	J.S. DEPARTMENT OF ( conomics and Statistics Ac J.S. CENSUS BUREAU ORM		<b>2011 ANNUAL SERVICES</b>	REPORT
PAU OF THE CENSE	SA-51710E	(11-22-2011)		
Due	Date			
Need help or	have questions?			
<b>Call</b> 1-80	00-772-7851			
(8:30 a.m 5:	00 p.m. ET, M-F)			
Visit consus (	or jov/econhelp/sas			
YOUR RESPO				
REQUIRED BY 13, United State requires busine organizations th this questionna the questions a report to the U. Bureau. By the YOUR CENSU CONFIDENTIA only by persons the confidential Bureau informa	LAW. Title es Code, sses and other nat receive ire to answer nd return the S. Census same law, S REPORT IS JL. It may be seen s sworn to uphold ity of Census tion and may be tatistical purposes. retained in es are immune		(Please correct any errors in name, address, and ZIP	Code.)
Return via Ir				view Survey Results:
census.gov/ed			U.S. Census Bureau	<u>census.gov/services</u>
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Username:			Jeffersonville, IN 47134-0001	
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		GEN	ERAL INSTRUCTIONS	
addres only in • Any s	s area or the new clude data for the significant change	EIN that was EIN reference	to <b>"this firm"</b> is referring to the EIN that is printed in provided as a response in <b>2</b> . Any responses related to d. operations should be noted in <b>1</b> 2. in 2011 or 2010, report data only for the period the esta	"this firm" should
	ated by this firm.	u or acquireu i	in 2011 of 2010, report data only for the period the esta	abiisiinents were
• Estim	nates are acceptab	le if book figu	res are not available.	
	"0" where applica			
	ot combine data f		and from the second secon	
	rt data on an accr rs should be roun			
	gure is \$1,030,280			6
Cons • Data	for all Services es truction operation for auxiliary facili	s) operating u ties primarily e	excluding data for Retail, Wholesale, Manufacturing, N nder the EIN printed in the mailing address area. engaged in supporting services to those establishment( strative offices, and repair services.	-

PENALTY FOR FAILURE TO REPORT

51710010



Forn	n SA-51710E (11-22-2011)	Page 2
1	SURVEY COVERAGE	
	Did this firm provide the business activities described below?	
	Dia tins firm provide the business activities described below:	
	□ Yes	
	□ No - Specify this firm's business activity <b>7</b>	
2	FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN)	
	Does this firm report payroll under EIN	
	☐ Yes	
		(9 digits)
	No - Enter current 9-digit EIN AND date payroll was first reported for this EIN	-
		Month Day Year

SA-51710E (11-22-2011)								P
ORGANIZATIONAL CHANGE								
A. Did this firm experience a	ny acquisitions, sales, merger	s, and/	or dive	stitures	s in 20	)11 or 2	2010?	
Yes								
🗌 No - Go to 4								
B. Which of the following o	ganizational changes occurred	l in 20 <sup>°</sup>	11 or 2	010?				
	than one organizational change of				orting	period,	explair	in 🕖.
						Month	Day	Year
Acquisition								
Sale	ate of organizational change	• • •						
	ND							
Merger								
E	nter detailed information below $$							
Divestiture								
Name of company					EIN (9	diaits)		
Name of company					2	aigito,		
						-		
Address (Number and street, P	O. Box, etc.)							
City, town, village, etc.				State	ZIP Co	de		
							_	
REPORTING PERIOD								
What time period is covered	by the data provided in this re	port?						
			<b>20</b> 1				<b>20</b> 1	
Calendar year			Beginnin				Beginnin	-
Fiscal or partial year -	Report beginning and ending	Month	Day	Year		Month	Day	Year
dates								
			Ending				Ending	
		Month	Day	Year	•	Month	Day	Year
						1		1.1

## 6 SALES, RECEIPTS, OR REVENUE

## What were the revenues for this firm in 2011 and 2010?

## 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).

#### 1. **Fixed Services**

51710044

- 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
- 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	2011			2	2010	
\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
1							

CONTINUE WITH 6 ON PAGE 5

#### Form **SA-51710E** (11-22-2011) SALES, RECEIPTS, OR REVENUE - Continued 2011 \$ 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 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 prerequirement 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 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,

modems, and data terminal equipment . . CONTINUE WITH <sup>(3)</sup> ON PAGE 6

mobile radio units, key telephones, PBX,

**CONTINUE ON PAGE 6** 

Dol.

2010

Thou.

Mil.

\$ Bil.

		2	2011			2	2010	
	\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
Other Telecommunications Services -								
Continued								
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. <b>Include</b> telephon modems, multi-plexers, earth stations, e	es,							
Other Operating Revenue								
a. Basic programming package - Providing subscriber access to a basic range of programming services general for a monthly fee. Include initial	ly							
connection to network or reconnection the network charges								
b. Premium programming package -								
Providing subscriber programming services in addition to those included in								
the basic package for a fee separate fro	m,							
and in addition to, the basic monthly fe c. Pay-per-view - Providing subscribers	e .							
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 discretiona	ry			1 1	1			
programming packages				1 1				
d. Air time - Providing television air time to clients for broadcasting both advertising content and program conter 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 necess	ary							
to receive programming packages via a program distribution network								
f. Installation services for connections to program distribution networks -	S							
Installing cable on the customer premis and/or installing outlets to connect to th	es ie				1			
program distribution network	•••			1 1				
g. Website hosting services - Providing the infrastructure to host a customer's								
website and related files	••							
<ul> <li>h. All other operating revenue - Revenue not reported in lines 1a through 3g.</li> <li>If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below p</li> </ul>								
				1				
Sum of lines <b>1a through 3h</b>								1
				• • • •				

SALES TAX								
A. Did this firm collect any sales taxes in 2	2011 o	r 2010?						
Yes								
No - <i>Go to</i> 8								
	<b>. . . .</b>		2011		<b>6</b> D'I		2010	
B. What were the total sales taxes collected in 2011 and 2010?	\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
Exclude excise taxes								
E-COMMERCE								
E-commerce is the sale of goods and services w	where t	the buyer	places an o	order, or tl	he price	e and term	s of the	
sale are negotiated, over an Internet, mobile de other comparable online system. Payment may	evice (N v or may	/I-Commer v not be n	rce), extran nade onlin	net, EDI nei e	twork, e	electronic	mail, or	
				0.				
A. Did this firm have any e-commerce reve	enue in	2011 or	2010?					
☐ Yes								
🗌 No - <i>Go to</i> 🗊								
		;	2011				2010	
	\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
B. What was the total e-commerce								
revenue in 2011 and 2010?								
and 🔟 Not Applicable.								
nd 10 Not Applicable.								
and 🕦 Not Applicable.								
and 🕦 Not Applicable.								
and 🕡 Not Applicable.								
and 🕡 Not Applicable.								
and 🕡 Not Applicable.								
and 🕡 Not Applicable.								
and 🕡 Not Applicable.								
and 🕡 Not Applicable.								
and 🕐 Not Applicable.								
and 🕡 Not Applicable.								
and 🕐 Not Applicable.								
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and 💽 Not Applicable.								
and 💽 Not Applicable.								
and 🕐 Not Applicable.								
and 🕐 Not Applicable.								
And 💽 Not Applicable.								

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								. 0
1	CLASS OF CUSTOMER							
-	Total Revenue							010         %         <
	A. What percentage of sales, receipts, or revenue reported in <b>6</b> was received		-	cen <sup>.</sup> )11	t		Perce	
	from the following classes of customers in 2011 and 2010?		20		0/		201	-
	1. Household consumers and individual users				%			%
	2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)		1		%			%
		1	0	0	%	1	00	2 %
	Fixed Local Telephony							
	B. What percentage of fixed local telephony revenue reported in 6, line 1a, was received from the following categories?		-	cen <sup>.</sup> )11	t			
				T	%			-
	1. Household consumers and individual users		_		70		<u> </u>	
	2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)	-	1	1	%			%
		1	0	0	%	1	00	2 %
	Fixed Long-distance Telephony		_					
	C. What percentage of fixed long-distance telephony revenue reported in ③, line 1b, was received from the following categories?		-	cen <sup>.</sup> )11	Ł		Perce 201	
			1	1	%			-
	1. Household consumers and individual users		1		70		<u> </u>	
	2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)				%			%
		1	0	0	%	1	00	2 %
	Subscriber Line Charges							
	D. What percentage of subscriber line charges revenue reported in <b>(3</b> , line 2c, was received from the following categories?		-	cen <sup>.</sup> )11	t –		Perce	
					%			0/
	1. Household consumers and individual users	_	-		/0			
	2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)		T	, ,	%			%
		1	0	0	%	1	00	<b>)</b> %
Ð	and 13 Not Applicable.							

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CONTINUE ON PAGE 9

## **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.

Mil.

\$ Bil.

2011

Thou.

Dol.

\$ Bil.

### 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). <b>Include</b> 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
- 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**

CONTINUE WITH 1 ON PAGE 10

2010

Thou.

Dol.

Mil.

2.

# Form SA-51710E (11-22-2011)

	¢ D:L		2011 Thou	D-I	¢ D:L		2010 Thou	Del
	\$ Bil.	Mil.	Thou.	Dol.	\$ Bil.	Mil.	Thou.	Dol.
Expensed Materials, Parts, and Supplies (not for resale) - Continued								
<ul> <li><b>b. Expensed purchases of other</b> materials, parts, and supplies - Materials and supplies used in providing services to others; materials and parts</li> </ul>								
used in repairs; office and janitorial								
supplies; small tools; containers and other packaging materials; and motor fuels								
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 <b>3c</b> <b>c. Lease and rental payments -</b> For land,								
<ul> <li>Lease and rental payments - For land, buildings, offices, structures, machinery, equipment, and other tangible items.</li> <li>Include lease and rental of transportation equipment without operators and penalties incurred for broken leases.</li> <li>Exclude capital and financing lease agreements and licensing/leasing of software</li> </ul>								
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 4f			- I I					
e. Purchased advertising and								
promotional services - Include marketing and public relations services .								
Other Operating Expenses								
a. Access charges - Payment for access to the local loop. Firms providing cellular phone service, report interconnection fees here. <b>Include</b> 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				1		1		
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. <b>Exclude</b> capitalized costs								1 1

CONTINUE WITH 🕐 ON PAGE 11

## Form SA-51710E (11-22-2011)

I. (													
				011	1				2010				
		\$ Bil.	Mil.	Thou.	Dol.	\$ E	sil.	Mil.	Thou.	Do	Ι.		
	Other Operating Expenses - Continued 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			1							1		
	customers				1 1				1 1				
1	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 p												
	TOTAL OPERATING EXPENSES Sum of lines 1a through 4f												
	<b>REMARKS</b> - Please use this space to explain a	nv sia	nificant voa		ahanaaa		rify rou						
	data were estimated.	,		r-to-year	changes,	to cla		sponse	es, or indi	icate wh	her		
		,		r-to-year	changes,	to cla		sponse	es, or indi	icate wh	her		
	data were estimated. <b>CONTACT INFORMATION</b> Name of person to contact regarding this report ( <i>Ple</i>			Title	changes,			sponse	es, or indi	icate wh			
3	CONTACT INFORMATION Name of person to contact regarding this report ( <i>Ple</i> )	ease pri	int)						es, or indi	icate wh			
3	CONTACT INFORMATION	ease pri				tate	ZIP Cod			icate wh			
	CONTACT INFORMATION Name of person to contact regarding this report ( <i>Ple</i> )	ease pri	int)			tate			es, or indi				
	CONTACT INFORMATION Name of person to contact regarding this report (Ple Address (Number and street)	ease pri	int) Dity			tate	ZIP Cod						
•	Name of person to contact regarding this report (Ple         Address (Number and street)         Telephone         Area code         Number	ease pri	int) Dity	Title	Fax	tate	ZIP Cod						
3	CONTACT INFORMATION         Name of person to contact regarding this report (Ple         Address (Number and street)         Area code       Number	ease pri	int) Dity		Fax	tate	ZIP Cod						