

**Public Service Commission of Wisconsin
Telecommunications Service Provider Annual Questionnaire
Instructions**

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Getting Started and Navigation

System Requirements

The web annual questionnaire system was written for **Microsoft Edge**. Other browsers may work, but they are not supported by the PSCW.

Cautions

- **System Timeout** – After 4 hours of inactivity the annual questionnaire system will disconnect from the PSC’s web servers. If this happens the user will lose any unsaved data and they will need to log into the annual questionnaire system again.
- Do not open more than one annual questionnaire at a time. If a user opens multiple questionnaires in the same browser the system may become confused. Unexpected and unwanted results may occur.
- No more than one user should work on a single annual questionnaire at the same time.
- Do not use the back button to move between pages. Unexpected and unwanted results may occur.
- You must click the “Save” button in the lower left corner of the screen to save changes. The program will not prompt you to save changes when you leave a page.
- Check over the questionnaire carefully **and print it (or create and save a PDF) before submitting**. **Once a questionnaire is submitted, it is not available for viewing, printing, or editing**. Any subsequent changes will require the user to re-file the questionnaire from scratch.

Annual Questionnaire Passwords

Each utility has been issued an annual questionnaire password. This password is required to create, modify and submit an annual questionnaire. Passwords do not change from year to year – they are permanent. If you need to change or have lost a password, you will need to use the **change password** function on the annual questionnaire page. That will require you to enter a confirmation code that will be sent to the provider’s official email address.

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Wisconsin.GOV Agency Directory Online Services

Public Service Commission of WISCONSIN E-Services Portal

Annual Questionnaire System for Telecommunications Utilities
Logon Screen

We strongly recommend that you read the appropriate [help file](#) before starting the annual report.

NOTE: Utilities can no longer request a password, instead the primary contact will need to change the password.

Year: 2021

Utility Name: --- Choose Utility Name ---

Utility Password:

Are you a robot? Check the box to prove you are human.

I'm not a robot

reCAPTCHA
Privacy - Terms

[Change Password](#)

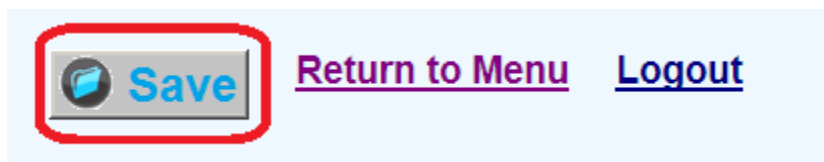
Commission staff cannot reset passwords. It can only be done through the app, and only with the code sent to the provider's **official email address**. Codes, once sent, are valid for 20 minutes.

Working on the Annual Questionnaire

Annual questionnaires do not need to be completed in one session; they may be worked on over several days or weeks. When an annual questionnaire is created, it is assigned a number. Users can open a draft questionnaire using that number, until submitted. No more than one user should work on a single annual questionnaire at the same time. Questionnaires remain active until they are submitted. Once they are submitted, they are no longer available for editing. If a utility needs to re-file a questionnaire, it needs to start over with a blank questionnaire.

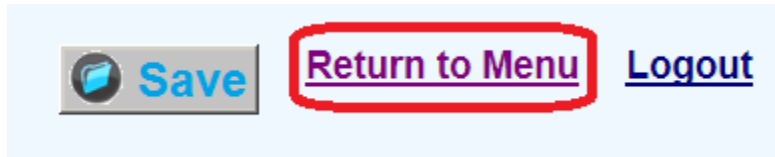
Navigation Between and Within Schedules

- See Cautions (listed above)
- **Save button** - To save data, click the "Save" button. **The system will not prompt you to save when leaving a page.**

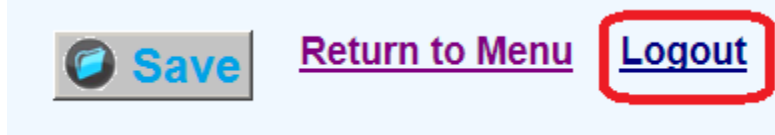


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- **Return to Menu button**- After saving your changes, use the “Return to Menu” hyperlink, in the upper right hand corner of the screen, to return to the main menu. Do not use the back button. You may also click the “Return to Menu” hyperlink if you do not wish to save changes.



- **Logout button** - To exit the program, first save your changes, then click the “Logout” hyperlink.



General Items

Entering Data

- **Report all dollar amounts to the nearest thousand dollars** (in 000's). (Example: report \$130,400 as \$130.) Amounts below \$500 can be entered as \$0. All non-financial numbers (e.g. dates, street addresses and customer counts) should be reported as the actual number.
- Negatives should be entered with the minus sign “-”.
- Gray fields and totals are non-enterable. These fields are calculated from data entered elsewhere.
- **Repeating for emphasis: Report all dollar amounts to the nearest thousand dollars** (in 000's). (Example: report \$130,400 as \$130.) Amounts below \$500 can be entered as \$0. All non-financial numbers should be reported as the actual number.

Confidentiality

The annual questionnaire program incorporates provisional confidentiality. If the program’s provisional confidentiality capability is utilized, the user is not required to complete a PSC Confidentiality Request form, nor a notarized affidavit.

If a user wishes to utilize the maximum confidentiality allowed by the program, choose “Maximum confidentiality allowed by the program” when submitting the annual questionnaire.

The following sections are eligible for provisional confidentiality: 2.B., 2.C. (except the note for line 7), 2.D., and 3. The remaining sections are not eligible for confidential treatment.

Edit Check Results

Edit checks must be run and errors corrected before the annual questionnaire can be submitted. The “Run Edit Checks” button is located towards the bottom of the main menu screen. Edit checks can be run at any time before submitting.

No Revenues

Companies with no revenues for the reporting year *are* required to file an annual questionnaire, but clicking the “attest no assessable revenues” checkbox will shortcut most of the application.

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Filing the Annual Questionnaire with the PSC

Take care that all responses are accurate and complete before submitting the questionnaire. Once the questionnaire has been submitted, it is not available for review, printing or editing. **If subsequent changes are necessary, the user must start from scratch.**

If you want or need a copy of the questionnaire, please print out and/or save a pdf copy of the completed questionnaire BEFORE submitting. Unfortunately, our system does not allow for printing PDFs once the questionnaire has been submitted.

The due date for the annual questionnaire is April 1¹. **The annual questionnaire must be prepared and submitted via the web program.** Do not send a paper copy or PDF of the questionnaire to the PSCW.

Name change

If the company name has been changed from what is shown on the questionnaire, a cover letter and documents from the State of Wisconsin Department of Financial Institutions (DFI) must be submitted to the Public Service Commission of Wisconsin using the Commission's Electronic Regulatory Filing (ERF) system.

A domestic corporation should upload to ERF a copy of the stamped page from its Articles of Amendment as filed with DFI. A foreign corporation should send a copy of their Amended Certificate of Authority as issued by DFI. These documents can be obtained by:

1. Calling DFI at (608) 261-7577;
2. Contacting DFI on the web at <http://www.wdfi.org>; or
3. By writing to DFI at P.O. Box 7846, Madison, WI 53707-7846.

PSC Annual Questionnaire Contacts

Questions relating to the questionnaire or the annual reporting process should be directed to Peter Jahn at Peter.Jahn@wisconsin.gov.

Sections

Section 1: Identification and Contacts

- There are separate lines for street address and P.O. Box. Please do not put a P.O. Box on the line for street address, as this causes the mail we send to you to be returned undeliverable.
- This section includes contact numbers and websites by customer class. These will be used to make it easier for customers to contact providers. If you do not serve a class of customers, leave the boxes for that class blank.
- The primary and billing contacts on file for the company are shown on the AQ app, but cannot be edited in the app. To correct these items, please click on this link: [Utility Request Address Change \(wi.gov\)](#). The link is also in the annual questionnaire app.

¹ If that date falls on a weekend, the annual questionnaire is due the following business day.

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- Contact information cannot be filed confidentially.

Section 2.A.: Attestation of No Activity in Wisconsin for the Reporting Year

- If a company has no Wisconsin revenue in the calendar year, it should check the appropriate box. If a company certifies that it had no activity / revenues in Wisconsin during the calendar year, the application will skip the portions used for entering revenues. The company still needs to save and submit the questionnaire.
- A report of no activity cannot be filed confidentially.

Section 2.B.: Only applies to Resellers and Commercial Mobile Radio

- Resellers and Commercial Mobile Radio service providers should indicate whether the company's total gross Wisconsin revenues (intrastate, interstate and international) are less than \$200,000.
- Other types of providers do not have to complete this section.

Section 2.C.: Operating Revenues

- Important: **Report all dollar amounts to the nearest thousand dollars** (in 000's). (Example: report \$130,400 as \$130.) Amounts below \$500 can be entered as \$0. All non-financial numbers (e.g. street address) should be reported as the actual number.
- All providers except Commercial Mobile Radio (CMR) service providers should report revenues in this section. CMR service providers should instead use Section 2.D.
- All items are eligible for confidential treatment (except the note for line 7).
- Some fields are calculated and therefore non-enterable. For some lines (those assessable for USF), a breakdown of intrastate (column b) and interstate (column c) revenues is required. For other lines, only Total Wisconsin Revenues (column d) is required.
- All fields must contain a number. Zero is acceptable for all fields.
- A number of values are used to calculate entries in Section 3, Assessable Revenues.
- Unless otherwise indicated, all information requested in this questionnaire should be taken from the accounts and other records of the utility.
- All booked Wisconsin revenues of the company should be reported on this schedule. No revenues should be reported on more than one line. Report the amounts associated with the following items (not necessarily an all-inclusive list) in the respective revenue categories on this schedule:
 - **Local Network Service and Long Distance Network Services Message Revenue – Retail Voice Revenues Only (line 1)** – Direct retail sales to end users and resale of service to end users for the following:
 - Basic local (R-1, B-1) service
 - Centrex
 - Conference bridging
 - Custom calling services (e.g. caller ID, call forwarding, call waiting)
 - Early termination or disconnection fees related to retail voice service
 - Extended community calling
 - Extended area service
 - Foreign exchange

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- High capacity circuits (T-1, DS-1, DS-3, etc.) primarily used to provision retail intrastate telecommunications voice service (e.g., Digital Trunk Service using a DS-1 to provision service to a PBX)
 - Installation, service order, activation, and service connection charges related to retail voice service
 - Long distance
 - Private branch exchange (PBX)
 - Teleconferencing
 - Voice grade channel services (types 2001 through 2008, and 2010)
- **Network Access Service Revenues (line 2)** – Switched access; special (dedicated) access; Federal end user (subscriber) line charges; interconnection between local and toll providers associated with interstate calls; receipts from State USF funds associated with Lifeline and Linkup reimbursements; and receipts of all Federal USF funds.
 - **Federal and State USF Surcharge Revenue (line 3)** - Revenue from surcharges on customer bills for recovery of Federal and State USF costs.
 - **Reciprocal Compensation, Other Interconnection, Directory, and Unbundled Network Elements (UNEs) Revenue (line 4)** - As used here, Directory means directory advertising, directory assistance, and directory listing options (e.g., non-published, non-listed, and additional listings).
 - **Payphone Revenue (line 5)** - Report only revenues from payphones on this line.
 - **DSL and Other Broadband, Cable TV, Video, and Customer Premises Equipment and Wiring Revenue (line 6)**² - Digital subscriber line; Internet service provider (field service, hosting, hookup and facilities charge); customer premises equipment sale and maintenance; and customer premises (inside wire) maintenance.
 - **Interconnected Voice over Internet Protocol (VoIP) Revenue (line 7)**² – Include all revenue from Interconnected VoIP, whether fixed or nomadic. If the number on this line is greater than zero, you must indicate the jurisdictional allocation method from the options provided in the Note for line 7 near the bottom of the page.
 - **Voice Portion of Mixed Voice and Data Revenues (line 8)** – Only revenues from the provision of voice services are assessable for USF. For any services which are used for both voice and non-voice (for example, packages or bundles of voice and data services, video distance learning, or Integrated Services Digital Network (ISDN) services), providers should allocate revenues between USF assessable (voice) and non-assessable (non-voice) according to the hierarchy listed below. Revenues allocated to voice should be reported on this line. Revenues allocated to non-voice should be reported on line 11.
 1. If the service is predominantly (more than 80 percent of communication traffic volume) or solely used for voice, or predominantly or solely used for non-voice, the revenues should be assigned 100 percent to voice or non-voice, as appropriate.
 2. If the service is basically a “package” or “bundle” of voice and non-voice services, and there is a separate price for each stated on customer bills, the revenues from the service shall be allocated based on those separately stated prices.
 3. If the service is basically a “package” or “bundle” of voice and non-voice services that are each also offered separately, the revenues from the service shall be allocated so that the entire discount

² All companies should use this line, if they have applicable revenues, regardless of whether or not such revenues are accounted for as part of Operating Revenues in the provider’s accounting records.

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inherent in the package or bundle is allocated entirely to non-voice services. In other words, the USF assessable portion of the revenue is equal to the stand-alone price of the voice service.

4. If none of the first three methods applies, the provider can either:
 - a. Use a safe harbor allocation percentage of 50 percent of service revenues subject to USF assessment.
 - b. Use any other reasonable allocation method other than 1, 2, 3, or 4.a., subject to the following conditions. Any provider choosing to use method 4.b. should be aware that such other allocation method may not be considered reasonable, and will be evaluated by the Commission on a case-by-case basis in any objection, review or enforcement context. Should an objection, review or enforcement proceeding be initiated, a carrier may be obligated to provide evidence that the amount of reported telecommunication revenues that it reported reflects compliance with the carrier's obligation to contribute to the USF based on retail intrastate voice telecommunications revenue.
- **Nonregulated Revenues Not Already Reported Above (line 9)**³—Providers should use this line to report revenues not assessable for either USF, remainder, relay, or trade practices assessments, and not already reported on another line. Commission staff is not aware of such services at this time. If the number on this line is greater than zero, you must enter a description in the box provided at the bottom of the page.
- **Other Revenues Assessable for USF Purposes (line 10)**- Providers should use this line to report revenues assessable for USF, remainder, relay, and trade practices assessments, and not already reported on another line. Items to report on this line include (not intended to be an all-inclusive list): revenue from Digital Transport Service – enhanced (DTS-E) – modules 1 and 2; and phone card (prepaid and debit) sales.
- **Other Revenues from Wholesale, Data, Information, or Miscellaneous Services (and not already reported above) (line 11)** – Revenues from these services are not subject to USF assessment, but are subject to remainder, telephone relay, and telecommunications trade practices assessments. If the number on this line is greater than zero, you must enter a description in the box provided at the bottom of the page. Items to report on this line include (not intended to be an all-inclusive list) revenue from:
 - 900 number services
 - Billing and collection
 - Dark fiber
 - Detailed billing
 - Digital link / digital channel
 - Early termination or disconnection fees related to non-voice service
 - Ethernet
 - Frame relay
 - High capacity circuits (T-1, DS-1, DS-3, etc.) primarily used to provision wholesale, interstate, or data service (e.g., Dedicated Digital Service (DS-1, DS-3, etc.) used for point to point transport of data)
 - Inbound interstate and international 800 and collect calls billed to customers in Wisconsin
 - Installation, service order, activation, and service connection charges related to non-voice services
 - Internet Service Providers (ISPs) associated with the transport of the signal from end users to ISPs via switched or unswitched Internet access
 - Late payment fees and finance charges
 - Non-sufficient funds (NSF) charge

³ All companies should use this line, if they have applicable revenues, regardless of whether or not such revenues are accounted for as part of Operating Revenues in the provider's accounting records.

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- Non-voice portion of mixed voice / non-voice services
- Rent
- Sales to resellers
- Switched data service
- Voice grade channel services (types 3002 and 3003)
- Voice mail
- **Uncollectible Revenue (line 13)** – Enter the amount of uncollectible revenues.

Section 2.D. CMR Operating Revenues

- All Commercial Mobile Radio (CMR) service providers should report revenues in this section. Other providers should use Section 2.C.
- All items are eligible for confidential treatment.
- Some fields are calculated and therefore non-enterable. For some lines (those assessable for USF), a breakdown of intrastate (column b) and interstate (column c) revenues is required. For other lines, only Total Wisconsin Revenues is required (column d).
- All fields must contain a number. Zero is acceptable for all fields.
- A number of values feed forward in to Section 3, Assessable Revenues.
- Unless otherwise indicated, all information requested in this questionnaire should be taken from the accounts and other records of the provider.
- All booked Wisconsin revenues of the company should be reported on this schedule. No revenues should be reported on more than one line. We believe that most of the line items are self-explanatory. Further instructions are provided for the following:
 - **Other Revenues Assessable for USF Purposes (line 11)** - Use this line to report any revenue items that are subject to USF and trade practices assessments, and that are not reported elsewhere. Commission staff is not aware of such services at this time.
 - **Other Revenues not Assessable for USF Purposes (line 12)** - Use this line to report late payment or finance charge revenue and Lifeline and Linkup revenues for reimbursements from the Wisconsin USF, as well as any additional revenue items that are not subject to USF assessment, but are subject to the telecommunications trade practices assessment, and that are not reported elsewhere.

Section 3.A.: Calculation of Assessable Revenues for Remainder, Telephone Relay, and Telecommunications Trade Practices Assessment Purposes

- All items are eligible for confidential treatment.
- Some fields are pulled from the Operating Revenues schedule, calculated or not applicable (depending on the type of provider), and are therefore non-enterable.
- All enterable cells must contain a number. Zero is acceptable.
- Total Assessable Revenues for Remainder Assessment Purposes cannot be negative.
- Total Assessable Revenues for Telephone Relay and Telecommunications Trade Practices Purposes cannot be negative.
- Assessable revenues for remainder and telephone relay assessment purposes is based on intrastate, interstate, and international gross operating revenues with a nexus to Wisconsin operations. Please note that this

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calculation of assessable revenues is not synonymous with and is more extensive than the typical definition of intrastate (i.e., calls originating and terminating in Wisconsin). In addition, the amount reported for Gross Wisconsin Operating Revenues is before consideration of uncollectible revenues.

- Wireless revenues are subject to the Telecommunications Trade Practices assessment, but not Remainder or Telecommunications Relay assessments.
- Additional, detailed information regarding assessments, including a list of what revenues are assessable and not assessable, is available on the Commission's Web page on this page:
<https://psc.wi.gov/Pages/ForUtilities/Telecom/Assessments.aspx>.

Section 3.B.: Calculation of Assessable Revenues for Universal Service Fund Assessment

Purposes

- According to Wis. Stat. § 196.218, assessable revenues for Universal Service Fund purposes includes gross operating revenues from the provision of broadcast services and from intrastate telecommunications service in this state. This calculation of assessable revenues uses the typical definition of intrastate (i.e., calls originating and terminating in Wisconsin).
- The Commission exempts most wholesale revenues from the state Universal Service Fund (USF) assessment. Further details can be found in the Commission's determination mailed October 19, 2011 in docket 5-GF-104 .
- Another change to the Commission's assessment policy results from 2011 Wisconsin Act 22, which changed the definition of telecommunications services. As a result, revenues from data and information services are no longer assessable for the USF.
- Additional, detailed information regarding assessments, including a list of what revenues are assessable and not assessable, is available on the Commission's Web page on this page:
<https://psc.wi.gov/Pages/ForUtilities/Telecom/Assessments.aspx>
- All items are eligible for confidential treatment.
- Some fields are pulled from the Operating Revenues schedule, calculated or not applicable (depending on the type of provider), and are therefore non-enterable:
- All enterable cells must contain a number. Zero is acceptable.
- Total Assessable Revenues for Universal Service Fund Assessment Purposes cannot be negative.

Section 4: Notes

- This section is divided into three sections.
 - Explanation of significant change in assessable remainder revenues.
 - Explanation of significant change in assessable USF revenues.
 - General notes on the AQS.
- If a provider's revenues have changed by more than 20% and \$20,000, the company will be prompted to include an explanation.
- The explanation need not be lengthy. If the company had significant growth, congratulations, and explain that. Similarly, if a major customer was lost, or a significant portion of the customer base was bought or sold, explain that. If the request for explanation triggers, and the provider does not believe they had such a change, make sure that revenues were entered in thousands of dollars.
- Total note size is limited to 2,000 characters.

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- Notes are not eligible for confidential treatment

Section 4: Federal Employer Identification Number (FEIN)

- This section asks the provider if they have an Internal Revenue Service (IRS) employer identification number (FEIN). If a provider lacks an EIN (i.e. has no taxpayer identification number to provide other than an individual social security number), it should click “no.”
- If the provider has a FEIN, the provider should enter the FEIN number, which should be the same EIN that the company uses to file any federal taxes, if the filer offers services subject to such taxes.
- Providers should *NOT* use individual social security numbers for the federal EIN.
- If a provider does not have a FEIN, it can obtain one, without charge, here:
<https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>.

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