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Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0763.

THE FOREGOING NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. 552a(e)(3) AND THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

FCC Report 43-06
 ARMIS CUSTOMER SATISFACTION REPORT

COMPANY: XXXXXXXXXXXXXXXX
 STUDY AREA: XXXXXXXXXXXXXXXX
 PERIOD: From mmm yyyy To mmm yyyy
 COSA: XXXX

XXXX Version
 Submission XXX
 TABLE I
 PAGE 1 OF 1

TABLE I – SUMMARY CUSTOMER SATISFACTION SURVEY

ROW	CLASSIFICATION	Residential		Small Business		Large Business	
		Number Surveyed (ab)	Percent Dissatisfied (ac)	Number Surveyed (ad)	Percent Dissatisfied (ae)	Number Surveyed (af)	Percent Dissatisfied (ag)
0020	Reserved	N/A	N/A	N/A	N/A	N/A	N/A
0040	Installations						
0060	Repairs						
0080	Business Office						

Customer Satisfaction Report

Row Instructions

Table I

Table I is a summary report of the results of the responding carriers' customer satisfaction surveys consisting of generic categories into which the disaggregated categories used by the carriers may be summarized. We chose generic categories in order to maintain the integrity of the individual customer satisfaction surveys, designed by each of the carriers, to suit each carrier's unique circumstances. Use the rounding conventions specified in the column instructions when entering these data. **Footnotes are mandatory for all "irretrievable" entries.**

Row 0020 - Reserved

Row 0040 - Installations - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's installation services and procedures.

Row 0060 - Repairs - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's repair services and procedures.

Row 0080 - Business Office - In this row enter the number of customers surveyed and the percent dissatisfied with the reporting carrier's business office services and procedures.

Customer Satisfaction Report

Column Descriptions

Table I

Column (ab) - Number of Residential Customers Surveyed - This column represents the number of residential customers surveyed. Enter in whole numbers.

Column (ac) - Percent of Residential Customers Dissatisfied - This column represents the percentage of residential customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (ad) - Small Business Customers Surveyed - This column represents the number of small business customers surveyed. “Small business customer” is defined by the filing ILEC. Enter in whole numbers.

Column (ae) - Percent of Small Business Customers Dissatisfied - This column represents the percentage of small business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.

Column (af) - Number of Large Business Customers Surveyed - This column represents the number of large business customers surveyed. “Large business customer” is defined by the filing ILEC. Enter in whole numbers.

Column (ag) - Percent of Large Business Customers Dissatisfied - This column represents the percentage of large business customers surveyed who registered a dissatisfied response. Enter this amount in percent, rounded to two places.