FCC AUCTIONS
CUSTOMER SURVEY

Dear FCC Spectrum Auction Participant:

In order to better serve future auction participants, we request your feedback concerning your experience with our auction processes. Attached is a questionnaire seeking your comments and/or critiques. Your input is valuable, so please take the time to fill out this survey and send to:

Federal Communications Commission
Auctions & Spectrum Access Division
1270 Fairfield Road
Gettysburg, PA 17325-7245

or

fax to: 717-338-2850

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

FCC AUCTIONS CUSTOMER SURVEY

Dear Bidders:

In an effort to provide exceptional customer service, the Auctions & Spectrum Access 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 appreciate your input on how you feel we are meeting our goals. Please take a few minutes to answer the following questions.

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

Date:

Individual/Company Name:

Your Name and Title or association with the bidder during the auction:

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

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

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

b.   In which auction(s) have you participated?

39 GHz _____ 700 MHz _____ 800 MHz _____ Broadcast (AM, FM, TV) __ _____
Broadband PCS_____ 900 MHz _____ BRS _____ 218/219/220 MHz _____
LMS _____ Narrowband PCS _____ Multiple Address System _____
Paging _____ AWS _____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 use the Internet access FCC information?
        Yes_____ No_____

     b.	Is important auction information current, pertinent and easily accessible on the Internet?
        Yes_____ No_____

     c.	Do you use e-mail?　Yes_____ No_____

     d.	What other method of information distribution would help you to keep abreast of auction information?_____

Comments:_____
_____

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

     a.	Have you participated in auction seminars?　Yes_____ No_____

     b.	If so, how have you participated?　　In person _____On-line _____

     c.	Did you view the entire seminar _____or just a portion _____?

     d.	If only a portion of the seminar was viewed, which presentations were you interested in?
        Pre-auction procedures_____
        Licensing and/or due diligence_____
        Auction and application rules (Bidding Credits, Ownership, Agreements) _____
        Completion of Short-Form 175_____
        Payment information and/or completion of FCC Form 159 _____
        Bidding Software _____

     e.	How well do auction seminars provide useful and pertinent information?
        5_____　　　　4_____　　　　　　　3_____　　　　2_____　　　　1_____
        very well　　above average　　　　average　　　below average　inadequate

     f.	Did you participate in a mock auction?　Yes___ No___

     g.	If so, do you feel the mock auction provided 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? Yes ___ No ___

b. Was FCC staff readily available for questions?   Yes ___ No ____

c. Were all your questions answered promptly and helpfully? Yes ___ No ___

Comments: _____

_____

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

a a. Were you able to access the Auctions bidding system in a timely manner during the
auction?   always _____ generally_____ occasionally _____ never_____

b. Is the Auctions bidding system easy to use and does it meet your needs?
Yes ___ No ___

C. Are you confident about the security of the Auctions bidding system?
Yes ___ No ___

d. Are round results and other messages posted quickly?   Yes ___ No ___

e. Are round results and other messages clear and useful? Yes ___ No ___

Comments: _____

_____

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

a. Did you need to contact Technical Support?
Yes ___ No ___   If no, please skip to Goal 7.

b. Was you call answered promptly? Yes ___ No ___

c. If a call back was needed, how long was the 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.   Did you use the telephonic bidding option? Yes ___   No ___
           If no, please skip to Goal 8.

   b.   Were your calls to the telephonic bidding lines answered promptly and courteously?
           Yes ___ No ___

   c.   Does the telephonic bidding process provide clear, logical guidance for placing your bids?
           Yes ___ No ___

   d.   Was your bidding information accurately entered? Yes ___ No ___

   e.   If the telephonic bidding assistant could not answer your questions, were you promptly referred
           to someone who could answer them? Yes ___ No ___

Comments: _____

_____

8.   **Goal: To provide direct access for bidder suggestions**

   a.   Did you use the bidder suggestion box in the Auctions bidding system? Yes ___ No ___

   b.   If yes, do you feel the FCC gave your suggestion sufficient consideration?
        Yes ___ No ___   Don't Know _____

Comments: _____
_____
_____

In keeping with our commitment to provide excellent customer service, we welcome any comments you may have to improve the auctions process.

Comments: _____
_____
_____
_____