SERVICE ANNUAL SURVEY
U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

FORM
SA-51721E (11-22-2011)

OMB No. 0607-0422: Approval Expires 10/31/2012

2011 ANNUAL SERVICES REPORT
Wireless Telecommunications Carriers (except Satellite)

Due Date

Need help or have questions?
Call 1-800-772-7851
(8:30 a.m. - 5:00 p.m. ET, M-F)
or
Visit census.gov/econhelp/sas

YOUR RESPONSE IS REQUIRED BY LAW. Title 13, United States Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the U.S. Census Bureau. By 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. Further, copies retained in respondents' files are immune from legal process.

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(Please correct any errors in name, address, and ZIP Code.)

Return via Internet:
census.gov/econhelp/sas
Username:
Password:

Return via Mail:
U.S. Census Bureau
1201 East 10th Street
Jeffersonville, IN 47134-0001

To view Survey Results:
census.gov/services

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 ❷. 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 ⓱.
- For establishments sold or acquired in 2011 or 2010, 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.
- Dollars 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	030	280	456

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.

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PENALTY FOR FAILURE TO REPORT

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1 SURVEY COVERAGE

Did this firm provide the business activities described below?

This report covers all domestic locations that report payroll for the Federal Employer Identification Number (EIN) shown above the address label primarily engaged in operating and maintaining switching and transmission facilities to provide communications via the airwaves. Establishments in this industry have spectrum licenses and provide services using that spectrum, such as cellular phone services, paging services, wireless Internet access, and wireless video services.

☐ 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

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3 ORGANIZATIONAL CHANGE

A. Did this firm experience any acquisitions, sales, mergers, and/or divestitures in 2011 or 2010?

☐ Yes

☐ No - *Go to* 4

B. Which of the following organizational changes occurred in 2011 or 2010?

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 . . . . . | Month | Day | Year |

AND

Enter detailed information below

Name of company	EIN (9 digits)
	-

Address (Number and street, P.O. Box, etc.)

City, town, village, etc.	State	ZIP Code
		-

4 REPORTING PERIOD

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

☐ Calendar year

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

2011		
Beginning Date		
Month	Day	Year
Ending Date		
Month	Day	Year

2010		
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 2011 and 2010?

Include:

- Report net selling value after discounts and allowances.
- 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).

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6 SALES, RECEIPTS, OR REVENUE - Continued

	2011				2010			
	$ Bil.	Mil.	Thou.	Dol.	$ Bil.	Mil.	Thou.	Dol.
1. Mobile Services								
a. Messaging (paging) services - Providing mobile radio service that subscribers primarily use to receive voice, text, or tone messages with small radio receivers. These devices may or may not be accessed by the public switched telephone network (PSTN)								
b. Mobile telephony - Providing access to the public switched and/or mobile switching center telephone networks for the transmission and switching of voice, data, and video within and between local calling areas, where the call originates from or terminates into a portable handset. **Include** value added services, calling features, transmissions using cellular, Personal Communications Services (PCS), Enhanced Specialized Mobile Radio (ESMR), and similar technologies								
c. Mobile long-distance - Providing access to the public switched and/or mobile switching center telephone networks for the transmission of switching voice, data, and video, where the call originates from or transmits into a portable headset. **Include** roaming charges, calls using cellular, PCS, and ESMR technology . . .								
d. Mobile all distance - Providing access to the public switched and/or mobile switching center telephone networks for the transmission of switching voice, data, and video, where the call originates from or transmits into a portable headset and where there is no distinction between local and long distance areas. **Include** calls using cellular PCS, and ESMR, mobile satellite telephony, air-to-ground, and ship-to-shore telecommunication services								
2. Other Telecommunications Services								
a. 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								
b. Telecommunication network installation services - Installing wires and other equipment to put a telecommunication network in place . . .								
c. 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								
d. 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 . .								

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6 SALES, RECEIPTS, OR REVENUE - Continued

	2011 $ Bil.	2011 Mil.	2011 Thou.	2011 Dol.	2010 $ Bil.	2010 Mil.	2010 Thou.	2010 Dol.
2. Other Telecommunications Services - Continued								
e. 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. All other operating revenue - Revenue not reported in lines **1a through 2e. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below**								
4. TOTAL OPERATING REVENUE *Sum of lines **1a through 3***								

7 SALES TAX

A. Did this firm collect any sales taxes in 2011 or 2010?

☐ Yes

☐ No - *Go to* 8

	2011 $ Bil.	2011 Mil.	2011 Thou.	2011 Dol.	2010 $ Bil.	2010 Mil.	2010 Thou.	2010 Dol.
B. What were the total sales taxes collected in 2011 and 2010? *Exclude excise taxes*								

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 2011 or 2010?

☐ Yes

☐ No - *Go to* 11

	2011 $ Bil.	2011 Mil.	2011 Thou.	2011 Dol.	2010 $ Bil.	2010 Mil.	2010 Thou.	2010 Dol.
B. What was the total e-commerce revenue in 2011 and 2010?								

9 and 10 Not Applicable.

11 CLASS OF CUSTOMER

What percentage of sales, receipts, or revenue reported in 6 was received from the following classes of customers in 2011 and 2010?	Percent 2011	Percent 2010
1. Household consumers and individual users	%	%
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) . . . . . +	%	%
	100 %	100 %

12 and 13 Not Applicable.

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14 OPERATING EXPENSES

What were the operating expenses for this firm in 2011 and 2010?

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.

	2011				2010			
	$ 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. **Include** insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs); premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs); defined benefit pension plans; defined contribution plans (e.g., profit sharing, 401K, stock option plans); and other fringe benefits (e.g., Social Security, workers' compensation insurance, unemployment tax, state disability insurance programs, life insurance benefits, Medicare). **Exclude** employee contributions								
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 **3c**								

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14 OPERATING EXPENSES - Continued

	2011				2010			
	$ Bil.	Mil.	Thou.	Dol.	$ Bil.	Mil.	Thou.	Dol.
2. Expensed Materials, Parts, and Supplies (not for resale) - Continued								
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								
b. Purchased electricity and fuels (except motor fuels) - If the cost of electricity and heating fuels (e.g., natural gas, propane, oil, coal) are included in lease or rental payments, report in line **3c**								
c. Lease and rental payments - For land, buildings, offices, structures, machinery, equipment, and other tangible items. **Include** lease and rental of transportation equipment without operators and penalties incurred for broken leases. **Exclude** capital and financing lease agreements and licensing/leasing of software								
d. Purchased repair and maintenance - Include expensed repair and maintenance to buildings and integral building components (e.g., elevators, heating and cooling systems), structures, offices, machinery, vehicles, equipment, and computer hardware. **Exclude** materials, parts, and supplies used for repair and maintenance performed by this firm's employees. Report janitorial and grounds maintenance services in line **4e**								
e. Purchased advertising and promotional services - Include marketing and public relations 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. 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								

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14 OPERATING EXPENSES - Continued

	2011				2010			
	$ Bil.	Mil.	Thou.	Dol.	$ Bil.	Mil.	Thou.	Dol.
4. Other Operating Expenses - Continued								
d. 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								
e. 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**								
5. TOTAL OPERATING EXPENSES *Sum of lines **1a through 4e***								

15 and 16 Not Applicable.

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 *(Please print)*				Title			
Address (Number and street)			City	State	ZIP Code		
						-	
Telephone	Area code	Number	Extension	Fax	Area code	Number	
		-				-	
E-mail address				Website address			

Public reporting burden for this collection of information is estimated to average 3-6 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 this burden, to: Paperwork Project 0607-0422, U.S. Census Bureau, 4600 Silver Hill Road, AMSD-3K138, Washington, DC 20233. You may e-mail comments to Paperwork@census.gov; use "Paperwork Project 0607-0422" as the subject. Please include form name and number in all correspondence. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget. This 8-digit number appears in the top right corner on the front of this form.