

**Customer Satisfaction Survey for Customers of the USA.gov Telephone Government
Information Service Who Speak to an Information Specialist – (Req-12)**

OMB Control No: 3090-0297

Expires: 6/30/2016

Paperwork Reduction Act Statement: This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 30900297. We estimate that it will take 3 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), IC 30900297, 1800 F Street, NW, Washington DC 20405.

1. Please rate your overall experience with our telephone service.
 - If “Good,” choose 1.
 - If “Fair,” choose 2
 - If “Poor,” choose 3
 - To repeat these choices, choose 8

2. Please rate the usefulness of the information we provided.
 - If “Good,” choose 1.
 - If “Fair,” choose 2
 - If “Poor,” choose 3
 - To repeat these choices, choose 8

4. How likely are you to use our telephone service again?
 - If “Likely,” choose 1.
 - If “Unlikely,” choose 2
 - If “Neither Likely Nor Unlikely,” choose 3
 - To repeat these choices, choose 8

5. How likely are you to recommend our telephone service to someone else?
 - If “Likely,” choose 1.
 - If “Unlikely,” choose 2
 - If “Neither Likely Nor Unlikely,” choose 3
 - To repeat these choices, choose 8

6. Please rate the courtesy we showed you.
 - If “Good,” choose 1.
 - If “Fair,” choose 2
 - If “Poor,” choose 3

- To repeat these choices, choose 8
7. Please tell us how our service compared to your expectations.
- If our service was better than you expected, choose 1.
 - If our service was about the same as what you expected, choose 2
 - If our service was worse than what you expected, choose 3
 - To repeat these choices, choose 8
8. How did you hear about our telephone service? You may select from 5 choices. If it was from:
- USA.gov, choose 1.
 - The Internet, choose 2.
 - Referred by a government agency, choose 3.
 - The paper phone book, press 4.
 - and for all others, choose 5.
 - To repeat these choices, choose 8

If you would like to leave a message and tell us more about your experience, please press or say 1 now. For example, you may tell us about the strengths and weaknesses of our service. Again, press or say 1 to leave a message, or, you may hang up at any time. Thank you for taking our survey. Your feedback is very important and we use it to improve our services. If you have further questions, please call us again at 1-844-USA-GOV1. Thank you.

END OF SURVEY

[Note: Please see the next page.]

Customer Satisfaction Survey for Customers of the USA.gov Telephone Government Information Service Who Use the Recorded Message Library – (Req-12)

OMB Control No: 3090-0297

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Paperwork Reduction Act Statement: This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 30900297. We estimate that it will take less than 3 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), IC 30900297, 1800 F Street, NW, Washington DC 20405.

1. Please rate the usefulness of the information you received in our recorded messages.
 - If “Good,” choose 1.
 - If “Fair,” choose 2
 - If “Poor,” choose 3
 - To repeat these choices, choose 8

2. Please rate your overall experience with our recorded messages.
 - If “Good,” choose 1.
 - If “Fair,” choose 2
 - If “Poor,” choose 3
 - To repeat these choices, choose 8

If you would like to leave a message and tell us more about your experience, please press 1 now. For example, you may choose to tell us about the strengths and weaknesses of our service. Again, press 1 to leave a message, or you may hang up at any time. Thank you for taking our survey. Your feedback is very important and we will use it to improve our services. If you have further questions, please call us again at 1-844-USA-GOV1. Our Information Specialists are available Monday through Friday, 8:00 a.m. to 8:00 p.m. Eastern Time. Thank you.

END OF SURVEY