

FCC Auctions CUSTOMER SURVEY

Dear FCC Spectrum Auction Participant:

In order to better serve future auction participants we request that you provide us with any feedback that you may have about our auction processes. Attached is a questionnaire we have put together in order to gather your comments or critiques. Please take the time to fill out this survey and send it to:

Federal Communications Commission
Auctions & Industry Analysis Division
1270 Fairfield Road
Gettysburg, PA 17325-7245

We appreciate your assistance in helping us provide the best service possible.

FCC AUCTIONS CUSTOMER SURVEY

Dear Bidders:

In keeping with our focus on the customer, the Auctions Division of the Wireless Telecommunications Bureau has established a set of Customer Service Goals. To ensure that we fully meet the needs of the bidder, we would like you to look at our goals and let us know how we are doing by providing answers to the following questions.

Date:

Company Name:

Your Name and Title or Association with Company during the auction:

Mission Statement. To allocate spectrum quickly and efficiently to those who will value it the most

1. Goal: To assure that anyone that is interested and able can participate in our auctions

a. How would you rate the FCC's customer service overall on a scale from

| | | | | |
|------------|---------------|---------|---------------|--------|
| 5_____ | 4_____ | 3_____ | 2_____ | 1_____ |
| excellent | above average | average | below average | |
| inadequate | | | | |

b. Have you been or are you currently involved in an FCC Spectrum auction?

Yes_____ No_____

c. If yes, which auction(s):

39 GHz _____ 700 MHz Guard Band _____ 800 MHz SMR General _____
 PCS C & F Block Re-Auction_____ 800 MHz SMR Lower _____
 Public Coast & LMS _____ Narrowband PCS _____ Multiple Address System _____
 Paging _____ Lower 700 MHz _____ Other (describe)_____

Comments: _____

2. **Goal: To make pre-auction information, such as Reports and Orders, and Public Notices, widely available and easily accessible**

- a. Do you have access to electronic mail? Yes_____ No_____
- b. Do you have access to the Internet? Yes_____ No_____
- c. Do you feel the Internet has improved access to FCC information?
Yes_____ No_____
- d. Is important auction information current, pertinent and easily accessible?
Yes_____ No_____
- e. What other method of information distribution would help you to keep abreast of auctions information?_____

Comments:_____

3. **Goal: To provide efficient pre-auction training and information**

- a. Have you participated in a mock auction or auction seminar?
Yes___ No___ ; if not please skip to goal 4.
- b. Do mock auctions provide useful and pertinent information?
5_____ 4_____ 3_____ 2_____ 1_____
excellent above average average below average inadequate
- c. Do auction seminars provide useful and pertinent information?
5_____ 4_____ 3_____ 2_____ 1_____
excellent above average average below average inadequate

Comments:_____

4. **Goal: To provide information and to assure access to the FCC staff throughout an auction**

- a. Are requests for information handled quickly and accurately? Yes ___ No ___
- b. Are round results posted quickly and accurately? Yes ___ No ___
- c. Were your legal questions answered? Yes ___ No ___

Comments: _____

5. **Goal: To provide effective automated bidding service**

- a. Were you able to access the automated bidding system in a timely manner during auctions? always _____ generally _____ occasionally _____ never _____
- b. Is the automated bidding system responsive and does it meet your needs?
Yes ___ No ___
- c. Were your bids recorded accurately and treated in a secure and confidential manner?
Yes ___ No ___

Comments: _____

6. **Goal: To provide excellent Technical Support for our customers**

- a. Have you ever contacted Technical Support? Yes ___ No ___ ; if not please skip to goal 7.
- b. Did you wait on hold for a period of time? Yes ___ No ___
- c. Call back response time: Hours _____ Minutes _____
- d. Was your call urgent in response to activity in a current round?
Yes ___ No ___

Comments: _____

7. **Goal: To provide excellent telephonic bidding customer service**

- a. Have you used the telephonic bidding option? Yes ___ No ___
- b. Were the phone numbers clear and available to you? Yes ___ No ___
- c. Were your calls to the telephonic bidding lines answered promptly and courteously?
Yes ___ No ___
- d. Does the telephonic bidding procedure provide clear, logical guidance for placing your bids? Yes ___ No ___
- e. Was your bidding information accurately input? Yes ___ No ___
- f. If the telephonic bidding assistant could not answer your questions, was your question promptly given to someone who could? Yes ___ No ___
- g. Did telephonic bid assistants refer you to the appropriate staff to address your legal questions? Yes ___ No ___

Comments: _____

8. Goal: To provide direct access for bidders suggestions

- a. Have you used the bidder suggestion box? Yes ___ No ___
- b. If yes, do you feel the FCC gave your suggestion sufficient consideration?
Yes ___ No ___

Comments: _____

In keeping with our commitment to excellence in customer service, we invite you to please send your comments to internet: auctionsinquiry@fcc.gov.

Comments: _____

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The public reporting for this collection of information is estimated to average .25 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. 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 the Federal Communications Commission, AMD-PERF, Paperwork Reduction Project (3060-0757), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send an email to PRA@fcc.gov. PLEASE DO NOT SEND COMPLETED SURVEYS TO THIS ADDRESS.

Remember - 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 OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0757.

In addition, the information that you provide when filling out the Auction Survey is covered by the system of records notice, FCC/WTB-7, Remedy Action Request System (RARS). The Commission is authorized to request this information from consumers under Sec. 151, 154, 258, 301, 303, 309(e), 312, 362, 364, 386, 507 of the Communications Act of 1934, as amended, [47 U.S.C. 151, 154, 226, 258, 301, 303, 309\(e\), 312, 362, 364, 386, 507](#); and [29 U.S.C. 794](#) and 794d.

Under this system of records notice, FCC/WTB-7, the FCC may disclose information that consumers provide as follows:

1. Public access – records in this system will be made available upon request for public inspection after redaction of information that could identify the correspondent, *i.e.*, name, telephone number, ITIN, and e-mail address. Limited public access to certain records may be available via the Internet. This information includes the status of request, request ID number, and the agent's number who took the call or electronic request for support. Public users who have contacted FCC personnel via telephone, e-mail, or electronic submission may access the system to retrieve a status on the ticket assigned to their request. They will be given this ticket/request number generated by the Remedy Action Request System (RARS) upon submission of a request. This number may be entered into the appropriate field on the FCC web site to check the status of the ticket. Only the status of that ticket will be released to the public by entering the ticket number—no personal or confidential information is available to the public;
2. Adjudication and Litigation – where by careful review, the agency determines that the records are both relevant and necessary to litigation and the use of such records is deemed by the agency to be for a purpose that is compatible with the purpose for which the agency collected the records, these records may be used by a court or adjudicative body in a proceeding when: (a) the agency or any component thereof; or (b) any employee of the agency in his or her official capacity; or (c) any employee of the agency in his or her individual capacity where the agency has agreed to represent the employee; or (d) the United States Government is a party to litigation or has an interest in such litigation;
3. Law Enforcement and Investigation – where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be shared with appropriate Federal, State, or local authorities either for purposes of obtaining additional information relevant to a FCC decision or for referring the record for investigation, enforcement, or prosecution by another agency;
4. Congressional Inquiries – when requested by a Congressional office in response to an inquiry by an individual made to the Congressional office for their own records; and
5. Government-wide Program Management and Oversight – when requested by the National Archives and Records Administration for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906; when the U.S. Department of Justice is contacted in order to obtain that department's advice regarding disclosure obligations under the Freedom of Information Act; or when the Office of Management and Budget is contacted in order to obtain that office's advice regarding obligations under the Privacy Act;

In each of these cases, the FCC will determine whether disclosure of the records is compatible with the purpose for which the records were collected.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).