

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION
2004 CUSTOMER SATISFACTION SURVEY
NATIONAL INSTANT CRIMINAL BACKGROUND CHECK SYSTEM (NICS)
FEDERAL FIREARMS LICENSEES (FFLS)**

Please answer the following questions pertaining to the contracted Call Center.

1. How frequently does your business contact the FBI NICS contracted Call Center?
 Daily Weekly Monthly Every few months Semi-annually
 Do not use (Go to question 8)

2. Has the FBI NICS contracted Call Center ever been unavailable when you called?
 Yes No

 If yes, please explain.

3. When you contact the contracted Call Center (not the FBI NICS) to initiate a NICS background check, how would you rate their assistance?
 Excellent Good Adequate Fair Poor
 Have not used

4. When you contact the FBI NICS contracted Call Center for background checks, do you receive a final response while on the telephone for the majority of cases?
 Yes No

5. For those transactions, how long are you on the telephone on average?
 Less than one minute One to two minutes Three to five minutes
 More than five minutes

6. How would you rate your satisfaction level with the length of time you are on the telephone for those transactions?
 Excellent Good Adequate Fair Poor

7. How would you rate your satisfaction with the transferring of delayed transactions from the contracted Call Center to the FBI NICS Section while you are still on the phone?
 Excellent Good Adequate Fair Poor

Please explain.

Under the Paperwork Reduction Act, a person is not required to respond to a collection of information unless it displays a valid OMB control number. We try to create forms and instructions that are accurate, can be easily understood, and which impose the least possible burden to you to provide us with information. The estimated average time to complete the survey is three minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this form more simple, write to the AGMU, CJIS Division, FBI, 1000 Custer Hollow Road, Clarksburg, WV 26306.

(Over)

Please answer the following questions pertaining to the FBI NICS Section.

8. How frequently does your business contact the FBI NICS Section?
 Daily Weekly Monthly Every few months Semi-annually Do not use

If you selected "do not use" for questions one and eight, please end the survey.

9. Has the FBI NICS Section Customer Service Unit ever been unavailable when you called?
 Yes No

If yes, please explain.

10. How would you rate the FBI NICS Customer Service Unit's service when you contact them for status checks?
 Excellent Good Adequate Fair Poor Have not used

11. How would you rate the FBI NICS Customer Service Unit's service when you contact them with questions?
 Excellent Good Adequate Fair Poor Have not used

12. How would you rate the FBI NICS Customer Service Unit's service when you contact them to initiate a NICS background check (when the Call Center is busy)?
 Excellent Good Adequate Fair Poor Have not used

13. For transactions not resolved while you are on the phone initiating a NICS background check, how long before you receive a final response from the FBI NICS Section on average?
 Less than two work hours Between two to six work hours Same business day Next business day
 Two to three business days More than three business days

14. For transactions not resolved while you are on the phone initiating a NICS background check, how would you rate your satisfaction level with the length of time it takes to receive a final response from the FBI NICS Section?
 Excellent Good Adequate Fair Poor

15. Are you registered with the FBI NICS E-Check?
 Yes No (If no, go to question 18.)

16. How would you rate your level of satisfaction with the FBI NICS E-Check?
 Excellent Good Adequate Fair Poor

Comments.

17. Have you experienced any problems with the FBI NICS E-Check?
 Yes No

If yes, please explain.

18. Overall, how would you rate the level of customer service provided by the FBI NICS Section?
 Excellent Good Adequate Fair Poor

19. Provide comments/recommendations you have for the contracted Call Center, the FBI NICS Customer Service Unit, or any other comments/recommendations you have for the FBI NICS Section.

20. Provide comments/suggestions on how the CJIS Division might provide improved customer service to you.

21. Please tell us about yourself. This information is optional and will not be used to identify a specific respondent. We may use the provided information for follow-up or clarification.

FFL Number: _____

Your State: _____

Your Name: _____

Position/Title: _____

Agency Telephone Number: _____

E-mail address: _____

Thank you for your time in answering these questions.

If you would like additional information on the FBI NICS E-Check or would like to enroll, you may contact the NICS Section Customer Service toll free at 1-877-444-NICS (6427) and select option 3 or access our Web site at www.nicsezcheckfbi.gov.