

2009 Annual Services Report Service Annual Survey

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



FORM

SA-5171

REPORT DUE

Any questions call **1-800-772-7851**
M-F, 8:30 a.m. to 5:00 p.m. EST.
or

Visit our web site:
www.census.gov/econhelp/sas

Please correct any error in the name, address, or ZIP Code.

Internet Reporting

To complete this report online go to: www.census.gov/econhelp/sas
Click on "Census Taker" and use your username and password to login.

Username:

Password:

YOUR RESPONSE IS REQUIRED BY LAW

Title 13, U.S. Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the Census Bureau.

YOUR RESPONSE IS CONFIDENTIAL BY LAW

Title 13, U.S. Code, requires that your response may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. The law also provides that copies retained in your files are **immune from legal process.**

YOUR RESPONSE IS IMPORTANT

The services industries account for nearly 70 percent of all economic activity. We conduct this survey to obtain timely, comprehensive and consistent measures needed by policy-makers, businesses, and the public to accurately assess domestic economic performance.

Annual Services Report

- This report should be completed and returned on or before the due date in the preaddressed envelope provided.
- If filing within the required time frame will cause an undue burden and you would like an extension, or if you have any questions, please write to:

U.S. CENSUS BUREAU
1201 East 10th Street
Jeffersonville, IN 47132-0001

or call a Census Bureau Representative at 1-800-772-7851, weekdays from 8:30 a.m. to 5:00 p.m., Eastern Standard Time.

1 Report Coverage

Does the above coverage describe this firm's business activity?

- 0001 Yes – Go to **2**
- 2 No – Specify the firm's business activity and complete the report where applicable beginning with **2**. 
- 0002

2 Report Periods

What periods of time will this data represent?

- Report data for the 2009 calendar year if possible.
- For locations that were sold or acquired during the year, only report for the periods that this firm operated the locations.

0006 2009 calendar year – Go to **3**

2 Other than calendar year – Enter the periods this report will cover.
(e.g., fiscal years, periods with less than a full calendar year).

2009		
Month	Day	Year
0007		
From		
0008		
To		

3 Operating Revenue

Report the total operating revenue for this firm's locations defined in 1 for the following categories.

- Enter "0" where applicable.
- Estimates are acceptable.

Exclude:

- Transfers made within the company.

Fixed Services

- | | | 2009 Operating Revenue | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------|------|-------|------|
| | | Bil. | Mil. | Thou. | Dol. |
| 1. Fixed local – The provision of access to 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 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |
| 2. Fixed long-distance – Outbound or inbound calls made from a fixed customer location where call is paid for by the caller or the recipient and 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 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |
| 3. Fixed all distance (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 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |

Other Telecommunications Services

- | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------|--|--|--|
| 4. 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 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |
| 5. Private network services – Provision of a wired or wireless telecommunication link(s) between specified points for the exclusive use of the client. Include packetswitching services. Exclude provision of private links to telecommunication service providers as classified in line 4. | 6018 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |
| 6. 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 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |
| 7. Internet access services – Provision of 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 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |
| 8. 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. | 6020 <input type="checkbox"/> | \$ | | | |
| | | <i>Mark "X" if None</i> | | | |

3 Operating Revenue – (Continued)

Report the total operating revenue for this firm's locations defined in 1 for the following categories.

- Enter "0" where applicable.
- Estimates are acceptable.

Exclude:

- Transfers made within the company.

Other Telecommunications Services – (Continued)

		2009 Operating Revenue					
		Bil.	Mil.	Thou.	Dol.		
		<i>Mark "X" if None</i>					
9. Telecommunication network installation services – Installing wires and other equipment to put a telecommunication network in place.	6021	<input type="checkbox"/>	\$				

10. 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	<input type="checkbox"/>	\$				
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------	--------------------------	----	--	--	--	--

11. 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	<input type="checkbox"/>	\$				
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------	--------------------------	----	--	--	--	--

12. Repair and maintenance services for telecommunications equipment – Repair and maintenance of equipment, facilities and related products on or off a customer's premises. Include telephones, modems, multiplexers, earth stations, etc.	6024	<input type="checkbox"/>	\$				
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------	--------------------------	----	--	--	--	--

Other Operating Revenue

13. All other operating revenue – Revenue not reported in lines 1–12. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue here ↘	1560						
		<input type="checkbox"/>	\$				
	1799						

14. TOTAL OPERATING REVENUE – Sum of lines 1–13	1800		\$				
------------------------------------------------------------------	------	--	----	--	--	--	--

4 Source of Revenue

Report the percent of total operating revenue by type of customer.

- Enter "0" where applicable.
- Estimates are acceptable.

Exclude

- Transfers made within the company.

Fixed Local Telephony

Report the percent of fixed local telephony (3 line 1) by type of customer.

Source of Revenue
2009

6283	<input type="text"/>	%
1. Government – local, state, or federal governments		
6284	<input type="text"/>	%
2. Business firms and not-for-profit organizations.		
6285	<input type="text"/>	%
3. Household consumers and individual users.	+	%
	<hr/>	
		100%

Fixed Long-distance Telephony

Report the percent of fixed long-distance telephony (3 line 2) by type of customer.

Source of Revenue
2009

6286	<input type="text"/>	%
1. Government – local, state, or federal governments		
6287	<input type="text"/>	%
2. Business firms and not-for-profit organizations.		
6288	<input type="text"/>	%
3. Household consumers and individual users.	+	%
	<hr/>	
		100%

Subscriber Line Charges

Report the percent of subscriber line charges (3 line 6) by type of customer.

Source of Revenue
2009

6289	<input type="text"/>	%
1. Government – local, state, or federal governments		
6290	<input type="text"/>	%
2. Business firms and not-for-profit organizations.		
6291	<input type="text"/>	%
3. Household consumers and individual users.	+	%
	<hr/>	
		100%

Fixed Long-distance Telephony

Report the percent of fixed long-distance telephony (3 line 2) by type of customer.

Source of Revenue
2009

6292	<input type="text"/>	%
1. Intrastate.		
6293	<input type="text"/>	%
2. Interstate.		
6294	<input type="text"/>	%
3. International.	+	%
	<hr/>	
		100%

5 Operating Expenses

Report operating expenses for this firm's locations as defined in 1 for the following categories.

- Enter "0" where applicable.
- Estimates are acceptable.

Exclude:

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

Personnel Costs

1. **Gross annual payroll** – Total annual Medicare salaries and wages for all employees as reported on your 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). 1821

2009 Operating Expenses				
	Bil.	Mil.	Thou.	Dol.
Mark "X" if None				
1821	\$			

2. **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 and 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. 1822

Mark "X" if None				
1822	\$			

3. **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

Mark "X" if None				
1823	\$			

Expensed Materials, Parts and Supplies (not for resale)

4. **Expensed equipment** – Expensed computer hardware and other equipment (e.g., copiers, fax machines, telephones, shop and lab equipment, CPUs and monitors). Report packaged software in line 6. Report leased and rented equipment in line 8. 1824

Mark "X" if None				
1824	\$			

5. **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

Mark "X" if None				
1825	\$			

Expensed Purchased Services

6. **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

Mark "X" if None				
1826	\$			

7. **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 8. 1827

Mark "X" if None				
1827	\$			

8. **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. 1828

Mark "X" if None				
1828	\$			

5 Operating Expenses – (Continued)

Report operating expenses for this firm's locations as defined in 1 for the following categories.

- Enter "0" where applicable.
- Estimates are acceptable.

Exclude:

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

Expensed Purchased Services – (Continued)

9. 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 15.

Mark "X"
if None

2009 Operating Expenses

Bil. Mil. Thou. Dol.

1829

\$				
----	--	--	--	--

Mark "X"
if None

10. Purchased advertising and promotional services – Include marketing and public relations services.

1830

\$				
----	--	--	--	--

Other Operating Expenses

11. 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.

Mark "X"
if None

6025

\$				
----	--	--	--	--

Mark "X"
if None

12. 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

\$				
----	--	--	--	--

13. Depreciation and amortization charges – **Include** depreciation charges taken against tangible assets owned and used by your firm, tangible assets and improvements owned by your firm within leaseholds, tangible assets obtained through capital lease agreements, and amortization charges against intangible assets (e.g., patents, copyrights). **Exclude** impairment.

Mark "X"
if None

1831

\$				
----	--	--	--	--

Mark "X"
if None

14. 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

\$				
----	--	--	--	--

Mark "X"
if None

15. All other operating expenses – All other operating expenses not reported above, unless specifically excluded in the general instructions at the top of the page. **Include** office postage and package delivery. **Exclude** purchases of merchandise for resale and non-operating expenses.

1899

\$				
----	--	--	--	--

16. TOTAL OPERATING EXPENSES – Sum of lines 1–15. 1900

\$				
----	--	--	--	--

6 Not Applicable

7 Not Applicable

8 E-Commerce Revenue

E-commerce includes sales, receipts, and contributions from any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system. Transactions are agreements between buyers and sellers to transfer ownership of, or rights to use, goods or services. Payment for these goods and services may or may not be made online.

Did the revenue reported in **3** include any e-commerce revenue?

2009 E-Commerce Revenue
Bil. Mil. Thou. Dol.

--	--	--	--

- 1 Yes – What was this firm’s e-commerce revenue?2000 \$
- 2 No – Go to **9**

9 Export Revenue

An exported service is a service performed for a customer or client (individual, government, business establishment, etc.) located outside the United States (i.e., outside the 50 States, District of Columbia, U.S. Commonwealth Territories, or U.S. possessions).

Include:

- Services performed for unaffiliated and affiliated foreign firms (i.e., foreign parent firms, subsidiaries, branches, etc.).

Exclude:

- Services provided to domestic subsidiaries of foreign firms.

Did the revenue reported in **3** include any revenue from exports?

2009 Export Revenue
Bil. Mil. Thou. Dol.

--	--	--	--

- 1 Yes – What was this firm’s revenue from exports?2100 \$
- 2 No – Go to **11**

10 Not Applicable

2009 Annual Services Report

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

General Instructions

- 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

Item Specific Instructions – All Firms

Item 3 – Revenue

Include:

- Report gross billings, **except** where noted elsewhere on the form.
- Dues and assessments from members and affiliates.

Exclude:

- Taxes collected directly from customers or clients and paid directly to a local, state, or federal tax agency.

Instructions for Taxable Firms

Item 3 – Revenue

Include:

- 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.

Exclude:

- 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).

Instructions for Tax-Exempt Firms

Item 3 – Revenue

Include:

- Program service revenue for services provided in 2009, whether or not payment was received in 2009.
- Gross sales of merchandise minus returns and allowances.
- Income from interest, dividends, gross rents (including display space rentals and share of receipts from departments operated by other companies), royalties, and other investments.
- Gross contributions, gifts, and grants (whether or not restricted for use in operations).
- Commissions earned from the sale of merchandise owned by others (including commissions from vending machine operators).
- Gross receipts from fundraising activities.

Exclude:

- Gross receipts of departments or concessions operated by other companies
- Amounts transferred to operating funds from capital or reserve funds.

Item Specific Instructions – All Firms

Item 5 – Operating Expenses

Line 1 – 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, 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.