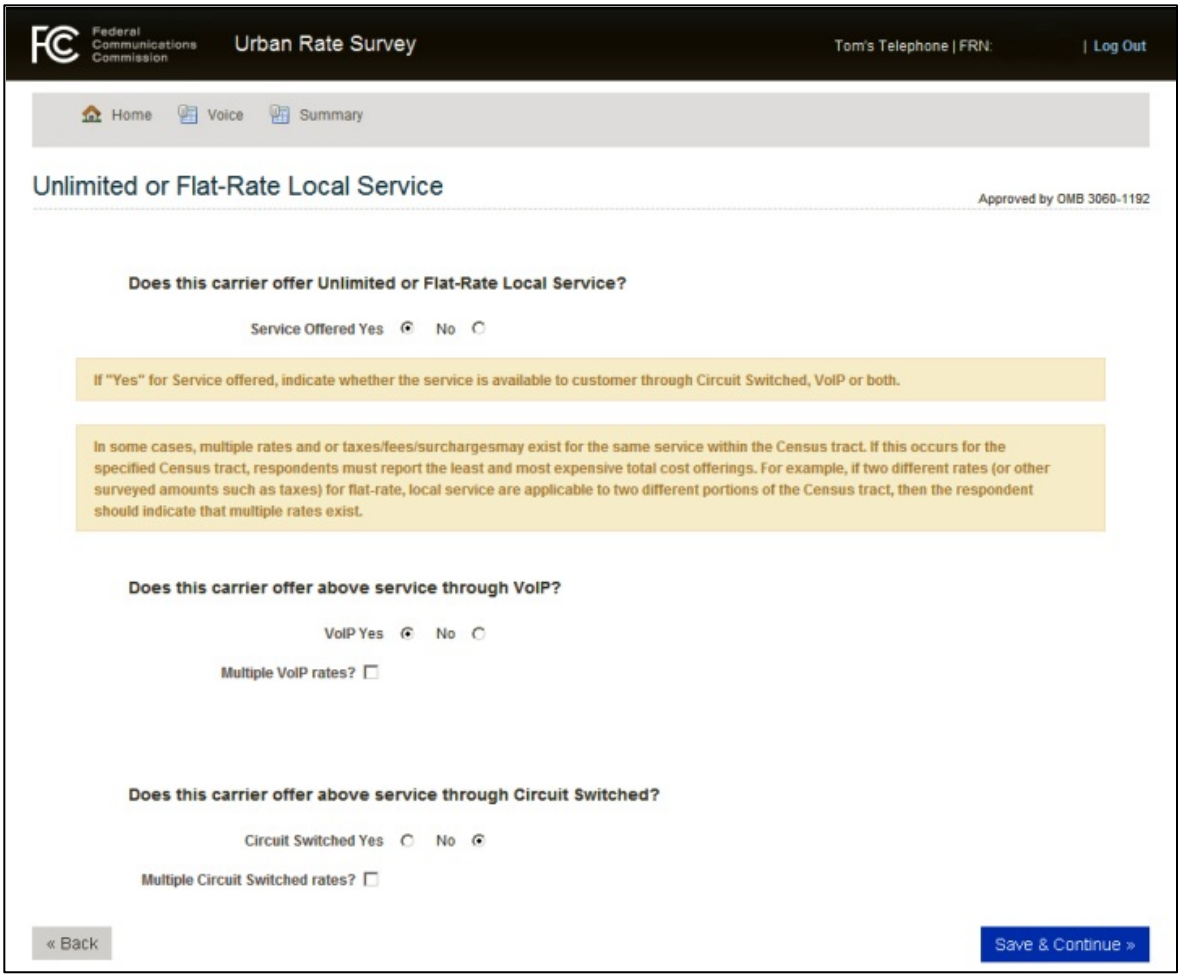
C. Multiple Rates

Because Census tracts cover geographic areas, it is possible different rates may apply across the Census tract. That is, customers in different parts of the Census tract may be offered different rates by the provider due to the fact they sit in different jurisdictions. To determine if and how you must report multiple rates for a Census tract, do the following:

a. First, determine whether for the same product offering customers in different locations within the Census tract are subject to different rates.
b. Second, if multiple rates exist within the Census tract, then for each <u>set</u> of rates sum the monthly recurring service charge, Federal Subscriber Line Charge, Access Recovery Charge, State Subscriber Line Charge, State USF Charge, mandatory Extended Area Charge, and voluntary Extended Area Charge.
c. Third, for each summed set of rates within a Census tract, determine the one with the least total cost to the customer and the one with the greatest total cost to the customer. Only the least and greatest charges will be reported in the survey. Henceforth, the least will be referred to as the “Minimum Rate” and the greatest will be referred to as the “Maximum Rate”.

To begin the fixed voice survey, select the hyperlink for “Unlimited or Flat-Rate Local Service” from the list:





Answer the questions for Unlimited or Flat-Rate Local Service in the specified Census tract:

- Follow the instructions on page 8 to determine whether the service is offered, what technology is used, and whether there are multiple rates.
- If a service is not offered, check "No" for "Service Offered" and click **Save & Continue**. You will then be taken back to the *Voice Survey* page (shown on page 10) to select the next service type.
- If the service is offered, check "Yes".
- If "Yes" was selected, you will then answer if the service is offered through VoIP and/or Circuit Switched. Select "Yes" or "No" accordingly.
- In some cases, multiple rates and/or taxes/fees/surcharges may exist for the same service within the Census tract. If this is the case (refer to page 9 to determine this), check the **Multiple VoIP rates** and/or **Multiple Circuit Switched rates** checkbox if multiple rates exist for either.
- Click **Save & Continue**.

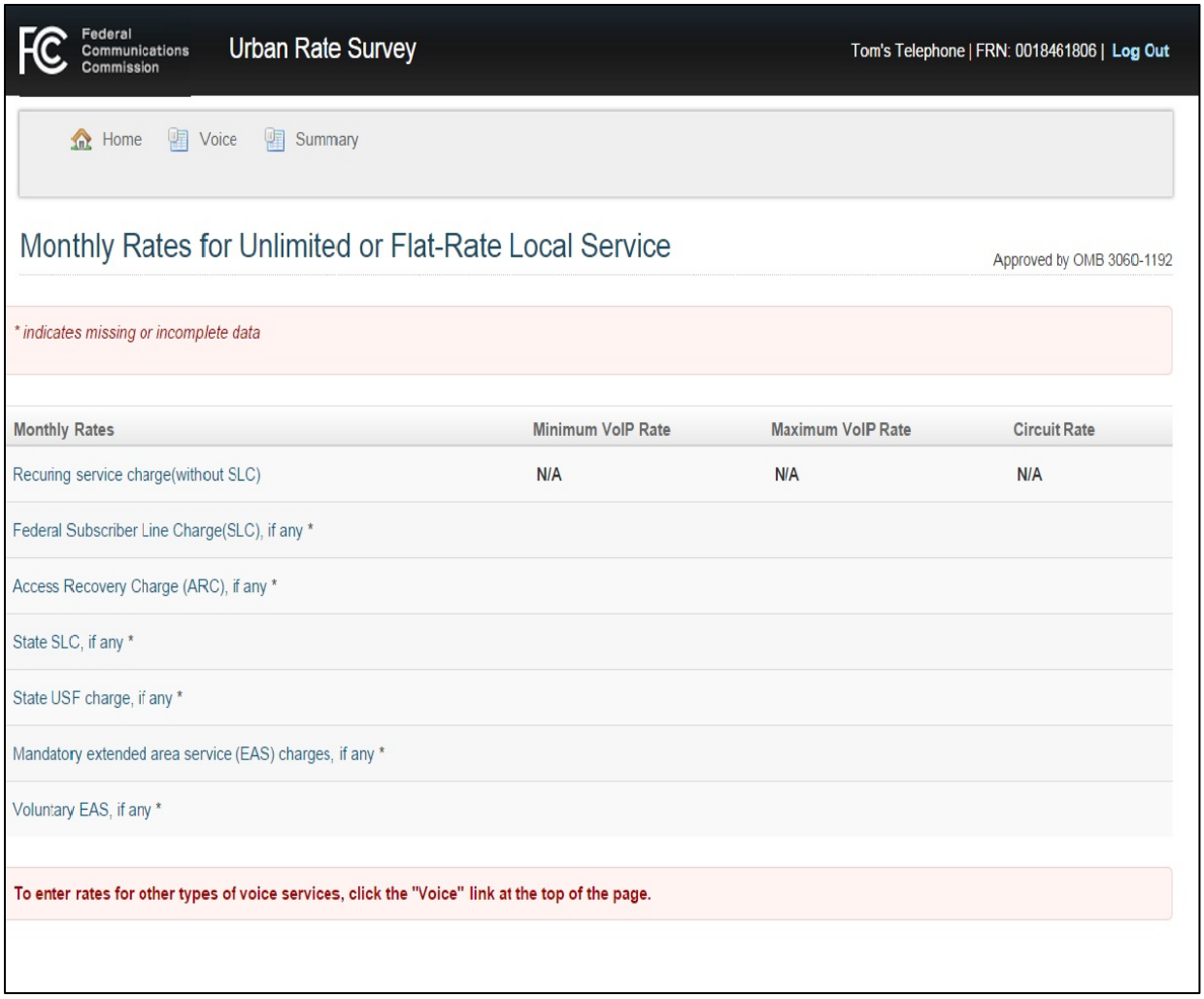
Entering Monthly Rates for Fixed Voice

For each service offered, report each component of the rate in dollar and cents amounts. If both circuit switched and VoIP service are offered, report information for both services. If there are multiple rates for the same service offering in the specified Census tract (indicated by checking "Multiple Rates" above), report the least total monthly cost offering and the greatest total monthly cost rates as instructed on page 9. If there is only one rate to report, report this in the system as the minimum rate. The following example shows a multiple rate scenario when both minimum and maximum rates are entered.

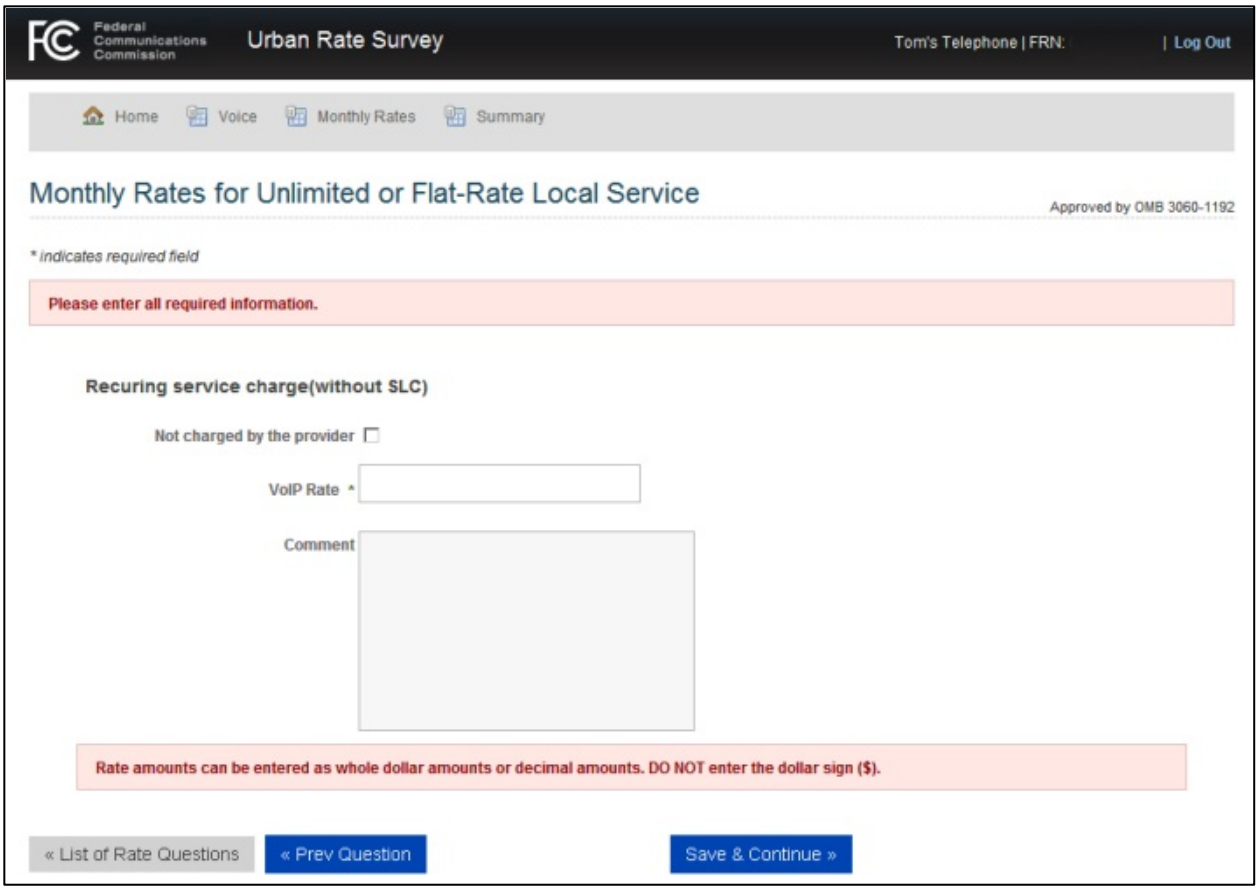
Before you begin, it may be helpful to review the list of rate components you will be asked to report:

Recurring Monthly Rates

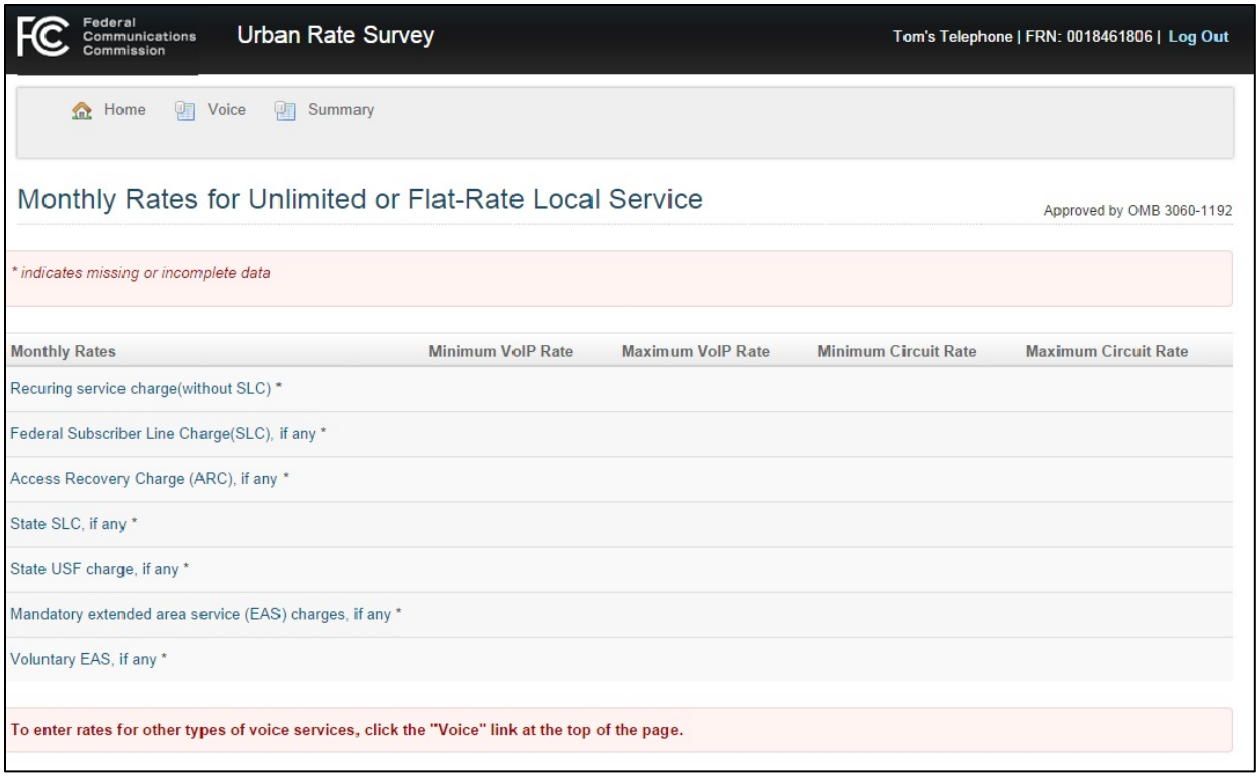
- Recurring service charge (without SLC)
- Federal Subscriber Line Charge (SLC), if any
- Access Recovery Charge (ARC), if any
- State SLC, if any
- Mandatory extended area service (EAS) charges, if any
- Voluntary EAS, if any



- Click the first hyperlink to begin entering rate data. The page below will be displayed.



- This example shows that multiple rates apply to VoIP only.
- If this rate component does not apply, check the **Not charged by the provider** box; otherwise, report the minimum and maximum non-discounted amount a customer would pay for each non-recurring charge. Note: You must either check the box or enter the rate information. If nothing is entered, an error message will be displayed. You cannot proceed to the next question until the error is corrected.
- After entering each rate component, click the **Save & Continue** button. Each question will be displayed in the same format as shown above. Once the last question is answered, the page below will be displayed showing the data entered.
- To return to the previous question, click the **Prev Question** button.
- To return to the list of rate questions as shown on page 13, click the **List of Rate Questions** button.



- Click the **Summary** link at the top of the page to display the survey summary page as shown below.
- To enter rates for other types of voice services, click the **Voice** link at the top of the page.
- You may certify the data from this page by clicking the **Certify Survey Data** button at the top of the page. This will take you to the certification page shown in section *Certifying Submitted Data* on page 30.

Federal Communications Commission — Urban Rate Survey — Tom's Telephone | FRN: | Log Out

Home | Voice | Monthly Rates

Survey Summary

Approved by OMB 3060-1192

FRN:

Provider: Tom's Telephone

Census Tract: 06107001701

Date Last Updated: 2013-11-25 15:22:52 EST

Status: Original - In Progress

Survey Type: Fixed Voice

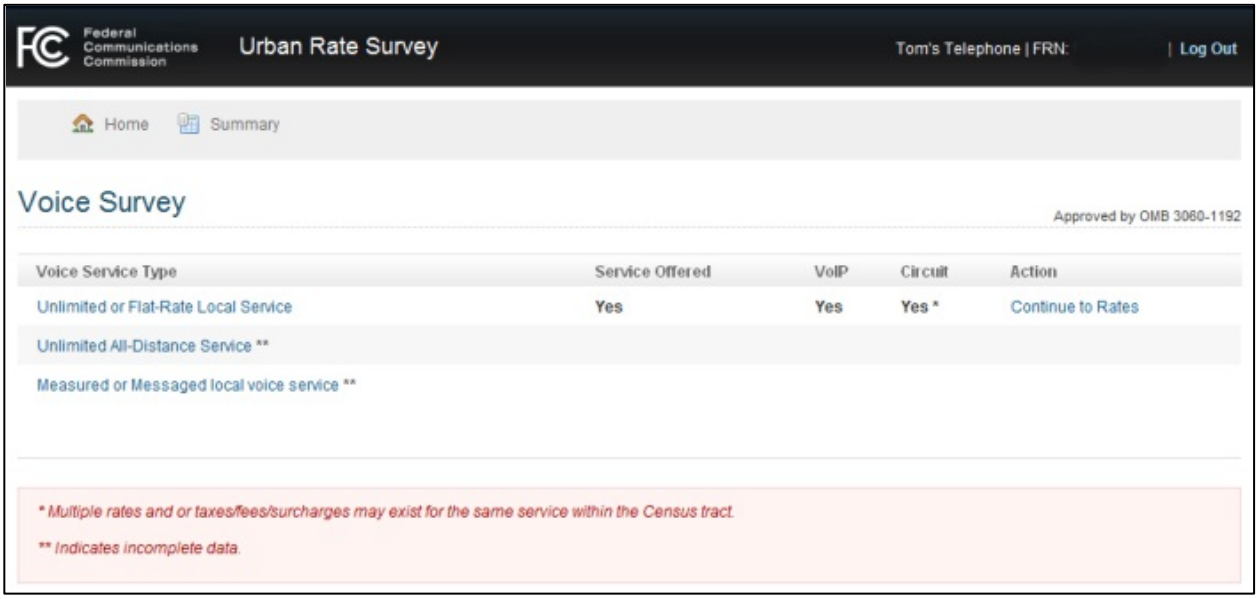
Voice Service Type	Service Offered	VoIP	Circuit
Unlimited or Flat-Rate Local Service			
Unlimited All-Distance Service			
Measured or Messaged local voice service			

Rates reported for Unlimited or Flat-Rate Local Service

Monthly Rates	VoIP Rate	Minimum Circuit Rate	Maximum Circuit Rate
Recuring service charge(without SLC)			
Federal Subscriber Line Charge(SLC), if any			
Access Recovery Charge (ARC), if any			
State SLC, if any			
State USF charge, if any			
Mandatory extended area service (EAS) charges, if any			
Voluntary EAS, if any			
Total of all other surcharges, taxes and TRS charges.			
Total connection charge for residential service if no premises visit is required			
Minimum additional charge if drop line and terminal block are needed to connect service. Do not include any inside wiring charges.			
Mandatory surcharges on connection accounted as company revenue			
State, county, and local taxes and surcharges on connection			
Other mandatory connection charges			

- The above screenshot shows the summary page. On the summary page all entered rates for the Census tract may be reviewed.
- To continue entering the rates for the next service type in the Census tract, return to the Voice Survey page by clicking on the **Voice** link at the top of the page.

- To complete a Census tract's rate submission, you must enter rates for all three voice service types (or indicate the service is not offered).
- Click on the hyperlink for the next service type. Follow the instructions in this section for each service type.



- You must respond for all three Voice Service Types before you can certify the survey data. NOTE: An asterisk beside the service offered indicates that multiple rates exist for the same service in the Census tract.
- Once you have responded for each service type, click the **Certify Survey Data** button. This will take you to the certification page shown in section *Certifying Submitted Data* on page 30.
- Once you have certified the Census tract, return to the Survey List and respond to the survey for the next Census tract, if any.

Survey Responses for Broadband

Entering Respondent Information

Federal Communications Commission | Urban Rate Survey | Tom's Telephone | FRN: | Log Out

Home

Respondent Information

Approved by OMB 3060-1192

** indicates required field*

Please enter all required information.

Respondent Contact Information

Survey Type * Fixed Voice

Provider Name * Tom's Telephone

Operating Company Name

Provider FRN *

Study Area Code

Location for which Reported Rates Apply * 06107001701

Contact Name *

Title

Phone Number * Ex., 111-111-1111 or (111)111-1111

Email Address *

« Back

Save & Continue »

- Enter the contact information for the person who is primarily responsible for submitting the rates and charges for the specified Census tract. This should be the person the FCC should contact if any technical questions arise concerning the submission. (The Certifying Official's information will be addressed later.)
- Firms required to submit data on multiple Census tracts may choose to have different people submit data for each Census tract. In this event, the contact information should be edited for each Census tract as applicable.

- ***Note***: The contact entered here may not necessarily be the same individual who certifies the data. You will enter the certification information on a different page after you have completed the survey.

Fields

- The fields for Survey Type, Provider Name, Provider FRN, and Location for which Reported Rates Apply are pre-populated and are non-editable.
- If the firm provides service through an Operating Company (different from the Provider Name) in the Census tract, enter the name of the Operating Company.
- If the Census tract lies at least partially within a Study Area, indicate the Study Area Code (SAC).
- The phone number may be entered in various formats and may contain an extension. For example, (202) 222-2222 ext. 12345; 202-222-2222 ext. 12345; 202-222-2222.

Once the information has been entered, click **Save & Continue**.

Entering Survey Data for Fixed Broadband

After entering and saving the Respondent information, you will answer the questions about residential broadband services offered by the provider in specified Census tracts.

For each standalone, Internet service offered within the Census tract on October 1, 2014, respondents must report information on the service's technology, advertised speeds, capacity allowances (if any), and recurring rates.

Determining How Many Unique Service Offerings to Report

Before entering information, determine how many unique service offerings must be reported *for the specified Census tract*. A unique service offering is defined by its advertised

- Download and upload speeds
- Technology (i.e. DSL, FTTH, cable, Fixed Wireless, or Other)
- Capacity allowance (if any)

For example, if in the specified Census tract, unlimited data 5/2 Mbps residential service is offered using either DSL or fiber to the home (FTTH), then report the 5/2 Mbps DSL unlimited service as one broadband service and the 5/2 Mbps FTTH unlimited service as another service. As another example, if a 10/2 Mbps DSL service is offered with either a 100 GB or 200 GB capacity allowance then report the 10/2 Mbps DSL 100 GB service as one service and the 10/2 Mbps DSL 200 GB service as another service. Add as many services as needed to report all offered services.

Note the following concerning reportable service offerings:

- Report only service offerings available to residential customers in the specified Census tract.
- Report only broadband service sold as a standalone offering. Do not report if the broadband service is bundled with another product (e.g. video, voice, etc.).
- Only report rates offered on the specified date. Do not report any grandfathered offerings.
- Only report rates for residential service. Do not report on any business offerings.
- Only report offerings where *both* the download and upload speeds are at least 200 kbps.
- Note that FTTH should only be used if the optical fiber reaches the boundary of the living space, such as a box on the outside wall.
- If customers can purchase the service through one or more technology type (e.g. either as VoIP or PSTN) then you will report for each as a separate reportable service offering.

Determining Which Rates to Report for Reportable Offerings

Because Census tracts cover geographic areas, it is possible different rates or taxes/fees/surcharges may apply for different residential customers within a given Census tract. That is, customers in different parts of the Census tract may be offered different rates by the provider or may be required to pay different taxes/fees/surcharges due to the fact they sit in different jurisdictions.

Before entering information for a Census tract, determine *for each reportable service offering* whether a single set of rates and taxes/fees/surcharges apply within the Census tract or if multiple rates apply. To determine if and how you must report multiple rates for a Census tract, do the following:

a. First, determine whether *for the same reportable service offering* customers in different locations within the Census tract are subject to different rates, charges, taxes, fees, etc.

b. Second, if multiple rates, charges, taxes, fees, or surcharges exist within the Census tract, then for each set of rates you should do as follows: sum the monthly recurring service charge, state, local, and municipal taxes, all other mandatory fees and taxes, and surcharges in the service accounted as company revenue.

c. Third, for each summed set of rates within a Census tract, use the sums calculated in the previous step to determine the set of rates with the least total cost to the customer and the one with the greatest total cost to the customer. Only the least and greatest charges will be reported in the survey. Henceforth, the least will be referred to as the "Minimum Rate" and the greatest will be referred to as the "Maximum Rate".

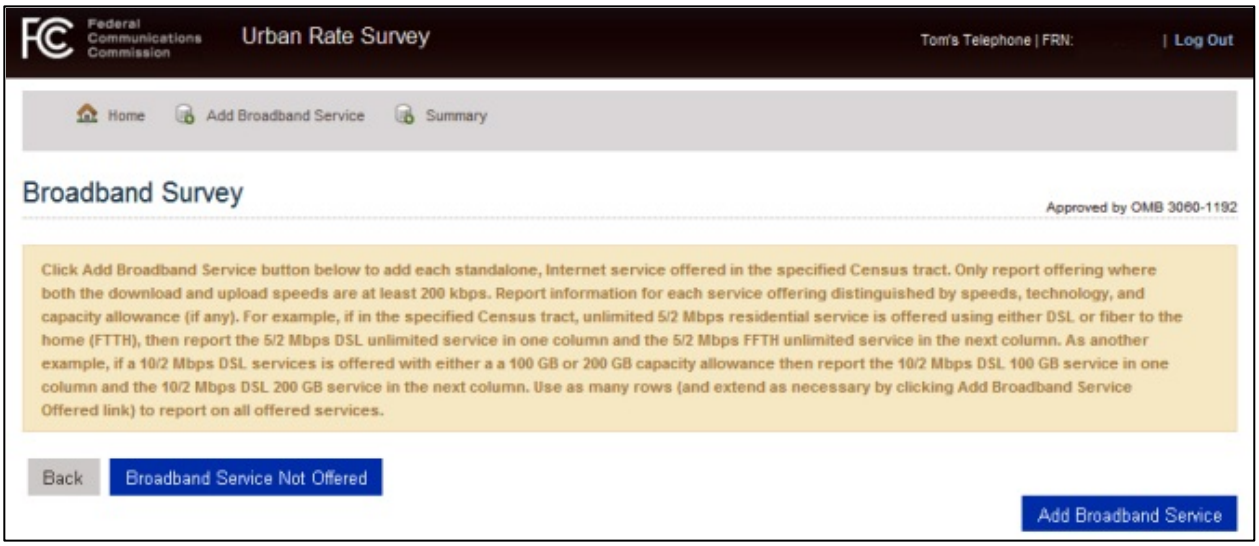
If multiple potential sets of rates exist in the Census tract *for the same reportable service offering*, you must report only those with the greatest and least total charge. If you do not have multiple rates within the Census tract for a given reportable service offering, then you will only report one set of rates.

Summary

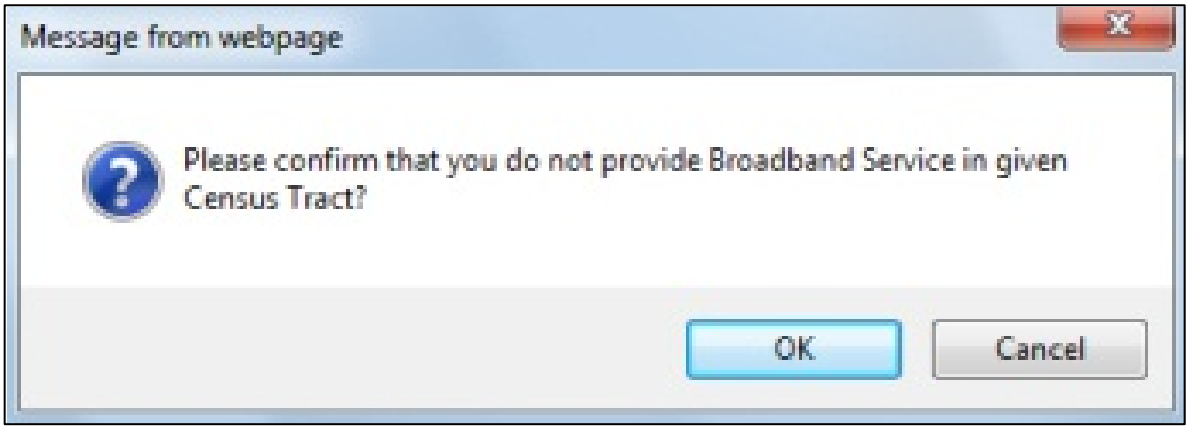
You are ready to begin entering data once you have

a. Identified each reportable service offering for the specified Census tract
b. Determined whether for each reportable Census tract you must report a multiple sets of rates.

To begin the Fixed Broadband survey, click on the **Add Broadband** button. Of, if reportable broadband service is not offered in the Census tract, then click **Broadband Service Not Offered**.



<u>If broadband service is not offered</u>, click **Broadband Service Not Offered**. The pop-up window below will be displayed asking the respondent to confirm the service is not offered.



- To confirm that you do not provide broadband service, click the **OK** button. The certification page will then be displayed. See the section on *Certifying Submitted Data* on page 30.

<u>To add a broadband service</u>, click **Add Broadband Service** to enter the first service. The page below will be displayed. Note: The page is shown in two screenshots for these instructions.

Federal Communications Commission | Urban Rate Survey | Tom's Telephone | FRN: [redacted] | Log Out

Home | Broadband Survey

Broadband Service Offered

Approved by OMB 3060-1192

** indicates required field*

Note that FTTH should only be used if the optical fiber reaches the boundary of the living space, such as a box on the outside wall. Report advertised speeds in Mbps.

Service Name

Service Technology * Select One...

Other Technology

Advertised Download Speed (Mbps) *

Advertised Upload Speed (Mbps) *

Report capacity allowances (in GB) applied to the service, if any. A capacity allowance is the monthly data usage level at which the Internet Service provider begins to block, rate-limit, or charge excess fees for additional data transmission. If a service offering has no specified allowance then enter "Unlimited." For each capacity allowance in place, indicate what action is taken when the allowance is reached. For services with capacity allowances, a drop down box will offer a menu of actions the ISP will take once the limit is reached. These include "Overage Charge," "Blocking Traffic," "Rate- limiting," and "Other." If a capacity allowance is based on a customer's use relative to other customers, report the data amount (in GB) for which the allowance would be reached as of MONTH DAY, YEAR. Also indicate whether un-used data capacity may be "rolled over" from month to month.

Monthly Capacity Allowance (GB) *

Action when capacity allowance is reached Select One... (answer only if Monthly Capacity Allowance is not Unlimited)

Other Action when capacity allowance is reached (answer only if Action when capacity allowance is reached is "Other")

Unused capacity roll over Yes ○ No ○ (answer only if Monthly Capacity Allowance is not Unlimited)

In some cases, multiple rates and/or taxes/fees/surcharges may exist for the same service within the Census tract. If this occurs for the specified Census tract, respondents must report the least and most expensive total cost offerings.

Multiple rates * Yes ○ No ○

Comment

« Back | Save & Continue »

Note: Follow the instructions on the previous pages in this section to determine whether the service is offered, what technology is used, and whether there are multiple rates.

For each reportable service offering in a given Census tract, you must enter the requested information. Each field required is explained below.

Fields

Enter information

- **Service Name** – Enter the package name, if any, associated with this particular service. For example, "Basic", "Premium", etc. This field is optional and should be the name the provider associates with the specific service offering. It may be helpful for you to enter this field so you can easily distinguish within the system between each of your reported services.
- **Broadband Technology** - A drop down box allows for selecting the following technologies:
    - DSL (Digital Subscriber Line)
    - FTTH (Fiber to the House) – FTTH should only be entered if the optical fiber reaches at least the boundary of the living space, such as a box on the outside wall.
    - Cable
    - Fixed wireless
    - Other
- If **Other** is selected for the **Broadband Technology**, enter the technology in the comment box. An example of "Other" is "Broadband Over Power Lines."
- Speeds - Enter all speeds in Megabits per Second (Mbps). To convert kilobits per second (Kbps) to Mbps, divide Kbps by 1024. For example, 768 Kbps in Mbps = 768 / 1024 = 0.75 Mbps. To report this 768 Kbps service, you would enter 0.75 Mbps in the appropriate box.
    - **Advertised Download Speed (Mbps)** – Enter the advertised download speed associated with the reportable service offering.
    - **Advertised Upload Speed (Mbps)** – Enter the advertised upload speed associated with the reportable service offering.
- **Monthly Capacity Allowance (GB)** – Enter the capacity allowance, if any, in Gigabytes (GB). <u>A capacity allowance is the monthly data usage level at which the Internet Service Provider begins to block, rate-limit, or charge excess fees for additional data transmission.</u> This capacity allowance may be either explicit or implicit to the contract.
    - If no capacity allowance (also commonly referred to as a usage cap) is imposed on the service offering, enter "Unlimited."
    - If the service offering does have a capacity allowance, enter it in Gigabytes (GB).
    - If the capacity allowance for a given customer is determined based on that customer's relative data usage, then report the level of data usage during the reporting month for which the customer would begin to be blocked, rate-limited, or charged excess fees. (For example, if a provider's customers with data usage at the 95th percentile are rate-limited, then report the data amount in GB that would place the customer at the 95th percentile in the reporting month.)

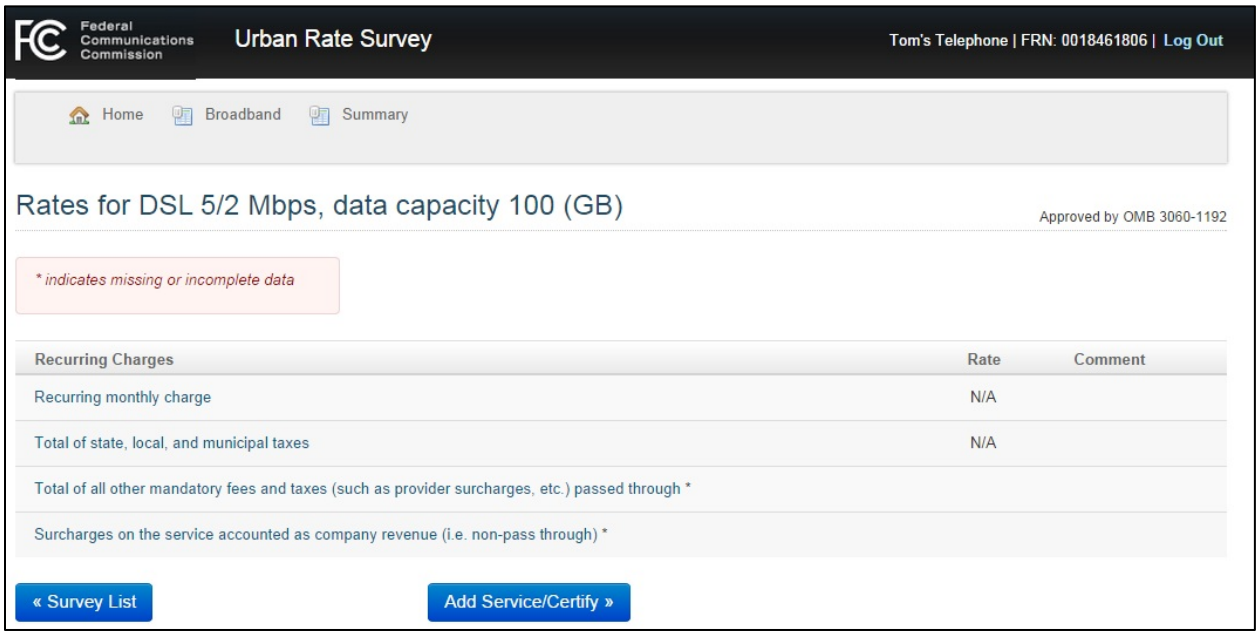
- **Action when capacity allowance is reached** – If the service offering has a monthly capacity allowance reported above, then select what action is taken when the capacity allowance is reached. A drop down list allows for selecting the following actions:
    - Overage Charge – A fee or unit price is charged for data used beyond the capacity allowance.
    - Blocking Traffic – Some or all of the legal traffic sent by or to the customer is blocked from its destination.
    - Rate-limited – The data transmission speeds of some or all of the legal traffic sent by or to the customer is intentionally reduced specifically because the customer reached the capacity allowance. This should not include typical network management actions.
    - Other – If **Other** is selected, enter the action to be taken when the capacity allowance is reached.
- **Multiple Rates** - As explained on page 9, some providers may need to report multiple rates and/or taxes/fees/surcharges for the same service within the Census tract. After reviewing the instructions to determine whether you must report multiple rates, mark "Yes" or "No" to indicate whether you will be entering multiple rates and/or taxes/fees/surcharges for the reportable service offering.

Entering Monthly Rates for Fixed Broadband

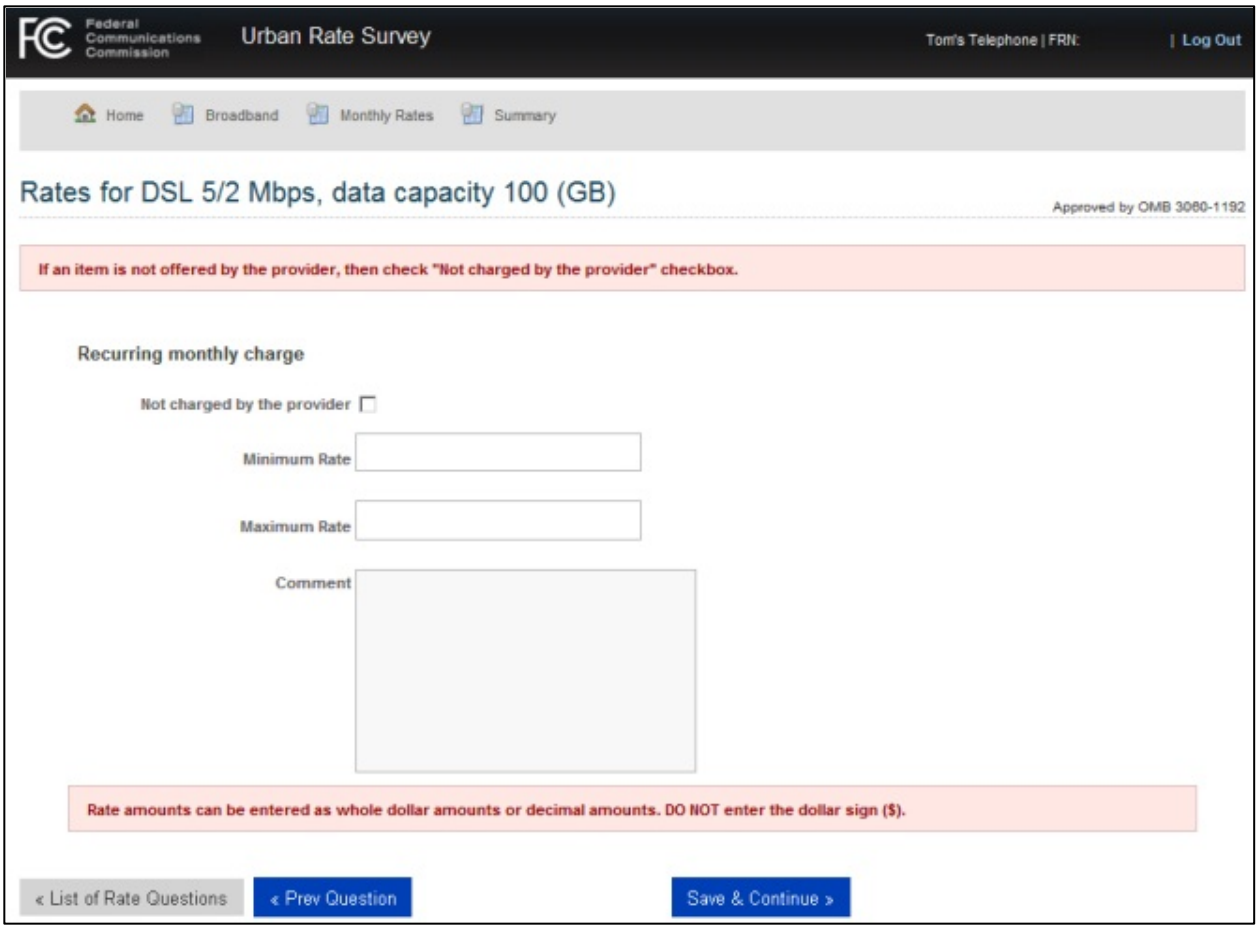
For each reportable service offering, report each component of the rate in dollar and cents amounts. Reported monthly rates should be standard, non-discounted, non-promotional, residential rates. In some cases, this may be the month-to-month rate available to a customer not eligible for introductory rates, etc.

If there are multiple rates or taxes/fees/surcharges for the same service offering in the specified Census tract (indicated by "Yes" in previous multiple rates question explained above), report the least total monthly cost offering and the greatest total monthly cost rates (referred to respectively in the survey as the "Minimum rate" and the "Maximum rate."). If there is only one rate to report, report only the least total cost rate (i.e. minimum rate).

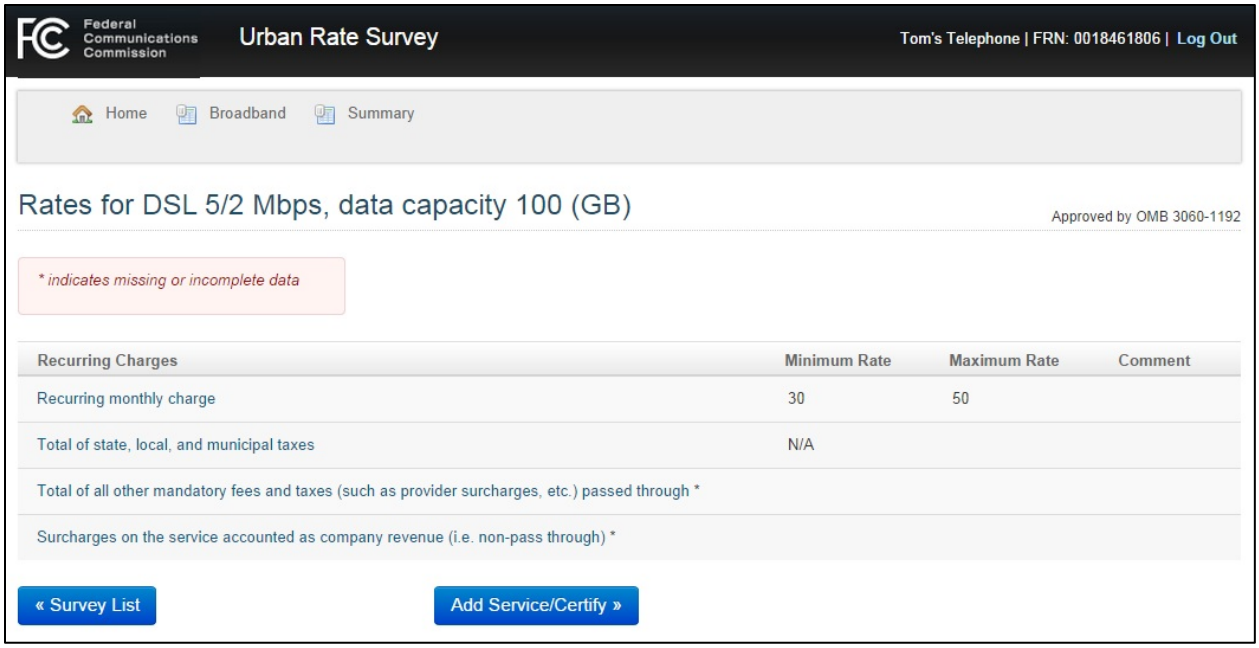
If you indicated there are multiple rates, the system will have space to enter both a Minimum and Maximum rate.



- Click the first hyperlink to begin entering rate data. The page below will be displayed. This example shows a scenario where multiple rates exist.
- Click the **Survey List** button to return to the survey list as shown on page 3.
- Click the **Add Service/Certify** button to return to the Broadband Survey as shown on page 22.

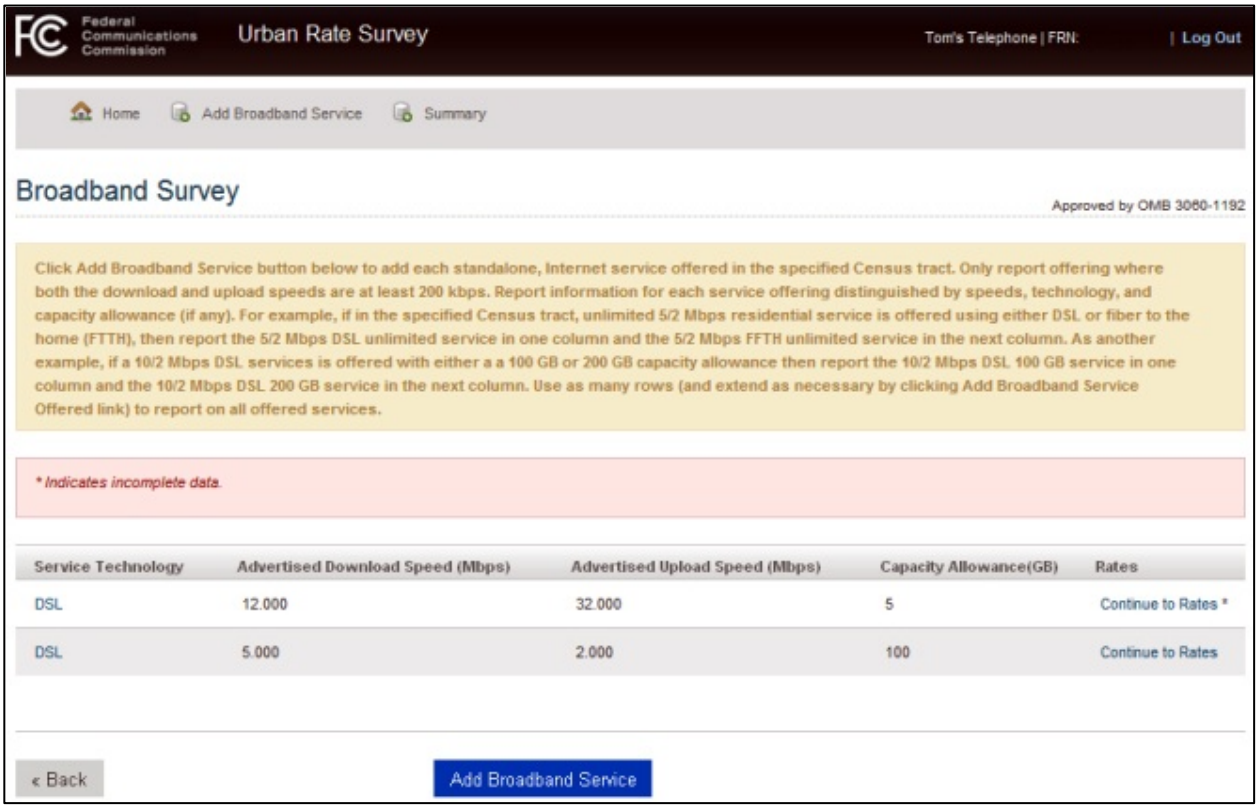


- If a rate component is not charged, check “No” for “Not charged by the provider” and click **Save & Continue**. The next question will be displayed.
- If the rate is charged by the provider, enter the applicable rate component in dollars and cents.
- If you must enter a Minimum and Maximum rate, do so as indicated. (If you have indicated you do not have multiple rates to enter, you will only see one box for the “Rate”.)
- You may also enter supporting information in the “Comments” box.
- After entering values for the rate component, click **Save & Continue**. Each question will be displayed in the same format as shown above. Once the last rate component is entered, a summary page will be displayed showing the data entered for the service technology.
- To return to the previous question, click the **Prev Question** button.
- To return to the list of rate questions as shown on page 13, click the **List of Rate Questions** button.



- If a rate component is not charged, N/A is displayed in the rate column(s).
- To add another reportable service, click **Broadband** at the top of the page. The page below will display.
- Click the **Survey List** button to return to the survey list as shown on page 29.
- Click the **Add Service/Certify** button to return to the Broadband Survey as shown on page 22.

Once you have entered all rate components for the first reportable service in the Census tract, you will need to add your next reportable service (if any). Do this by clicking the button "Add Broadband Service."



- Click the **Add Broadband Service** button to add another service and follow the instructions in this section.
- Clicking **Home** at the top of the page will display the *Survey List* page, which shows all Census tracts for which you must report rate information.
- Once you have fully entered all reportable services and rate components for each in the Census tract, you may certify the data from this page by clicking the **Certify Survey Data**. A survey summary page will be displayed as shown in the *Certifying Submitted Data* section on page 30.

Certifying Submitted Data

Once you have entered rates for all reportable services in a Census tract, you are ready to certify these rates. An officer of the firm must certify the rates, and the Survey Summary page (below) allows for the officer to review all entered rates he or she will be certifying.

Federal Communications Commission | Urban Rate Survey | Tom's Telephone | FRN: | Log Out

Home | Broadband Survey

Survey Summary

Approved by OMB 3060-1192

FRN:

Carrier: Tom's Telephone

Census Track: 06115040800

Date Last Updated: 2013-11-26 13:41:06 EST

Status: Original - In Progress

Survey Type: Fixed Broadband

Technology	Download Speed	Upload Speed	Capacity
DSL	12.000	32.000	5
DSL	5.000	2.000	100

Rates for DSL 12.000/32.000 Mbps, data capacity 5 (GB), data capacity 5 (GB)	Minimum Rate	Maximum Rate
Recurring monthly charge		
Total of state, local, and municipal taxes		
Total of all other mandatory fees and taxes (such as provider surcharges, etc.) passed through		
Surcharges on the service accounted as company revenue (i.e. non-pass through)		
Activation or connection not requiring a service visit to the premises		
Activation or connection requiring a service visit (but assuming the premises is already physically wired)		
Does this service require the customer use a modem or other hardware?		
If "Yes" for modem and hardware question, what is the purchase price for necessary hardware? (if provider sells such hardware.)		
If "Yes" for modem and hardware question, what is the monthly rental price for necessary hardware? (if provider rents hardware.)		
Computer/laptop hook-up by service technician already making a service visit.		

Rates for DSL 5.000/2.000 Mbps, data capacity 100 (GB), data capacity 100 (GB)	Minimum Rate	Maximum Rate
Recurring monthly charge	30.00	50.00
Total of state, local, and municipal taxes	N/A	
Total of all other mandatory fees and taxes (such as provider surcharges, etc.) passed through	N/A	
Surcharges on the service accounted as company revenue (i.e. non-pass through)	10.00	20.00
Activation or connection not requiring a service visit to the premises	N/A	
Activation or connection requiring a service visit (but assuming the premises is already physically wired)	N/A	
Does this service require the customer use a modem or other hardware?	Yes	
If "Yes" for modem and hardware question, what is the purchase price for necessary hardware? (if provider sells such hardware.)	50.00	75.00
If "Yes" for modem and hardware question, what is the monthly rental price for necessary hardware? (if provider rents hardware.)	N/A	
Computer/laptop hook-up by service technician already making a service visit.	N/A	

« Back

Certify »

If you have any questions or need assistance, please send an email to UrbanRateSurvey@fcc.gov or you may call the Industry Analysis and Technology Division at (202) 418-0940.

Federal Communications Commission
445 12th Street SW

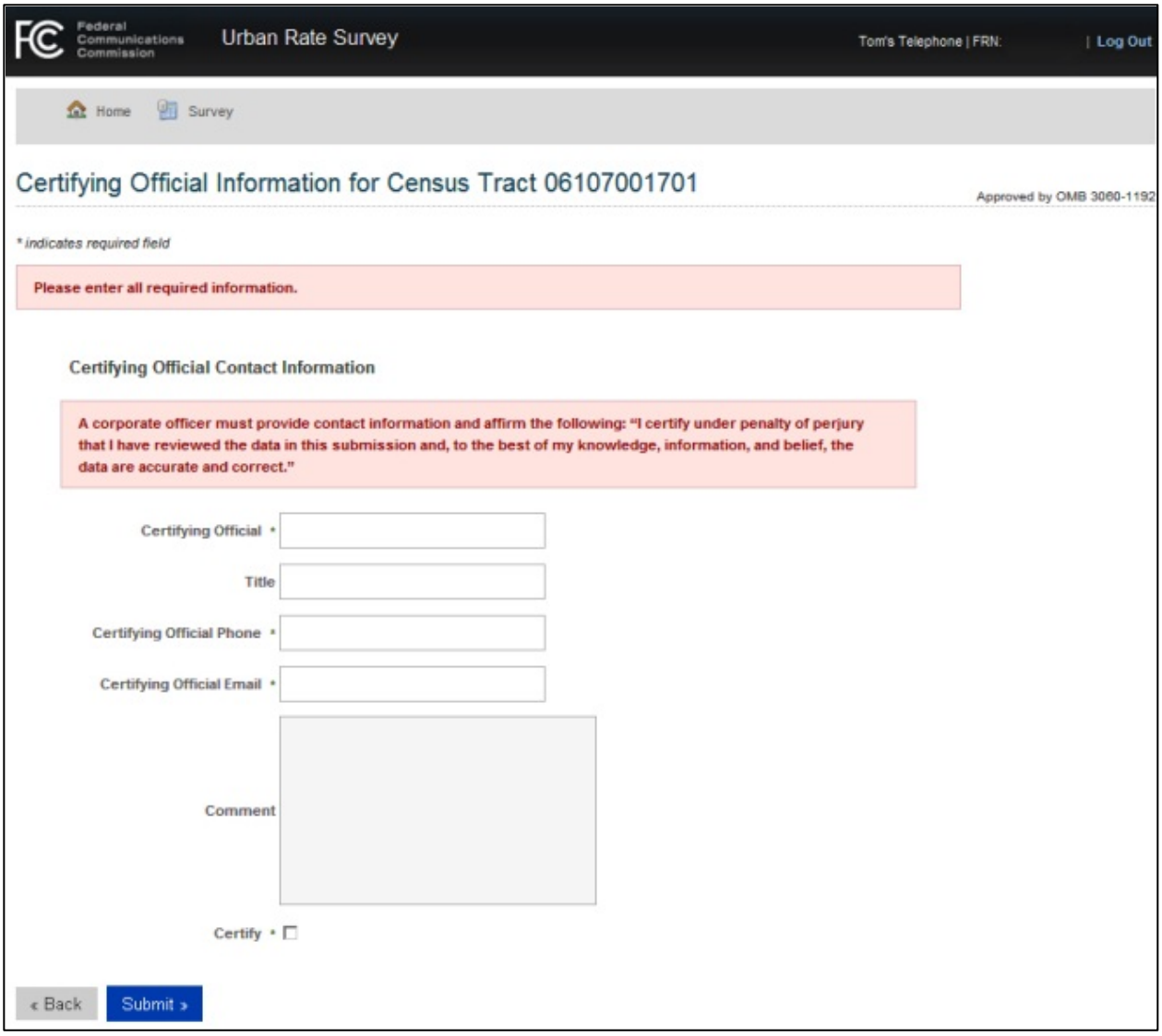
RSS
Privacy Policy

FOIA
No Fear Act Data

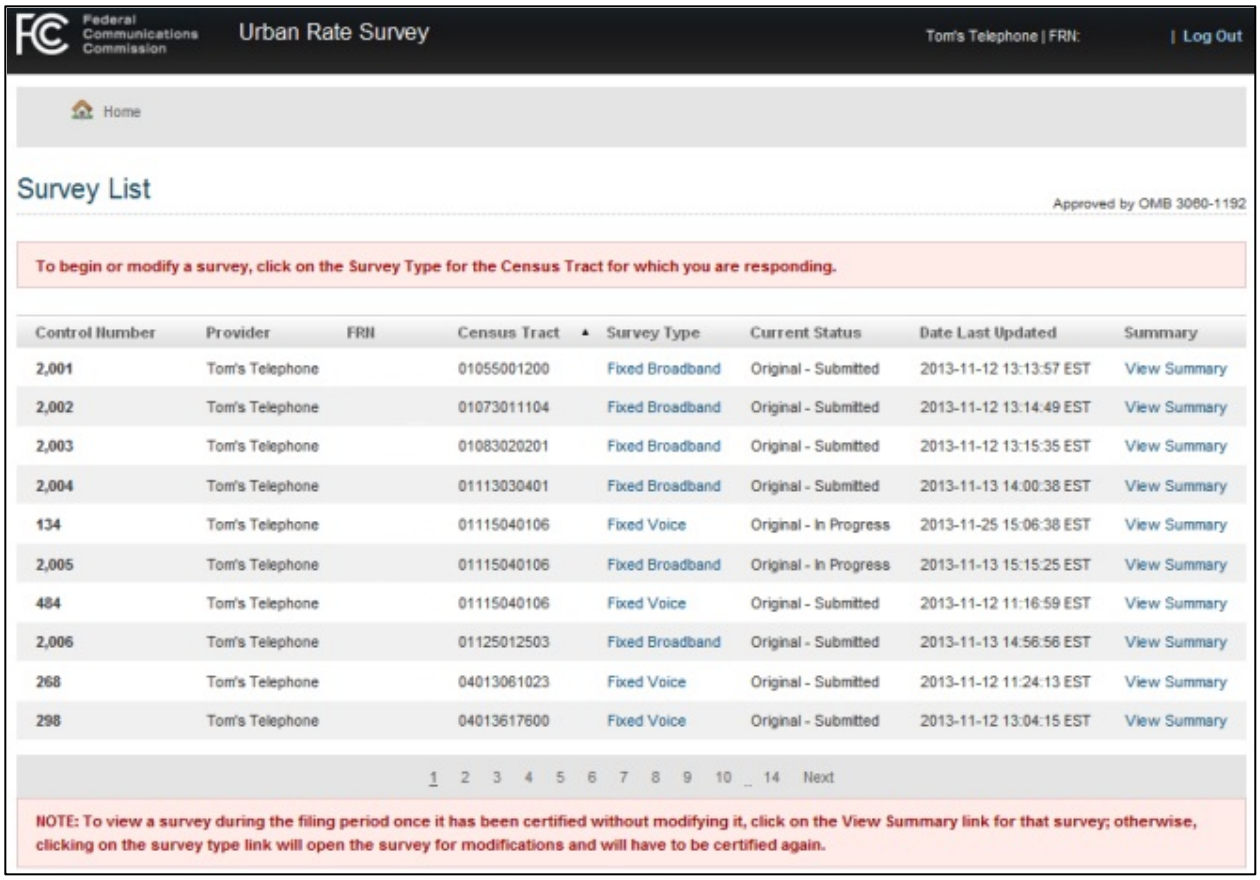
- Click **Certify** to display the *Certification Official Information* page shown below.

Please enter the contact information for the official responsible for certifying the accuracy of the submitted urban rate data.

- **Note:** The official should certify that the information provided is accurate and correct to the best of his or her knowledge, information, and belief. Such certifications should be based on the information before the official making the certification and on a reasonable, good faith effort to confirm the accuracy of submitted rates.



- You may enter any supporting certification information in the "Comment" box.
- Once you have entered the required certification information, click the **Submit** button. The Survey List page will then be displayed as shown below.
- Note: the certification applies to all information entered for the specified Census tract (displayed at the top of the Certification page). If the firm is reporting for multiple Census tracts, the firm may choose to have different Certifying Officials certify different Census tracts.



- Once certified, the status for the survey you just completed will show **Original – Submitted**. If you do not complete the survey, the status will show **Original – In-Progress**. You are not finished submitting data for a Census tract until it says **Original – Submitted**.

Modifying a Survey

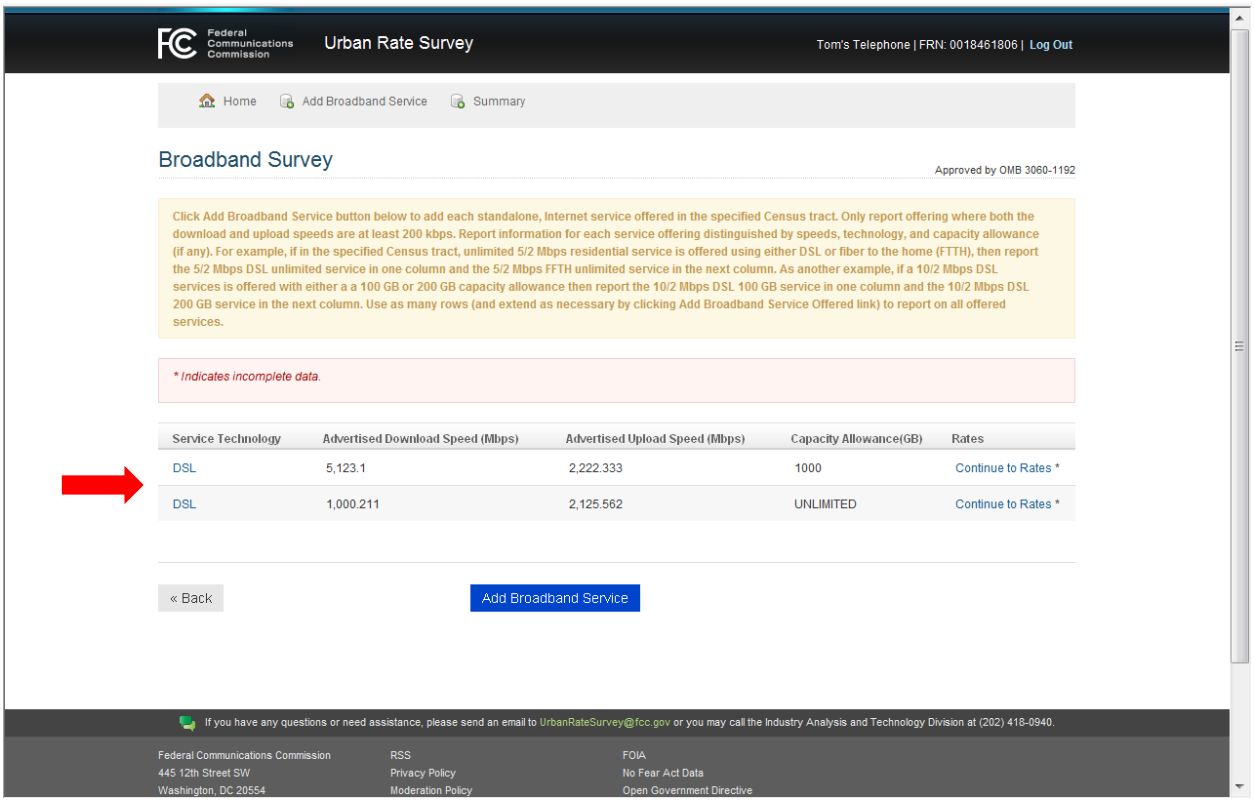
If you need to modify a survey during the filing period, log into the Urban Rates Survey. See instructions in the *Introduction* section. Once logged in, follow the instructions for Fixed Voice or Fixed Broadband.

- If a survey is being modified, the status will change to **Original – In-Progress**. The survey must be re-certified when the modifications are completed.
- **NOTE:** Once the filing window has closed, contact the FCC at UrbanRateSurvey@fcc.gov or 202-418-0940 if modifications are needed.

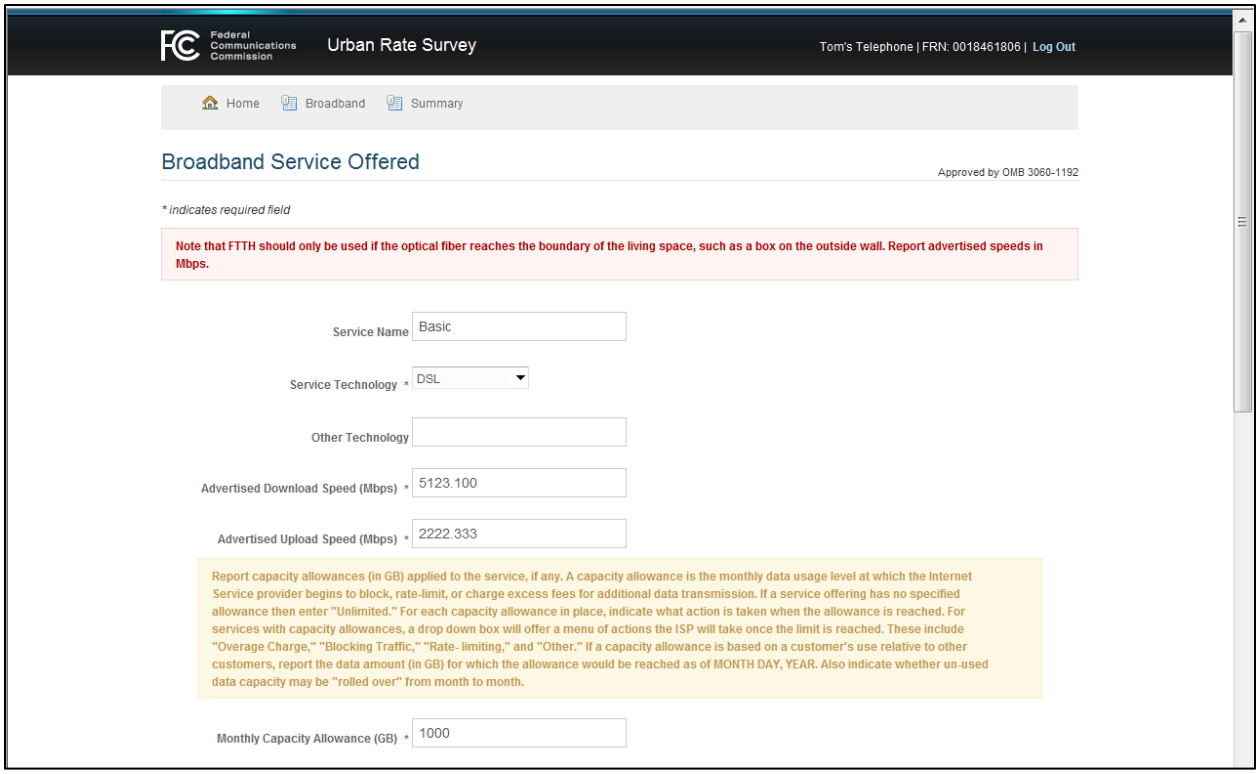
Deleting a Fixed Broadband Service

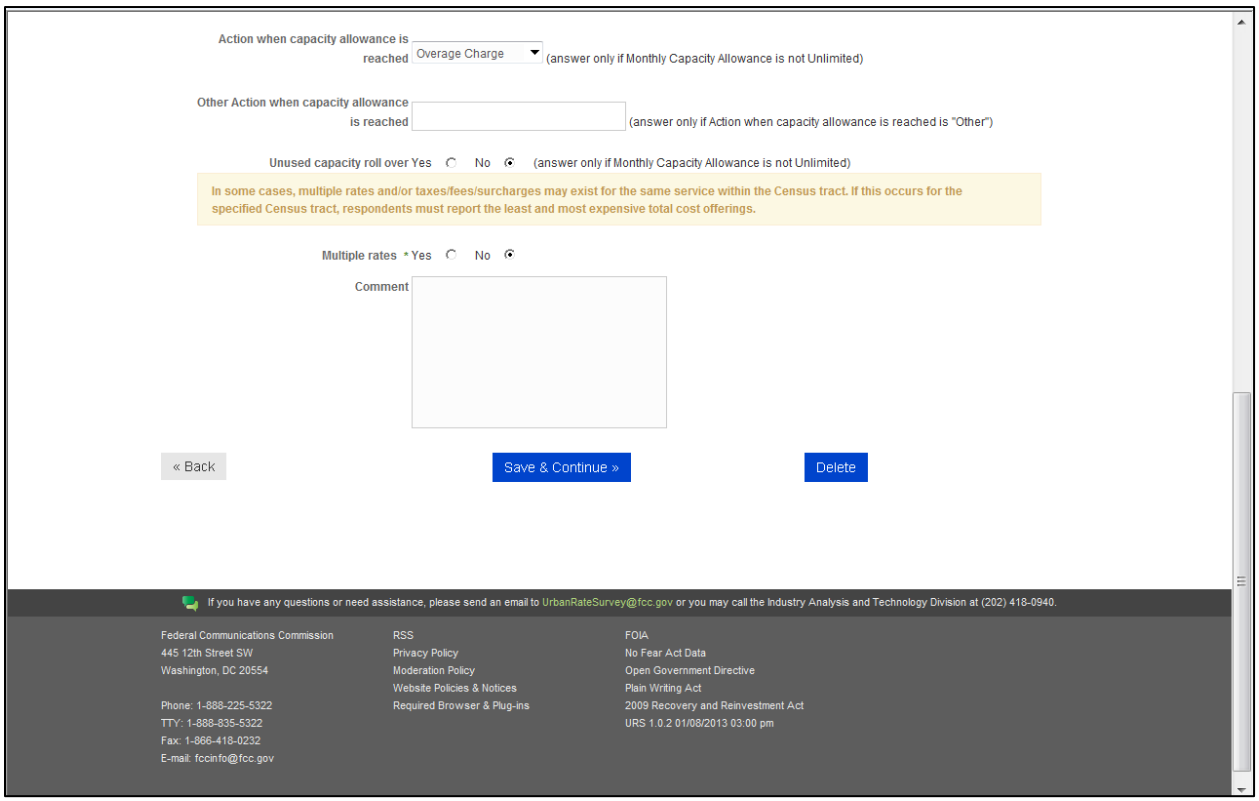
If you need to delete a fixed broadband service during the filing period, log into the Urban Rates Survey. See instructions in the *Introduction* section. Once logged in, click on the survey reporting the service to be deleted.

- Once on the "Broadband Survey" screen, as shown below, click on the link for the service to be deleted.

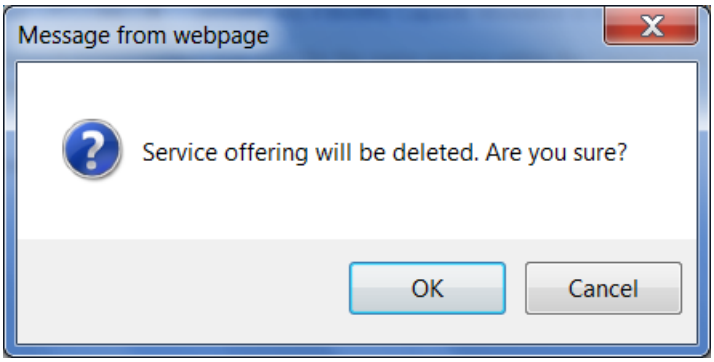


- The "Broadband Service Offered" screen will be displayed.





- Click the “Delete” button. The window shown below will be displayed asking you to confirm that you want to delete the service.



- Click “OK” to confirm.