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

FORM
SA-51710E (10-05-2017)

2017 ANNUAL SERVICES REPORT

Due Date

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Call 1-877-787-9860, option "1"
(8:00 a.m. - 5:00 p.m. ET, M-F)
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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 2017, 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	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.

❶ A. MAILING ADDRESS

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

☐ Yes

0035

☐ No - *Enter corrections in the mailing address above*

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PENALTY FOR FAILURE TO REPORT

CONTINUE ON PAGE 2

1 B. SURVEY COVERAGE

Did this firm provide the business activities described below?

0001 ☐ Yes

☐ No - *Specify this firm's business activity*

0002

2 FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN)

Does this firm report payroll under EIN

0013 ☐ Yes

☐ No - *Enter current 9-digit EIN **AND** date payroll was first reported for this EIN* 0015

EIN (9 digits) ___ - ___

0088 Month | Day | Year

3 ORGANIZATIONAL CHANGE

A. Did this firm experience any acquisitions, sales, mergers, and/or divestitures in 2017?

0016 ☐ Yes

☐ No - *Go to* 4

B. Which of the following organizational changes occurred in 2017?

Check all that apply. If more than one organizational change occurred during the reporting period, explain in 17.

0091 ☐ Acquisition
☐ Sale
☐ Merger
☐ Divestiture

Date of organizational change . . . . . 0018 Month | Day | Year

AND

Enter detailed information below

0017 Name of company	0019 EIN (9 digits)
	-

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

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

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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 2017 calendar year.

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

0006 ☐ Calendar year

☐ Fiscal or partial year - *Report beginning and ending dates* 0007

2017		
Beginning Date		
Month	Day	Year
Ending Date		
Month	Day	Year

0008

5 Not Applicable.

6 SALES, RECEIPTS, OR REVENUE

What were the revenues for this firm in 2017?

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).

	Mark "X" if None	2017 $ 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 . 6015	☐				
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 6016	☐				
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 6281	☐				

CONTINUE WITH 6 ON PAGE 4

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6 SALES, RECEIPTS, OR REVENUE - Continued

		Mark "X" if None	2017 $ Bil.	Mil.	Thou.	Dol.
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 6017	☐				
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** 6018	☐				
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 . . . 6282	☐				
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 6019	☐				
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 prerequirement in order to obtain this service. **Include** Voice Over Internet Protocol (VOIP) and related Internet telephony services 6020	☐				
f.	**Telecommunication network installation services -** Installing wires and other equipment to put a telecommunication network in place 6021	☐				
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 6022	☐				
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 6023	☐				
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. 6024	☐				
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 6321	☐				
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 6322	☐				
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 6323	☐				
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 6012	☐				

CONTINUE WITH 6 ON PAGE 5

CONTINUE ON PAGE 5

6 SALES, RECEIPTS, OR REVENUE - Continued

		Mark "X" if None	2017 $ Bil.	2017 Mil.	2017 Thou.	2017 Dol.
3.	**Other Operating Revenue** - Continued					
e.	**Rental and reselling services for program distribution equipment -** Renting and retailing equipment necessary to receive programming packages via a program distribution network 6324	☐				
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 6325	☐				
g.	**Website hosting services -** Providing the infrastructure to host a customer's website and related files 6031	☐				
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** ▽					
	1799	☐				
4.	**TOTAL OPERATING REVENUE** *Sum of lines **1a through 3h*** 1800					

7 Not Applicable.

8 REVENUES FROM ELECTRONIC SOURCES

A. Did this firm have any revenues from customers entering orders directly on the firm's websites or mobile applications in 2017?

0040 ☐ Yes

☐ No

B. Did this firm have any revenues from customers entering orders directly on third-party websites or mobile applications in 2017?

0041 ☐ Yes

☐ No

C. Did this firm have any revenues from customers entering orders via any other electronic systems (such as private networks, dedicated lines, kiosks, etc.) in 2017?

0042 ☐ Yes

☐ No

D. Of the total 2017 revenues reported in 6, what was the dollar amount (or percentage) that was from the revenues identified in A-C above? Please provide an estimate if exact figures are not available. 2500

2017 $ Bil.	2017 Mil.	2017 Thou.	2017 Dol.

OR 2501

2017 Percent	
	%

9 and 10 Not Applicable.

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CONTINUE ON PAGE 6

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 2017?

		2017 Percent
1. Household consumers and individual users	1763	%
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)	1760 +	%
		100 %

Fixed Local Telephony

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

		2017 Percent
1. Household consumers and individual users	6285	%
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)	6273 +	%
		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?

		2017 Percent
1. Household consumers and individual users	6288	%
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)	6274 +	%
		100 %

Subscriber Line Charges

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

		2017 Percent
1. Household consumers and individual users	6291	%
2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)	6275 +	%
		100 %

12 and 13 Not Applicable.

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14 OPERATING EXPENSES

What were the operating expenses for this firm in 2017?

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.

		Mark "X" if None	2017 $ 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 . 1821	☐				
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 1841	☐				
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 . . 1842	☐				
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) 1843	☐				
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 1844	☐				

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14 OPERATING EXPENSES - Continued

		Mark "X" if None	2017 $ Bil.	Mil.	Thou.	Dol.
1.	**Personnel Costs** - Continued					
	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 1823	☐				
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** 1824	☐				
	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 1825	☐				
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 . . 1826	☐				
	b. Data processing and other purchased computer services - Include web hosting, computer facilities management services, computer input preparation, data storage, computer time rental, optical scanning services, and other computer-related advice and services, including training. **Exclude** expensed integrated systems, repair and maintenance of computer equipment, payroll processing and credit card transaction fees, and expenses for telecommunication services (e.g., Internet, connectivity, telephone) 1845	☐				
	c. Purchased communication services - Telephone, cellular, and fax services; computer-related communications (e.g., Internet, connectivity, online), and other wired and wireless communication services 1846	☐				
	d. Purchased repairs and maintenance to machinery and equipment - Expensed repair and maintenance services to machinery, vehicles, equipment, and computer hardware. **Exclude** materials, parts, and supplies used for repairs and maintenance performed by this firm's employees 1848	☐				
	e. Purchased repairs and maintenance to buildings, structures, and offices - Include repair and maintenance to integral parts of buildings (e.g., elevators, heating systems). **Exclude** materials, parts, and supplies used for repairs and maintenance performed by this firm's employees. Report janitorial and grounds maintenance services in line **4f** 1849	☐				
	f. Purchased electricity - If the cost of electricity is included in lease or rental payments, report in line **3j** 1850	☐				
	g. Purchased fuels (except motor fuels) - Fuel for heating, power, or generating electricity (e.g., natural gas, propane, oil, coal). If the costs are included in lease or rental payments, report in line **3j** 1851	☐				
	h. Water, sewer, refuse removal, and other utility payments - Include the cost of hazardous waste removal. If the costs of these utilities are included in lease or rental payments, report in line **3j** 1852	☐				
	i. Lease and rental payments for 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 1853	☐				
	j. Lease and rental payments for land, buildings, structures, store spaces, and offices - Include penalties incurred for broken leases 1854	☐				
	k. Purchased advertising and promotional services - Include marketing and public relations services 1830	☐				

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14 OPERATING EXPENSES - Continued

		Mark "X" if None	2017 $ Bil.	Mil.	Thou.	Dol.
3.	**Expensed Purchased Services** - Continued					
	l. 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 1855	☐				
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 6025	☐				
	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 . 6026	☐				
	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 6013	☐				
	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 1831	☐				
	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 1832	☐				
	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					
	1859	☐				
5.	**TOTAL OPERATING EXPENSES** *Sum of lines **1a through 4f*** 1900					

15 and 16 Not Applicable.

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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			
Telephone	Area code	Number	Extension	Fax	Area code	Number	
		-				-	
E-mail address				Website address			

THANK YOU for completing your 2017 ANNUAL SERVICES REPORT.
We suggest you keep a copy for your records.

51710101