Getting Started

with EAFS 2004

ELECTRONIC

ARMIS

FILING

SYSTEM

AUTOMATED REPORTING MANAGEMENT INFORMATION SYSTEM

The
Electronic ARMIS Filing System
Development Team

Industry Analysis and Technology Division
Wireline Competition Bureau
Federal Communications Commission
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Contents

1 ARMIS Basics

Welcome to the Electronic ARMIS Filing System (EAFS)

In order to get the most out of the EAFS, you may find it helpful to review some basic facts about the Automated Reporting Management Information System (ARMIS). This chapter presents some history of ARMIS and describes the various ARMIS data categories (reports) and how these data may be useful to you.

What ARMIS is

ARMIS was initiated in 1987 for collecting financial and operational data from the largest incumbent local exchange carriers. Additional ARMIS reports were added: in 1991 to collect service quality and network infrastructure information from incumbent local exchange carriers subject to price cap regulations; in 1992 for the collection of statistical data formerly included in Form M; in 1995 for monitoring video dial tone investment, expense and revenue data. (The video dial tone reporting requirement was eliminated by the Telecommunications Act of 1996.) Today, ARMIS consists of ten public reports. The carriers file this data with the FCC annually (on April 1) and it is stored in a database where it can be retrieved in many formats by the public and by Commission staff using the EAFS. This booklet provides only a very brief overview of ARMIS. Below are brief descriptions of what the ARMIS reports provide.

Report 43-01
Annual Summary Report: Summary of revenues, expenses, costs; demand data for interstate access; and pole and conduit rental calculation information.

Report 43-02
Uniform System of Accounts (USOA) Report: Basic balance sheet, income statement, and cash flow information for local telephone operations.

Report 43-03
Joint Cost Report: Expenses and investments that are allocated between regulated and nonregulated services.

Report 43-04
Access Report: Separated costs for state and interstate jurisdictions.

Report 43-05
Service Quality Report: Information on the quality of service of the network.

Report 43-06
Customer Satisfaction Report: Information on customers' service experience.

Report 43-07
Infrastructure Report: Data about the physical network (e.g., switches and lines).

Report 43-08
Operating Data Report: Statistics about the public network.

Report 495A
Forecast of Investment Usage Report: Forecasts of expected regulated and nonregulated investment usage for the current calendar year and the following two calendar years.

Report 495B
Actual Usage of Investment Report: The actual usage of regulated and nonregulated investment for the prior calendar year.

More detailed descriptions of the ARMIS reports are available through the Commission's ARMIS web site (home page URL is <**http://www.fcc.gov/wcb/armis/**>). See Chapter 8 for additional web site reference locations.

The following chart displays the ARMIS report tables currently in effect. To see table structures for earlier years, download a set of instructions from the page at <**http://www.fcc.gov/wcb/ armis/descriptions.html**>. Links to these past-year sets are provided following the page item entitled "**Complete Sets of ARMIS Materials**."

ARMIS Report Tables

Report / Table	Title
4 3 - 0 1	**ARMIS Annual Summary Report**
Table I	Cost and Revenue
Table II	Demand Analysis
Table III	Pole and Conduit Rental Calculation Information
4 3 - 0 2	**ARMIS USOA Report**
Table C-3	Respondent Corporate Information
Table C-5	Important Changes During the Year
Table B-1	Balance Sheet Accounts
Table B-2	Statement of Cash Flows
Table B-3	Investments in Affiliated Companies
Table B-4	Analysis of Assets Purchased From or Sold to Affiliates
Table B-5	Analysis of Entries in Accumulated Depreciation
Table B-6	Summary of Investment and Accumulated Depreciation By Jurisdiction
Table B-7	Bases of Charges for Depreciation
Table B-10	Accounts Payable to Affiliates
Table I-1	Income Statement Accounts
Table I-2	Analysis of Services Purchased From or Sold to Affiliates
Table I-6	Special Charges
Table I-7	Donations or Payments for Services Rendered by Persons Other Than Employees
4 3 - 0 3	**ARMIS Joint Cost Report**
Table I	Regulated / Nonregulated Data

Report / Table	Title
43-04	**ARMIS Access Report**
Table I	Separations and Access Data
43-05	**ARMIS Service Quality Report**
Table I	Installation and Repair Intervals (Interexchange Access)
Table II	Installation and Repair Intervals (Local Service)
Table III	Common Trunk Blockage
Table IV	Total Switch Downtime
Table IV.A	Occurrences of Two Minutes or More Duration Downtime
Table V	Service Quality Complaints
43-06	**ARMIS Customer Satisfaction Report**
Table I	Summary Customer Satisfaction Survey
43-07	**ARMIS Annual Infrastructure Report**
Table I	Switching Equipment
Table II	Transmission Facilities
43-08	**ARMIS Operating Data Report**
Table I.A	Outside Plant Statistics - Cable & Wire Facilities
Table I.B	Outside Plant Statistics - Other
Table II	Switched Access Lines In Service
Table III	Access Lines In Service By Customer
Table IV	Telephone Calls
495A	**Forecast of Investment Usage Report**
Table I	Forecast Usage Schedule
Table II	Forecasted Investment Allocation Schedule
Table III	Forecasted Investment Summary Schedule
495B	**Actual Usage of Investment Report**
Table IV	Actual Apportionment of Investment Dollars Schedule
Table V	Actual Usage of Investment Units Schedule
Table VI	Actual Investment Summary Schedule

Who reports ARMIS data

Not all Incumbent LECs are required to file ARMIS data. The following table depicts the eligibility of a carrier based on its revenues and its status as a price-cap carrier.

Reports Filed	Non Price Cap ILEC	Elective Price Cap ILEC		Mandatory Price Cap ILEC	
	at or above threshold	below threshold	at or above threshold	below threshold	at or above threshold
43-01, 43-08, 495A, 495B	X		X		X
43-02, 43-03, 43-04					X
43-05		X	X	X	X
43-06, 43-07				X	X

Table Notes:

1. No ARMIS reports are required of the approximately 1,200 small companies with annual revenues below the current threshold of $123M (established by a May 4, 2004 Public Notice, DA 04-1259).

2. Mid-Sized ILECs (holding companies with annual revenues less than $7.240B, established by a May 4, 2004 Public Notice, DA 04-1259) file a reduced version of the ARMIS 43-01 Report. In 2001, Mid-Sized ILECs were relieved of filing the ARMIS 43-02, 43-03 and 43-04 Reports.

2 EAFS Overview

EAFS—a brief description

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. Among these formats are: **preset reports** (canned reports) for financial, service quality, infrastructure data, and the ability to print out or save paper facsimiles of the reports; **customized reports** based on user-selected fields; or, raw data as filed by the carriers in their **ASCII files**. In addition, information about the carriers' filings is available through various **data information reports** and **related documents**. Each of these features is described in more detail throughout this booklet.

Internet Access

Point your browser to <http://www.fcc.gov/wcb/armis/eafs/> and enter the EAFS web site, where you will see, as shown below, the **EAFS Home** page. There you will find links to the Data Retrieval Module, for downloading data, and the Edit Check Module and File Upload Module, which local exchange carriers use to verify and upload their ARMIS data.

EAFS Home Page

Click on the "Download ARMIS data" link, to display the **EAFS Retrieval Module** menu page. It is on this page that you will find links to the EAFS data retrieval features.

Electronic ARMIS Filing System (EAFS) Data Retrieval Module

FCC > WCB > IATD > ARMIS > EAFS > Current Page

EAFS Home

Important System
Changes for Year 2003

Getting Started

EAFS Help

System Status

Contact EAFS
Administrator

Most answers to
questions about EAFS
can be found in the
Getting Started booklet or
in our collection of Q&A.

EAFS Data Retrieval Module

Welcome to the FCC's Electronic ARMIS Filing System – Data Retrieval Module--your portal to the ARMIS database containing financial and operational data of the nation's largest local exchange carriers that file this data in compliance with Part 43 of the Commission's Rules.

Retrieve ARMIS data by using one of the following methods:

- **Preset Reports** -- This link provides users with pre-selected data in the form of preset ("canned") reports having broad appeal to both the public and the Commission. This link also provides users with the ability to select and print formatted ARMIS data (paper reports) beginning with reporting year 1996.
- **Customized Reports** -- This link provides users the choice of extracting data using either a "Full-Featured" version or a "Compact Format" version (fewer query choices, minimal data formatting, etc.) of the data retrieval module.
- **ASCII Files** -- This link provides users with the ability to download ASCII (comma-delimited) files, beginning with reporting year 1996.
- **Data Information Reports** -- This link displays five choices that provide features which are ancillary to the basic system functions. The features provide the user with useful information about ARMIS data.
- **Related Documents** -- This link displays five choices for retrieving documents that are part of an ARMIS submission, such as transmittal letter and certification letter.

EAFS Retrieval Module Page

In addition to the standard FCC web site links shown at the top and bottom of the page, there are several sets of links specifically applicable to EAFS.

The first set—located on the left side of the page in the navigation panel—connects to pages that provide general information about the EAFS system. Among these, for example, is a link to an online version of this booklet.

The second set of links—located in the main white space on the page—connect to major EAFS data retrieval features: **Preset Reports, Customized Reports, ASCII Files, Data Information Reports,** and **Related Documents**.

3 Preset Reports

To see what each report provides, click on the Info link to the left of the report title.

Preset Reports

Click on Preset Reports (located on the **EAFS Retrieval Module** page) to view a list of preset ("canned") reports having broad appeal to both the public and the Commission. The list includes a link to the paper reports feature, which provides users with the ability to select and print formatted paper reports beginning with reporting year 1996.

What you need to know

In order to run any of the preset reports, you first need to know some information specific to the report. The following charts list information needed for each of the reports.

Financial preset reports

REPORT	NEEDED INFO
Annual Depreciation Reserve Ratios	Range of Years (1938 - 2003)
Balance Sheet	Incumbent Local Exchange Carrier
Basic Financial Data	Year, Aggregate Rollup Level
Billable Access Lines	Year (1990 - 2003)
Depreciation Reserves for Holding Companies	Year (1990 - 2003)
Holding Company Interstate Rates of Return	Current or Historical Corporate Structure
Income Statement	Incumbent Local Exchange Carrier
Regulated/NonRegulated Revenues and Costs	Range of Years (1990 - 2003), Current or Historical Corporate Structure
Sources and Use of Funds	Current or Historical Corporate Structure, Holding Company

Service quality preset reports

REPORT	NEEDED INFO
Average Installation Intervals in Days	
Percent Local Installation Commitments Met	
Out of Service Repair Intervals in Hours	Class of Service (Residence, Business, Combined Res/Bus), Level of Aggregation (e.g., All Industry, All RBOCs, Holding Company, State)
Repeat Out-of-Service Trouble Reports as a Percentage of Initial Out-of-Service Trouble Reports	
State Complaints per 1,000,000 Lines	
Total Trouble Reports per Month per 100 Lines	

Infrastructure preset reports

REPORT	NEEDED INFO
Cable Sheath Investment per Kilometer	
Central-Office-Terminated Loop Plant -- Ratio of Fiber Strands to Copper Pairs	Aggregation level: by Large ILEC Region, Large ILEC Holding Company, or by State
Ratio of Total Switched Access Lines in Service to Loop Plant Central-Office-Terminated Fiber Strands	
Switching Investment and Expense per Access Line Served	
Cable Technology Investment and Expense (Aerial, Underground & Buried Cable)	Aggregation level: by Large ILEC Region, Large ILEC Holding Company, or by State Type of Report: Percent Metallic Facilities, Cable Investment, Cable Expense, or Expense-to-Investment Ratio

Running preset reports

Because the preset reports have very similar input menu screens and output screens, the following applies to all preset reports (except Paper).

To run one of the preset reports (except **Paper Reports** which will be covered separately):

1. Select the preset report from the menu on the **EAFS Retrieval Module** page. Choose from **Financial**, **Service Quality**, or **Infrastructure** Reports.

2. Fill in the form as required, and then click on the **Submit** button to run the report; click on the **Clear** button to clear the form elements.

3. Report output data is displayed on screen. The display includes a "data run date" at the top left of the screen and a list of the data sources for the report near the bottom of the screen. At

the very bottom of the screen is a button for saving the report in Microsoft Excel. If you wish to customize the appearance of the report, saving it to Excel is the best way to do so.

As with any browser display, the exact appearance of the report will be subject to your individual browser and its settings, especially certain settings such as text size.

Paper reports

For users requiring a paper version of an ARMIS report, preset paper reports produce a formatted data display which can be saved to Microsoft Excel or, where screen and printer settings allow, directly printed from the web page display. The EAFS preset paper reports have the same titles, headings, footnotes, errata, and exact row/column structures as the paper reports filed by the carriers prior to 2003. Running a paper report is similar to running the other preset reports: each preset paper report menu requires that the user select a **Year**, **COSA**, and **Table**, and then push the **Submit** button to execute the report.

4 Customized Reports

Customized Reports

These reports are the most powerful features in EAFS, since they enable you to build **individualized data queries**. The customized report input screens—a series of menus for setting all the query variables—allow you to tailor a query to satisfy your unique data retrieval requirements.

What you need to know

To run any of the customized reports, you will need to know:

- ♦ Year (or years) of desired data
- ♦ Table name or number in ARMIS report
- ♦ Aggregation level of data (holding company, operating company or study area)
- ♦ COSA or name of reporting entity
- ♦ Row(s) and column(s) in the selected table

Running customized reports

The steps to follow in running a customized report are similar for all reports. The following example shows how to run the 43-01 report:

1. If you have not already done so, click on **Customized Reports** (located on the **EAFS Retrieval Module** page). A new menu listing all the customized reports appears. Choose **43-01** from the list. The **Company Display Option and Table/Year Menu** appears. Fill in the form elements as required, and then click the **Next** button to advance to the next menu page. For example, select **Display by COSA**, **Table I**, **Year 2003**, and click **Next**.
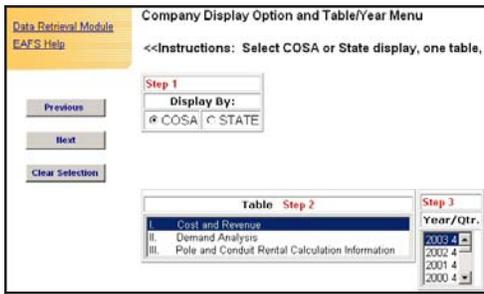
Company Display Option and Table/Year Menu Page

Note: make your selections in order, as indicated by the step numbers in the field titles. Brief instructions are located at the top of the white space just beneath the page title.

2. The **Level of Aggregation for Reporting ILECs Menu** appears. For illustrative purposes, select **All ILECs** (the default selection). Click **Next** to move to the next menu.


Level of Aggregation for Reporting ILECs Menu Page

For best results, return to previous menus by clicking the **Previous** button on any menu.
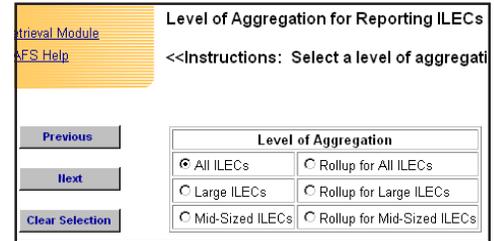
3. On the **Reporting ILECs Menu**, select one or more study area COSAs. To choose all the COSAs in a company's territory, select the company COSA. This causes the automatic selection of all COSAs for that company, as is shown in the example for BellSouth. Warning: picking a large number of COSAs will degrade system performance significantly. Click **Next** to go on.
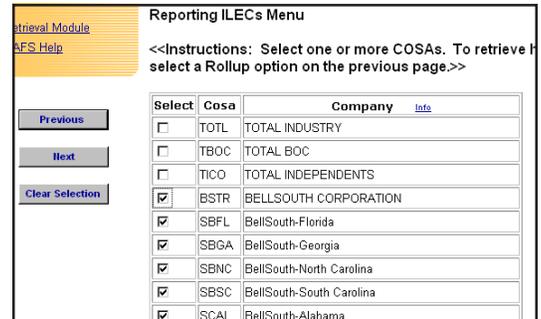
Company Display Option and Table/Year Menu Page

4. Using the **Columns Menu**, you decide which columns of data to retrieve and display. If detailed current column descriptions are needed, click on the "Info" link next to the column title at the top of the column selection field. Once you have made selections—in this case, the **Total** and **Interstate** columns, click **Next**, to move on.
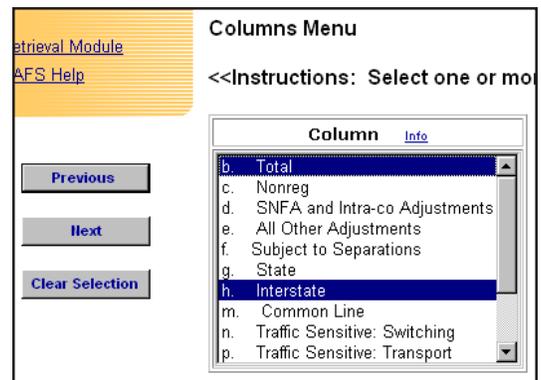
Columns Menu Page

5. The first thing to notice about the **Rows Menu** (shown below), is that more choices are available than on previous menus. In addition to selecting one or more rows of data to retrieve and display, you can also:

♦ Run a 2nd Query on the same or a different customized report
♦ View a list of your query selections
♦ Set display options (choice of column orientation and whether to display optional columns)
♦ Select the level of footnotes to display

Menu pages for Row and Column selections contain **Info** links to the most recent sets of instructions. If you are retrieving data for earlier years, refer instead to the **Complete Sets of ARMIS Materials** links on the web page located at <**http://www.fcc.gov/wcb/ armis/instructions/>**. For more information, see Chapter 8, References & Troubleshooting.

Rows Menu

<<Instructions: Select one or more rows.>>

Data Retrieval Module
EAFS Help

View Query
Display Options

Run 2nd Query

Previous

Clear Selection

Submit

Row	Info
Revenues	
1010	Basic Local Services
1020	Network Access Services
1030	Toll Network Services
1040	Miscellaneous
1045	Nonregulated
1050	Settlement (1990-2002)
1060	Uncollectibles
1090	Total Operating Revenues
Expenses	

Footnote Display:
☐ For rows selected above
☑ All Footnotes

Rows Menu Page

6. Click on the appropriate button or check box to see and select the additional features. If detailed current row descriptions are needed, click on the "Info" link next to the row title at the top of the row selection field. After selecting the rows and options you want, click on **Submit** to run the report.

7. Report output data is displayed on screen. The display includes a "data run date" at the top left of the screen. At the very bottom of the screen is a button for saving the report in Microsoft Excel. If you wish to customize the appearance of the report, saving it to Excel is the best way to do so.

As with any browser display, the exact appearance of the report will be subject to your individual browser or its settings, especially certain settings such as text size.

Tip: Plan ahead and avoid "data fishing." The length of time to process your query is greatly affected by the number of elements selected. Expect a substantial delay—or disconnect*— if you set up compound queries having many rows, columns, years or levels of aggregation (rolled-up values). [*The database server times out after 300 seconds.]

Compact format

At the very bottom of the Customized Reports menu listing of ARMIS reports, is a final selection named "Compact Format (All Reports)." This choice provides streamlined data retrieval for those users requiring quick downloads of large amounts of data who are willing to forgo some features. This mode provides fewer query choices and minimal data formatting. It does not include footnotes, errata, info links for columns and rows, options to choose a 2nd query, view query, columns displayed, etc. However, this version is the fastest way to extract large amounts of data, and avoiding server time-out.

Click on the Compact Format link and a page appears that contains all the menus necessary to set up a query: Report Type, Table, Year, COSA/Company, Columns and Rows. Simply make your selections and hit the **Submit** button to run the query.

5 ASCII Files

ASCII format specifications

Users who need to obtain ARMIS data in an ASCII file format, may obtain comma-delimited ASCII files directly from the EAFS. The records and fields contained in these ASCII files are based on the specifications published for each of the ARMIS reports.[*]

Running the application

To retrieve ARMIS data as ASCII files, click on **ASCII Files** (located on the **EAFS Retrieval Module** page). Then, select a report from the list on the **EAFS ASCII File Download** page. The resulting menu requires only that you select the year and the company name(s) or COSA(s) of the data-filing entity, and then click the **Submit** button.

For example, selecting and submitting year 2001 and SBFL BellSouth - Florida, results in a page listing the Year, Company and Submission number of the ARMIS data, and two buttons: **Display** and **Save As Text**. Clicking on the Display button causes the ASCII file to be displayed on your browser screen, where you can view the data. If you want to download and save the ASCII file to your local drive, click on Save As Text. You will be prompted to provide a path to the local drive / directory, and the file will be saved in an ASCII format. For the example above, the file name of the saved ASCII file is **SBFL01AS.U01**.

* See Chapter 8 for reference locations.

6 **Data Information Reports**

Data information reports

In addition to basic EAFS functions, these information reports provide the user with useful information about the most recent submissions of ARMIS data. To run these reports, begin by clicking on **Data Information Reports** (located on the **EAFS Retrieval Module** page). This will take you to a menu page. After running a report, results are displayed in your browser, with an option to save in Microsoft Excel format. Following are instructions for running the various reports.

New data—allows the user to identify reports, including submission number, for which data has been loaded into the system on or after a user-specified date. This feature serves as an online status report for the user.

Select an ARMIS Report and choose a year or other filing period depending on the ARMIS report selected. You may choose exact periods or ranges of periods, by selecting one of the five applicable logical operator symbols (+, >, <, >=, or <=) in the left-hand drop-down menu for the applicable period (Report Year, Quarter, or Semi-Year). Finally, enter the beginning date of your search time frame, and click **Submit**. Results will include the COSA/company, submission number, and the date the report was loaded into the ARMIS database.

Submission number—provides a history of report submission numbers.

Select an ARMIS Report and choose a year or other filing period depending on the ARMIS report selected. You may choose exact periods or ranges of periods, by selecting one of the five applicable logical operator symbols (+, >, <, >=, or <=) in the left-hand drop-down menu for the applicable period (Report Year, Quarter, or Semi-Year). Next, select the submission number or a range of submission numbers, by selecting the applicable logical operator symbol from the left-hand drop-down menu for the Submission No. field.

One way to find the submission number of the most recent submission for a company is to select the logical operator symbol ">=" (greater than or equal to) and set the submission number to "1."

Finally, click the **Submit** button.   Results will include the COSA/company and the latest submission number of the company's report.

Resubmissions—provides a list of ARMIS filings made to change data filed in the initial report, i.e., filings carrying a submission number of 2 or greater.

Select one or more data years and then enter the beginning and ending date range during which ARMIS reports may have been resubmitted. Click the **Submit** button. Results will include a listing of **all** ARMIS report resubmissions and the companies' reasons for resubmitting the data, for the date range selected.

Filing History—provides a listing by COSA of filings made for that COSA by year and by report.

Select a COSA/Company Name and click the **Submit** button. Results provide a tabular listing of filing periods during which the carrier filed a given report (43-01 through 43-08 only). Columns may be blank, or may contain one or more dates. If a column is blank, the company has not filed the report. Where a column contains one or more dates, each date listed indicates the period for which the ILEC filed the report.

Confidential Filings—provides a listing of confidential filings made by year and by report (43-07, 495A, and 495B).

Select a year and report, and click the **Submit** button. Results provide a tabular listing of confidential filings for the selected report and year, which are identified by COSA, Company, and the latest Submission Number of the filing.

7 Related Documents

Related documents

In addition to ARMIS data, the carriers must also file certain ARMIS-related documents. The documents are contained in Acrobat PDF files which are filed electronically, beginning with 2002 data filed in 2003. Below are general instructions for viewing the documents, followed by brief descriptions of their content.

Viewing the documents

To retrieve and view a document, begin by clicking on **Related Documents** (located on the **EAFS Retrieval Module** page). This will take you to a four-field menu page. First, select the type of document in the **Letter Type** field. Then, select the company, report and year in their respective fields. Click the **Submit** button and a new menu page will appear that lists all the documents of the type and company you selected for the data filing year you chose.

For example, if on the previous menu you selected Transmittal Letter, BellSouth Corporation, 495B, year 2002, and clicked on the **Submit** button, you will now see one or more dates displayed in the **Date Received** column. Select a date and click on the **Submit** button to view the associated PDF file. These dates correspond to the dates the documents were uploaded into the EAFS.

Transmittal letter—every ARMIS submission must be accompanied by a letter of transmittal. This document identifies the ARMIS report, reporting year, COSA(s), and company/study area name(s) impacted by the filing. For resubmissions, the letter will include the submission

number and a brief description of data being corrected. Details on the inclusion of the transmittal letter in the submission are provided in the Reporting Procedures for the reports.[*]

Certification statement—carriers must certify the accuracy of the data submitted in the ARMIS Reports by including a certification statement, signed by a corporate officer. The statement must identify the COSA(s) and company/study area name(s) impacted by the filing.[*]

Independent Auditor's opinion letter—as required by Part 64.904, incumbent local exchange carriers that file the ARMIS Report 43-03 must provide a copy of the independent auditor's opinion with this report every two years (odd years beginning in 2001).[*]

Part 64 letter—mid-sized incumbent local exchange carriers, as defined by Part 32.9000, are required to certify compliance with Part 64.901 of the Commission's rules by filing a Part 64 certification annually with their ARMIS report 43-01.[*]

495A & 495B "no data" letter—carriers with no data to report in ARMIS Reports 495A and 495B may file this letter instead of an ASCII file.[*]

* See Chapter 8 for reference locations.

8 References & Troubleshooting

References

Instructions governing the structure, content and filing of ARMIS Reports and related documents are available on the ARMIS web site. The following table lists web URLs of major reference locations.

Reference	URL (http:// plus addresses shown)	Notes
ARMIS Home Page	www.fcc.gov/wcb/armis/	
ARMIS instructions - complete set	www.fcc.gov/wcb/armis/descriptions.html	Select year in panel headed "Complete Sets of ARMIS Materials."
ARMIS instructions - current row/column	www.fcc.gov/wcb/armis/instructions/	Select from report list at top of page.
EAFS Home Page	www.fcc.gov/wcb/eafs/	
EAFS Retrieval Module	svartifoss2.fcc.gov/eafs/MainMenu.cfm	Portal to ARMIS database.

Throughout this booklet, reference is made to ARMIS *instructions*. To obtain such instructions online, use the **Complete Sets of ARMIS Materials** year links on the web page located at <**http://www.fcc.gov/wcb/armis/descriptions.html**>. Choose any of the year links and you open a page containing a table listing all instruction files in PDF format. File names having "c" as their fifth character refer to complete instruction sets; those with a "p" in fifth position contain specific procedures, form information, and row/column definitions; those with a "s" in fifth position are specifications documents. The file name also indicates the name of the report (first four characters) and data reporting year (6th & 7th characters). For example, the file **4301s03.pdf** contains Report 43-01 specifications for 2003. Finally, there are two additional files at the top of the table, the first of which contains a list of COSAs, and the second a set of Company Filing Procedures.

Troubleshooting

A number of factors can affect online database operations. Occasionally, the database itself is out of service. To determine status, click on the System Status link in the left-side navigation panel on the EAFS home page, at <**http://svartifoss2.fcc.gov/eafs/MainMenu.cfm**>, or go directly to the status page, at <**http://www.fcc.gov/cgi-bin/EFBoards/ systemstatus.cgi?index_t=../../pub/e-file/messages/ARMIS.html**>.

In the same panel, there is a link to the **EAFS Help** page (<http://www.fcc.gov/wcb/eafs/ help_index.html>), from which you can access several EAFS Help topics, including a **Q&A** section, which will grow into a knowledge base of EAFS user questions and answers.

Finally, if you are unable to find an answer to your ARMIS or EAFS questions on our web site, please contact our ARMIS Help desk, by emailing us at: **armis-hp@fcc.gov**.

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