

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.

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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 (Optional):

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

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. 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 your 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: _____

FCC NOTICE TO INDIVIDUALS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, P.L. 104-13 OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

This public reporting burden for this collection of information is 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information. Send comments regarding this burden estimate to the Federal Communications Commission, Records Management Branch, Paperwork Reduction Act Project 3060-0757, Washington, DC 20554. Do not send completed forms to this address. Individuals are not required to respond to an information collection unless it displays a valid OMB Control Number.