

**Quarterly Survey of Telecommunications****2nd Quarter 2008**Confidential when completed
Si vous préférez ce questionnaire
en français, veuillez cocher This report covers the period from: month to month

Respondent company		<i>Please change pre-printed information, if necessary, using the corresponding boxes below</i>	
Legal Name:		Legal Name:	
Operating Name:		Operating or Trade Name (if different from legal name):	
Contact Person:		Contact person responsible for this survey (please print clearly):	
Job Title:		Job Title:	
Street:		Street:	
City:		City:	
Province:	Postal Code:	Province:	Postal Code:
Telephone:	Fax:	Telephone:	Fax:
E-mail:	Website:	E-mail:	Website:

Information for Respondents**Survey Objective**

This survey collects financial and operating data for the statistical measurement and analysis of the telecommunications industry. These data will be aggregated to produce national estimates of activity by industry. Those estimates are used by government, the private sector, international telecommunications organizations, academics, analysts, and the general public to better understand this sector's role in the social and economic fabric of Canada.

Authority

This quarterly survey is conducted under the authority of the *Statistics Act*, Revised Statutes of Canada 1985, Chapter S19. Completion of this questionnaire is a legal requirement under this Act.

Confidentiality

Statistics Canada is prohibited by law from publishing or releasing any statistics which would divulge information obtained from this survey relating to any identifiable business without the previous written consent of that business. **The data on this questionnaire will be treated in confidence, used for statistical purposes and published in aggregate form only.** The confidentiality provisions of the *Statistics Act* are not affected by the Access to Information Act or any other legislation. Please note that Statistics Canada does not share any individual responses with the Canada Customs and Revenue Agency.

Data Sharing Agreements

To reduce response burden and to ensure more uniform statistics, Statistics Canada has entered into a data sharing agreement under section 12 of the *Statistics Act* to share information from all respondents with the Canadian Radio-television and Telecommunications Commission (CRTC).

Subsection 12(2) of the *Statistics Act* provides that where a respondent gives notice in writing to the Chief Statistician that the respondent objects to the sharing of the information by Statistics Canada, the information not be shared with the department or corporation unless the department or corporation is authorized by law to require the respondent to provide the information.

The CRTC is authorized by law to require the respondent to provide the information under section 37 of the *Telecommunications Act*. Information provided to the CRTC will be treated in accordance with the requirements of section 39 of the *Telecommunications Act*.

Return Procedures

Please return the completed questionnaire(s) within **30 days** of receipt by facsimile to (613) 951-9920. If you anticipate difficulty in making this deadline, please inform Statistics Canada of your expected filing date.

Reporting Instructions

Please complete all questions that pertain to your operations.

To reduce the chances of call-backs to verify data, **please record "N/A" for those items that are not relevant to your company.**

Detailed instructions and definitions of terms used in the questionnaire are found in the Reporting Guide.

Assistance

If you require assistance, please contact:

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Thank you for your co-operation

Revenues (in \$000's for the quarter)

1. Telecommunications operating revenues

TOTAL (\$000's)

a.) Local and access (include basic local service, optional local features, contribution, equipment, and other local and access)			1
b.) Long distance (include settlement)			2
c.) Data			3
d.) Private line			4
e.) Internet	Non-transport 5	Transport 6	7 0
f.) Wireless	Retail 8	Wholesale 9	10 0
g.) Video (BDU revenues)			11
h.) Other operating revenues			12
Total operating revenues			13 0

Network and subscribers (in thousands at quarter end)

2. Number of fixed network lines by market (Voice-grade equivalents) - Access dependent and independent

TOTAL (000's)

a.) Residential	14
b.) Business	15
c.) Wholesale	16
d.) Lines for internal use (OTS)	17
Total PSTN lines	18 0.0

3. Number of wireless subscriptions

TOTAL (000's)

a.) Retail (Residential and business)	22
b.) Wholesale	23
Total wireless subscriptions	24 0.0

4. Number of Internet subscriptions

TOTAL (000's)

a.) Dial-up	25
b.) High speed - Cable modem	26
c.) High speed - Digital subscriber line (DSL)	27
d.) High speed - Other	28
Total number of Internet subscriptions	29 0.0

5. Number of multi-channel video services subscriptions

TOTAL (000's)

a.) By phone line	30
b.) By cable	31
c.) By satellite	32
d.) Other	33
Total multi-channel video services subscriptions	34 0.0

Volume (in thousands at quarter end)

6. Long distance minutes - Fixed

	April	May	June	TOTAL (000's)
a.) Retail	35	36	37	38 0
b.) Wholesale	39	40	41	42 0
Total long distance minutes	0	0	0	0

Note: Please include Domestic, US, and International long distance minutes.

7. Number of short messaging service (SMS)

	TOTAL (000's)
a.) To mobile devices	47
b.) From mobile devices	48
Total number of short messaging service (SMS)	49 0

8. Mobile voice minutes

	TOTAL (000's)
a.) Toll minutes	50
b.) Non-toll minutes	51
Total mobile voice minutes	52 0

Capital expenditures (in \$000's for the quarter)

	TOTAL (\$000's)
9. Capital expenditures	53

Remarks

FOR INFORMATION ONLY

Certification

Please print the name of the person responsible for this return:	Signature:	
	<hr/> I certify that the information provided in this report is complete and correct to the best of my knowledge.	
Position:	Phone no.:	Date:



Quarterly Survey of Telecommunications Reporting Guide



This reporting guide provides some background information on the survey and definitions for the data items it collects. It is meant to help you understand the survey context and help you complete the survey. Every attempt was made to make the guide as clear as possible but only you can tell us if it is. Please do not hesitate to contact us should you have any questions about the survey, or suggestions on how to make the reporting guide more useful. Contact information is provided on the cover page of the questionnaire.

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Who completes the survey?

The Quarterly Survey of Telecommunications (QTS) is sent to the largest providers of telecommunication services in Canada. For the purpose of this survey, an organization is considered a telecommunication services provider if it is classified in industry group 517 (Telecommunications) of the North American Industry Classification System (NAICS).

The QTS has been conducted since 1999, but two significant changes are introduced for the 2006 reference year:

- Cable operators are now part of the survey universe. This change reflects the growing importance of these enterprises in traditional telecommunication markets and a change in the definition of the telecommunication industry in the North American Industry Classification System.
- The concepts and questions are aligned on those of the annual data collection on telecommunication markets conducted by the Canadian Radio-Television and Telecommunications Commission (CRTC). This will allow for a better integration of annual and sub-annual statistics for this sector and will hopefully facilitate your task of completing the survey.

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Is the survey mandatory?

The survey is conducted under the authority of the *Statistics Act* and is mandatory, as are most surveys of businesses. Please refer to the cover page of the questionnaire for more detailed information, including information on the confidentiality and data sharing provisions of the Act.

We appreciate your contribution. Canada owes the success of its statistical system to a long-standing partnership between Statistics Canada, the citizens of Canada, its businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued cooperation and goodwill.

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Do all questions apply to my organization?

The QTS includes a total of forty questions on four topics: revenues by type of service provided (13 questions), subscribers by type of service/network connection (21 questions), volume of usage by type of service (5 questions), and capital expenditures (1 question).



Although it is not common at this time, organizations that are active in all telecommunication services markets need to answer all questions. However more and more organizations deliver a wide variety of services, sometimes through more than one operating division. If that is the case and it is not clear which part of your organization is targeted by the survey, please contact us for clarification.

As a general rule, our intent is to be consistent with the CRTC annual data collection, including the way in which entities are defined. That being said, in the event that reporting on the same basis on a quarterly and annual basis is difficult for your organization, we are open to a different reporting arrangement. That includes divisional or consolidated reporting.

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How is the information used?

The main uses are:

- The data are aggregated to produce national estimates of activity generated by the telecommunication services industry. They become part of the system of national accounts, the accounting system used to measure the amount of activity and wealth generated by the Canadian economy.
- The aggregated data are used to inform Canadians of developments in this industry. Short articles are published on-line in the *Daily*, the vehicle with which Statistics Canada provides highlights from its various surveys and studies to the media and Canadians at large.
- The aggregated data are used by industry and policy analysts to monitor developments in telecommunication markets.

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Concepts and definitions

For the most part, the concepts and definitions for the quarterly survey of telecommunications are the same as those used for the annual telecommunications data collection by the CRTC. Where the definitions are identical, reference is made in this guide to the relevant CRTC form from the 2007 data collection.

The following conventions apply in the case of financial (revenue) variables:

- Reporting should be in accord with generally accepted accounting principles (GAAP) as set out in the Canadian Institute of Chartered Accountants (C.I.C.A.) Handbook. Please report all accounts on an accrual basis.
- Revenue reported should exclude taxes collected for government (e.g., GST, HST) and should be net of discounts, promotional offers and rebates.
- The Other operating revenue category excludes the following: interest and dividends, gains on the sale of capital assets, unrealized gains as a result of asset revaluation, gains on the translation of foreign currency and any other extraordinary revenue.

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Operating revenues

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1. Telecommunications operating revenues

a.) Local and access -

Revenues from the provision of unlimited access to make wireline calls within a free-calling area. This category also includes revenues from the provision of related retail and wholesale services such as optional features, service charges, inside wiring, terminal equipment rental, switching and aggregation, local interconnection, co-location, transit and bill-and-keep trunk settlement, unbundled network components well as revenues received from the contribution regime. Both access dependent and access independent services are covered by this category **[CRTC form 211, line 20, column E (Total)]**.

b.) Long distance -

Revenues for carrying outgoing or incoming calls between local calling areas. This category includes flat or measured outbound or inbound services (e.g., 1-800, 877, etc.), operator handled calls (e.g., collect calls), overseas calling, card or coin long distance payphone telephony, long distance directory assistance and settlement. **[CRTC form 221, line 8, column E (Total)].**

c.) Data -

Provision of data protocol (X.25, ATM, Frame Relay, Ethernet, IP-VPN) and related services such as network management and equipment sales to end-users (individual, commercial and institutional customers), and other telecommunication service providers – **[CRTC form 231, line 13, column C (Total)].**

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d.) Private line -

Provision to end users and other telecommunication service providers of a dedicated terrestrial or satellite network segment on which no control or signalling is performed. **[CRTC form 241, line 9, column C (Total)].**

e.) Internet -

Provision of Internet access and non-access services (such as modem rental, e-mail accounts and web hosting), to residential customers and commercial and institutional end users and the provision of transport services to commercial and institutional end users as well as other Internet services providers. **[CRTC form 252, line 21, column E (Total)].**

Non-transport -

Provision of Internet access and non-access services (such as modem rental, e-mail accounts and web hosting), to residential customers and commercial and institutional end users.

Transport -

Provision of transport services to commercial and institutional end users as well as other Internet services providers. **[CRTC form 252, line 20, column E (Total)].**

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f.) Wireless -

The provision of telecommunications services via wireless access facilities to end users and other telecommunication service providers. This category is the total of **Wireless – Retail** and **Wireless – Wholesale**. **[CRTC form 271, line 19, column C (Total)].**

Retail -

The provision of telecommunications services via wireless access facilities to end users (individuals, commercial and institutional customers). Wireless services include mobile telephone, mobile data messaging (text, photos, audio and video), mobile Internet access and paging services **[CRTC form 271, line 19, column A (Retail)]**. This category also includes roaming, mobile interconnection and equipment sales. The provision of telecommunications services via wireless access facilities to other telecommunication service providers is classified to **Wireless – Wholesale**.

Wholesale -

The provision of telecommunications services via wireless access facilities to other telecommunication service providers. **[CRTC form 271, line 19, column B (Wholesale)]**. This category also includes equipment sales.

g.) Video -

The provision of analog and digital video and audio entertainment services (in service tiers, à la carte, pay-per-view or on-demand) to residential customers' homes and commercial and institutional customers' place of business **[CRTC form 101, line 10, column C (BDU revenues)]**. The provision of audio and video entertainment services to mobile communications devices is classified to **Wireless – Retail**.

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h.) Other operating revenues -

Include all other revenues not falling into the above categories earned as part of your organization's core operating activities. Please **exclude** the following revenues: interest and dividends, gains on the sale of capital assets, unrealized gains as a result of asset revaluation, gains on the translation of foreign currency and any other extraordinary revenue.

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Network and subscribers

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2. Fixed network lines by market – Access dependent and independent

A network segment between two fixed nodes connecting customer equipment or premise and your equipment OR a network segment that provides an on-site interface for connecting customer equipment or customer premise equipment to your equipment. **Please report owned lines, leased lines and re-billed lines in voice grade equivalents.**

a.) Residential -

A network segment connecting a residential customer's equipment or premise with your equipment. **[CRTC form 212, line 3, column D (Total)].**

b.) Business -

A network segment connecting a retail business customer's equipment or premise to your equipment OR that provides an on-site interface for connecting customer equipment or customer premise equipment to your equipment. **[CRTC form 212, line 11, column D (Total)].**

c.) Wholesale -

A network segment provided to another telecommunication service provider for resale or for its own use. **[CRTC form 212, line 20, column D (Total)].**

d.) Lines for internal use (OTS) -

Active lines connected to the PSTN used by your organization and for which you do not receive payments. **[CRTC form 212, line 22, column D (Total)].**

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3. Number of wireless subscriptions

The number of separate phone numbers with service billed to the customer for usage. Note that this is different than the number of accounts since an account can include many subscribers.

a.) Retail (Residential and business) -

The number of wireless subscribers who are billed directly by your company. Include the number of internal wireless subscribers whose service is paid for by your company. **[CRTC form 271, line 24, column A (Retail)].**

b.) Wholesale -

The number of wireless subscribers of a service provider that resells your services. **[CRTC form 271, line 24, column B (Wholesale)].**

c.) Total wireless subscriptions -

The total number of retail and wholesale subscribers **[CRTC form 271, line 24, column C (Total)].**

4. Number of Internet subscriptions

An IP connection to an end-user which allows the end-user to exchange applications traffic with Internet hosts and other end-users.

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4. Number of Internet subscriptions (cont.)

a.) Dial-up -

An IP connection using a dialed PSTN connection to initiate and effect a switched communications link with another computer terminal. [CRTC form 253, line 1, column E (Total)].

b.) High speed – Cable modem -

An IP connection using a cable modem termination system (CMTS) to initiate and affect a dedicated communications link with another computer terminal. [CRTC form 253, Sum of lines 2 and 3, column E (Total)].

c.) High speed – Digital Subscriber Line (DSL) -

An IP connection using a digital subscriber line technology to initiate and affect a dedicated communications link with another computer terminal. Includes ADSL (Asymmetric DSL), and VDSL (Very high data rate DSL). [CRTC form 253, Sum of lines 4 and 5, column E (Total)].

d.) High speed – Other -

An IP connection using an access technology not described above. Examples would include, ISDN, fibre, fixed wireless, WiFi (802.11). [CRTC form 253, Sum of lines 6 to 10, column E (Total)].

e.) Total number of Internet subscribers -

The total number of Internet subscribers serviced by your company. [CRTC form 253, line 12, column E (Total)].

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5. Multi-channel video services subscriptions

Video services subscribers -

The number of households, institutions and businesses that subscribe to basic video services billed directly by your company. Include individual apartments where the service is included in the rent. Count each institutional subscriber only once, regardless of the number of individual users, (i.e., hospitals, hotels, nursing homes, other institutional or commercial ventures).

a.) By phone line -

The number of subscribers to video services who receive their service by phone line (DSL, ADSL or VDSL).

b.) By cable -

The number of subscribers to video services who receive their service via co-axial cable.

c.) By satellite -

The number of subscribers to video services who receive their service via satellite.

d.) Other -

The number of subscribers to video services who receive their service through means not listed above. Please indicate the technology.

e.) Total multi-channel video services subscribers -

The total for all types listed above.

Volume

6. Long distance minutes – Fixed

The elapsed period of time in minutes a respondent's switch, circuits, lines or groups of lines are in use for any call, for which the customer is billed (wholesale or retail). This includes calls which terminate outside the local calling area and are billed to the customer, as well as those calls which are received by the customer from outside the local calling area and are billed to the customer (toll-free calls). Domestic and international (USA and Overseas) long-distance calls are also included in this value. For resellers this is the actual conversation time their customers used for calls and messages. Long distance connections are sometimes called toll calls or trunk calls. [CRTC form 221, line 12, column C (Retail), D (Wholesale), E (Total)].

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7. Short Messaging Service (SMS)

A wireless messaging service that permits the transmission of a short text message from and/or to a digital mobile telephone or terminal, regardless of whether the transmission originates and terminates on a mobile telephone, originates on a mobile telephone and terminates on a computer, or originates on a computer and terminates on a telephone.

a.) To mobile devices -

The number of messages which terminate on the mobile devices of your customers regardless of point of origin for transmission. **[CRTC form 277, line 3, column B (Subtotal)].**

b.) From mobile devices -

The number of messages originating on the mobile devices of your customers, regardless of destination of message. **[CRTC form 277, line 3, column A (Subtotal)].**

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8. Mobile voice minutes

Minutes of air time used, whether the subscriber pays a flat, fixed or measured rate (in thousands of conversation minutes). If billing increments or pulses are used to measure customer usage (the discrete time intervals telecommunication service providers use to bill customers), please convert to conversation minutes and report the traffic accordingly.

Do not include minutes paid or available through service plans, but not used.

Do not report official telephone activity – unbilled telecommunications usage by telecom service providers for their internal communications or systems operations.

a.) Toll minutes -

The number of long distance minutes used, that is, where the connection originates outside the mobile device local calling area and/or which terminates outside the mobile device local calling area. One and only one minute of long distance communication is counted for each billed minute during which that connection is active, even where the call involves two long distance segments. **[CRTC form 273, line 2, column C (Total)].**

b.) Non-toll minutes -

The number of local minutes used, that is, where the connection originates and terminates inside the mobile device local calling area **[CRTC form 273, line 1, column C (Total)].**

Capital Expenditures

9. Capital Expenditures

The cost of procuring, constructing, and installing new durable plant and machinery and equipment, whether for replacement of worn or obsolete assets, as additions to existing assets, or for lease or rent to others **[CRTC form 104, line 22, column C (Total)].**

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