



## **FCC Form 480**

Rural Call Completion Reporting

## **Filing Interface User Guide**

OMB Control No. 3060-1186

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## i. Introduction

### FCC Form 480

The FCC collects data from certain originating long distance providers four times a year on Rural Call Completion Reporting Form 480. This information concerns the delivery of calls to Rural Local Exchange Carriers individually and to nonrural Local Exchange Carriers in the aggregate, and is used to identifying possible areas for further inquiry. See [Completing Form 480](#) for more detail on the type of information reported.

### Who Must File

A provider of long-distance voice service that makes the initial long-distance call path choice for more than 100,000 domestic retail subscriber lines must file. The subscriber line count includes the total of all business and residential fixed subscriber lines and mobile phones and aggregated over all of the providers' affiliates. See [47 C.F.R. § 64.2101\(c\)](#).

A covered provider may be

- a local exchange carrier as defined in 47 C.F.R. § 64.4001(e);
- an interexchange carrier as defined in 47 C.F.R. § 64.4001(d);
- a provider of commercial mobile radio service as defined in 47 C.F.R. § 20.3;
- a provider of interconnected voice over Internet Protocol (VoIP) service as defined in 47 U.S.C. § 153(25), or
- a provider of non-interconnected VoIP service as defined in 47 U.S.C. § 153(36) to the extent such a provider offers the capability to place calls to the public switched telephone network.

### Filing Deadlines

- First Quarter: May 1<sup>1</sup>
- Second Quarter: August 1
- Third Quarter: November 1
- Fourth Quarter: February 1

The electronic filing system becomes available for a new round of filing approximately one month before the deadline for that filing.

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<sup>1</sup> First applicable in 2016.

## ii. User Guide Conventions

- Screenshots are displayed with a green border. E.g.:

- Terms in **bold green text** refer to labels appearing on Form 480 filing web page buttons and data entry boxes. E.g.:

Click on **Confirm & Continue** button

- Terms in ***bold italics*** refer to other text or labels appearing on Form 480 and filing web pages. E.g.:

***Filer Company Name Confirmation*** page

## 1. Completing Form 480

### NECA lists of Rural and Nonrural ILECs

Each year during the fourth calendar quarter the National Exchange Carriers Association (NECA) provides updated lists of rural and nonrural Incumbent Local Exchange Carriers (ILECs) to be used for the following calendar year reporting on Form 480. The **NECA Rural ILEC OCN List** and **NECA Nonrural ILEC OCN List** are provided as two worksheets in a Microsoft Excel workbook that may be found by visiting [https://www.neca.org/Call\\_Completion\\_Issues.aspx](https://www.neca.org/Call_Completion_Issues.aspx) and clicking **ILEC OCN List** on the lower left of the page.

The top portion of the **Rural ILEC OCN List** is shown below.



STATE	OCN	Company Name	Overall Code	CECC
ME	0003	Lincolnville Tel. Co.		
ME	0004	China Tel. Co.		
ME	0005	Cobbosseecontee Tel. Co.		
ME	0007	Island Tel. Co.		
ME	0010	Hampden Tel. Co.		
ME	0011	Hartland & St. Albans Tel. Co.		

Each ILEC on the NECA lists is identified by its Operating Company Number (**OCN**), which is a unique four-character alphanumeric code. The **NECA Rural ILEC OCN List** contains an entry (i.e., an Excel row) for each of approximately 1350 Rural OCNs, and the **NECA Nonrural ILEC OCN List** contains about 90 such Nonrural ILEC OCN entries.

For each operating company the NECA lists include the **OCN** and **State** for reporting purposes and the **Company Name**. **Overall Company Codes** (OCC) and Combined Entity Company Codes (**CECC**) are also provided on the right for certain companies to assist covered providers in allocating call attempts to the OCN used for reporting purposes. Only the **OCN**, and not an **OCC** or **CECC**, is used for reporting.

### FCC Form 480 Template

FCC Form 480 is a Microsoft Excel workbook template for quarterly reporting to the FCC. The workbook consists of the following worksheets:

- Three worksheets, one labeled for each month and year included in the quarterly reporting period, e.g., “Apr 2015”, on which a covered provider must report the mandatory information described in the following paragraphs.
- Three worksheets, one labeled for each month and year included in the quarterly reporting period, e.g., “AD-Apr 2015”, on which a covered provider may voluntarily break-out the subset of information for call attempts originating on autodialer facilities.
- One worksheet labeled “Explanations” for providing explanations of the techniques used to categorize call attempts.

## Mandatory Reporting

Each of the monthly worksheets is populated with the **Rural OCN** codes and the **State** abbreviations from the NECA list, one row for each **Rural OCN**. For each **Rural OCN**, a cell is provided in which to report:

- the number of **interstate Calls Attempted**;
- the number of **Interstate** call attempts that were **Answered**;
- the number of **Interstate** call attempts that were not answered, reported separately for call attempts signaled as **Busy, Ring No Answer, or Unassigned Number**;
- the number of **Intrastate calls attempted**;
- the number of **Intrastate** call attempts that were **Answered**; and
- the number of **Intrastate** call attempts that were not answered, reported separately for call attempts signaled as **Busy, Ring No Answer, or Unassigned Number**.

The top portion of Form 480 is shown below. Shaded areas indicated information that is provided on the template (such as heading for columns and **State** and **Rural OCN** label for each row) and information that is calculated automatically by the template (such as percentages and totals).

A filer should replace the bracketed “[provider name]” in the upper left corner of each Worksheet (circled in green below) with the name to be used for filing purposes, which should match the **Company/Provider** name that will also be entered on the Filer Information page when uploading the document as described in the [Filing Form 480](#) section below.

	A	B	C	D	E	F	G	H
1								
2		April 2015						
3		Covered Provider: [Provider Name]						
4								
		State	Rural OCN	Intrastate Calls Attempted	Interstate Answered	Interstate Busy	Interstate Ring No Answer	Interstate Unassigned Number
5								
6		ME	0003					
7		ME	0004					
8		ME	0005					
9		ME	0007					
10		ME	0010					
11		ME	0011					

The nonrural LEC OCN codes listed by NECA are needed to identify call attempts to nonrural LECs, but nonrural LEC OCN data is only reported to the FCC in the aggregate as the **Nonrural (Total)** (in a red box in the graphic below) on a single Excel worksheet row. The data categories reported are the same as listed above for rural LEC OCNs above, but are aggregated over all nonrural LEC OCNs and reported on the bottom line of the template, shown below.

		Apr 2015	May 2015	Jun 2015	AD-Apr 2015	AD-May 2015	AD-Jun 2015	Explanations
1349	MO 9785							
1350	MO 9786							
1351	AK 989C							
1352	Rural [Total]	0	0	0	0	0	0	0
1353	Nonrural [Total]							

During the course of the calendar year for each quarterly filing submission, the month heading at the top of each month’s worksheet changes, but the worksheets for a calendar year are otherwise unaltered filing to filing. In particular, the rows by **State** and **Rural OCN** are fixed for the calendar year.

A covered provider may incorporate the Form 480 template design into a data collection system that automatically populates the data fields and generates an Excel workbook, but the covered provider’s workbook must precisely match the Form 480 template provided by the FCC.

For example, a row should not be deleted even if the provider did not attempt any calls to the Rural OCN indicated. Rural OCNs should not be added or altered; rural data should only be reported for the Rural OCNs as listed.

### Identifying the Rural Operating Company Number (OCN) for an Attempted Call

Commission rules do not specify the technique by which a covered provider identifies that an attempted call was made to a particular Rural ILEC. Industry databases are available for this purpose, and the telephone number called is central to any OCN identification process. Some databases, such as those used for routing, may associate a called number with a code other than the Operating Company Number (OCN). For example, for routing purposes some called numbers may be associated with an Overall Company Code (OCC) or a Combined Entity Company Code (CECC). The NECA lists of Rural and nonrural ILECs described above include OCCs and CECCs associated with the OCNs for certain companies in order to assist covered providers in mapping the call attempts to a company OCN used for reporting purposes.

A Rural ILEC that has a significant presence in two or more states will have a different OCN for each state. In some instances where a carrier operates in multiple states a single OCC may be used for routing purposes, and it may necessary to examine the area code (*i.e.*, the Numbering Plan Area, or NPA) of the called number to determine the proper state-level OCN to which to allocate the rural call attempt. An area code is unique to a single state.

Calls attempted to nonrural OCNs are reported to the Commission in the aggregate (*i.e.*, nonrural call attempts are not broken down by individual nonrural OCNs). Therefore, for Commission reporting purposes it may be sufficient to identify a call as being to a nonrural ILEC based on an OCC or CECC, without further identifying a state-level OCN.

## Categorizing Call Attempts

FCC rules require covered providers to record, retain, and report on the numbers of attempted calls that are “answered,” or signaled as “busy,” “ring no answer,” or “unassigned number.” Covered providers must report information on Form 480 individually for each Rural OCN and in the aggregate for nonrural OCNs. Filers should consult [DA-15-217](#) for guidance regarding how providers must record, retain, and report the requisite information.

## Voluntary Reporting of Autodialer Traffic

FCC rules require covered providers to include autodialer traffic in their recording, retention and reporting. Thus, autodialer traffic should be included in the call attempt data reported on the monthly worksheets used for reporting the mandatory information on call attempts. Covered providers may, however, submit separate reports in their Form 480 submissions to the Commission that segregate autodialer traffic from other traffic. Three additional worksheets are included in the template for those providers that choose to do so. Voluntary reports on autodialer traffic should be accompanied by an explanation of the method the provider used to identify the autodialer traffic, and a space is provided for this on the **Explanations** worksheet.

## Explanations

Form 480 provides an **Explanations** worksheet for submitting supplementary information concerning the data filed. For example, under the RCC Order a covered provider that also serves as an intermediate provider for other providers may—but need not—segregate its originated traffic from its intermediary traffic in its recording and reporting, and report only the former, or report both the former and latter together. A covered provider that does also serve as an intermediate provider should use the space provided on the **Explanations** sheet, shown below, to provide information on whether or not the data reported is only for the traffic it originates, or if it includes traffic it is handling as an intermediate provider.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													

Similarly, as described further in [DA-15-217](#), because the *Rural Call Completion Order* does not precisely define certain call attempt categories, it permits some flexibility so long as the approach that providers adopt is consistent with the language and goals in the *Order*. As stated in [DA-15-217](#), provider descriptions of the methodologies used to identify call attempt categories will help to ensure that the Bureau is able to interpret the reported data accurately, and providers therefore should make clear the method used to identify these call attempt categories in their quarterly reports. The **Explanations** worksheet provides spaces for filers to

explain how they define attempted calls that are **Answered**, or are unanswered under **Busy**, **Ring no Answer**, or **Unassigned Number** conditions.

Please explain in the box below the method used to categorize a call attempt as <b>Answered</b> (see DA 15-217)
Please explain in the box below the method used to categorize a call attempt as <b>Busy</b> (see DA 15-217)

Finally, the Order requires providers to include autodialer traffic in the mandatory Form 480 reports but also encourages providers to report separately on the autodialer component of that traffic in separate voluntary reports, as described in the [Voluntary Reporting of Autodialer Traffic](#) section above. The **Explanations** worksheet provides a box for describing how the filer has identified the autodialer traffic component.

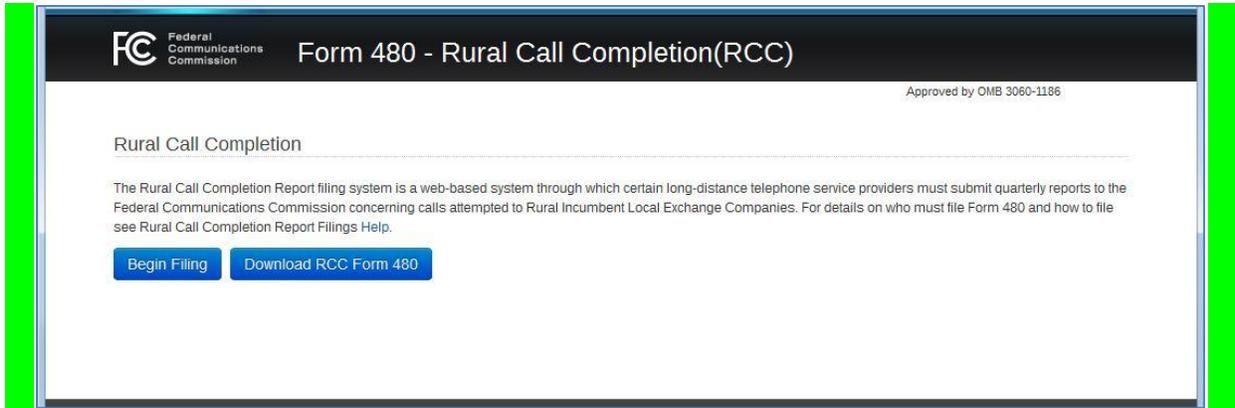
If you are submitting optional reports segregating Autodial traffic, please explain in the box below the method used to identify autodialer traffic (see FCC 13-135 paragraphs 53-54; also at 28 FCC Rcd 16179-16180).
Pottsylvania Telecom is able to segregate and report on autodialer-only traffic based on contractual arrangements with our business customers. Because we do not act as an intermediate provider, we know the source of all the traffic on which we report.

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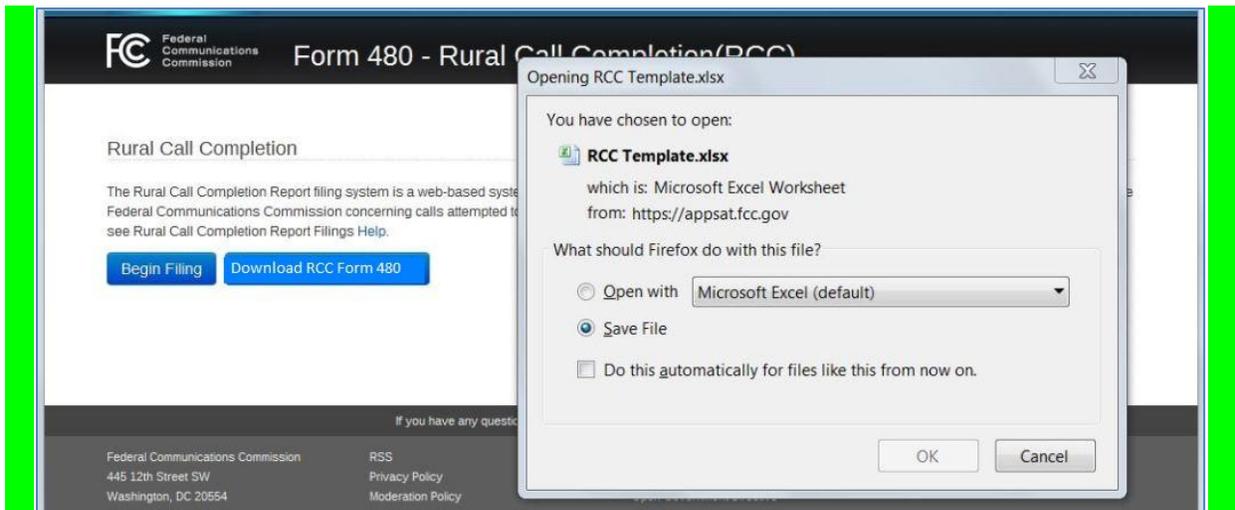
## 2. Downloading the RCC Data Filing Template

1. Connect to the **Rural Call Completion** initial menu at <https://apps.fcc.gov/etfs/rcc/>

The page should be displayed as follows:



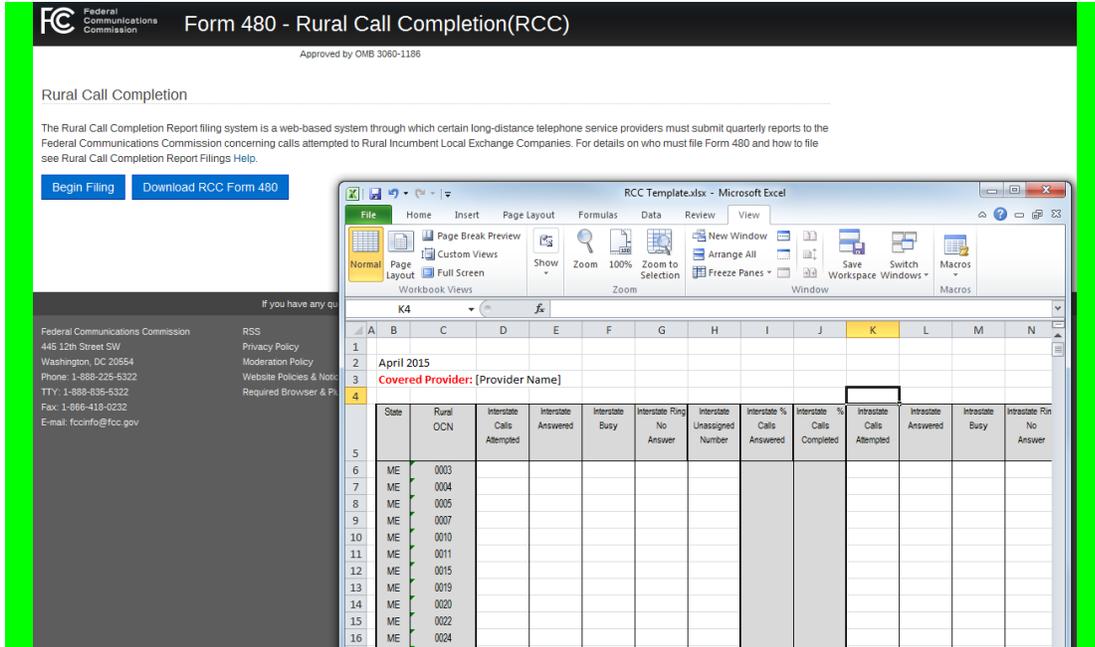
2. Click on the **Download RCC Form 480** button. Your system should display an **Opening RCC Template.xlsx** dialog box with the option to open or save the file.
3. Click on the **Save File** radio button on the **Opening RCC Template.xlsx** dialogue box, and then click on the **OK** button:



4. On the dialog box that follows, select the location on your system where you want to save the template and click the **Save** button to download the file to that location.
5. You may then close the **Rural Call Completion** page, e.g., by clicking on the **X** (Close) title bar button in upper right corner of the browser window.

You may also view the RCC Data Filing Template before downloading it.

6. On the **Opening RCC Template.xlsx** dialog box (see step 1 above) click on the **Open with Microsoft Excel** radio button, and then click on the **OK** button. Your system should open and display the **RCC Template.xlsx** file in Excel, as shown below:



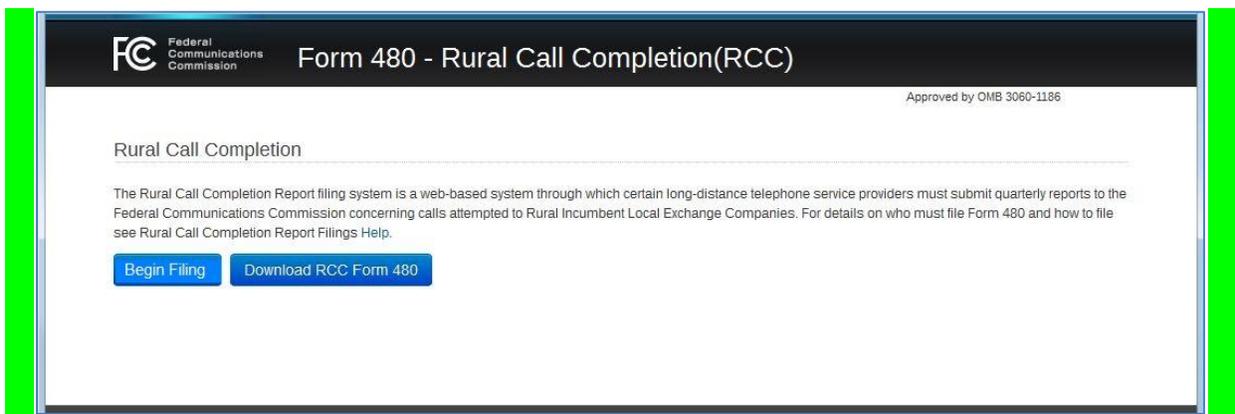
7. You may save the **RCC Template.xlsx** file by selecting the Excel **File** tab. Select the Excel **Save as** option, specify the location on your system where you want to save the template and click the **Save** button to download the file to that location.
8. You may then close the **Rural Call Completion** page.

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### 3. Filing Form 480

#### First Filing for a Quarter

1. Gather the following information:
  - a. Your FCC Registration Number (FRN). If you don't have an FRN , request one at: [FRN Request/Update](http://www.fcc.gov/help/getting-fcc-registration-number-frn-universal-licensing-system-uls) [ <http://www.fcc.gov/help/getting-fcc-registration-number-frn-universal-licensing-system-uls> ]
  - b. The title and contact information for individuals filing and certifying Form 480 (see step 6 below).
2. Connect to the Rural Call Completion initial menu at <https://apps.fcc.gov/etfs/rcc/>  
The page should be displayed as follows:



Click on **Begin Filing** button.

3. Login by filling in your FRN and Password. You may omit any leading "0"s in your FRN:



Click on the **Log in** button.

4. If you are using a new FRN to log into the RCC Filing System for the first time, you will skip to the **Filer Information** page (see step 5, below).

Otherwise, you will go to the **Filer Company Name Confirmation** page. On the **Filer Company Name Confirmation** page, confirm that you are filing on behalf of the **Company/Provider** that is listed:

If you are not filing on behalf of the **Company/Provider** that is listed, click on **Cancel**; if the name displayed is correct, click on **Confirm & Continue**.

5. On the **Filer Information** page enter the required information:
  - a. Your **Company/Provider** name  
If you are using a new FRN to log into the RCC Filing System for the first time, fill in the **Company/Provider** box with the name you will be using for RCC filing purposes. The **Company/Provider** name you enter here does not have to match the “Business Name” associated with the FRN by the Commission’s Registration System (CORES). For example, the “Business Name” registered with CORES may identify a holding company and the **Company/Provider** name may identify a long-distance service affiliate filing the Form 480 Rural Call Completion data. The Form 480 RCC Filing System will associate the **Company/Provider** name you enter here with the FRN for future Form 480 filings and will automatically display it on the **Filer Information** page. Thus the **Company/Provider** name must be unique for each FRN in the Form 480 filing system.
  - b. Your name as **Filer Name**
  - c. Your phone number as **Filer Phone Number**
  - d. Your **Email**
  - e. The name of the company officer who is attesting to the accuracy of the data filed as **Certifying Official’s Name**
  - f. The title of that company official as **Certifying Official’s Title**

The screenshot displays the FCC Form 480 - Rural Call Completion (RCC) filing interface. At the top, the FCC logo and 'Form 480 - Rural Call Completion(RCC)' are visible, along with the Filer FRN: 23####52 and 'Approved by OMB 3000-1188'. A navigation bar includes 'Home', 'Help', and 'Logout'. The main section is titled 'Filer Information' and contains several input fields: 'Company/Provider' (Pottsylvania Telecom), 'Filer Name' (Natasha Fatale), 'Filer Phone Number' ((202) 418-0000), 'Email' (Natasha@Pottsylvania.net), 'Confirm/Re-type Email' (Natasha@Pottsylvania.net), 'Certifying Official's Name' (Boris Badenov), and 'Certifying Official's Title' (World's Greatest No-goodnik). Below these fields is a 'Certify' section with a checked checkbox and a 'Save & Continue' button. A footer note states: 'If you have any questions or need assistance, please send an email to RCCFiling@fcc.gov.'

- g. Check the box to **Certify** the filing and select **Save & Continue**.
6. Enter the required **RCC Form 480 Filing** information:
    - a. Select the **Filing Period** from the drop down list
    - b. Click on the **Browse** button to select an Excel file on your system to upload. The RCC Filing System will only accept a file that is in the Microsoft Excel 2010 (.xlsx) format.
    - c. If requesting non-disclosure, check the **Request for Non-Disclosure** box.
    - d. Enter a brief description of the filing the **Description** box (e.g., "Pottsylvania Telecom RCC filing for Q3 2015.")

Home Help Logout

RCC Form 480 Filing

Filing Period:

2015 - Q2

File:

Browse... RCC Form480 (2015 Q2).xlsx

Request for Non-Disclosure:

I request non-disclosure of the information in this submission because I believe that this information is privileged and confidential and public disclosure of such information would likely cause substantial harm to our competitive position

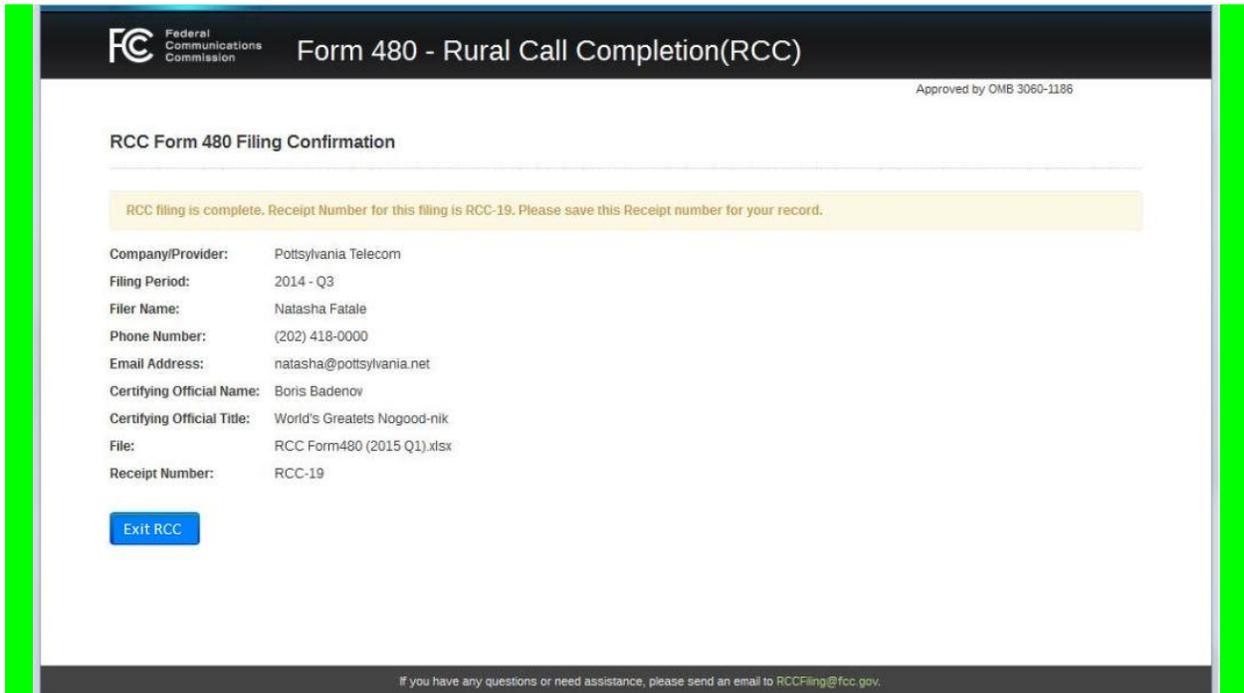
Description:

Pottsylvania Telecom filing for Q2 2015

Save & Continue

e. Click on **Save & Continue**

7. The RCC Filing system will save the uploaded document and display the **RCC Form 480 Filing Confirmation** page including the **Receipt Number**.



FCC Federal Communications Commission

Form 480 - Rural Call Completion(RCC)

Approved by OMB 3060-1186

### RCC Form 480 Filing Confirmation

RCC filing is complete. Receipt Number for this filing is RCC-19. Please save this Receipt number for your record.

Company/Provider: Pottsylvania Telecom  
Filing Period: 2014 - Q3  
Filer Name: Natasha Fatale  
Phone Number: (202) 418-0000  
Email Address: natasha@pottsylvania.net  
Certifying Official Name: Boris Badenov  
Certifying Official Title: World's Greatets Nogood-nik  
File: RCC Form480 (2015 Q1).xlsx  
Receipt Number: RCC-19

[Exit RCC](#)

If you have any questions or need assistance, please send an email to [RCCFiling@fcc.gov](mailto:RCCFiling@fcc.gov).

Make a note of your **Receipt Number** and click on **Exit RCC**.

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## Repeat and Late Filing for a Quarter

1. Follow steps 1-6 in [First Filing for a Quarter](#), above.
2. If you are submitting a late filing that is either the initial filing for the quarter or is a replacement for a filing for the quarter that was submitted earlier, provide an explanation for the late filing in the **Reason:** text box provided.

FC Federal Communications Commission Form 480 - Rural Call Completion(RCC) Filer FRN: 0023#### 62  
Approved by OMB 3060-1186

Home Help Logout

RCC Form 480 Late Filing Information

Filing is closed for 2015 - Q1. Please provide reason for late filing.

Filing Period:  
2015 - Q1

Reason required  
Reason:

Re-submitting Pottsylvania Telecom's 2015-Q1 filing because of an error found in the data submitted earlier.

Cancel Save & Continue

If you have any questions or need assistance, please send an email to RCCFiling@fcc.gov

3. If you are not submitting a late filing and have come to this page in error, select **Cancel**. Otherwise select **Save & Continue** to upload the file.

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## 4. Resources

### Links to Commission Rural Call Completion Documents

Rural Call Completion Report & Order: [FCC 13-135](#)

Rural Call Completion Order on Reconsideration (explaining that certain intraLATA toll traffic need not be included): [FCC 14-175](#)

RCC Appendix C Declaratory Ruling: [DA-15-217](#)

Code of Federal Regulations: [Part 64 Subpart V](#).

### Links to on-line Filing Resources

NECA list of Rural and Nonrural ILECs:

[https://www.neca.org/Call\\_Completion\\_Issues.aspx](https://www.neca.org/Call_Completion_Issues.aspx) [click on “ILEC OCN List” on the lower left of the page.]

FCC Form 480 Encyclopedia page: [Form 480 Rural Call Completion Data Filing](#)

Downloading and Filing Form 480 initial menu page: [Form 480 - Rural Call Completion](#)

FCC Registration Number (FRN) page: [Getting an FCC Registration Number](#)

### Contact FCC for Filing Assistance

Submit help request via email: <mailto:RCCfiling@fcc.gov>

## 5. Disclosures: Privacy Act and Paperwork Reduction Act Notice

The Privacy Act of 1974 and the Paperwork Reduction Act of 1995 require that, when we ask you for information, we must first tell you our legal right to ask for the information, why we are asking for it, and how it will be used. We must also tell you whether your response is voluntary, required to obtain a benefit, or mandatory under the law, and what could happen if we do not receive it. See Privacy Act of 1974, P.L. 93-579, December 31, 1974, 5 U.S.C. § 552a (e)(3), and the Paperwork Reduction Act of 1995, P.L. No. 104-13, 44 U.S.C. § 3501, et seq.

This collection of information stems from the Commission's authority under 47 U.S.C. §§ 151, 152, 154(i), 201-202, 218, 220(a), 251(a), and 403, which are provisions of the Communications Act of 1934, as amended. The rules governing recording, retention, and reporting of the data discussed herein are set forth at 47 C.F.R. § 64.2101, et seq. Submission of Form 480 is mandatory for a "covered provider" as defined in § 64.2101(c). A covered provider failing to file Form 480 in a timely fashion may be subject to penalties under the Communications Act, including sections 502 and 503(b).

The data in the Form 480 concerns the delivery of calls to Rural Local Exchange Carriers individually and to nonrural Local Exchange Carriers in the aggregate, and is used to identifying possible areas for further inquiry. The Chief of the Wireline Competition Bureau may release information to states upon request, if the states are able to maintain the confidentiality of the data.

The time needed to complete and file Form 480 will vary depending on individual circumstances. The categories of call attempts counts to be reported are the same for all respondents but there is significant variation among respondents in the volume of individual call attempts that will need to be retained and counted. The annual reporting burdens for the collection of mandatory information, including gathering and maintaining the required data and completing and reviewing the collection of information, are estimated to be: 90 covered providers, 4 responses per year, 24 hours per response, for a total annual burden of 8640 hours; in addition the reporting burden for additional voluntary information that some covered providers may submit is estimated to be: 10 covered providers, 4 responses per year, 12 hours per response, for a total of 480 hours per year. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to Nicole Ongele, Federal Communications Commission, Room 1-A620, 445 12th Street, SW, Washington, DC, 20554. Please include the OMB Control Number: 3060-1186, in your correspondence. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to [nicole.ongele@fcc.gov](mailto:nicole.ongele@fcc.gov), or you may call (202) 418-2991. You may also e-mail your comments to: [PRA@fcc.gov](mailto:PRA@fcc.gov). Do not send completed FCC Form 480 to this address.

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 Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-1186.

The Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information we request in this form. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your filing may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order. In certain cases, the information in your filing may be disclosed to the Department of Justice, court, or other adjudicative body when (a) the Commission; or (b) any employee of the Commission; or (c) the United States government, is a party to a proceeding before the body or has an interest in the proceeding.

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