

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

(DRAFT)

SA-51730A

**Due Date** 

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

OMB No. 0607-0422: Approval Expires 12/31/2018

# 2015 ANNUAL SERVICES REPORT

# WORKSHEET

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.

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

## **GENERAL INSTRUCTIONS**

- Any significant change in this firm's operations should be noted in 12.
- For establishments sold or acquired in 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.
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PENALTY FOR FAILURE TO REPORT	CONTINU
<ul> <li>Yes</li> <li>No - Enter corrections in the mailing address above</li> </ul>	
<b>A. MAILING ADDRESS</b> Is this firm's name and mailing address the same as shown in t	the mailing address above?
<ul> <li>Include:</li> <li>Data for all Services establishments (excluding data for Retail, WI Construction operations) as defined by the survey coverage in </li> <li>Data for auxiliary facilities primarily engaged in supporting servic garages, central administrative offices, and repair services.</li> </ul>	В.
<ul> <li>Dollars should be rounded to the nearest dollar.</li> <li>If a figure is \$1,030,280,456 it should be reported as →</li> </ul>	1030280456

	30A (DRAFT)								Pag
B. SURV	EY COVERAGE								
Did th	nis firm provide	the business	activities de	scribed below	?				
0001	Yes								
	No - Specify t	his firm's busi	ness activity 7						
			,						
	0002								
Not Appli	cable.								
ORGANIZ	ZATIONAL CHA	NGE							
A. Did th	nis firm experier	nce any acqui	isitions, sales	, mergers, and	l/or divestiture	es in 20	15?		
	Yes								
0016									
0010									
	No - Go to 4								
B. Which	n of the followir							<i>.</i> .	
B. Which						porting			
B. Which	<b>of the followir</b> all that apply. If i					porting	<i>period,</i> Month	explain Day	in <b>D</b> . Year
B. Which Check	all that apply. If r	more than one	e organizational		ed during the re	porting			
B. Which Check	<b>of the followir</b> all that apply. If i	more than one	e organizational	change occurre	ed during the re				
B. Which Check	all that apply. If r	more than one Date of org AND	e organizational ganizational cha	change occurre	ed during the re				
B. Which Check	<b>of the followir</b> all that apply. If i Acquisition Sale	more than one Date of org AND	e organizational	change occurre	ed during the re				
B. Which Check	of the followin         all that apply. If i         Acquisition         Sale         Merger         Divestiture	more than one Date of org AND	e organizational ganizational cha	change occurre	ed during the re	. 0018	Month	Day	
B. Which Check	of the followir         all that apply. If i         Acquisition         Sale         Merger	more than one Date of org AND	e organizational ganizational cha	change occurre	ed during the re	. 0018		Day	
B. Which Check 0091	<b>of the followir</b> all that apply. If r         Acquisition         Sale         Merger         Divestiture	more than one Date of org AND Enter detai	e organizational ganizational cha iled informatior	change occurre	ed during the re	. 0018	Month	Day	
B. Which Check 0091	of the followin         all that apply. If i         Acquisition         Sale         Merger         Divestiture	more than one Date of org AND Enter detai	e organizational ganizational cha iled informatior	change occurre	ed during the re	. 0018	Month N (9 digi	Day	
B. Which Check 0091	<b>of the followir</b> all that apply. If it         Acquisition         Sale         Merger         Divestiture         ame of company         ss (Number and stress)	more than one Date of org AND Enter detai	e organizational ganizational cha iled informatior	change occurre	ed during the re	. 0018	Month N (9 digi	Day	
B. Which Check 0091	<b>of the followir</b> all that apply. If r         Acquisition         Sale         Merger         Divestiture	more than one Date of org AND Enter detai	e organizational ganizational cha iled informatior	change occurre	ed during the re	. 0018	Month N (9 digi	Day	

	SA-51730A (draft)			Pag	je 3
4	<b>REPORTING PERIOD</b> 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 2015 calendar year.				
	What time period is covered by the data provided in this report?		201	5	_
		E	 Beginnin		
	Calendar year	Month	Day	Year	π
					Ô
	Fiscal or partial year - <i>Report beginning and ending dates</i>		Ending	Data	
		Month	Day	Year	- ă
	0008				<b>_</b>
6	Not Applicable.				
6	SALES, RECEIPTS, OR REVENUE				ne
-	What were the revenues for this firm in 2015?				
	Include:				C
	• Report gross billings, <b>except</b> where noted elsewhere on the form.				Ō
	<ul> <li>Dues and assessments from members and affiliates.</li> <li>Amounts received for work subcontracted to others.</li> </ul>				7
	<ul> <li>For locations that were sold or acquired during a year, only report for the periods that this fi</li> </ul>	rm ope	rated the	2	TON
	locations.	-			-
	• Revenue from services performed by domestic locations of foreign parent firms, subsidiaries	s, branc	hes, etc.		7
	• E-commerce revenue.				Keturn
	<ul><li>Exclude:</li><li>Transfers made within the company.</li></ul>				2
	<ul> <li>Taxes collected directly from customers or clients and paid directly to a local, state, or federal</li> </ul>	al tax a	aencv.		E
	• Rents from and revenue of separately operated departments, concessions, etc., which are lea				
	<ul> <li>Commissions from vending machine operators.</li> </ul>				
	<ul> <li>Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, Di Commonwealth Territories, or U.S. Possessions).</li> </ul>	strict of	Columb	ia, U.S.	
					7
	Mark "X"		2015		0 0
	if None \$ Bil.	Mil.	Thou.	Dol.	ŏ
1.	Fixed local telephony - Providing access to the public switched				Ö
	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. <b>Include</b> basic service				S
	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				- 5
	identification, call forwarding, and call waiting				C
2.	Fixed long-distance telephony - Providing outbound or inbound calls made from a fixed customer location where the call is paid				1

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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

**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

3.

**CONTINUE ON PAGE 4** 

Mark X       2015 If None         Carrier services - Providing wired or wireless services to originate. terminate, or transmit calls for another telecommunication service provider, including transcenatic telecommunication service interconnection and settlement charges for the termination of domestic or international calls, charges to the gravity and the telecommunication service interconnection and settlement charges for the termination of domestic or international calls, charges to long distance carriers for calls originating at a paybhone or within another carrier's local network, charges for locality used facilities such as pole attachments, and charges for the exclusive rights of circuits and charges for the sectal operating revenue. Revenue not reported in lines 1 through 4.1 ft this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below 7         TOTAL OPERATING REVENUE Sum of lines 1 though 5       1199         Not Applicable.         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), extrant, 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 20157         001         11       Yes         011       Yes         021       SBII.         121       Not Applicable.         CLASS OF CLUSTOMER       2015         11       Not Applicable.         CLASS OF CLU	Mark *X*       2015         I Mone       \$ Bil.       Mil.       Thou.       Dol.         Carrier services - Providing wired or wireless services to originate, terminate, or transmit calls for another telecommunication service provider, including transcoerance telecommunication service including transcoerance telecommunication service interconnection and settiment charges for the transition of domestic or international calls, charges to he tog distance carriers for calls for jointly used facilities such as pole attachments, and charges for the tortal carrier's local network, charges for the tortal mathematic and the set of rotations in greater than 20% of the total operating revenue. Revenue not reported in lines 1 through 4. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below 7         I OTAL OPERATING REVENUE         Sum of lines 1 though 5         Sum of lines 1 though 5         Not Applicable.         E-commerce is the sale of goods and services where the buyer places an order, or the price and terms of the sale are negotiad, 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 20157         011       Yes         011       Yes         011       Not Applicable.         CLASS OF CUSTOMER       2015         What percentage of sales, receipts, or revenue reported in @ was received from the following classes of customers in 20157       74 <th>And X X 2015     If None     S Bit     Mit     Thou     Dot      Carrier services - Providing wired or wireless services to originate,     terminate, or transmit calls for another telecommunication service     provider, including transcenit celecommunications. Include     network, charges for joint calls, charges curvings     for calls originating at a payphone or within another carrier's local     network, charges for joint calls, charges to long distance carriers     for calls originating at a payphone or within another carrier's local     network, charges for joint calls, charges to long distance carriers     for calls originating at a payphone or within another carrier's local     network, charges for joint used failities such as pole     attachments,     and charges for joint calls, charges where the buyer places an order, or the price and terms of the sale     are negotiated, over an internet, mobile device (M-Commerce), extended, EU     Not Applicable.      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), extended, EU     intervet, charges for joint         yes         wind the formation and or may not be made online.      A. Did this firm have any e-commerce revenue in 20157         Yes         No - Go to          SBIL Mill Thou. Dol.      B. What was the total e-commerce revenue in 20157         Yes         No - Go to          SBIL Mill Thou. Dol.      B. What percentage of sales, receipts, or revenue reported in @ was received from the         following classes of ustomers in 20157         1. Household consumers and individual users         170         2015</th> <th></th> <th>SA-51730A (draft)</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	And X X 2015     If None     S Bit     Mit     Thou     Dot      Carrier services - Providing wired or wireless services to originate,     terminate, or transmit calls for another telecommunication service     provider, including transcenit celecommunications. Include     network, charges for joint calls, charges curvings     for calls originating at a payphone or within another carrier's local     network, charges for joint calls, charges to long distance carriers     for calls originating at a payphone or within another carrier's local     network, charges for joint calls, charges to long distance carriers     for calls originating at a payphone or within another carrier's local     network, charges for joint used failities such as pole     attachments,     and charges for joint calls, charges where the buyer places an order, or the price and terms of the sale     are negotiated, over an internet, mobile device (M-Commerce), extended, EU     Not Applicable.      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), extended, EU     intervet, charges for joint         yes         wind the formation and or may not be made online.      A. Did this firm have any e-commerce revenue in 20157         Yes         No - Go to          SBIL Mill Thou. Dol.      B. What was the total e-commerce revenue in 20157         Yes         No - Go to          SBIL Mill Thou. Dol.      B. What percentage of sales, receipts, or revenue reported in @ was received from the         following classes of ustomers in 20157         1. Household consumers and individual users         170         2015		SA-51730A (draft)								
if None       \$ Bit.       Mit.       Thou.       Dot.         if None       \$ Bit.       Mit.       Thou.       Dot.         cerninate, or transmit calls for another telecommunication service provide, locasing transmit calls for another telecommunication service interconnection and settlement charges for the straing intervente payphone or within another carriers local network, charges for inex (talks) erights of circuits	if None       § Bit.       Mit.       Thou.       Dot.         interconnection and settiment charges for the settimistion of domestic or international calls, charges for the settal call set or international calls, charges for the settal set or international calls within another telecommerce set the set of foods and services of the total operating revenue, specify the primary source of the revenue below 7         TOTAL OPERATING REVENUE       Sum of lines 1 though 5       1800         Sum of lines 1 though 5       1800       1800       1800         Not Applicable.       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	If Nore S Bit. Mit. Thou. Dot. Carrier services - Providing wired or wireless services to originate, terminate, or transmit calls for another telecommunication services pretwork access and Internet backbone services, charges such as interconnection and settlement charges for the termination of domestic or international calls, charges to then grines for the termination of domestic or international calls, charges to the grines for the termination of domestic or international calls, charges for the termination of domestic or international calls, charges to the grine carrier's local network, charges for the steril carrier's local network, charges for the steril or perating revenue. Revenue not reported in lines 1 through 4. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue below 7 Not Applicable. 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 20157 Yes Not Applicable. E-COMMERCE E. Whet was the total e-commerce revenue in 20157 Yes Not Go to <b>Q</b> S Bit. Mit. Thou. Doi. B. What was the total e-commerce revenue in 20157 Yes Not Go to <b>Q</b> S Bit. Mit. Thou. Doi. B. What percentage of sales, receipts, or revenue reported in <b>Q</b> was received from the following classes of customers in 2015? 1. Household consumers and individual users 1. Household consumers and individual users 2015 2015 2015 2015 2015 2015 2015 2015 2015 2015 2015 2015 2015 2015 2015 2016 2017 2018 2018 2019 2019 2019 2019<	6	SALES, RECEIPTS, OR REVENUE - Continued								
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TOTAL OPERATING REVENUE         Sum of lines 1 though 5       1800         Not Applicable.         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 2015?	TOTAL OPERATING REVENUE         Sum of lines 1 though 5         Sum of lines 1 though 5         Not Applicable.         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 2015?	TOTAL OPERATING REVENUE         Sum of lines 1 though 5		1 through 4. If this item is greater than 20% of the total operating revenue, specify the primary source of the revenue								
TOTAL OPERATING REVENUE         Sum of lines 1 though 5       1800         Not Applicable.         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 2015?	TOTAL OPERATING REVENUE         Sum of lines 1 though 5         Sum of lines 1 though 5         Not Applicable.         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 2015?               Ves                     B. What was the total e-commerce revenue in 2015?                        B. What was the total e-commerce revenue in 2015?	TOTAL OPERATING REVENUE         Sum of lines 1 though 5			1799							
Not Applicable.         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 2015?         011       Yes         011       Yes         011       No - Go to ①         8. What was the total e-commerce revenue in 2015?       2015         and ① Not Applicable.       Image: Class of Customers in 2015?         CLASS OF CUSTOMER       2015         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?       1/63         1. Household consumers and individual users       1/763       %         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) . 1/70       %	Not Applicable. <b>E-COMMERCE</b> 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 2015? <ul> <li>Yes</li> <li>No - Go to <b>1</b></li> <li>No - Go to <b>1</b></li> </ul> B. What was the total e-commerce revenue in 2015?              2015                and <b>1</b> Not Applicable.               CLASS OF CUSTOMER               What percentage of sales, receipts, or revenue reported in <b>9</b> was received from the following classes of customers in 2015?               1. Household consumers and individual users              1783             2. Business firms, not-for-profit organizations, and Government (Federal, state, and local). 1760 +             100 %             100 %	Not Applicable.         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 2015? <ul> <li>Yes</li> <li>No - Go to ①</li> <li>S Bil.</li> <li>Mil.</li> <li>Thou.</li> <li>Dol.</li> </ul> B. What was the total e-commerce revenue in 2015?       2000         and ①       Not Applicable.         CLASS OF CUSTOMER       2015?         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?       1/263         1. Household consumers and individual users       1/263       9/4         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1/260       9/4										
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 2015? Yes 0011 Yes 0011 No - Go to B. What was the total e-commerce revenue in 2015?	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 2015?	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 2015?	)									
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B. What was the total e-commerce revenue in 2015?       2000         and ① Not Applicable.         CLASS OF CUSTOMER         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?         1. Household consumers and individual users       1763         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760	2015         \$ Bil.       Mil.       Thou.       Dol.         B. What was the total e-commerce revenue in 2015?       2000       Image: Class of Customers       Image: Class of Customers         and O Not Applicable.       CLASS OF CUSTOMER       Image: Class of Customers in 2015?       Image: Class of Customers in 2015?         1. Household consumers and individual users       1763       1763       Image: Class of Customers in 2015?         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       Image: Class of Customers	2015         \$ Bil.       Mil.       Thou.       Dol.         B. What was the total e-commerce revenue in 2015?       2000       Image: Class of Customers       Image: Class of Customers         and O Not Applicable.       CLASS OF CUSTOMER       Image: Class of Customers in 2015?       Image: Class of Customers in 2015?         1. Household consumers and individual users       1763       1763       Image: Class of Customers in 2015?         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       Image: Class of Customers		comparable online system. Payment may or may not be made online.	el, LDI II	letwon	K, EIECI		<i>an, or o</i>	liiei		
\$ Bil. Mil. Thou. Dol.   B. What was the total e-commerce revenue in 2015? 2000 Image: Class of Customers and sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015? Image: Class of Customers and individual users Image: Class of Customers Image: Class	\$ Bil. Mil. Thou. Dol.   B. What was the total e-commerce revenue in 2015? 2000 Image: Class of CUSTOMER   What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015? Image: Class of Customers and individual users   1. Household consumers and individual users 1763   2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) 1760	\$ Bil. Mil. Thou. Dol.   B. What was the total e-commerce revenue in 2015? 2000 Image: Class of CUSTOMER   What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015? Image: Class of Customers and individual users   1. Household consumers and individual users 1763   2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) 1760		0011 Yes								
and ① Not Applicable.         CLASS OF CUSTOMER         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?         1. Household consumers and individual users         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local) . 1760 +	and ① Not Applicable.         CLASS OF CUSTOMER         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?         1. Household consumers and individual users         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)         1. Household consumers and individual users	and ① Not Applicable.         CLASS OF CUSTOMER         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?         1. Household consumers and individual users         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)         1. Household consumers and individual users		0011 Yes					2015			
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CLASS OF CUSTOMER       2015         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?       Percent         1. Household consumers and individual users       1763       %         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       +       %	CLASS OF CUSTOMER         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?         1. Household consumers and individual users         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)         1. Household consumers and individual users	CLASS OF CUSTOMER         What percentage of sales, receipts, or revenue reported in ③ was received from the following classes of customers in 2015?         1. Household consumers and individual users         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)         1. Household consumers and individual users		0011 Yes No - <i>Go to</i>		. 2000	\$ Bil.	Mil.		iou.	Do	1.
What percentage of sales, receipts, or revenue reported in <b>G</b> was received from the following classes of customers in 2015?       Percent         1. Household consumers and individual users       1763       %         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       +       %	What percentage of sales, receipts, or revenue reported in <b>G</b> was received from the following classes of customers in 2015?       Percent         1. Household consumers and individual users       1763       %         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       %	What percentage of sales, receipts, or revenue reported in <b>G</b> was received from the following classes of customers in 2015?       Percent         1. Household consumers and individual users       1763       %         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       %		<ul> <li>Yes</li> <li>No - Go to </li> <li>B. What was the total e-commerce revenue in 2015?</li> </ul>		. 2000	\$ Bil.	Mil.		10U.	Do	<b>I.</b>
1. Household consumers and individual users       9%         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760	1. Household consumers and individual users       1763       %         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       %         1       1       0       %	1. Household consumers and individual users       1763       %         2. Business firms, not-for-profit organizations, and Government (Federal, state, and local)       1760       %         1       1       0       %		<ul> <li>Yes</li> <li>No - Go to </li> <li>B. What was the total e-commerce revenue in 2015?</li> <li>and </li> <li>Not Applicable.</li> </ul>		. 2000	\$ Bil.	Mil.		iou.	Do	I.
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				<ul> <li>Yes</li> <li>No - Go to ①</li> <li>B. What was the total e-commerce revenue in 2015?</li> <li>and ① Not Applicable.</li> <li>CLASS OF CUSTOMER</li> <li>What percentage of sales, receipts, or revenue reported in ③ was following classes of customers in 2015?</li> <li>Household consumers and individual users</li> </ul>		ived f	rom th 	le 	1763		2015	nt %
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### **14** OPERATING EXPENSES

#### What were the operating expenses for this firm in 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.

Mark "X" if None

1841

\$ 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). 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:
  - Health insurance Insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs). Include premium equivalents for selfinsured 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 . . 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)

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Dol.

2015

Thou.

Mil.

Page 5

#### 14 OPERATING EXPENSES - Continued 2015 Mark "X" *if None* \$ 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 ..... 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 . . 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 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 **4d** Purchased electricity - If the cost of electricity is included in 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 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 **3** 1852 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

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		Mark "X"		:	2015	
		if None	\$ Bil.	Mil.	Thou.	Dol.
I	Expensed Purchased Services - Continued					
I	<ul> <li>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</li> </ul>			1		
	employees for these services					
(	Other Operating Expenses					
8	<ul> <li>Access charges - Payment for access to the local loop. Firms providing cellular phone service, report interconnection fees here.</li> <li>Include fees for leased facilities access charges paid to foreign companies for international calls originating in the United States 6025</li> </ul>			1 1		
	companies for international calls originating in the United States 6025 <b>Depreciation and amortization charges - Include</b> 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). <b>Exclude</b> impairment					
•	. Governmental taxes and license fees - Payments to					
	government agencies for taxes and licenses. <b>Include</b> business and property taxes. <b>Exclude</b> income taxes and sales and excise taxes collected from customers					
C	<ul> <li>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.</li> <li>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</li> </ul>					
	1859					
٦	TOTAL OPERATING EXPENSES					
3	Sum of lines <b>1a through 4d</b> 1900					



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

Name of perso	n to contact	regarding t	this report ( <i>Pleas</i>	e print)	Title				
	Area code		Number	Extension		Area code	Number		
Telephone			-		Fax			-	
E-mail address				Website address					
	THAI		-	• ·	NNUAL SERVICE or your records.	S REPORT			

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: ECON Survey Comments 0607-0422, U.S. Census Bureau, 4600 Silver Hill Road, Room EMD-8K122, Washington, DC 20233. You may e-mail comments to ECON.Survey.Comments@census.gov . Be sure to use ECON Survey Comments 0607-0422 as the subject. You are not required to respond to this collection of information if it does not display a valid approval number from the Office of Management and Budget (OMB). The eight-digit OMB number is 0607-0422 and appears in the upper right corner of the electronic instrument screen.