

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986  
OMB Control No. 3060-0819  
July 2013

- <010> Study Area Code \_\_\_\_\_
- <015> Study Area Name \_\_\_\_\_
- <020> Program Year \_\_\_\_\_
- <030> Contact Name - Person USAC should contact regarding this data \_\_\_\_\_
- <035> Contact Telephone Number - Number of person identified in data line <030> \_\_\_\_\_
- <039> Contact Email Address - Email Address of person identified in data line <030> \_\_\_\_\_

- <110> Has your company received its ETC certification from the FCC? (yes / no) \_\_\_\_\_  
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5
- <111> year plan" filed with the FCC? (yes / no) \_\_\_\_\_

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which receives only frozen support, your progress report is only required to address voice telephony service

\_\_\_\_\_  
Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.