



2016 ANNUAL SERVICES REPORT

Due Date

WORKSHEET

Need help or have questions?

Call 1-877-787-9860, option "1"
(8:00 a.m. - 5:00 p.m. ET, M-F)
or Visit

<https://econhelp.census.gov/sas>

YOUR RESPONSE IS REQUIRED BY LAW. Title 13, United States Code, Sections 131 and 182 authorizes this collection. Sections 224 and 225 requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the U.S. Census Bureau. By Section 9 of the same law, **YOUR CENSUS REPORT IS CONFIDENTIAL.** It may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. Under the same law, information that you report cannot be used for taxation, regulation, or investigation and are exempt from release under the Freedom of Information Act. Further, copies of your response retained in your files are immune from legal process.

DO NOT use this worksheet to respond to the survey, it is intended to assist you with gathering and preparing your data prior to reporting online.

Please view the online report for specific instructions that may apply to your EIN or firm.

Return to <https://econhelp.census.gov/sas> when you are ready to report online.

Report Online - Do Not Return

GENERAL INSTRUCTIONS

Throughout this survey, any reference to "**this firm**" is referring to the EIN that is printed in the mailing address area or the new EIN that was provided as a response in ②. Any responses related to "this firm" should only include data for the EIN referenced.

- Any significant change in this firm's operations should be noted in ⑩.
- For establishments sold or acquired in 2016 or 2015, report data only for the period the establishments were operated by this firm.
- Estimates are acceptable if book figures are not available.
- Enter "0" where applicable.
- Do not combine data for two or more detailed lines.
- Report data on an accrual basis, except for payroll.
- Figures should be rounded to the nearest dollar.
- If a figure is \$1,030,280,456 it should be reported as →

\$ Bil.	Mil.	Thou.	Dol.
1	0	3	0
2	8	0	4
5	6		

Include:

- Data for all Services establishments (excluding data for Retail, Wholesale, Manufacturing, Mining, and Construction operations) operating under the EIN printed in the mailing address area.
- Data for auxiliary facilities primarily engaged in supporting services to those establishment(s) such as warehouses, garages, central administrative offices, and repair services.

Report Online - Do Not Return

① A. MAILING ADDRESS

Is this firm's name and mailing address the same as shown in the mailing address above?

☐ Yes

☐ No - Enter corrections in the mailing address above

1 B. SURVEY COVERAGE

Did this firm provide the business activities described below?

☐ Yes☐ No - Specify this firm's business activity ↴

--

2 FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN)

Does this firm report payroll under EIN

☐ Yes☐ No - Enter current 9-digit EIN **AND** date payroll was first reported for this EIN

EIN (9 digits)

--

Month	Day	Year
-------	-----	------

--

3 ORGANIZATIONAL CHANGE**A. Did this firm experience any acquisitions, sales, mergers, and/or divestitures in 2016 or 2015?**☐ Yes☐ No - Go to **4****B. Which of the following organizational changes occurred in 2016 or 2015?**Check all that apply. If more than one organizational change occurred during the reporting period, explain in **17**.☐ Acquisition☐ Sale☐ Merger☐ Divestiture

Date of organizational change

AND

Enter detailed information below ↴

Month	Day	Year
-------	-----	------

--

Name of company	EIN (9 digits)	
Address (Number and street, P.O. Box, etc.)		
City, town, village, etc.	State	ZIP Code

Report Online - Do Not Return

Report Online - Do Not Return

4 REPORTING PERIOD

NOTE: Calendar year data are preferred. If it is not available, please report for the fiscal year that includes at least six months of data for the 2016 and 2015 calendar years.

What time period is covered by the data provided in this report?

- ☐ Calendar year
- ☐ Fiscal or partial year - *Report beginning and ending dates*

2016		
Beginning Date		
Month	Day	Year
Ending Date		
Month	Day	Year

2015		
Beginning Date		
Month	Day	Year
Ending Date		
Month	Day	Year

5 Not Applicable.

6 SALES, RECEIPTS, OR REVENUE

What were the revenues for this firm in 2016 and 2015?

Include:

- Report gross billings, **except** where noted elsewhere on the form.
- Dues and assessments from members and affiliates.
- Amounts received for work subcontracted to others.
- For locations that were sold or acquired during a year, only report for the periods that this firm operated the locations.
- Revenue from services performed by domestic locations of foreign parent firms, subsidiaries, branches, etc.
- E-commerce revenue.

Exclude:

- Transfers made within the company.
- Taxes collected directly from customers or clients and paid directly to a local, state, or federal tax agency.
- Rents from and revenue of separately operated departments, concessions, etc., which are leased to others.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

1. Fixed Services

- a. Fixed local telephony** - Providing access to the public switched telephone network (PSTN) for the transmission and switching of voice, data, and video within and between local calling areas, where the call is made from a fixed location.

Include basic service connection fees; revenue from extended areas; local private lines; public telephone services provided with the basic service area; and fixed local calling features such as directory assistance, caller identification, call forwarding, and call waiting

--	--

- b. Fixed long-distance telephony** - Providing outbound or inbound calls made from a fixed customer location where the call is paid for by the caller or the recipient and the call transmits beyond the basic service area. **Include** international call originating in the United States, any charges for operator assistance or special billings directly related to these calls

--	--

CONTINUE WITH **6** ON PAGE 4

CONTINUE ON PAGE 4

Report Online - Do Not Return

Report Online - Do Not Return

6 SALES, RECEIPTS, OR REVENUE - Continued

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

1. Fixed Services - Continued

- c. Fixed all distance telephony (no distinction between local or long distance)** - Transmission and switching of voice, data, and video over the public switched telephone network (PSTN), where the call is made from a fixed customer location and where the charges are not distance sensitive

--	--	--	--	--	--	--	--

2. Other Telecommunications Services

- a. Carrier services** - Providing wired or wireless services to originate, terminate, or transmit calls for another telecommunication service provider, including transoceanic telecommunications. **Include** network access and Internet backbone services, charges such as interconnection and settlement charges for the termination of domestic or international calls, charges to long distance carriers for calls originating at a payphone or within another carrier's local network, charges for jointly used facilities such as pole attachments, and charges for the exclusive rights of circuits

--	--	--	--	--	--	--	--

- b. Private network services** - Providing a wired or wireless telecommunication link(s) between specified points for the exclusive use of the client. **Include** packet switching services. **Exclude** provision of private links to telecommunication service providers as classified in line **2a**

--	--	--	--	--	--	--	--

- c. Subscriber line charges** - Fees received from end users and paid directly to local telephone companies. This fee, regulated and capped by the Federal Communication Commission, covers the cost of connecting end users' calls to the telephone network

--	--	--	--	--	--	--	--

- d. Internet access services** - Providing a direct connection to the Internet, both wired and wireless. **Include** broadband, narrowband, digital subscriber lines (DSL), dial-up, and always-on Internet access services

--	--	--	--	--	--	--	--

- e. Internet telephony** - Providing a direct connection to the Internet, wired or wireless, for the transmission of voice or data to fixed local telephone locations on the public switched telephone network (PSTN). **Include** 911 service and a number to mimic a local fixed telephone number for the purpose of receiving calls from local fixed telephone users in the same local calling area. A broadband connection to the Internet is a prerequisite in order to obtain this service. **Include** Voice Over Internet Protocol (VOIP) and related Internet telephony services

--	--	--	--	--	--	--	--

- f. Telecommunication network installation services** - Installing wires and other equipment to put a telecommunication network in place . . .

--	--	--	--	--	--	--	--

CONTINUE WITH **6** ON PAGE 5

Report Online - Do Not Return

Report Online - Do Not Return

CONTINUE ON PAGE 5

6 SALES, RECEIPTS, OR REVENUE - Continued

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

2. Other Telecommunications Services - Continued

g. Reselling services for telecommunications equipment, retail - Retailing of telecommunications equipment such as fixed or mobile telephones, pagers, mobile radio units, key telephones, Private Branch Exchanges (PBX), modems, and data terminal equipment, purchased on own-account for resale

--	--	--	--	--	--	--	--

h. Rental of telecommunications equipment - Renting or leasing telecommunication equipment such as fixed or mobile telephones, pagers, mobile radio units, key telephones, PBX, modems, and data terminal equipment

--	--	--	--	--	--	--	--

i. Repair and maintenance services for telecommunications equipment - Repair and maintenance of telecommunications equipment, facilities, and related products on or off a customer's premises. **Include** telephones, modems, multi-plexers, earth stations, etc.

--	--	--	--	--	--	--	--

3. Other Operating Revenue

a. Basic programming package - Providing subscriber access to a basic range of programming services generally for a monthly fee. **Include** initial connection to network or reconnection to the network charges

--	--	--	--	--	--	--	--

b. Premium programming package - Providing subscriber programming services in addition to those included in the basic package for a fee separate from, and in addition to, the basic monthly fee

--	--	--	--	--	--	--	--

c. Pay-per-view - Providing subscribers the ability to view a specific program (movie or event) from his/her home for a fee separate from, and in addition to, the monthly fee for basic or discretionary programming packages

--	--	--	--	--	--	--	--

d. Air time - Providing television air time to clients for broadcasting both advertising content and program content, on television stations and networks and on cable and other subscription television program systems

--	--	--	--	--	--	--	--

e. Rental and reselling services for program distribution equipment - Renting and retailing equipment necessary to receive programming packages via a program distribution network

--	--	--	--	--	--	--	--

f. Installation services for connections to program distribution networks - Installing cable on the customer premises and/or installing outlets to connect to the program distribution network

--	--	--	--	--	--	--	--

g. Website hosting services - Providing the infrastructure to host a customer's website and related files

--	--	--	--	--	--	--	--

CONTINUE WITH **6** ON PAGE 6

Report Online - Do Not Return

Report Online - Do Not Return

6 SALES, RECEIPTS, OR REVENUE - Continued

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

3. Other Operating Revenue - Continued

h. All other operating revenue - Revenue not reported in lines **1a through 3g**. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below 7

--

--

--

4. TOTAL OPERATING REVENUE

Sum of lines **1a through 3h**

--

--

7 SALES TAX**A. Did this firm collect any sales taxes in 2016 or 2015?**

☐ Yes

☐ No - Go to **8**

B. What were the total sales taxes collected in 2016 and 2015?

Exclude excise taxes

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

8 E-COMMERCE

E-commerce is the sale of goods and services where the buyer places an order, or the price and terms of the sale are negotiated, over an Internet, mobile device (M-Commerce), extranet, EDI network, electronic mail, or other comparable online system. Payment may or may not be made online.

A. Did this firm have any e-commerce revenue in 2016 or 2015?

☐ Yes

☐ No - Go to **11**

B. What was the total e-commerce revenue in 2016 and 2015?

.

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

9 and 10 Not Applicable.

Report Online - Do Not Return

Report Online - Do Not Return

11 CLASS OF CUSTOMER**Total Revenue**

A. What percentage of sales, receipts, or revenue reported in 6 was received from the following classes of customers in 2016 and 2015?

1. Household consumers and individual users
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) +

2016		2015	
Percent		Percent	
	%		%
	%		%
100	%	100	%

Fixed Local Telephony

B. What percentage of fixed local telephony revenue reported in 6, line 1a, was received from the following categories?

1. Household consumers and individual users
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) +

2016		2015	
Percent		Percent	
	%		%
	%		%
100	%	100	%

Fixed Long-distance Telephony

C. What percentage of fixed long-distance telephony revenue reported in 6, line 1b, was received from the following categories?

1. Household consumers and individual users
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) +

2016		2015	
Percent		Percent	
	%		%
	%		%
100	%	100	%

Subscriber Line Charges

D. What percentage of subscriber line charges revenue reported in 6, line 2c, was received from the following categories?

1. Household consumers and individual users
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) +

2016		2015	
Percent		Percent	
	%		%
	%		%
100	%	100	%

12 and 13 Not Applicable.

Report Online - Do Not Return

Report Online - Do Not Return

14 OPERATING EXPENSES**What were the operating expenses for this firm in 2016 and 2015?****Exclude:**

- Transfers made within the company.
- Capitalized expenses.
- Interest.
- Bad debt.
- Impairment.
- Income tax.

Gross annual payroll

Include salaries and wages, commissions, dismissal pay, bonuses, employee contributions to Social Security, income tax withholding, union dues, group insurance premiums, savings bonds, cash equivalent in-kind, allowances, holiday pay, vacation pay, sick leave, stock purchase plans, and employee contributions to pension plans. **Exclude** the cost of leased employees, employer's cost for fringe benefits, and temporary staff obtained from temporary help services. For unincorporated businesses, **exclude** profit or other compensation of proprietors or partners.

All other operating expenses

Include travel and entertainment; postage, shipping or delivery services; warehousing and storage services; royalties; security services; janitorial and grounds maintenance services; purchased transportation with operators; and other expenses not reported elsewhere.

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

1. Personnel Costs

- a. Gross annual payroll** - Total annual Medicare salaries and wages for all employees as reported on this firm's IRS Form 941, Employer's Quarterly Federal Tax Return, line 5(c) for the four quarters that correspond to the survey period or IRS Form 944 Employer's Annual Federal Tax Return, line 4(c). **Include** the spread on stock options that are taxable to employees as wages

--	--

- b. Employer's cost for fringe benefits**
- Employer's cost for legally required programs and programs not required by law:

- 1. Health insurance** - Insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs).

Include premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs).

Exclude employee contributions

--	--

2. Pension plans:

- a. Defined benefit pension plans**

- Costs for both qualified and unqualified defined pension plans. Pension plans that specify the benefit to be paid to employees upon retirement, generally either a specific amount or a percentage of compensation. Employer contributions are based on actuarial computations that include the employee's compensation and years of service and are not allocated to specific accounts maintained for employees

--	--

CONTINUE WITH **14** ON PAGE 9

CONTINUE ON PAGE 9

Report Online - Do Not Return

Report Online - Do Not Return

14 OPERATING EXPENSES - Continued

2016				2015			
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.

1. Personnel Costs - Continued**b. Employer's cost for fringe benefits**

- Employer's cost for legally required programs and programs not required by law: - Continued

2. Pension plans: - Continued**b. Defined contribution plans -**

Costs under defined contribution plans. Pension plans that define the employer contributions to a separate account provided for each employee. The employee "benefit" at retirement depends on the amount contributed and the results of the account's activity. Examples include profit sharing plans, money purchase (e.g., 401k, 403b) and stock bonus plans (e.g., ESOPs) . . .

3. Payroll taxes, employer paid insurance premiums (except health), and other employer benefits - Include

legally-required fringe benefits (e.g., Social Security, workers' compensation insurance, unemployment tax, state disability insurance programs, Medicare).

Include benefits for life insurance, "quality of life" benefits (e.g., childcare assistance, subsidized commuting), employer contributions to pre-tax benefit accounts (e.g., health savings accounts), education assistance, and other benefits not specified above.

Exclude disbursements from trusts or funds to satisfy health insurance claims

c. Temporary staff and leased employee expense - Total costs paid to Professional Employer Organizations (PEOs) and staffing agencies for personnel. Include all charges for payroll, benefits, and services

2. Expensed Materials, Parts, and Supplies (not for resale)

a. Expensed equipment - Expensed computer hardware and other equipment (e.g., copiers, fax machines, telephones, shop and lab equipment, CPUs, monitors). Report packaged software in line 3a. Report leased and rented equipment in line 3i

b. Expensed purchases of other materials, parts, and supplies -

Materials and supplies used in providing services to others; materials and parts used in repairs; office and janitorial supplies; small tools; containers and other packaging materials; and motor fuels . . .

3. Expensed Purchased Services**a. Expensed purchases of software -**

Purchases of prepackaged, custom coded, or vendor customized software. **Include** software developed or customized by others, web-design services and purchases, licensing agreements, upgrades of software, and maintenance fees related to software upgrades and alterations

CONTINUE WITH **14** ON PAGE 10

CONTINUE ON PAGE 10

Report Online - Do Not Return

Report Online - Do Not Return

Report Online - Do Not Return

CONTINUE WITH 14 ON PAGE 11

CONTINUE ON PAGE 11

14 OPERATING EXPENSES - Continued

		2016				2015			
		\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
3. Expensed Purchased Services - Continued									
I. Purchased professional and technical services - Include management consulting, accounting, auditing, bookkeeping, legal, actuarial, payroll processing, architectural, engineering, and other professional services. Exclude salaries paid to your own employees for these services									
4. Other Operating Expenses									
a. Access charges - Payment for access to the local loop. Firms providing cellular phone service, report interconnection fees here. Include fees for leased facilities access charges paid to foreign companies for international calls originating in the United States									
b. Universal service contributions (USC) and other similar charges - Payments to state and federal governments to support universal funds for services for local and independent providers									
c. Program and production costs - Include talent and music license fees, the value of bartered programming, and all other costs of programming and production. Exclude capitalized costs									
d. Depreciation and amortization charges - Include depreciation charges taken against tangible assets owned and used by this firm, tangible assets and improvements owned by this firm within leaseholds, tangible assets obtained through capital lease agreements, and amortization charges against intangible assets (e.g., patents, copyrights). Exclude impairment									
e. Governmental taxes and license fees - Payments to government agencies for taxes and licenses. Include business and property taxes. Exclude income taxes and sales and excise taxes collected from customers									
f. All other operating expenses - All other operating expenses not reported above, unless specifically excluded in the general instructions. Include office postage paid and package delivery. Exclude purchases of merchandise for resale and non-operating expenses. If this item is greater than 20% of the total operating expenses, specify the primary source of the expenses below 7									
5. TOTAL OPERATING EXPENSES									
<i>Sum of lines 1a through 4f</i>									

15 and 16 Not Applicable.

Report Online - Do Not Return

Report Online - Do Not Return

- 17 REMARKS** - Please use this space to explain any significant year-to-year changes, to clarify responses, or indicate where data were estimated.

18 CONTACT INFORMATION

Name of person to contact regarding this report <i>(Please print)</i>					Title		
Telephone	Area code	Number		Extension	Fax	Area code	Number
			-				
E-mail address					Website address		

THANK YOU for completing your 2016 ANNUAL SERVICES REPORT.
We suggest you keep a copy for your records.

Report Online - Do Not Return

Report Online - Do Not Return