

A. Introduction

This document contains the detailed automated data processing (ADP) specifications for the automated report to be filed as FCC Report 43-06, the ARMIS Customer Satisfaction Report.

B. General Format and Media

1. All data must be submitted on 3.5-inch double-sided IBM-PC compatible diskettes.
2. All files must be coded in ASCII.
3. The Commission has determined that no confidential treatment shall be granted for Report 43-06 filings.
4. The file name for each file has six components:
 - a. the four letter COSA code (CO = Company, SA = Study Area, see COSA Code Table for a list of companies and their respective COSAs).
 - b. the last two digits of the year which is covered by the data.
 - c. the letters "CS".
 - d. a decimal point.
 - e. the letter "U" to indicate this is the Unrestricted version.
 - f. two digits (zero filled) for the submission number: Submission 00 is for test data purposes only; Submission 01 is for the first submission of a year's data. If there is a change in the data in either the automated or paper report, the carrier must resubmit both. A higher number (2, 3, etc.) and a new data entry date must be used each time a change occurs to denote a new submission. The automated and paper report submission numbers must be the same. When correcting format errors, a new submission number is not required, however, the data entry date must be changed to reflect the date of the format change.

For example, the file name for the Unrestricted Version of the initial Customer Satisfaction Report data file to be submitted by Illinois Bell to cover calendar year 1999, will be LBIL99CS.U01:

LBIL	COSA for Illinois Bell
99	Data for calendar year 1999
CS	Customer Satisfaction Report data file
.	decimal point
U	Unrestricted version
01	First submission of this year's data

5. A separate file must be prepared for each report. More than one file may be placed on the same diskette, as long as they cover the same period, version, and submission number.

C. Data Entry Conventions

1. Give each record a unique record number, beginning with 1001 and incrementing by one, with no numbers skipped.
2. Begin each data record in column 1 and make each record the proper length as specified in the record layouts. Commas are used as delimiters between fields. All numeric fields are right justified and space filled, e.g. use ____123, NOT 123. All non-numeric fields are enclosed in double quotation marks and are left justified and space filled within these quotation marks, e.g. use "John Doe".
3. If an entry is to be a subtraction, indicate so by placing a minus sign in the column immediately preceding the numeric data, e.g. use -4, NOT - 4 or (4).
4. Do NOT include "\$", "%", embedded commas, decimal points, quotes or other formatting characters in any numeric data fields, except for row numbers and percentage fields, which will include a decimal point but not a percent sign.
5. In any numeric data field designated by N/A, enter -99999. Enter -77777 in any numeric data field which the reporting carrier designates as "Irretrievable" and footnote the reason for that entry (include a cite to the waiver and a note as to its duration). Filing carriers are NOT permitted to enter additional designators. If a reporting carrier wishes to apply data to a field designated by N/A, the carrier should enter as a footnote to the field, the amount(s) and an explanation. The amount(s) must not be entered in the N/A field. These entries must be formatted according to the format rules for the particular data field; e.g., in the percentage fields, -99999 would be entered as -99999.00.
6. All fields must be populated. If a data field equals the quantity zero, enter the numeral zero in that field. This is the only proper use of zero in this report.

D. Rounding Conventions

1. As specified in the Report Definition, all number of offices and customers must be entered in whole numbers.

2. All percentage amounts must be entered as in the following example and rounded to 2 decimal places.

Example: 23.70561 percent must be entered as 23.71

E. Footnotes

1. If any data for the current period differs materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances, the carrier must include footnote text to explain the specific circumstances. Certain items require accompanying footnotes and those items are specified in the appropriate section of the instructions for filing the 43-06. Such footnotes are mandatory and must be entered in the Footnote Records of the automated report.
2. If the reporting carrier does not follow the procedures described in the row and column instructions of the Report Definition, it must explain any deviations from those procedures in an explanatory footnote. Such footnotes must provide detailed explanations of the procedures actually used by the carrier and its specific reasons for deviating from procedures prescribed by the Commission's Rules. This provision should not be interpreted to mean that deviations from the prescribed rules will automatically be approved by the Commission. See Section D of the Reporting Procedures for examples of valid footnote text.
3. Footnotes must be included in the footnote text record(s) of the automated report.

F. Errata

1. Carriers are under a legal obligation to correct any erroneous data discovered in FCC Report 43-06. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. These references must be included in the Erratum Records of the automated report. In addition, the carrier must include in the transmittal letter a brief statement indicating the reason for the errata. See Section B of the Reporting Procedures for use of submission numbers when an erratum occurs.

G. Data Validation Programs

1. Each reporting carrier must validate its data by using the most recent edit check program(s), provided by the Commission, for the reporting year. When an error is detected, the carrier must correct the error prior to submitting the report to the Commission. Once the carrier corrects its data so that the edit check program identifies no errors, the carrier should submit the ARMIS report along with a copy of the edit check printout to the Commission verifying that the program did not identify any errors.

H. Data Record Descriptions

The six data record types are described below. See pages 5 through 13 for record layouts. The automated file will consist of the following record types:

1. Record Type H1 - Header Record
One Type H1 record per file. The first record of each file. Contains identifying data. See page 5 for record layout.
2. Record Type L2 - Label Record
One Type L2 record per file. The second record of each file. Contains report number, carrier classification, carrier name, study area name, etc. See page 6 for record layout.
3. Record Type S2 - (Table I) Summary Customer Satisfaction Survey Data Record
Three Type S2 records per file. One record for each of the 4 rows of summary survey data on customer satisfaction with the performance of the reporting carrier as shown on page 2 of the Report Definition. See pages 7 & 8 for record layout.
4. Record Type F3 - Footnote Record
One or more Type F3 records(s) per file. Contains explanatory footnote text. Footnotes are mandatory for each data field designed by -77777 (Irretrievable). See pages 9 & 10 for record layout.
5. Record Type E6 - Erratum Record
Zero Type E6 records in the first submission of a year's data. One or more Type E6 records per file in revisions filed to correct that year's submission. Each time an erratum occurs, a carrier must use a new submission number. The same submission number must be used for the automated report and the paper report. Contains information to identify the data which were corrected in this submission. See pages 11 & 12 for record layout.
6. Record Type T1 - Trailer Record
One Type T1 record per file. The last record of each file contains contact person, etc. See page 13 for record layout.

RECORD TYPE H1 - HEADER RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1001	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"H1"	13 – 16	Always contains the letter H capitalized and the number 1 with no space between them. Format: Include quotation marks.
4	File Name	"LBIL99CS.U01"	18 – 31	The name of the ASCII file. Format: See page 1, paragraph B.4. Include quotation marks.
5	Year	1999	33 – 36	The year covered by the data.
6	Quarter #	0	38	Always contains the number 0 since this is an annual data file.
7	Data Entry Date	20000315	40 – 47	The date on which the data were last entered or revised. Format: YYYYMMDD.
8	Version	"U"	49 – 51	The version letter U capitalized for Unrestricted. Format: Include quotation marks.
9	Submission #	01	53 – 54	00 for test data purposes only; 01 for first submission of a year's data. Higher numbers (02, 03, etc.) are used each time a change occurs to denote a new submission. The same submission number must be used for the automated and paper reports. Format: Right justified.
10	End of Record Code	"XQ"	56 – 59	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

1	2	3	4	5
1234567890123456789012345678901234567890123456789				

Sample record:
1001,"LBIL","H1","LBIL99CS.U01",1999,0,20000315,"U",01,"XQ"

RECORD TYPE L2 - LABEL RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1002	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"L2"	13 – 16	Always contains the letter L capitalized and the number 2 with no space between them. Format: Include quotation marks.
4	Report Number	"FCC REPORT 43-06"	18 – 35	Always contains "FCC REPORT 43-06" capitalized. Format: Include quotation marks.
5	Account Filing Level	"A"	37 – 39	Account filing level (Class A or B) capitalized. Format: Include quotation marks.
6	Carrier	"Illinois Bell " (spaces until pos. 70)	41 - 71	Name of the carrier. Format: Left justified and space filled. Include quotation marks.
7	Study Area	"Illinois "	73 - 95	Name of the study area. Format: Left justified and space filled. Include quotation marks.
8	Period Covered	"Jan 1999 to Dec 1999"	97 – 118	Period covered by the data. Format: "mmm yyyy to mmm yyyy" Include quotation marks.
9	End of Record Code	"XQ"	120 – 123	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

1	2	3	4	5	6	7	8	9
1234567890123456789012345678901234567890123456789012345678901234567890123456789012345								

Sample record:

1002,"LBIL","L2","FCC REPORT 43-06","A","Illinois Bell","Illinois"

1	1	1
0	1	2

6789012345678901234567890123

Continuation of sample record:

, "Jan 1999 to Dec 1999", "XQ"

RECORD TYPE S2 - SUMMARY CUSTOMER SATISFACTION SURVEY DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1004	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"S2"	13 – 16	Always contains the letter S capitalized and the number 4 with no space between them. Format: Include quotation marks.
4	Row Number	0040.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0020.0 to 0080.0 Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
5	Column (ab) data	500 -or- 50.00	25 – 33	This field contains the data corresponding to column (ab) as shown on the Form Section of the Report Definition. Format: Right justified and space filled. Enter -77777 in integer rows and -77777.00 in percentage rows where data for a field are Irretrievable. All other fields must be populated.
6	Column (ac) data	25.00	35 – 43	Column (ac) data Format: See Field 5 above.
7	Column (ad) data	1521	45 – 53	Column (ad) data Format: See Field 5 above.
8	Column (ae) data	10.00	55 – 63	Column (ae) data Format: See Field 5 above.
9	Column (af) data	300	65 – 73	Column (af) data Format: See Field 5 above.
10	Column (ag) data	15.00	75 – 83	Column (ag) data Format: See Field 5 above.

	1	2	3	4	5	6	7	8
12345678901234567890123456789012345678901234567890123456789012345678								
Sample record:								
1004,"LBIL","S2",0040.0,			500,	25.00,	200,	10.00,	300,	15.00,"XQ"
1005,"LBIL","S2",0060.0,			100,	5.50,	150,	10.00,	500,	20.26,"XQ"

RECORD TYPE F3 - FOOTNOTE TEXT RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number (for <u>this</u> record)	1006	1 – 4	The sequential number of <u>this</u> record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"F3"	13 – 16	Always contains the letter F capitalized and the number 3 with no space between them. Format: Include quotation marks.
4	Record Number (for the footnoted data)	1004	18 – 21	This field contains the record number of the record which contains the footnoted data. If the footnote pertains to the entire column(s), an entire table, or the entire submission, use 9999. Format: Right justified and space filled.
5	Table Number	"I "	23 – 28	This field contains the table number (Roman numerals) of the table in which the footnoted data appear. If the footnote pertains to an entire table, use "ZZZZ". Format: Include quotation marks. Left justified and space filled.
6	Row Number	0040.0	30 – 35	This field contains the row number of the row which contains the footnoted data as identified in the Report Definition. If the footnote pertains to the entire column(s), an entire table, or the entire submission, enter 9999.0. Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
7	Column Label	"ZZ"	37 – 40	This field contains the column letter(s) of the footnoted data as identified in the Report Definition. If the footnote pertains to an entire row, an entire table, or the entire submission, enter "ZZ". Format: Include quotation marks. Left justified and space filled.
8	Footnote Number	1	42 – 44	The number of this particular footnote. Valid range: 1 to 999. Format: Right justified and space filled.

RECORD TYPE E6- ERRATUM RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number (for <u>this</u> record)	1011	1 – 4	The sequential number of <u>this</u> record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"E6"	13 – 16	Always contains the letter E capitalized and the number 6 with no space between them. Format: Include quotation marks.
4	Record Number (for the corrected data)	1004	18 – 21	This field contains the record number of the record which contains the data which were corrected in this submission. If the entire column(s), an entire table, or the entire submission was corrected, use 9999. Format: Right justified and space filled.
5	Table Number	"I "	23 – 28	This field contains the table number (Roman numerals) of the table in which the corrected data appear. If an entire table or submission was corrected, use "ZZZZ". Format: Include quotation marks. Left justified and space filled.
6	Row Number	0040.0	30 – 35	This field contains the row number of the row which contains the corrected data as identified in the Report Definition. If the entire column(s), an entire table, or the entire submission was corrected, enter 9999.0. Format: Right justified and space filled, with one decimal place. Since all applicable row numbers are integers, append .0 to each row number.
7	Column Label	"ZZ"	37 – 40	This field contains the column letter of the corrected data as identified in the Report Definition. If an entire row, an entire table, or the entire submission was corrected, enter "ZZ". If more than one column but less than the entire row was corrected, then populate this field and as many as needed of fields 8 through 26. Format: Include quotation marks. Left justified and space filled.

RECORD TYPE T1 - TRAILER RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1012	1 – 4	The sequential number of this record within this data file plus 1000. Format: Right justified and space filled.
2	COSA	"LBIL"	6 – 11	The COSA code for the filing entity. Format: Include quotation marks.
3	Record Type	"T1"	13 – 16	Always contains the letter T capitalized and the number 1 with no space between them. Format: Include quotation marks.
4	Contact Person	"John Doe " (spaces until pos. 58)	18 – 59	The name of the person to contact if there are questions about the report. Format: Include quotation marks.
5	Telephone #	"(202) 555-1212 x123 "	61 – 82	The Contact Person's telephone number. Format: Include quotation marks.
6	End of Record Code	"XQ"	84 – 87	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

Note: All fields are separated by commas.

1	2	3	4	5	6	7	8
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1234567890123456789012345678901234567890123456789012345678901234567

Sample record:

1012, "LBIL", "T1", "John Doe", "(202) 555-1212 x123 ", "XQ"

A. Introduction

This document contains the detailed specifications for the paper report to be filed as FCC Report 43-06, the ARMIS Customer Satisfaction Report.

B. General Instructions

1. The Commission has determined that no confidential treatment shall be granted for Report 43-06 filings.
2. The paper report must be printed on 8 1/2 inch by 11 inch paper. For ease of preparation, an original may be produced on larger paper and reduced to this size for submission. Copies filed must be legible and permanent, in black ink. The report may be printed in portrait mode (8 1/2 inches across the top of the page) or landscape mode (11 inches across the top of the page). In portrait mode, the printing should not be smaller than 17 characters per inch and 8 lines per inch; in landscape mode, the printing should not be smaller than 15 characters per inch and 10 lines per inch.

C. Data Entry Conventions

1. If an entry is to be a subtraction, indicate so by placing a minus sign in the column immediately preceding the numeric data, e.g., use -4, NOT - 4 or (4).
2. Items that need not be reported because they do not apply are designated by N/A. If a filing carrier has a waiver applicable to a certain field, treat the data in that field as "Irretrievable" and enter "I/T". Carriers must footnote the reason for that entry (include a cite to the waiver and a note as to its duration). Filing carriers are NOT permitted to enter additional designators. If a reporting carrier wishes to apply data to a field designated by N/A, the carrier should enter as a footnote to the field, the amount(s) and an explanation. The amount(s) must not be entered in the N/A field.
3. All fields must be populated. If a data field equals the quantity zero, enter the numeral zero in that field. This is the only proper use of zero in this report.

D. Rounding Conventions

1. As specified in the Report Definition, all number of offices and customers must be entered in whole numbers.

2. All percentage amounts must be entered as in the following example and rounded to 2 decimal places.

Example: 23.70561 percent must be entered as 23.71

E. Footnotes

1. If any data for the current period differs materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances, the carrier must include footnote text to explain the specific circumstances. Certain items require accompanying footnotes and those items are specified in the appropriate section of the instructions for filing the 43-06. Such footnotes are mandatory and must be entered in the Footnote Records of the automated report.
2. If the reporting carrier does not follow the procedures described in the row and column instructions of the Report Definition, it must explain any deviations from those procedures in an explanatory footnote. Such footnotes must provide detailed explanations of the procedures actually used by the carrier and its specific reasons for deviating from procedures prescribed by the Commission's Rules. This provision should not be interpreted to mean that deviations from the prescribed rules will automatically be approved by the Commission. See Section D of the Reporting Procedures for examples of valid footnote text.
3. Footnotes must be included in the footnote table(s), not on individual table pages.

F. Errata

1. Carriers are under a legal obligation to correct any erroneous data discovered in FCC Report 43-06. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. These references must be included in the Erratum Table of the paper report. In addition, carriers must include in the transmittal letter, a brief statement indicating the reason for the errata. See Section B of the Reporting Procedures for the use of submission numbers when an erratum occurs.

G. Data Validation Programs

1. Each reporting carrier must validate its data by using the most recent edit check program(s), provided by the Commission, for the reporting year. When an error is detected, the carrier must correct the error prior to submitting the report to the Commission. Once the carrier corrects its data so that the edit check program identifies no errors, the carrier should submit the ARMIS report along with a copy of the edit check printout to the Commission verifying that the program did not

identify any errors.

H. Page Layouts

1. The page layout for this report is illustrated in the Form Section of the Report Definition.
2. The paper report will consist of the following pages:

		Illustrated in Paper Report Specs. on Page
The Cover Page		17
		Illustrated in Report Definition Form on Page
Table I	Summary Customer Satisfaction Survey	3
		Illustrated in Paper Report Specs. on Page
The Footnote Table (at least one page and as many pages as needed)		18
The Erratum Table (for submission number 2 or higher, as many pages as needed)		19
The Certification Page		20

FCC Report 43-06
xxxxxxxxxx Version
Submission x
COSA: XXXX

Approved by OMB
3060-0763
Edition Date: 12/1999
Estimated Avg. Burden Per Response: 720 Hrs

**FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554**

**ARMIS CUSTOMER SATISFACTION
REPORT**

For Year End _____

Account Filing Level (Class A or Class B):

Name of Company:

Address of Company:

FCC Report 43-06, the Customer Satisfaction Report, is prescribed for every local exchange carrier for whom price cap regulation is mandatory. This report reflects the results of customer satisfaction surveys conducted by individual carriers to capture trends in service quality under price cap regulation and improves and standardizes existing reporting requirements for this purpose. The ARMIS Customer Satisfaction Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation.

Public reporting burden for this collection of information is estimated to average 720 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this estimate burden or any other aspect of this collection of information, including suggestions for reducing the burden to the Federal Communications Commissions, Office of Managing Director, Washington, DC 20554.

An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a currently valid control number.

FCC REPORT 43-06
ARMIS CUSTOMER SATISFACTION REPORTApproved by OMB
3060-0763
Edition Date: 12/1999COMPANY: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
STUDY AREA: xxxxxxxxxxxxxxxxxxxxxxxx
PERIOD: From mmm yyyy to mmm yyyy
COSA: xxxxxxxxxxxxxxxxx VERSION
SUBMISSION x
FOOTNOTE TABLE
PAGE 1 OF x

FOOTNOTE TABLE

Table	Row	Col	FN#	Footnote
-----	-----	---	----	-----
(a)	(b)	(c)	(d)	(e)
sample entries:				
I	0040.0	ALL	1	Footnote text for footnote 1 continuation text for footnote 1 last line of footnote 1
I	0060.0	AC	2	Footnote 2 pertains to column AC of Table I row 0060.0
I	ALL	AD	3	Footnote 3 pertains to all rows of Table I column AD

REMINDER: Certain items in this report require accompanying mandatory footnotes and must be entered in the Footnote Table. Such items are those data fields designated as "Irretrievable".

FCC REPORT 43-06
ARMIS CUSTOMER SATISFACTION REPORTApproved by OMB
3060-0763
Edition Date: 12/1999COMPANY: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
STUDY AREA: xxxxxxxxxxxxxxxxxxxxxxxx
PERIOD: From mmm yyyy to mmm yyyy
COSA: xxxxxxxxxxxxxxxxx VERSION
SUBMISSION x
ERRATUM TABLE
PAGE 1 OF x

ERRATUM TABLE

Table	Row	Column(s)	FN#
-----	-----	-----	---
(a)	(b)	(c)	(d)

sample entries:

I	0040.0	AB	1
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THE ABOVE DATA HAVE BEEN CORRECTED IN THIS SUBMISSION.
SEE THE FOOTNOTE TABLE FOR FOOTNOTES WHERE APPLICABLE.

CERTIFICATION

I certify that I am an officer of _____;
that I have examined the foregoing report _____ and that to the best of my knowledge, information,
and belief, all statements of fact contained in this report are true and that said report is an accurate
statement of the affairs of the above named respondent in respect to the data set forth herein for the
period from _____ to _____.

PRINTED NAME

POSITION

SIGNATURE

DATE

(Persons making willful false statements in this report form can be punished by fine or imprisonment under the Communications Act, 47 U.S.C. 220(e).)

CONTACT PERSON

TELEPHONE NUMBER
