

Approved by OMB

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Estimated Burden Hours Per Response: 720 hours

SUMMARY

This document provides the Report Definition for FCC Report 43-06, the ARMIS Customer Satisfaction Report which must be provided annually by study area. It contains the following:

PAGE

Table I - Summary Customer Satisfaction Survey.....	3
Table I - Row Instructions.....	4
Table I - Column Descriptions.....	5

All percentage amounts must be entered in percent and rounded to 2 decimal places.

All quantities of offices and customers must be entered in whole numbers.

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 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 Customer Satisfaction 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 Customer Satisfaction Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation.

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

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

FCC Report 43-06
 ARMIS CUSTOMER SATISFACTION REPORT

COMPANY: XXXXXXXXXXXXXXXX
 STUDY AREA: XXXXXXXXXXXXXXXX
 PERIOD: From mmm yyyy To mmm yyyy
 COSA: XXXX

XXXX Version
 Submission XXX
 TABLE I
 PAGE 1 OF 1

TABLE I – SUMMARY CUSTOMER SATISFACTION SURVEY

ROW	CLASSIFICATION	Residential		Small Business		Large Business	
		Number Surveyed (ab)	Percent Dissatisfied (ac)	Number Surveyed (ad)	Percent Dissatisfied (ae)	Number Surveyed (af)	Percent Dissatisfied (ag)
0040	Installations						
0060	Repairs						
0080	Business Office						

Customer Satisfaction Report

Row Instructions

Table I

Table I is a summary report of the results of the responding carriers' customer satisfaction surveys consisting of generic categories into which the disaggregated categories used by the carriers may be summarized. We chose generic categories in order to maintain the integrity of the individual customer satisfaction surveys, designed by each of the carriers, to suit each carrier's unique circumstances. Use the rounding conventions specified in the column instructions when entering these data. **Footnotes are mandatory for all "irretrievable" entries.**

Row 0040 - Installations - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's installation services and procedures.

Row 0060 - Repairs - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's repair services and procedures.

Row 0080 - Business Office - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's business office services and procedures.

Customer Satisfaction Report

Column Descriptions

Table I

Column (ab) - Number of Residential Customers Surveyed - This column represents the number of residential customers surveyed. Enter in whole numbers.

Column (ac) - Percent of Residential Customers Dissatisfied - This column represents the percentage of residential customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (ad) - Small Business Customers Surveyed - This column represents the number of small business customers surveyed. “Small business customer” is defined by the filing ILEC. Enter in whole numbers.

Column (ae) - Percent of Small Business Customers Dissatisfied - This column represents the percentage of small business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (af) - Number of Large Business Customers Surveyed - This column represents the number of large business customers surveyed. “Large business customer” is defined by the filing ILEC. Enter in whole numbers.

Column (ag) - Percent of Large Business Customers Dissatisfied - This column represents the percentage of large business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.