

REQUEST FOR RECORDS DISPOSITION AUTHORITY		LEAVE BLANK (NARA use only)	
To NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD, COLLEGE PARK, MD 20740-6001		JOB NUMBER	<i>NI-173-09-3</i>
1 FROM (Agency or establishment) Federal Communications Commission		Date Received	<i>8/26/09</i>
2 MAJOR SUB DIVISION Wireline Competition Bureau		NOTIFICATION TO AGENCY	
3 MINOR SUB DIVISION Industry Analysis and Technology Division		In accordance with the provisions of 44 U S C 3303a, the disposition request, including amendments is approved	
4 NAME OF PERSON WITH WHOM TO CONFER Shoko B Hair		5 TELEPHONE (202)418-1379	DATE <i>12/12/12</i>
6 AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for Disposal on the attached <u>2</u> page(s) are not needed now for the business of this agency or will not be needed after the retention periods specified, and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached, or <input type="checkbox"/> has been requested		ARCHIVIST OF THE UNITED STATES <i>[Signature]</i>	
DATE August 20, 2009	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>		TITLE Records Officer
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	See Attachment.		

**Automated Reporting and Management Information System (ARMIS)
43-06 ARMIS Customer Satisfaction Report**

ARMIS was initiated in 1987 for collecting financial and operating data from the largest incumbent local exchange carriers (ILECs). Additional ARMIS reports were added in 1991 to collect service quality and network infrastructure information from local exchange carriers subject to price cap regulations; and, in 1992 for the collection of statistical data formerly included in Form M. Today, ARMIS consists of 10 reports. The carriers annually file this data on April 1st. The Commission's rules require this information only from carriers having annual operating revenues equal to or above an indexed revenue threshold. A carrier, together with its ILEC affiliates, having an indexed revenue threshold of less than \$8.181 billion, would have streamlined ARMIS reporting requirements. Beginning with the 2002 filing, electronic filing of ARMIS data became mandatory. No paper or diskettes have been received from 2002 forward. Therefore, the paper copies and diskettes for the 2001 data will be the last files transferred to the Federal Records Center.

43-06 ARMIS Customer Satisfaction Report

43-06 The ARMIS Customer Satisfaction Report – Collects, at the holding company and the study area level, the results of customer satisfaction surveys conducted by carriers that capture trends in service quality under price cap regulation. This report is filed by mandatory price cap carriers. The ARMIS 43-06 Report specifies information requirements in a consistent format and is essential to the FCC to monitor service quality under price cap regulation.

Input/Source Records:

Paper copies and Diskettes. Beginning with the 2002 filing, electronic filing of ARMIS data became mandatory. No paper or diskettes have been received from 2002 forward. Therefore, the paper copies and diskettes for the 2001 data will be the last files transferred to the Federal Records Center.

Disposition: Temporary. Transfer to the Federal Records when five years old. Destroy when fifteen (15) years old.

Electronically Imported Data from the Internet.

The Commission's Electronic ARMIS filing System provides on-line submission of carrier filings and provides a user-friendly, feature-rich database system from which users can extract ARMIS data in a variety of ways. Incumbent local exchange carriers are required to file their ARMIS Reports electronically through the Internet. Carriers and other interested parties can access ARMIS data from the Commission's EAFS Home Page at <http://www.fcc.gov/wcb/eafs>.

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Disposition: ~~Temporary. Destroy/delete fifteen (15) years after information is imported in ARMIS and the data has been verified.~~

Master Data File:

Provides on a study area level and a holding company level the results of customer satisfaction surveys to capture trends in service quality conducted by every ILEC under mandatory price cap regulation. This data breaks down the number of surveyed customers and the per cent dissatisfied by residential, small business, and large business customers. This file includes a public version and may include a business confidential version.

Statement of Restriction: There may be FOIA/Privacy Act restrictions.

Current Volume: 1 cd for all ILECs for all years. Annual accumulation: 1/10 of a cd.

Disposition: ~~Permanent. Transfer updates and changes annually. If the restrictions apply at the time of transfer, transfer both versions to NARA when 5 years old.~~ *Temporary. Destroy when 5 years old*

see 4/25/12 email attached LW

Output/Reports.

The Electronic ARMIS filing System is a web-based application that allows users with web browsers and internet access to obtain ARMIS data in various formats, including preset reports, customized reports, ASCII Files (raw data as filed by the carriers; data information reports and related documents.

Data from this report is placed on-line so as to provide a user-friendly, feature-rich database system from which users can extract ARMIS data in a variety of ways from the ten ARMIS reports.

Disposition: Temporary. Destroy/delete when updated or no longer needed, whichever is sooner.

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System Documentation:

System specifications, file specifications, record layouts, user guides, output specifications and final report (regardless of medium) relating to the master file.

Disposition: Permanent. Transfer copy of documentation with master file.

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