This document provides the instructions for FCC Report 43-05, the ARMIS Service Quality Report, which was adopted by the Commission in CC Docket No. 87-313. The instructions consist of the following five sections.

1. Reporting Procedures - details on the specific procedures to be followed when submitting this report to the Commission.

2. Report Definition - illustration of the rows and columns to be reported and their definitions.

    a. Summary - description of the form and its reporting burden.

    b. Form - illustration of the rows and columns to be reported.

    c. Row Instructions - instructions for completing the rows to be reported.

    d. Column Descriptions - description of the columns to be reported.

    e. Certification - illustration of the certification page.

3. Automated Report Specifications - detailed automated data processing (ADP) specifications for the automated report to be filed.

4. Paper Report Specifications - specifications for the paper report to be filed.

5. COSA Code Table - list of four letter COSA codes (CO = Company, SA = Study Area).

A.   **Introduction**

This document contains details on the specific procedures to be followed when submitting FCC Report 43-05, the ARMIS Service Quality Report, to the Commission.

B.   **General Information**

1.   FCC Report 43-05 was adopted by the Commission in the LEC Price Cap Order, Policy and Rules Concerning Rates for Dominant Carriers, Second Report and Order, CC Docket No. 87-313, 5 FCC Rcd 6786, 6827-30 (1990). See also Quality of Service Standards Order, Policy and Rules Concerning Rates of Dominant Carriers and Amendment of Part 61 of the Commission's Rules to Require Quality of Service Standards in Local Exchange Carrier Tariffs, Memorandum Opinion and Order, CC Docket No. 97-28, 12 FCC Rcd 8115 (1997). This report is prescribed for every mandatory price cap incumbent local exchange carrier and local exchange carriers electing the incentive regulation plan.

2.   Affected carriers shall file by April 1 for the previous calendar year.

3.   The report shall be filed at the study area (jurisdiction) and holding company levels.

4.   Each report and diskette must be clearly labeled to include the report number, company, study area, period, COSA code, version and submission number. The report number is 43-05, which identifies the filing as the ARMIS Annual Service Quality Report. The period identifies the year covered by the data. See the attached COSA Code Table (CO = Company, SA = Study Area) for a list of companies and their respective COSAs. The version refers to whether the filing is confidential, public or unrestricted. The submission number is defined as follows: submission 0 is for test data purposes only; submission 1 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 reports 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.

5.   All correspondence and pleadings shall identify the proceeding as CC Docket No. 87-313.

6.   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.

C.   **Data Items That Are "Not Available" or "Irretrievable"**

1.   The term "Not Available" is used below to refer only to those items which the Commission has ruled are not applicable to a particular row/column or are not required for a particular filing entity. If this report includes a field such as a sum, a ratio, or a percentage that cannot be computed completely and accurately because it relies on another item which the Commission has ruled is a "Not Available" item, then that field is also considered to be "Not Available."

2.   Items that are not being reported because the filing carrier has a waiver or has applied for a waiver are designated as "Irretrievable."

3.   See the Automated Report Specifications and the Paper Report Specifications for data entry conventions for these items.

D.   **Where to File**

1.   Carriers submitting FCC Report 43-05 should consult the schedule below which details the number of copies required and the location to which those copies should be delivered.

2.   Carriers are reminded that they must serve a copy of both the paper report and the automated report (diskette) on the FCC's contractor for public records duplication.

NUMBER OF COPIES				
Address	**Transmittal Letter**	**Edit Check Report**	**Paper Report**	**Automated Report (Diskette)**
Federal Communications Commission Office of the Secretary 445 Twelfth Street, S.W.; TW-A325 Washington, D.C. 20554	1	—	—	—
Federal Communications Commission Reference Information Center (RIC) 445 Twelfth Street, S.W.; CY-A257 Washington, D.C. 20554	1	—	1	1
FCC Wireline Competition Bureau Industry Analysis and Technology Division Attention: ARMIS 445 Twelfth Street, S.W.; 6-A220 Washington, D.C. 20554	1	1	1	1
Qualex International Portals II, 445 Twelfth Street, S.W. CY-B402 Washington, D.C. 20554	1	—	1	1

E.   **Footnotes**

1.   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, the carrier must include detailed footnote text to explain the specific circumstances. Certain items require accompanying footnotes and those items are specified in the appropriate sections of the instructions for filing the 43-05. Such footnotes are mandatory and must be entered in the Footnote Text Records and Footnote Table.

EXAMPLE:

Table I, Row 110 requires the reporting carrier to specify whether it is reporting number of orders or number of circuits in that row.

2.   If the reporting carrier does not follow the procedures described in the row and column instructions of the attached 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.

EXAMPLES:

Do not say, "Data are compiled using a more inclusive process than in previous filing."
Do say, "Data are compiled using a process that includes xxx, which was not included in previous filings. The impact of including xxx in this row inflates this number by x% over the previous reporting period."

Do not say, "This value was not calculated pursuant to the instructions."
Do, say "This value was calculated using the xxx method rather than the method described in the instructions because..."

Do not say, "Corrected Data."
Do say, "$xxxx is changed to $xxxx because ...".

Do not say, "Waiver" or "Waiver Granted."
Do say, "Waiver of Part xx.xxx was granted in CC Docket No. xx-xxx, X FCC, xxxx (1992) to allow Any Company to ....because...."

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.   The footnote text must be included in the Footnote Text Records and the Footnote Table as specified in the Automated Report Specifications and the Paper Report Specifications.

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.   **Certification**

    1.   Carriers must certify the accuracy of the data submitted in FCC Report 43-05 by including a certification statement, signed by a corporate officer, as the last page of the paper report.

    2.   The text of the certification statement is included in the attached Report Definition.

H.   **Waivers**

    1.   If a carrier determines that it will be unable to provide data required by FCC Report 43-05, it must file an application for waiver with the Commission following established Commission procedures. All such requests from a carrier should be included in a single application. The application must demonstrate good cause for reporting a different or lower level of detail, must establish the duration of the waiver requested, and must indicate how these deficiencies will be corrected.

    2.   Carriers should not act upon requests for waiver until waivers are granted. It is important that carriers be aware that waivers are not in effect until they are granted, in writing, by the Commission or under delegated authority.

    3.   Omission of individual data items or entries, without request for waiver, is unacceptable. One reason that compliance with the full requirements is so important is that omission of any single data entry by any carrier will jeopardize the accuracy of aggregate industry information.

I.   **Extension of Filing Time**

  1.   Requests for extensions of filing time must be made in a timely manner. Requests received less than 72 hours prior to a filing date are <u>prima facie</u> unreasonable.

J.   **Public Information**

  1.   The Public or Unrestricted Versions of the paper reports filed as Report 43-05 may be examined by the public at the FCC Reference Information Center (RIC), 445 Twelfth Street, S.W., Washington, D.C. Parties should contact the RIC at (202) 418-0270.

  2.   Copies of the Public or Unrestricted Versions of the paper or automated reports filed as FCC Report 43-05 may be obtained from the FCC's contractor for public records duplication, Qualex International. Parties should contact Qualex International at (202) 863-2893, facsimile (202) 863-2898, or via e-mail qualexint@aol.com.

  3.   Copies of the detailed reporting procedures for this report may be obtained over the Internet, from the Commission's web site, at http://www.fcc.gov/wcb/armis/.

For further information regarding these procedures, contact:

                              Barbara Van Hagen
                              FCC Wireline Competition Bureau
                              Industry Analysis and Technology Division
                              (202) 418-0840

Estimated Burden Hours Per Response: 850 hours

SUMMARY

This document provides the Report Definition for FCC Report 43-05, the ARMIS Service Quality Report, which must be provided annually by study area. It contains the following:

PAGE

All percentage amounts must be entered in percent and rounded to 2 decimal places. All minutes, days and hours must be rounded to the nearest tenth. Number of Access Lines must be entered in whole numbers. All number of orders, circuits, trouble reports, no trouble found, trunk groups, switches, complaints, and incidents must be entered in whole numbers. All other amounts must be rounded to the nearest thousand.

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. If a filing carrier has a waiver applicable to a certain field, it must treat the data for that field as "Irretrievable" and footnote the reason for that

entry (including a cite to the waiver, and a note as to its duration). Items which need not be reported because they do not apply are designated by N/A. DO NOT override N/As. If a reporting carrier should wish to apply data to a field containing an N/A, the carrier should enter the amount(s) and an explanation as a footnote to the field. The amount(s) must not be entered in an N/A'd field.

REMEMBER: Footnotes are mandatory in Table I, rows 0110 and 0114, Table II, row 0134, and in Table IV-A, column (t). Footnotes are mandatory for all "Irretrievable" entries.

When errata occur, carriers must include in the transmittal letter a brief statement indicating the reason for the errata. Other explanatory notes must be included in the footnote section of the filing.

NOTICE: The ARMIS 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. Your 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 any 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

COMPANY: XXXXXXXXXXXXX   XXXX Version
STUDY AREA: XXXXXXXXXXX   Submission XXX
PERIOD: From mmm yyyy To mmm yyyy   TABLE I
COSA: XXXX   PAGE 1 OF 1

TABLE I – INSTALLATION AND REPAIR INTERVALS
(Interexchange Access)

| | | | Special Access | |
| | | | High Speed | All |
ROW	CLASSIFICATION	Switched Access (aa)	Special Access (ab)	Special Access (ac)

INSTALLATION INTERVALS:

ROW	CLASSIFICATION	(aa)	(ab)	(ac)
0110	# Total Number of Orders or Circuits		N/A	
0111	# Missed for Customer Reasons (MCR)		N/A	
0112	% Commitments Met		N/A	
0114	Average Interval (in days)		N/A	

REPAIR INTERVALS:

ROW	CLASSIFICATION	(aa)	(ab)	(ac)
0120	# Total Trouble Reports			
0121	Average Interval (in hours)			

Legend:
  # indicates items that are not dollars or percents
  % indicates items to be entered as a percent

FCC Report 43-05
ARMIS SERVICE QUALITY REPORT

COMPANY: XXXXXXXXXXXXXX   XXXX Version
STUDY AREA: XXXXXXXXXXXX   Submission XXX
PERIOD: From mmm yyyy To mmm yyyy   TABLE II
COSA: XXXX   PAGE 1 OF 1

TABLE II – INSTALLATION AND REPAIR INTERVALS
(Local Service)

| | | Residence | | | Business | | | |
ROW	CLASSIFICATION	MSA (ad)	Non-MSA (ae)	Total (af)	MSA (ag)	Non-MSA (ah)	Total (ai)	Total (aj)
INSTALLATION INTERVALS:								
0130	# Installation Orders							
0131	# Missed/Cust. Reasons (MCR)							
0132	% Commitments Met							
0134	Average Interval (in days)							
REPAIR INTERVALS:								
0140	# Total Access Lines							
INITIAL TROUBLE REPORTS:								
0141	# Init. Trouble Reports							
0144	# Out-of-Svc. Trbl. Rpts.							
0145	Out-of-Svc. Rpr. Intvl. (in hours)							
0146	# All Other Trbl. Rpts.							
0147	All Other Rpr. Intvl. (in hours)							
0160	# Subsequent-Initial Trbl. Rpts.							
REPEAT TROUBLE REPORTS:								
0142	# Repeat Trouble Reports							
0148	# Out-of-Svc. Trbl. Rpts.							
0149	Out-of-Svc. Rpr. Intvl. (in hours)							
0150	# All Other Trbl. Rpts.							
0151	All Other Rpr. Intvl. (in hours)							
0170	# Subsequent-Repeat Trbl. Rpts.							
NO TROUBLE FOUND:								
0143	# Total No Trouble Found							

Legend:
   # indicates items that are not dollars or percents
   % indicates items to be entered as a percent

FCC Report 43-05
ARMIS SERVICE QUALITY REPORT

COMPANY: XXXXXXXXXXXXX   XXXX Version
STUDY AREA: XXXXXXXXXXXX   Submission XXX
PERIOD: From mmm yyyy To mmm yyyy   TABLE III
COSA: XXXX   PAGE 1 OF 1

TABLE III – COMMON TRUNK BLOCKAGE

ROW	CLASSIFICATION	Annual (ak)
0180	# Total Trunk Groups	
0181	# Groups Measured	
0185	# Common Groups Carrying FGD Exceeding Threshold 3 Mos.	
0186	# Other Common Groups Exceeding Threshold 3 Mos.	
0187	# Common Groups Carrying FGD Exceeding Threshold 1 Mo.	
0188	# Other Common Groups Exceeding Threshold 1 Mo.	
0189	# Common Groups Carrying FGD Exceeding DBO 3 Mos.	
0190	# Other Common Groups Exceeding DBO 3 Mos.	

Legend:
   # indicates items that are not dollars or percents
   % indicates items to be entered as a percent

FCC Report 43-05
ARMIS SERVICE QUALITY REPORT

COMPANY: XXXXXXXXXXXXXX   XXXX Version
STUDY AREA: XXXXXXXXXXX   Submission XXX
PERIOD: From mmm yyyy To mmm yyyy   TABLE IV
COSA: XXXX   PAGE 1 OF 1

TABLE IV - TOTAL SWITCH DOWNTIME

| | | Total Number Switches | Switches With Downtime | Total Switch Downtime | Incidents Under 2 Minutes | | |
| | | | | | Total | Unscheduled | % Unscheduled |
ROW	CLASSIFICATION	(an)	(ao)	(ap)	(aq)	(ar)	(as)
0200	MSA						
0201	Non-MSA						
0210	Switches Under 1000						
0211	Switches 1000-4999 Lines						
0212	Switches 5000-9999 Lines						
0213	Switches 10000-19999						
0214	Switches 20000 or More						

FCC Report 43-05
ARMIS SERVICE QUALITY REPORT

COMPANY: XXXXXXXXXXXXX   XXXX Version
STUDY AREA: XXXXXXXXXXX   Submission XXX
PERIOD: From mmm yyyy To mmm yyyy   TABLE IV-A
COSA: XXXX   PAGE 1 OF 1

TABLE IV-A – OCCURRENCES OF TWO MINUTES OR MORE DURATION DOWNTIME

ROW	Cause (t)	CLLI Code (u)	Access Lines (v)	MSA (w)	Duration (x)	Date (y)	Time (z)
0220							
0221							
* * *							
0319							
0341							
0342							
* * *							
1040							

*** Denotes a continuation of rows.

FCC Report 43-05
ARMIS SERVICE QUALITY REPORT

COMPANY: XXXXXXXXXXXXXX   XXXX Version
STUDY AREA: XXXXXXXXXXXX   Submission XXX
PERIOD: From mmm yyyy To mmm yyyy   TABLE V
COSA: XXXX   PAGE 1 OF 1

TABLE V – SERVICE QUALITY COMPLAINTS

ROW	CLASSIFICATION	Total (da)	MSA (db)	Non-MSA (dc)
0320	# Business Access Lines			
0321	# Federal Complaints-Business			
0322	# State Complaints-Business			
0330	# Residential Access Lines			
0331	# Federal Complaints-Residence			
0332	# State Complaints-Residence			

Legend:
   # indicates items that are not dollars or percents
   % indicates items to be entered as a percent

General Instructions

For the purposes of this report, the terms switch, switching entity and entity are used interchangeably. The terms access lines, lines and lines in service are also used interchangeably. Switch counts and access line counts are updated annually, representing year-end counts. Roll-ups of 43-05 data will contain data with percentages and averages appropriately weighted. Data for individual study areas associated with each holding company requiring a weighted average will be multiplied by the weighting factor or parameter indicated below, summed, and divided by the total of the weighting parameter for all study areas.

Rows 0112 and 0114 (Percent Commitments Met and Average Interval) will be calculated as the weighted average of individual study area data using Row 0110 (Total Number of Orders or Circuits) as the weighting factor or parameter. Similarly, roll-ups for Row 0121 (Average Interval) will use Row 0120 (The Total Number of Trouble Reports) as the weighting factor; roll-ups of Rows 0132 and 0134 (Percent Commitments Met and Average Interval) will use Row 0130 (Installation Orders) as the weighting factor; Row 0145 (Out of Service Average Repair Interval) will use Row 0144 (Out of Service Initial Trouble Reports) as the weighting factor; Row 0147 (All Other Average Repair Interval) will use Row 0146 (All Other Initial Trouble Reports) as the weighting factor; Row 0149 (Out of Service Repeat Repair Interval) will use Row 0148 (Out of Service Repeat Trouble Reports) as the weighting factor and Row 0151 (Other Average Repair Interval) will use Row 0150 (Other Repeat Trouble Reports) as the weighting factor in calculating the weighted averages.

Row Instructions

Table I

Row 0110 - <u>Total Number of Orders or Circuits</u> - Enter the total number of installation orders or circuits from Interexchange carriers/customers that were completed during the current reporting period on this row. This amount excludes installation orders or circuits not completed by the commitment date because the customer was not prepared to receive service on that date. (The amount of these exclusions is entered in Row 0111.) Enter in whole numbers. **The reporting carrier must include a footnote to indicate whether it is counting orders or circuits. This footnote is mandatory and must be entered in the Footnote Table.**

Row 0111 - <u>Missed for Customer Reasons (MCR)</u> - Enter the number of completed circuits or installation orders that were not completed by the commitment date because the customer was not prepared to receive service on that date. (Examples of MCR include, but are not limited to, the following situations: 1) customer not ready, 2) customer requested later date, 3) premises not ready, 4) customer not prepared to test, 5) no access to premises. Enter in whole numbers.

Row 0112 - <u>% Commitments Met</u> - Enter the percentage of commitments met during the current reporting period on this row. This amount is calculated by dividing the number of installation orders

or circuits from Interexchange carriers/customers completed by commitment date by the total number of installation orders or circuits (Row 0110). Enter in percent, rounded to 2 decimal places. NOTE: Commitment dates are based on the ILEC's installation intervals. The installation intervals for various kinds of installations are published by the ILECs and must be kept on file with the Commission. Commitment dates may be extended at the customer's request.

Row 0114 - <u>Average Interval</u> - Enter the average interval, expressed in business days, between the date the service order for Interexchange carriers/customers was placed and the date the service order was completed, for orders completed during the current reporting period. This amount excludes orders having commitment dates extended by customers. Round to the nearest tenth. **If the average interval is reported as zero for any column when Row 0110 is greater than zero, the reporting carrier must include a footnote explaining the reason for the zero entry. This footnote is mandatory and must be entered in the Footnote Table.**

Row 0120 - <u>Total Trouble Reports</u> - Enter the total number of circuit-specific trouble reports referred to the ILEC by interexchange carriers/customers during the current reporting period. Enter in whole numbers.

Row 0121 - <u>Average Interval</u> - Enter the average interval, in hours to the nearest tenth based on a stopped clock, from the time of the reporting carrier's receipt of the trouble report to the time of acceptance by the complaining interexchange carrier/customer. This interval is defined as "Interval measured in clock hours, excluding only time when maintenance is delayed due to circumstances beyond the ILEC's control. Typical reasons for delay include, but are not limited to, premise access when a problem is isolated to the location or to absence of customer support to test facilities."

Table II

Row 0130 - <u>Installation Orders</u> - Enter the total number of installation orders for local service customers for the current reporting period. This amount excludes installation orders not completed by the commitment date because the customer was not prepared to receive service on that date. Enter in whole numbers.

Row 0131 - <u>Missed for Customer Reasons (MCR)</u> - Enter the number of completed installation orders that were not completed by the commitment date because the customer was not prepared to receive service on that date. (Examples of MCR include, but are not limited to, the following situations: 1) customer not ready, 2) customer requested later date, 3) premises not ready, 4) customer not prepared to test, 5) no access to premises. Enter in whole numbers.

Row 0132 - <u>% Commitments Met</u> - Enter the percentage of commitments met during the current reporting period on this row. This amount is calculated by dividing the number of installation orders completed by commitment date by the total number of installation orders (Row 0130). Enter in percent, rounded to 2 decimal places.

Row 0134 - <u>Average Interval</u> - Enter the average interval, expressed in business days, between the date the service order was placed and the date the service order was completed during the current reporting period. This amount excludes all orders having commitment dates set by customers. Round to the nearest tenth. **If the average interval is reported as zero for any column when Row 0130 is greater than zero, the reporting carrier must include a footnote explaining the reason for the zero entry. This footnote is mandatory and must be entered in the Footnote Table.**

Row 0140 - <u>Total Access Lines</u> - Total end-of-year, in-service access lines in the study area. Access lines include all classifications of local exchange telephone service including, but not limited to, individual lines, party line access, PBX access, Centrex access, Coin access, Foreign Exchange access and WATS access. Access lines, as defined herein, is a more inclusive term than billable access lines as defined in ARMIS 43-01 and 43-04 reports. See row instructions for Rows 2090 through 2140 of the ARMIS 43-01 Report and Row 9010 of the ARMIS 43-04 Report for the definition of billable access lines. Enter in whole numbers.

<u>Initial Trouble Reports</u> - These are complaints concerning service quality made by customers or end users to ILECs. Such complaints concern problems that have not been reported to the ILEC within the previous thirty day period.

<u>Subsequent Trouble Reports</u> - These are customer trouble reports made to the ILEC on service quality problems, after the initial trouble report, but before the ILEC has resolved the initial trouble report. A trouble report may be "resolved" by closing it to "no trouble found."

Row 0141 - <u>Total Initial Trouble Reports</u> - Enter the total number of initial trouble reports. This amount equals the total of Rows 0144 and 0146. Subsequent trouble reports are not included. Enter in whole numbers.

Row 0144 - <u>Out-of-Service Initial Trouble Reports</u> - Enter the number of initial out-of-service trouble reports received by the reporting carrier during the current reporting period. Out-of-service means that the trouble reported causes the customer to be totally without telephone service. Enter in whole numbers.

Row 0145 - <u>Out-of-Service Average Repair Interval</u> - Enter the average interval, expressed in hours to the nearest tenth measured on a running clock, between the time a trouble report entered in Row 0144 is received by the ILEC, and the time the trouble report is cleared. This interval is defined as "the total time from receipt of the customer trouble to clearing the trouble. Clearing represents the final disposition of the report, either repairing the problem or closing the report to another category, such as a no trouble found category."

Row 0146 - <u>All Other Initial Trouble Reports</u> - Enter the number of all other initial trouble reports (complaints concerning static, interrupted calls, etc.) received by the reporting carrier during the

current reporting period. Enter in whole numbers.

Row 0147 - <u>All Other Average Repair Interval</u> - Enter the average interval, expressed in hours measured on a running clock, between the time a trouble report entered in Row 0146 is received by the ILEC, and the time the trouble report is cleared. Round to the nearest tenth.

Row 0160 - <u>Subsequent Reports Related to Initial Trouble Reports</u> - Enter the total number of initial subsequent trouble reports. Enter in whole numbers.

<u>Repeat Trouble Reports</u> - These are customer trouble reports concerning service quality that are received within thirty days after the resolution of an initial trouble report on the same line.

<u>Subsequent Trouble Reports</u> - These are customer trouble reports made to the ILEC on service quality problems, after the repeat trouble report, but before the ILEC has resolved the repeat trouble report. A trouble report may be "resolved" by closing it to "no trouble found."

Row 0142 - <u>Total Repeat Trouble Reports</u> - Enter the total number of repeat trouble reports. This amount equals the total of Rows 0148 and 0150. Subsequent trouble reports are not included. Enter in whole numbers.

Row 0148 - <u>Out-of-Service Repeat Trouble Reports</u> - Enter the number of out-of-service repeat trouble reports received by the reporting carrier during the current reporting period. Enter in whole numbers.

Row 0149 - <u>Out-of-Service Average Repair Interval</u> - Enter the average interval, expressed in hours measured on a running clock, between the time a trouble report entered in Row 0148 is received by the ILEC, and the time the trouble report is cleared. Round to the nearest tenth.

Row 0150 - <u>All Other Repeat Trouble Reports</u> - Enter the number of other repeat trouble reports received by the reporting carrier during the current reporting period. Enter in whole numbers.

Row 0151 - <u>All Other Average Repair interval</u> - Enter the average interval, expressed in hours measured on a running clock, between the time a trouble report entered in Row 0150 is received by the ILEC and the time the trouble report is cleared. Round to the nearest tenth.

Row 0170 - <u>Subsequent Reports Related to Repeat Trouble Reports</u> - Enter the total number of repeat subsequent trouble reports. Enter in whole numbers.

Row 0143 - <u>No Trouble Found</u> - No trouble found refers to a trouble report investigation which finds no discernible problem. Enter the number of investigations which found no problem during the current reporting period. Enter in whole numbers.

Table III

Row 0180 - <u>Total Trunk Groups</u> - Enter the total number of common trunk groups for which the reporting carrier is responsible as of the end of the year. Common trunk groups are trunk groups between the ILEC end office and the ILEC access tandem that carry Feature Group B, C and D access traffic. IntraLATA traffic may also be carried on these groups. Enter in whole numbers.

Row 0181 - <u>Groups Measured</u> - Enter the number of common trunk groups measured as of the end of the year in this row. Enter in whole numbers.

Row 0185 - <u>Common Trunk Groups Carrying Feature Group D (FGD) Traffic Exceeding Servicing Threshold for Three Consecutive Months</u> - Enter the number of times a common trunk group carrying FGD traffic has exceeded a servicing threshold of 2% for three or more consecutive months during the reporting period. For example, if the same group exceeds the servicing threshold for two non-consecutive periods, where each period is three or more months in duration, count two. (Non-consecutive periods are periods separated by one or more months.) **Carriers using other thresholds must footnote them.** Enter in whole numbers.

Row 0186 - <u>Other Common Trunk Groups Exceeding Servicing Threshold for Three Consecutive Months</u> - Enter the number of times each other common trunk group carrying interstate traffic has exceeded a servicing threshold of 3% for three or more consecutive months during the reporting period. For example, if the same group exceeds the servicing threshold for two non-consecutive periods, where each period is three or more months in duration, count two. (Non-consecutive periods are periods separated by one or more months.) **Carriers using other thresholds must footnote them.** Enter in whole numbers.

Row 0187 - <u>Common Trunk Groups Carrying Feature Group D (FGD) Traffic Exceeding Servicing Threshold for One Month</u> - Enter the number of times a common trunk group carrying FGD traffic has exceeded a servicing threshold of 2% for any one month during the reporting period. For example, if the same group exceeds the servicing threshold in three separate months, count three. **Carriers using other thresholds must footnote them.** Enter in whole numbers.

Row 0188 - <u>Other Common Trunk Groups Exceeding Servicing Threshold for One Month</u> - Enter the number of times each other common trunk group carrying interstate traffic has exceeded a servicing threshold of 3% for any one month during the reporting period. For example, if the same group exceeds the servicing threshold in three separate months, count three. **Carriers using other thresholds must footnote them.** Enter in whole numbers.

Row 0189 - <u>Common Trunk Groups Carrying Feature Group D (FGD) Traffic Exceeding Design Blocking Objectives for Three Consecutive Months</u> - Enter the number of times a common trunk group carrying FGD traffic has exceeded a design blocking objective (DBO) of 0.5% for three or

more consecutive months during the reporting period. For example, if the same group exceeds the servicing threshold for two non-consecutive periods, where each period is three or more months in duration, count two. (Non-consecutive periods are periods separated by one or more months.) **Carriers using a different DBO must footnote it.** Enter in whole numbers.

Row 0190 - <u>Other Common Trunk Groups Exceeding Design Blocking Objectives for Three Consecutive Months</u> - Enter the number of times each other common trunk group carrying interstate traffic has exceeded a design blocking objective (DBO) of 1.0% for three or more consecutive months during the reporting period. For example, if the same group exceeds the servicing threshold for two non-consecutive periods, where each period is three or more months in duration, count two. (Non-consecutive periods are periods separated by one or more months.) **Carriers using a different DBO must footnote it.** Enter in whole numbers.

<div align="center">Table IV</div>

Row 0200 - <u>MSA</u> - This row represents all MSAs served within the study area. MSAs, or Metropolitan Statistical Areas, are designated by the Office of Management and Budget in a list released following each decennial census. An MSA includes at least one city with a minimum population of 50,000, or a Census Bureau defined urbanized area of at least 50,000 population located in one or more counties that qualify and whose population is at least 100,000. See 55 Fed. Reg. 12154 (March 30, 1990). Use the rounding conventions specified in the column instructions when entering these data.

Row 0201 - <u>Non-MSA</u> - This row represents all areas in the study area which lie outside of any MSA. Use the rounding conventions specified in the column instructions when entering these data.

Row 0210 - <u>Switches Under 1,000 Lines</u> - Enter the number of switches, and associated data, serving fewer than 1,000 access lines. Use the rounding conventions specified in the column instructions when entering these data.

Row 0211 - <u>Switches with 1,000 to 4,999 Lines</u> - Enter the number of switches, and associated data, serving 1,000 to 4,999 access lines. Use the rounding conventions specified in the column instructions when entering these data.

Row 0212 - <u>Switches with 5,000 to 9,999 Lines</u> - Enter the number of switches, and associated data, serving 5,000 to 9,999 access lines. Use the rounding conventions specified in the column instructions when entering these data.

Row 0213 - <u>Switches with 10,000 to 19,999 Lines</u> - Enter the number of switches, and associated data, serving 10,000 to 19,999 access lines. Use the rounding conventions specified in the column instructions when entering these data.

Row 0214 - <u>Switches with 20,000 or More Lines</u> - Enter the number of switches, and associated data, serving 20,000 or more access lines. Use the rounding conventions specified in the column instructions when entering these data.

NOTE: The sum of Rows 0200 and 0201 equals the sum of Rows 0210 through 0214.

Table IV-A

General Instructions

No roll-ups are to be provided for this table because the essence of this table is to provide information on individual incidents: the cumulative data for the study area and the company are provided in Table IV and the roll-up of Table IV.

Rows 0220 through 1040 - Each of these rows, with the exception of Rows 0320 through 0340 which are in Table V, is provided for entry of one occurrence of switch downtime of two or more minutes in duration. For each occurrence use one row, entering the appropriate data in the columns provided. Include only those rows with data to be reported, but complete every item in those rows. Use the rounding conventions specified in the column instructions when entering these data.

Table V

<u>Service Quality Complaints</u> - Service quality complaints are complaints pertaining to service quality filed with state or federal regulatory authorities. This term does not include complaints relating to billing, operator service providers, 900 or 976 services.

Row 0320 - <u>Number of Business Access Lines</u> - Enter the total number of business access lines as of December 31 of the calendar year being reported in the study area on this row. The data should agree with data reported on Row 0140, Table II. Enter in whole numbers.

Row 0321 - <u>Federal Complaints from Business Users</u> - Federal complaints are complaints filed with this Commission. Enter the number of federal complaints filed by business users on this row. Enter in whole numbers.

Row 0322 - <u>State Complaints from Business Users</u> - State complaints are complaints filed with state regulatory agencies. Enter the number of state complaints filed by business users on this row. Enter in whole numbers.

Row 0330 - <u>Number of Residential Access Lines</u> - Enter the total number of residential access lines as of December 31 of the calendar year being reported in the study area on this row. The data should agree with data reported on Row 0140, Table II. Enter in whole numbers.

Row 0331 - <u>Federal Complaints from Residential Users</u> - Enter the number of federal complaints filed by residential users on this row. Enter in whole numbers.

Row 0332 - <u>State Complaints from Residential Users</u> - Enter the number of state complaints filed by residential users on this row. Enter in whole numbers.

Service Quality Report

Column Descriptions

Table I

Interexchange - This table represents interexchange carrier customers placing installation orders or reporting trouble to the local exchange carrier during the current reporting period.

Column (aa) - Switched Access - Circuit from the incumbent local exchange carrier (ILEC) office to the interexchange carrier/customer Point of Presence (POP) for Feature Group B, C or D interstate service.

Special Access - Circuit from the ILEC facilities to the interexchange carrier POP or customer premises for voice grade service, WATS/800, metallic and telegraph services, audio or video program services, wideband services, DDS, high capacity, DS1, DS3, and switched Feature Group A services.

Column (ab) - High Speed Special Access - Circuit from the ILEC facilities to the interexchange carrier POP or customer premises for DS1, DS2, DS3 and other similar digital services.

Column (ac) - All Special Access - Enter all special access data, including those entered in column (ab), in this column.

Table II

Residence - Columns (ad), (ae) and (af) represent residential customers placing installation orders or reporting trouble to the local exchange carrier during the current reporting period.

Column (ad) - MSA - MSAs, or Metropolitan Statistical Areas, are designated by the Office of Management and Budget in a list following each decennial census. An MSA includes at least one city with a minimum population of 50,000 and its surrounding area, or a Census Bureau defined urbanized area of at least 50,000 population located in one or more counties that qualify and whose population is at least 100,000. See 55 Fed. Reg. 12154 (March 30, 1990). This amount represents all residential customers located within MSAs in the study area served by the reporting carrier.

Column (ae) - Non-MSA - This amount represents all residential customers located outside of all MSAs in the study area served by the reporting carrier.

Column (af) - Total - This amount represents all residential customers in the study area served by the reporting carrier (the sum or weighted average of columns (ad) and (ae), as applicable).

Business - Columns (ag), (ah) and (ai) represent local service business customers placing installation orders or reporting trouble to the local exchange carrier during the current reporting period.

Column (ag) - MSA - See column (ad) for the definition of MSA. This amount represents all local service business customers located within MSAs in the study area served by the reporting carrier.

Column (ah) - Non-MSA - This amount represents all local service business customers located outside of all MSAs in the study area served by the reporting carrier.

Column (ai) - Total - This amount represents all business customers in the study area served by the reporting carrier (the sum or weighted average of columns (ag) and (ah), as applicable).

Column (aj) - Total - This amount represents all customers (residential and business, MSA and Non-MSA) in the study area served by the reporting carrier (the sum or weighted average of columns(af) and (ai), as applicable).

Table III

Column (ak) - Annual - Report data on an annual basis displaying annual results.

Table IV

Switch Downtime - Switch downtime occurs when call processing capability for an end office is lost. Multiple serial outages at a single switch are to be counted as multiple individual outages if service is restored, even momentarily, between them.

Column (an) - Total Number of Switches - Switching entities (switches) are assemblies of equipment designed to establish connections between lines and trunks. Switching entities include local, class 5 switching machines and any associated remotes; e.g., a host end office and its three associated remotes will be reported as four switching entities. Switching entities designed exclusively for access tandem, class 4, or operator services are not reported here. There may be more than one switching entity per central office or wire center. Enter in whole numbers.

Column (ao) - Number of Switches With Downtime - This column represents the number of switches that experienced downtime during the current reporting period. In cases of multiple incidents of outage in the same switch, that switch would only be reported once. Enter in whole numbers.

Column (ap) - Total Switch Downtime - Switch downtime occurs when call processing capability for an end office is lost. Report all downtime, in cumulative minutes to the nearest tenth, in this column.
Incidents Under Two Minutes

Column (aq) - <u>Total Incidents Under Two Minutes</u> - This amount represents the number of incidents of downtime under two minutes in duration. Enter in whole numbers.

Column (ar) - <u>Unscheduled</u> - This amount represents the number of incidents of switch downtime under two minutes in duration that were not scheduled for routine maintenance or network upgrades. Scheduled downtime refers to those times when a switch is taken down at a predetermined time so that it may be upgraded or serviced. Such downtimes usually occur during non-busy hours. All other downtime incidents are unscheduled. Enter in whole numbers.

Column (as) - <u>% Unscheduled</u> - This amount represents the percent of downtime incidents under two minutes that are not scheduled for routine maintenance or network upgrades. (The ratio of column (ar) to column (aq), in percent). Enter in percent, rounded to 2 decimal places.

Table IV-A

Column (t) - <u>Cause</u> - This column is two spaces wide. Each condition that causes downtime is entered here as one of the following two-digit codes:

01 - scheduled - includes outages, restarts, phases, etc. resulting from scheduled or planned manual initializations. This includes such activities as parameter loads, software/firmware changes, and other OA&M activities.

02 - procedural errors - telco - installation or maintenance related

03 - procedural errors - telco - non installation or maintenance related (deviation from established procedures, or human error within established procedures; includes failure to respond)

04 - procedural errors - system vendors - includes errors in documentation/instruction

05 - procedural errors - other vendors - e.g., contractor, independent installation vendor

06 - software design - faulty or ineffective design, including faulty patches or software overrides provided by vendor

07 - hardware design - design deficiency or error. Does not include Product Change Notice (PCN) inappropriately delayed by vendor (= procedural error vendor) or telco (= procedural error telco), or PCN waived by telco (= procedural error telco)

08 - hardware failure - random hardware failure not related to design but due to inherent unreliability of system components

09 - acts of God - weather, natural disaster (including lightning, but not if lightning's effect due to bonding or grounding violations; then = procedural error vendor or telco)

10 - traffic overload - traffic load exceeds engineered capacity of system due to unforeseen external condition; not if due to system trouble, inadequate engineering, inadequate network management, system design deficiency

11 - environmental - contamination, leaks, temperature, etc.

12 - external power failure - use of this classification is rare because of existence of battery and other backup systems; does not include failures of converters, inverters internal to telco

13 - massive line outage - cable cut, other

14 - remote - loss of facilities between host and remote (if due to activities internal to host or remote; if external, assign other cause as appropriate - e.g., cable dig-up = procedural telco or procedural other vendor)

15 - other/unknown - **must be footnoted; if unknown, so state in footnote**.

Thus a carrier noting an unscheduled outage due to an external power failure would report simply "12." **Footnotes should be used to give further details when necessary. If a code other than the standard 11-digit code is used, it must be footnoted.**

Column (u) - <u>CLLI Code</u> - Enter the eleven-character CLLI (Common Language Location Identifier) code which identifies the switch that experienced downtime of two minutes or more in duration. Enter data for only one switch's outage incident on a row. Take care to verify that the CLLI codes entered match the CLLI codes in the Local Exchange Routing Guide (LERG). **If a switch has been retired during the reporting period, provide in a footnote the 5-character Equipment Type code that would have appeared in the LERG when the switch was in service.**

Column (v) - <u>Access Lines</u> - Total in-service access lines served by the switch. Enter in whole numbers.

Column (w) - <u>MSA</u> - See Table II, column (d) for the definition of MSA. Enter Y if the incident involved a switch that lies within an MSA in the study area served. Enter N if the incident involved a switch outside of all MSAs in the study area served.

Column (x) - <u>Duration</u> - Enter the duration of the outage in minutes, to the nearest tenth, in this column.

Column (y) - <u>Date</u> - Enter the date of the outage in this column using the format; mmddyyyy.

Column (z) - <u>Time</u> - Enter the time of the outage in this column using format hhmm for a 24 hour clock (e.g., 11:00 p.m. = 2300; noontime = 1200; 6:30 p.m. = 1830, etc.)

Table V

Column (da) - <u>Total</u> - Enter the total number of access lines in the study area for rows 0320 and 0330 in this column; enter the total number of complaints in the study area for rows 0321, 0322, 0331 and 0332 in this column. The amount in this column equals the sum of columns (db) and (dc).

Column (db) - <u>MSA</u> - See Table II, column (ad) for the definition of MSA. Enter the appropriate MSA amounts for rows 0320, 0321, 0322, 0330, 0331 and 0332 in this column.

Column (dc) - <u>Non-MSA</u> - Enter the appropriate non-MSA amounts for rows 0320, 0321, 0322, 0330, 0331 and 0332 in this column.

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 _____

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. 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. If there is a change in the data in either the automated or paper report, the carrier must resubmit both. The automated and paper report submission numbers must be the same. When correcting format errors (e.g. misplaced or invalid delimiters), 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 2001, would be LBIL01SQ.U01:

               LBIL   COSA for Illinois Bell
               01   Data for calendar year 2001
               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 "mmddyyyy"; 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.   <u>Rounding Conventions</u>

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.   <u>Footnotes</u>

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.   <u>Record Type E5 - Erratum Record</u>
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.   <u>Record Type T1 - Trailer Record</u>
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
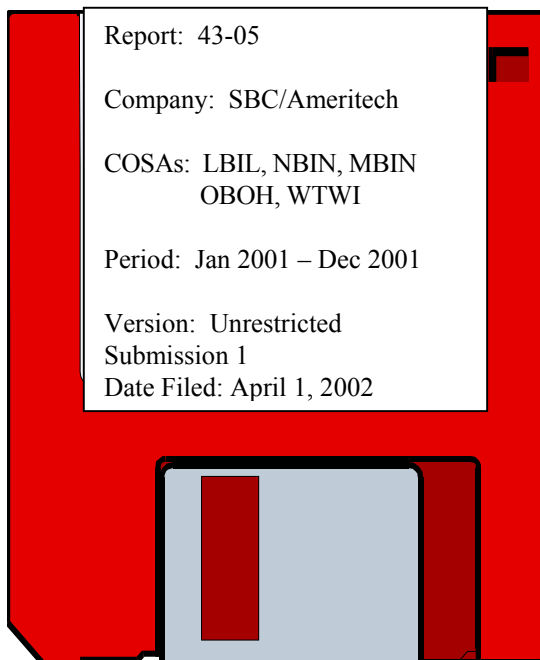
Sample 2: COSAs with different submissions numbers

Report: 43-05

Company: SBC/Ameritech

COSAs: LBIL, NBIN, MBIN
             OBOH, WTWI

Period: Jan 2001 – Dec 2001

Version: Unrestricted
Submission 1
Date Filed: April 1, 2002

Report: 43-05

Company: SBC/Ameritech

COSAs: LBIL (Sub 2),
             NBIN (Sub 3),
             OBOH & WTWI (Sub 4)

Period: Jan 2001 – Dec 2001
Version: Unrestricted
Date Filed: July 20, 2002
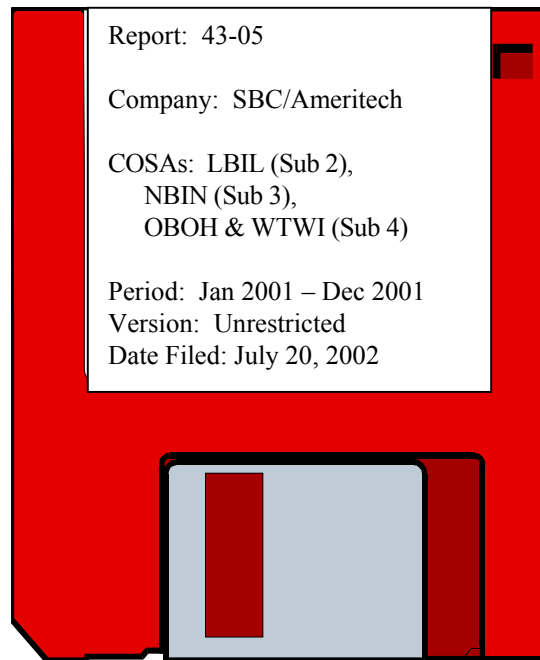
<u>RECORD TYPE H1 - HEADER RECORD</u>

<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	"LBIL01SQ.U01"	18 – 31	The name of the ASCII file. Format: See page 1, paragraph B.4. Include quotation marks.
5	Year	2001	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	20020315	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","LBIL01SQ.U01",2001,0,20020315,"U",01,"XQ"
```

RECORD TYPE L2 - LABEL RECORD

Field	Item	Example	Position	Description
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 2001 to Dec 2001"	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
123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345
Sample record:
1002,"LBIL","L2","FCC REPORT 43-05","A","Illinois Bell            ","Illinois              "
```

```
    1         1         1
    0         1         2
6789012345678901234567890123
Continuation of sample record:
,"Jan 2001 to Dec 2001","XQ"
```

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

Field	Item	Example	Position	Description
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 <u>mandatory</u> 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
123456789012345678901234567890123456789012345678
Sample records:
1003,"LBIL","I4",0110.0,    1219,   -99999,    1521,"XQ"
1004,"LBIL","I4",0112.0,  100.00,-99999.00,   97.60,"XQ"
```

<u>RECORD TYPE S4 - INSTALLATION AND REPAIR INTERVALS LOCAL SERVICE DATA RECORD</u>

<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.

RECORD TYPE S4 – INSTALLATION AND REPAIR INTERVALS LOCAL SERVICE 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 <u>mandatory</u> footnotes and must be entered in the Footnote Text record(s). Record Type S4 requires mandatory footnotes for those data fields designated as "Irretrievable" and for row 0134.

```
             1         2         3         4         5         6         7         8         9
12345678901234567890123456789012345678901234567890123456789012345678901234567890123456789012345678
Sample record:
1009,"LBIL","S4",0130.0,   123792,     8394,    32186,     3464,      793,     4257,    36443,"XQ"
1010,"LBIL","S4",0132.0,    99.60,    99.80,    99.70,     0.00,     0.00,     0.00,    99.70,"XQ"
```

<u>RECORD TYPE U3 - COMMON TRUNK BLOCKAGE DATA RECORD</u>

<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 <u>mandatory</u> 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.

```
          1         2         3
123456789012345678901234567890123456 78
Sample record:
1027,"LBIL","U3",0180.0,   787412,"XQ"
```

RECORD TYPE D2 - TOTAL SWITCH DOWNTIME DATA RECORD

Field	Item	Example	Position	Description
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.

RECORD TYPE D2 - TOTAL SWITCH DOWNTIME 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 <u>mandatory</u> footnotes and must be entered in the Footnote Text record(s). Record Type D2 requires mandatory footnotes for those data fields designated as "Irretrievable."

```
         1         2         3         4         5         6         7         8
1234567890123456789012345678901234567890123456789012345678901234567890123456789012345678
Sample record:
1035,"LBIL","D2",0200.0,     337,      81,    585.5,      79,      26,   32.90,"XQ"
```

<u>RECORD TYPE M3 - SECTION ID RECORD</u>

<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.

```
          1         2         3
12345678901234567890123456789 0123
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

Field	Item	Example	Position	Description
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.

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

Field	Item	Example	Position	Description
9	Column (x) data	5.5	56 – 64	Column (x) data Format: See Field 7 above.
10	Column (y) data	"09242001"	66 – 75	Column (y) data Format: "mmddyyyy" Include quotation marks.
11	Column (z) data	"2400"	77 – 82	Column (z) time Use the 24-hour clock for carrier's local time. Format: "hhmm". Include quotation marks.
12	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.

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 M3 requires mandatory footnotes for those data fields designated as "Irretrievable" and for columns (t) and (u).

```
          1         2         3         4         5         6         7         8
123456789012345678901234567890123456789012345678901234567890123456789012345678901234567
Sample records:
1043,"LBIL","M3",0220.0,09,"ARABALXADSO",      2317,"Y",      5.5,"09242001","2400","XQ"
1044,"LBIL","M3",0221.0,13,"ANTNALMT23E",       100,"N",     89.0,"10212001","1340","XQ"
```

<u>RECORD TYPE G2 - SERVICE QUALITY COMPLAINTS DATA RECORD</u>

Field	Item	Example	Position	Description
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 <u>mandatory</u> footnotes and must be entered in the Footnote Text record(s). Record Type G2 requires mandatory footnotes for those data fields designated as "Irretrievable."

```
           1         2         3         4         5
 12345678901234567890123456789012345678901234567890123456789012345678

 Sample record:
 1045,"LBIL","G2",0320.0,      782,      511,      271,"XQ"
```

RECORD TYPE F3 - FOOTNOTE TEXT RECORD

Field	Item	Example	Position	Description
1	Record Number (for this record)	1051	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	"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.

RECORD TYPE F3 – FOOTNOTE TEXT RECORD (continued)

Field	Item	Example	Position	Description
9	Sequence Number	1	46 – 47	The sequence number of the record within the footnote. In other words, the order of the specific records in the sequence of records which, when combined, will provide the entire footnote. Valid range: 1 to 99. Format: Right justified and space filled.
10	Footnote Text	"Footnote text " (Spaces until pos. 104)	49 – 105	The text of the footnote or of the continuation line. Format: Include quotation marks at the beginning and end of this field and left justify within these quotation marks.
11	End of Record Code	"XQ"	107 – 110	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 <u>mandatory</u> 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 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.

```
                                                                                      1         1
           1         2         3         4         5         6         7         8         9         0         1
 1234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890
 Sample records:
1051,"LBIL","F3",1003,"I  ",0110.0,"ZZ",  1, 1,"Footnote text for footnote 1                          ","XQ"
1052,"LBIL","F3",1003,"I  ",0110.0,"ZZ",  1, 2,"continuation text for footnote 1                      ","XQ"
1053,"LBIL","F3",1003,"I  ",0110.0,"ZZ",  1, 3,"last line of footnote 1.                              ","XQ"
1054,"LBIL","F3",1013,"II ",0140.0,"AI",  2, 1,"Footnote 2 pertains to col. AI of Table II row 0140.  ","XQ"
1055,"LBIL","F3",1013,"II ",0140.0,"AJ",  3, 1,"Footnote 3 pertains to col. AJ of Table II row 0140.  ","XQ"
1056,"LBIL","F3",1038,"IV.A",0230.0,"T ",  4, 1,"Footnote 4 pertains to col. T of Table I row 0230.0.   ","XQ"
1057,"LBIL","F3",9999,"V  ",9999.0,"ZZ",  5, 1,"Footnote 5 pertains to all rows and all cols of Table V","XQ"
```

RECORD TYPE E5 - ERRATUM RECORD

Field	Item	Example	Position	Description
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.

RECORD TYPE E5 - ERRATUM RECORD (continued)

Field	Item	Example	Position	Description
8	Second Column Label	"AJ"	42 – 45	
9	Third Column Label	" "	47 – 50	Fields 8 thru 26 are similar to Field 7 and are used when the correction is in the same row and more than one column.
.				
.				Otherwise, enter " ".
.				
26	Twentieth Col. Label	" "	132 – 135	
27	Footnote Number	2	137 – 139	This field contains the footnote number that explains the correction. Format: Right justified and space filled.
28	End of Record Code	"XQ"	141 – 144	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.

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.

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.

```
          1         2         3         4         5         6         7         8         9
123456789012345678901234567890123456789012345678901234567890123456789012345678901234567890123456
Sample records:
1058,"LBIL","E5",1013,"II  ",0140.0,"AI","AJ","  ","  ","  ","  ","  ","  ","  ","  ","  ","  ",
1059,"LBIL","E5",9999,"V   ",9999.0,"ZZ","  ","  ","  ","  ","  ","  ","  ","  ","  ","  ","  ",
```

```
  1         1         1         1         1
  0         1         2         3         4
789012345678901234567890123456789012345678901234
Continuation of sample records:
"  ","  ","  ","  ","  ","  ","  ","  ",  2,"XQ"
"  ","  ","  ","  ","  ","  ","  ","  ",  5,"XQ"
```

RECORD TYPE T1 - TRAILER RECORD

Field	Item	Example	Position	Description
1	Record Number	1060	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
 12345678901234567890123456789012345678901234567890123456789012345678901234567
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 Specs. on Page
The Cover Page		31

Table		Illustrated in Report Definition Form on Page
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 Specs. on Page
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 Form on Page
The Certification Page	22

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.

FCC REPORT 43-05   Approved by OMB
ARMIS SERVICE QUALITY REPORT   3060-0395
                                                         Edition Date: 12/2001

COMPANY: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx   xxxxxxxxxxxx VERSION
STUDY AREA: xxxxxxxxxxxxxxxxxxx   SUBMISSION x
PERIOD: From mmm yyyy to mmm yyyy   FOOTNOTE TABLE
COSA: xxxx   PAGE 1 OF x

FOOTNOTE TABLE

Table	Row	Col	FN#	Footnote
(a)	(b)	(c)	(d)	(e)

sample entries:

Table	Row	Col	FN#	Footnote
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 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   Approved by OMB
ARMIS SERVICE QUALITY REPORT   3060-0395
                                                        Edition Date: 12/2001

COMPANY: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx   xxxxxxxxxxxx VERSION
STUDY AREA: xxxxxxxxxxxxxxxxxxx   SUBMISSION x
PERIOD: From mmm yyyy to mmm yyyy   ERRATUM TABLE
COSA: xxxx   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.