

## A. Introduction

This document contains the detailed automated data processing (ADP) specifications for the automated report to be filed as FCC Report 43-05, the ARMIS Service Quality Report.

## B. General Format and Media

1. All data must be submitted on 3.5-inch, high-density IBM-PC compatible diskettes. Each diskette must have a label that displays the report number, the company name, the COSA(s), the reporting period, the version, the submission number, and the date data was submitted to the FCC. Additionally, the label must be placed on the diskette so that it is readable with the metal plate facing down. See page 7 for sample diskette label.
2. All files must be coded in ASCII.
3. The Commission has determined that no confidential treatment shall be granted for Report 43-05 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 "SQ".
  - 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 Service Quality Report data file to be submitted by Illinois Bell to cover the calendar year 2000, would be LBIL00SQ.U01:

LBIL	COSA for Illinois Bell
00	Data for calendar year 2000
SQ	Service Quality 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 and version (different submission numbers are allowed).

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. A section ID row number record has been added to Record Type M3 (Table IV.A - Occurrences of Two Minutes or More Duration Downtime). This record includes a counter to show the total number of rows reported for this table. Enter data in only those rows for which there are data to report.
5. 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.
6. 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 (including 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.
7. The date and time of the downtime reported on Table IV.A, must be enclosed in double quotation marks and left justified, e.g., date entered as "mmdyyy"; time using the 24 hour clock for carrier's local time entered as "hhmm" (12:00 midnight entered as "2400").

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

Example: 23.70561 percent must be entered as 23.71

2. All minutes, days and hours must be entered as in the following example and rounded to the nearest tenth.

Example: 10 1/2 hours or 10 hours and 30 minutes must be entered as 10.5

3. All number of access lines must be entered in whole numbers.
4. All number of orders, circuits, trouble reports, no trouble found, trunk groups, switches, complaints and incidents must be entered in whole numbers.
5. All other amounts must be rounded to the nearest thousand.

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, then include detailed 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 43-05. 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 E of the Reporting Procedures for examples of valid footnotes.
3. Footnote entries must provide detailed explanations for only those items reported in the current submission. Footnotes from prior submissions should be included only if they remain applicable. In other words, when a resubmission nullifies an existing footnote, remove the footnote.

4. 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 43-05. See Section B of the Reporting Procedures for use of submission numbers when an erratum occurs.
2. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. If the data items being corrected impact other data items in the report, then those items must also be corrected and referenced. Erratum references should reflect only those items corrected in the new submission. References from prior submissions must not be included in the new submission.
3. These references must be included in the Erratum Record(s). In addition, carriers must include in the transmittal letter, a brief statement indicating the reason for the errata.

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 eleven data record types are described below. See pages 8 through 26 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 8 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 9 for record layout.

3. Record Type I4 – (Table I) Installation and Repair Intervals Interexchange Access Data Record  
Six Type I4 records per file. One record for each of the 6 rows of Installation and Repair Intervals (Interexchange Access) as shown on page 3 of the Report Definition. See pages 10 & 11 for record layout.
4. Record Type S4 – (Table II) Installation and Repair Intervals Local Service Data Record  
18 Type S4 records per file. One record for each of the 18 rows of Installation and Repair Intervals (Local Service) as shown on page 4 of the Report Definition. See pages 12 & 13 for record layout.
5. Record Type U3 – (Table III) Common Trunk Blockage Data Record  
Eight Type U3 records per file. One record for each of the 8 rows of data on the percentage of calls that fail to be completed due to equipment malfunction or inadequate facilities as shown on page 5 of the Report Definition. See page 14 for record layout.
6. Record Type D2 – (Table IV) Total Switch Downtime Data Record  
Seven Type D2 records per file. One record for each of the 7 rows of data monitoring the number, size, and urban/rural character of switches experiencing a loss of the ability to process calls as shown on page 6 of the Report Definition. See pages 15 & 16 for record layout.
7. Record Type M3 – (Table IV-A) Occurrences of Two Minutes or More Duration Downtime Data Record  
261 or less Type M3 records per file. One record to show the total number of occurrences reported, followed by 0 to 260 Type M3 records for each occurrence as shown on page 7 of the Report Definition. Report only those rows with data to be reported and complete every item in those rows. See pages 17 through 19 for record layout.
8. Record Type G2 - (Table V) Service Quality Complaints Data Record  
Six Type G2 records per file. One record for each of the 6 rows of data, on an MSA and NON-MSA basis, concerning federal, state, business, and residential service quality complaints as shown on page 8 of the Report Definition. See pages 20 & 21 for record layout.
9. Record Type F3 - Footnote Record  
One or more Type F3 record(s) per file. Contains explanatory footnote text. Certain items require accompanying mandatory footnotes and those items are specified in the appropriate section of the instructions for filing the 43-05. See pages 22 & 23 for record layout.

10. Record Type E5 - Erratum Record

Zero Type E5 records in the first submission of a year's data. One or more Type E5 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 was corrected in the submission. See pages 24 & 25 for record layout.

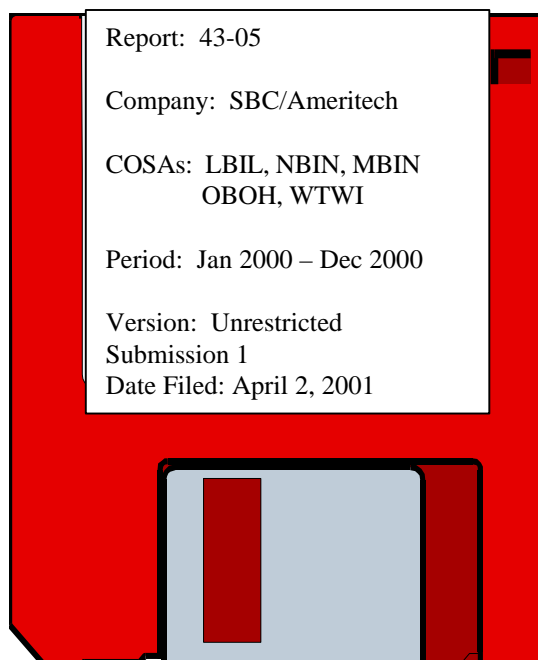
11. Record Type T1 - Trailer Record

One Type T1 record per file. The last record of each file. Contains contact person, etc. See page 26 for record layout.

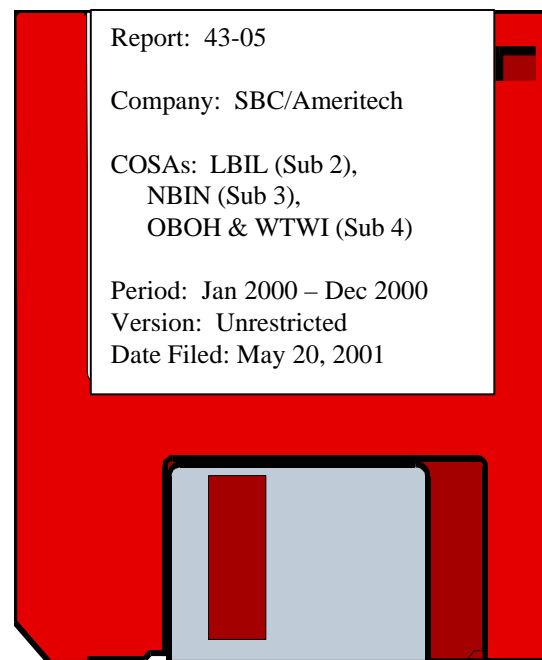
**SAMPLE DISKETTE AND LABEL**

Each diskette must have a label that displays the report number, the company name, the COSA(s), the reporting period, the version, the submission number, and the date data was submitted to the FCC. Additionally, the label must be placed on the diskette so that it is readable with the metal plate facing down.

**Sample 1:** COSAs with the same submission number



**Sample 2:** COSAs with different submissions numbers



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	"LBIL00SQ.U01"	18 – 31	The name of the ASCII file. Format: See page 1, paragraph B.4. Include quotation marks.
5	Year	2000	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	20010315	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.

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1	2	3	4	5
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1234567890123456789012345678901234567890123456789

Sample record:

1001,"LBIL","H1","LBIL00SQ.U01",2000,0,20010315,"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 43-05"	18 – 35	Always contains "FCC REPORT 43-05" 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 2000 to Dec 2000"	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.

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1	2	3	4	5	6	7	8	9
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1234567890123456789012345678901234567890123456789012345678901234567890123456789012345

Sample record:

1002,"LBIL","L2","FCC REPORT 43-05","A","Illinois Bell", "Illinois"

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1	1	1
0	1	2

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6789012345678901234567890123

Continuation of sample record:

, "Jan 2000 to Dec 2000", "XQ"

RECORD TYPE I4 - INTEREXCHANGE ACCESS INSTALLATION AND REPAIR INTERVALS  
DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1003	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	"I4"	13 – 16	Always contains the letter I capitalized and the number 4 with no space between them. Format: Include quotation marks.
4	Row Number	0110.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0110.0 to 0121.0 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 (aa) data	1219	25 – 33	This field contains the data corresponding to column (aa) as shown on the Form Section of the Report Definition. DO NOT override designated N/As. Format: Right justified and space filled. Enter –99999 in integer rows and –99999.00 in percentage rows where a field is designated by N/A. 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 (ab) data	-99999	35 – 43	Column (ab) data Format: See Field 5 above.
7	Column (ac) data	1521	45 – 53	Column (ac) data Format: See Field 5 above.
8	End of Record Code	"XQ"	55 – 58	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

RECORD TYPE I4 - INTEREXCHANGE ACCESS INSTALLATION AND REPAIR INTERVALS  
DATA RECORD (continued)

Note: All fields are separated by commas.

Footnote records are needed if any data for the current period differ materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances. Also, if the carrier does not follow the procedures described in the row/column instructions in the Report Definition, footnote records are needed.

Certain items require accompanying mandatory footnotes and must be entered in the Footnote Text record(s). Record Type I4 requires mandatory footnotes for those data fields designated as "Irretrievable" and for rows 0110 and 0114.

1	2	3	4	5
12345678901234567890123456789012345678901234567890123456789012345678				
Sample records:				
1003,"LBIL","I4",0110.0,	1219,	-99999,	1521,"XQ"	
1004,"LBIL","I4",0112.0,	100.00,-99999.00,	97.60,"XQ"		

RECORD TYPE S4 - INSTALLATION AND REPAIR INTERVALS LOCAL SERVICE DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1009	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	"S4"	13 – 16	Always contains the letter S capitalized and the number 4 with no space between them. Format: Include quotation marks.
4	Row Number	0130.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0130.0 to 0170.0 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 (ad) data	123792	25 – 33	This field contains the data corresponding to column (ad) as shown on the Form Section of the Report Definition. DO NOT override designated N/As. 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 (ae) data	8394	35 – 43	Column (ae) data Format: See Field 5 above.
7	Column (af) data	32186	45 – 53	Column (af) data Format: See Field 5 above.
8	Column (ag) data	3464	55 – 63	Column (ag) data Format: See Field 5 above.
9	Column (ah) data	793	65 – 73	Column (ah) data Format: See Field 5 above.
10	Column (ai) data	4257	75 – 83	Column (ai) data Format: See Field 5 above.
11	Column (aj) data	36443	85 – 93	Column (aj) data Format: See Field 5 above.
12	End of Record Code	"XQ"	95 – 98	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

[illegible]

RECORD TYPE U3 - COMMON TRUNK BLOCKAGE DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1027	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	"U3"	13 – 16	Always contains the letter U capitalized and the number 3 with no space between them. Format: Include quotation marks.
4	Row Number	0180.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0180.0 to 0190.0 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 (ak) data	787412	25 – 33	This field contains the data corresponding to column (ak) as shown on the Form Section of the Report Definition. DO NOT override designated N/As. 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	End of Record Code	"XQ"	35 – 38	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.

Footnote records are needed if any data for the current period differ materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances. Also, if the carrier does not follow the procedures described in the row/column instructions in the Report Definition, footnote records are needed.

Certain items require accompanying mandatory footnotes and must be entered in the Footnote Text record(s). Record Type U3 requires mandatory footnotes for those data fields designated as "Irretrievable" and for rows 0185.0, 0186.0 and 0190.0.

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1	2	3
12345678901234567890123456789012345678		

Sample record:  
1027,"LBIL","U3",0180.0, 787412,"XQ"

RECORD TYPE D2 - TOTAL SWITCH DOWNTIME DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1035	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	"D2"	13 – 16	Always contains the letter D capitalized and the number 2 with no space between them. Format: Include quotation marks.
4	Row Number	0200.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0200.0 to 0214.0 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 (an) data	337	25 – 33	This field contains the data corresponding to column (an) as shown on the Form Section of the Report Definition. DO NOT override designated N/As. 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 (ao) data	81	35 – 43	Column (ao) data Format: See Field 5 above.
7	Column (ap) data	585.5	45 – 53	Column (ap) data Format: See Field 5 above.
8	Column (aq) data	79	55 – 63	Column (aq) data Format: See Field 5 above.
9	Column (ar) data	26	65 – 73	Column (ar) data Format: See Field 5 above.
10	Column (as) data	32.90	75 – 83	Column (as) data Format: See Field 5 above.
11	End of Record Code	"XQ"	85 – 88	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

1	2	3	4	5	6	7	8
12345678901234567890123456789012345678901234567890123456789012345678							
Sample record:							
1035,"LBIL","D2",0200.0,	337,	81,	585.5,	79,	26,	32.90,"XQ"	



RECORD TYPE M3 - SECTION ID RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1042	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	"M3"	13 – 16	Always contains the letter M capitalized and the number 3 with no space between them. Format: Include quotation marks.
4	Section ID Row Number	0215.0	18 – 23	Section row number to identify sections of a table that require reporting multiple rows of data for a particular item.
5	Section Item Count	2 – or – 0	25 – 28	Counter to show the total number of rows reported on Table IV.A. If there are no data applicable to this table, enter 0 (zero). Valid Set of Rows: 0220.0 to 0319.0 and 0341.0 to 0500.0. Format: Right justified and space filled.
6	End of Record Code	"XQ"	30 – 33	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.

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1	2	3
123456789012345678901234567890123		

Sample record:

1042,"LBIL","M3",0215.0, 2,"XQ"

- OR -

1042,"LBIL","M3",0215.0, 0,"XQ"

RECORD TYPE M3 - OCCURRENCES OF TWO MINUTES OR MORE DURATION DOWNTIME  
DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1043	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	"M3"	13 – 16	Always contains the letter M capitalized and the number 3 with no space between them. Format: Include quotation marks.
4	Row Number	0220.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0220.0 to 0319.0 and 0341.0 to 1040.0. Include <u>only</u> those rows for which there are data to report. 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 (t) data	01	25 – 26	This field contains the data corresponding to column (t) as shown on the Form Section of the Report Definition. Format: ## Do not include quotation marks. If there is an entry in this field, all other fields must be populated.
6	Column (u) data	"ARABALXADSO" (spaces until pos. 39)	28 – 40	This field contains the data corresponding to column (u) as shown on the Form Section of the Report Definition. Format: Left justified and space filled. Include quotation marks.
7	Column (v) data	2317	42 – 50	This field contains the data corresponding to column (v) as shown on the Form Section of the Report Definition. Format: Right justified and space filled. Enter -77777 in integer rows and -77777.00 or -77777.0 in percentage rows where data for a field are Irretrievable.
8	Column (w) data	"Y" – or – "N"	52 – 54	Column (w) data Always contains the letters Y or N capitalized. Format: Include quotation marks.

[illegible]

RECORD TYPE G2 - SERVICE QUALITY COMPLAINTS DATA RECORD

<u>Field</u>	<u>Item</u>	<u>Example</u>	<u>Position</u>	<u>Description</u>
1	Record Number	1045	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	"G2"	13 – 16	Always contains the letter G capitalized and the number 2 with no space between them. Format: Include quotation marks.
4	Row Number	0320.0	18 – 23	Row numbers as identified on the Report Definition. Valid range: 0320.0 to 0332.0. 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 (da) data	782	25 – 33	This field contains the data corresponding to column (da) as shown on the Form Section of the Report Definition. All fields must be populated. Format: Right justified and space filled. Enter –77777 in integer rows and –77777.00 or –77777.0 in percentage rows where data for a field are retrievable.
6	Column (db) data	551	35 – 43	Column (db) data Format: See Field 5 above.
7	Column (dc) data	271	45 – 53	Column (dc) data Format: See Field 5 above.
8	End of Record Code	"XQ"	55 – 58	Always contains the letters XQ capitalized with no space between them to indicate the end of the record. Format: Include quotation marks.

RECORD TYPE G2 - SERVICE QUALITY COMPLAINTS DATA RECORD (continued)

Note: All fields are separated by commas.

Footnote records are needed if any data for the current period differ materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances. Also, if the carrier does not follow the procedures described in the row/column instructions in the Report Definition, footnote records are needed.

Certain items require accompanying mandatory footnotes and must be entered in the Footnote Text record(s). Record Type G2 requires mandatory footnotes for those data fields designated as "Irretrievable."

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1	2	3	4	5
1234567890123456789012345678901234567890123456789012345678				

Sample record:  
1045,"LBIL","G2",0320.0,782,511,271,"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)	1051	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)	1003	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	0110.0	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.

[illegible]

RECORD TYPE E5 - 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)	1057	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	"E5"	13 – 16	Always contains the letter E capitalized and the number 5 with no space between them. Format: Include quotation marks.
4	Record Number (for the corrected data)	1013	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	0140.0	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	"AI"	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.





1	2	3	4	5	6	7	8
123456789012345678901234567890123456789012345678901234567890123456789012345678901234567							
Sample record:							
1060,"LBIL","T1","John Doe				","(202) 555-1212 x123 ","XQ"			

A. Introduction

This document contains the page layout and detailed specifications for the paper report to be filed as FCC Report 43-05, the ARMIS Service Quality Report.

B. General Instructions

1. The Commission has determined that no confidential treatment shall be granted for Report 43-05 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. Tables requiring the entry of multiple rows of data for a particular section of a table must enter data in only those rows for which there are data to report e.g., Table IV.A - Occurrences of Two Minutes or More Duration Downtime. If there are no data to report on the entire table, include the table in the paper report with no data entries.
3. 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.
4. If a data field equals the quantity zero, enter 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 percentage amounts must be entered as in the following example and rounded to two decimal places.

Example: 23.70561 percent must be entered as 23.71

2. All minutes, days and hours must be entered as in the following example and rounded to the nearest tenth.

Example: 10 1/2 hours or 10 hours and 30 minutes must be entered as 10.5

3. All number of access lines must be entered in whole numbers.
4. All number of orders, circuits, trouble reports, no trouble found, trunk groups, switches, complaints and incidents must be entered in whole numbers.
5. All other amounts must be rounded to the nearest thousand.

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, then include detailed 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 43-05. Such footnotes are mandatory and must be entered in the Footnote Table.
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 E of the Reporting Procedures for examples of valid footnotes.
3. Footnote entries must provide detailed explanations for only those items reported in the current submission. Footnotes from prior submissions should be included only if they remain applicable. In other words, when a resubmission nullifies an existing footnote, remove the footnote.
4. Footnotes must be included in the footnote table, not on individual table pages.

F. Errata

1. Carriers are under a legal obligation to correct any erroneous data discovered in FCC Report 43-05. See Section B of the Reporting Procedures for use of submission numbers when an erratum occurs.
2. Submissions containing corrected data must include references to indicate which data items were corrected since the previous submission. If the data items being corrected impact other data items in the report, then those items must also be corrected and referenced. Erratum references should reflect only those items

corrected in the new submission. References from prior submissions must not be included in the new submission.

3. These references must be included in the Erratum Table. In addition, carriers must include in the transmittal letter, a brief statement indicating the reason for the errata.

#### 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, including Table IV.A whether there are data to report on this table or not:

		Illustrated in Paper Report <u>Specs. on Page</u>
The Cover Page		31
<u>Table</u>		Illustrated in Report Definition <u>Form on Page</u>
Table I	Installation and Repair Intervals(Interexchange Access)	3
Table II	Installation and Repair Intervals(Local Service)	4
Table III	Common Trunk Blockage	5
Table IV	Total Switch Downtime	6
Table IV.A	Occurrences of Two Minutes or More Duration Downtime	7
Table V	Service Quality Complaints	8

	Illustrated in Paper Report <u>Specs. on Page</u>
The Footnote Table (at least one page and as many pages as needed)	32
The Erratum Table (for submission number 2 or higher, as many pages as needed)	33

	Illustrated in Report Definition <u>Form on Page</u>
The Certification Page	22

FCC Report 43-05  
xxxxxxxxxx Version  
Submission x  
COSA: XXXX

Approved by OMB  
3060-0395  
Edition Date: 12/2000  
Estimated Avg. Burden Per Response: 850 Hrs

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

**ARMIS SERVICE QUALITY REPORT**

**For Year End \_\_\_\_\_**

**Account Filing Level (Class A or Class B):**

**Name of Company:**

**Address of Company:**

FCC Report 43-05, the ARMIS Service Quality Report, is prescribed for every mandatory price cap incumbent local exchange carrier and local exchange carriers electing the incentive regulation plan. The Service Quality Report collects data designed to capture trends in service quality under price cap regulation and improves and standardizes existing reporting requirements for this purpose. The ARMIS Service Quality Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation. Response is mandatory.

Public reporting burden for this collection of information is estimated to average 850 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 burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Federal Communications Commission, Office of Managing Director, Washington, D.C. 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 43-05  
ARMIS SERVICE QUALITY REPORT

Approved by OMB  
3060-0395  
Edition Date: 12/2000

COMPANY: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx  
STUDY AREA: xxxxxxxxxxxxxxxxxxxxxxxx  
PERIOD: From mmm yyyy to mmm yyyy  
COSA: xxxx

xxxxxxxxxxxxx VERSION  
SUBMISSION x  
FOOTNOTE TABLE  
PAGE 1 OF x

### FOOTNOTE TABLE

Table	Row	Col	FN#	Footnote
-----	-----	---	---	-----
(a)	(b)	(c)	(d)	(e)
sample entries:				
I	0110.0	ALL	1	Footnote text for footnote 1 continuation text for footnote 1 last line of footnote 1
II	0140.0	AI	2	Footnote 2 pertains to col AI of Table II, row 0140
II	0140.0	AJ	3	Footnote 3 pertains to col AJ of Table II, row 0140
IV.A	0220.0	T	4	Footnote 4 pertains to all col. T of Table IV.A row 0220.0
V	ALL	ALL	5	Footnote 5 pertains to all rows and all columns of Table V

**REMINDER:** Certain items require accompanying mandatory footnotes and must be entered in the Footnote Text record(s). Such items are listed below and specified in the appropriate section of the instructions for filing this report.

Record Type I4 - field 4 (rows 0110.0 and 0114.0)  
Record Type S4 - field 4 (row 0134.0)  
Record Type U3 - field 4 (rows 0185.0, 0186.0, 0190.0)  
Record Type M3 - field 5 (column t) and field 6 (column u)  
All data fields designated as "Irretrievable."

Footnote records are needed if any data for the current period differ materially from those for the previous period and the difference is not self-explanatory but was caused by unusual circumstances. Also, if the carrier does not follow the procedures described in the row/column instructions in the Report Definition, footnote records are needed.

Footnote entries must provide detailed explanations for only those items reported in the current submission. Footnotes from prior submission should be included only if they remain applicable. In other words, when a resubmission nullifies an existing footnote, remove the footnote.



FCC REPORT 43-05  
ARMIS SERVICE QUALITY REPORTApproved by OMB  
3060-0395  
Edition Date: 12/2000COMPANY: 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:

II	0140.0	AI, AJ	2
V	ALL	ALL	5

THE ABOVE DATA HAS BEEN CORRECTED IN THIS SUBMISSION.  
SEE THE FOOTNOTE TABLE FOR FOOTNOTES WHERE APPLICABLE.REMINDER:

When an erratum occurs, carriers must use higher submission numbers and a new data entry date to denote a new submission. If there is a change in either the automated or paper report, the carrier must re-submit both. The automated report and the paper report submission numbers must be the same.

If the data items being corrected impact other data items in the report, then those items must also be corrected and referenced. Erratum references should reflect only those items corrected in the new submission. References from prior submissions must not be included in the new submission.

In addition to including these references in the erratum record(s) of the automated report, carriers must include a brief statement indicating the reason for the errata in the transmittal letter.