

Form for Completion by Retail Mobile Services or Fixed Voice Services Providers

Section	24	The number of cellular mobile services in operation (using 2G, 3G or beyond) that initiated a chargeable event in the last quarter				
		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
24.01	Prepaid					
		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
24.02	Postpaid					

Section	25	Number of handset-based and computer-based (USB/dongle) mobile broadband subscriptions				
		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
25.01	Prepaid					
25.02	Of which how many are 4G connections					
		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
25.03	Postpaid					
25.04	Of which how many are 4G connections					

Section	26	Outer Islands provided with internet access list
	For example:	<i>Murilo</i>
		<i>Sapwuahfik</i>
		...
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Section	27	Mobile-to-mobile call minutes				(originating from)
		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
27.01	Prepaid on-network					
27.02	Prepaid off-network					
		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
27.03	Postpaid on-network					
27.04	Postpaid off-network					

Section	28	Fixed-to-mobile call minutes				
		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
28.01						

Section	29	Mobile to fixed call minutes				
29.01	Prepaid	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
29.02	Postpaid					
Section	30	Fixed-to-fixed call minutes				
30.01		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
Section	31	Number of SMS messages sent				(originating from)
31.01	Prepaid on-network	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
31.02	Prepaid off-network					
31.03	Postpaid on-network	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
31.04	Postpaid off-network					
Section	32	Mobile data traffic in megabytes				
32.01	Prepaid	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
32.02	Postpaid					
Section	33	International inbound call minutes				
33.01		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
Section	34	International outbound call minutes				
34.01	Prepaid	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
34.02	Postpaid					
Section	35	Total gross revenue (excluding Sales Taxes) from line rental charges				
35.01		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
Section	36	Mobile-to-mobile call revenue				(originating from)
36.01	Prepaid on-network	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
36.02	Prepaid off-network					
36.03	Postpaid on-network	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
36.04	Postpaid off-network					
Section	37	Mobile to fixed call revenue				
37.01	Prepaid	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
37.02	Postpaid					
Section	38	SMS revenue				(originating from)
38.01	Prepaid on-network	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
38.02	Prepaid off-network					
38.03	Postpaid on-network	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
38.04	Postpaid off-network					
Section	39	Mobile data revenue				
39.01	Prepaid	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
39.02	Postpaid					
Section	40	Mobile International inbound roaming revenue				
40.01		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
Section	41	Mobile International outbound call revenue				
41.01	Prepaid	(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
41.02	Postpaid					
Section	42	Fixed Outbound international call revenue				
42.01		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
Section	43	Fixed to fixed call revenue				
43.01		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap
Section	44	Fixed to mobile call revenue				
44.01		(Sum Total)	Chuuk	Kosrae	Pohnpei	Yap

Section	45	Other gross revenue (excluding Sales Taxes) not reported elsewhere
45.01		(Sum Total) Chuuk Kosrae Pohnpei Yap
45.02		Brief description of the sources of revenue in this category
Section	46	Number of mobile base stations installed on outer islands
46.01		
Section	47	Average duration between the time a valid service order is received to the time a working service is made available for use (days)
47.01		
Section	48	Total number of trouble tickets
48.01		
Section	49	Average wait time to repair
49.01		
Section	50	Total number of dropped calls
50.01		
Section	51	Total number of customer complaints
51.01		

Additional Supporting Information:

- Section 25** The number of handset-based and computer-based (USB/dongle) mobile broadband subscriptions (i.e. involving a recurring subscription fee) to the public internet.
- Section 26** Please include all outer islands or atolls where you provide mobile internet service as a list.
- Section 27** The total number of chargeable retail voice call minutes that originated on the licensee's mobile network and terminated in FSM on a mobile network during the reporting period. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan.
- Section 28** The total number of chargeable retail voice call minutes that originated on the licensee's mobile network and terminated in FSM on a fixed network during the reporting period. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan. Aggregate by state call originated from.
- Section 29** The total number of chargeable retail voice call minutes that originated on the licensee's fixed network (including a fixed wireless network) and terminated in FSM on a mobile network during the reporting period. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan. Aggregate by state call originated from.
- Section 30** The total number of chargeable retail voice call minutes that originated on the licensee's fixed network (including a fixed wireless network) and terminated in FSM on a fixed network during the reporting period. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan. Aggregate by state call originated from.
- Section 31** The total number of chargeable retail SMS messages during the reporting period. Chargeable messages are those actually carried on the licensee's network and for which the licensee may charge the subscriber who originates it, irrespective of whether or not an actual charge is levied on the subscriber. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan. Aggregate by state and whether sent on network/off network.
- Section 32** The total amount of data usage (measured in megabytes (MB) and excluding SMS and MMS) charged to mobile services during the reporting period. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan.
- Section 33** The total number of chargeable minutes made and received by subscribers of a foreign network operator roaming on the licensee's network in FSM. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan.
- Section 34** The total number of chargeable retail voice call minutes that originated on the licensee's network and terminated outside FSM during the reporting period. Chargeable minutes are those actually carried on the licensee's network and for which the licensee may charge the caller, irrespective of whether or not an actual charge is levied on the caller. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan.
- Section 35** Line rental revenue for lines providing voice services in \$ for the reporting period.
- Section 36** Gross retail revenue (excluding sales taxes) in \$ from voice calls that originated on the licensee's mobile network and terminated in FSM on a fixed network during the reporting period, regardless of the manner in which the call was charged. All such data should be included regardless of the basis of charging, which may be per unit, per time block, or a subscription plan.
- Section 37** Gross retail revenue (excluding sales taxes) in \$ from mobile voice calls that originated on the licensee's mobile network and terminated in FSM on a fixed network during the reporting period, regardless of the manner in which the call was charged.
- Section 38** Gross retail revenue (excluding sales taxes) in \$ from SMS messages during the reporting period, regardless of the manner in which the message was charged.
- Section 39** Gross retail revenue (excluding sales taxes) in \$ from mobile data usage (excluding SMS and MMS) charged to mobile services during the reporting period, regardless of the manner in which the data usage was charged.
- Section 40** Gross revenue (excluding sales tax) in \$ from chargeable calls made by subscribers of a foreign network operator roaming on the licensee's mobile network in FSM.
- Section 41** Gross retail revenue (excluding sales taxes) in \$ during the reporting period, regardless of the manner in which the call was charged from mobile voice calls that originated on the licensee's fixed network and terminated outside FSM during the reporting period.
- Section 42** Gross retail revenue (excluding Sales Taxes) in \$ from chargeable fixed voice calls that originated on the licensee's fixed network and terminated outside FSM during the reporting period.
- Section 43** Gross retail revenue (excluding Sales Taxes) in \$ from chargeable fixed to fixed voice calls originating and terminating in FSM during the reporting period, regardless of the manner in which the call was charged.
- Section 44** Gross retail revenue (excluding Sales Taxes) in \$ from chargeable fixed voice calls that originated on the licensee's fixed network (including fixed wireless networks) and terminated on a mobile network in FSM during the reporting period.
- Section 45** This is a space to declare gross revenue in mobile services or fixed voice services not covered by other questions. Include total gross revenues figure (in US Dollars) in relevant earnings period subject to fees as defined in section 3(4)(i) of the Schedule of Fees for the period identified in Line 3.01. The sum of line 3.02 and line 3.03 (if filled out) should equal total company revenues as reported in financial statements. "Gross Revenue" means the operating revenues accrued from the provision of Communications Services by a Licensee and from Interconnection and Access (Section 3 in TRA fees schedule). This does not include:
(i) operating grants and contributions which a Licensee may receive from the Government of the FSM, or another institution;
(ii) revenues from the provision of services not subject to licensing under the Code; or
(iii) revenues from the sale, lease or distribution of Customer Equipment.
- Section 46** Number of mobile base stations installed on outer islands as of the end of the reporting period.
- Section 47** In working days, the average duration between the time a valid service order is received by a licensee to the time a working service is made available for use within the reporting period.

- Section 48** In the reporting period, the record in the licensee's system for the number of faults and their resolution, where a "fault" is an instance of disrupted or degraded service that is attributable to the network or service of the licensee and that is not found to be invalid. Only fault reports made by end users need to be reported.
- Section 49** In working days, the average time between the time a fault is notified by the end-user to the published point of contact of the service provider and the time when the service or service element has been restored to normal working order, within the reporting period.
- Section 50** Number of incoming and outgoing calls which, once they have been correctly established and therefore an assigned traffic channel, are dropped or interrupted prior to their normal completion by the end user, within the reporting period.
- Section 51** Number of customer complaints In the reporting period. A complaint means a statement by an end user to the published point of contact of the licensee expressing dissatisfaction due to a gap between the expected and the delivered benefits from use of a service.