National Lifeline Accountability Database (NLAD) Carrier Survey

The Universal Service Administrative Company (USAC) would like to improve the National Lifeline Accountability Database (NLAD). We appreciate you taking a few minutes to answer this survey. This survey is voluntary and consists of 12 - 16 questions, depending on your responses. It should take approximately three minutes to complete.

**1. Which of the following best describes your company? \*This question is required.** [SINGLE CHOICE]

* Large / Nationwide carrier
* Medium / Regional carrier
* Small / Local or Municipal carrier

**2. Which of the following classification areas does your company serve? \*This question is required.** [MULTIPLE CHOICE – Allow respondents to select more than one answer]

* urban
* suburban
* rural
* remote

**3. On average, how often do you log into NLAD? \*This question is required.** [SINGLE CHOICE]

* several times per day
* daily
* weekly
* monthly
* less often than monthly

**4. Which of the following classification areas does your company serve? \*This question is required.** [MULTIPLE CHOICE]

* enroll a Lifeline subscriber
* de-enroll a Lifeline subscriber
* update a Lifeline subscriber’s information
* transfer a Lifeline subscriber’s benefit
* submit a dispute resolution
* manage my account
* manage a subaccount
* run a report
* other (please specify) – [OPEN FIELD FOR WRITE IN]

**5. Do you use the Batch Upload feature in NLAD? \*This question is required.** [SINGLE CHOICE]

* Yes
* No

**Batch Uploads**

[If participant selects Yes in Q5, they will be asked the questions in this section]

**5a. Completing a batch file is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**5b. Uploading a batch is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**5c. I have the information I need when uploading a batch file.** [SCALE]

* 1 – Strongly disagree
* 2 – Somewhat disagree
* 3 – Neither agree nor disagree
* 4 – Somewhat agree
* 5 – Strongly agree

**5d. In what ways could NLAD’s batch upload be improved?** [OPEN FIELD]

**6. Do you use the Reports feature in NLAD? \*This question is required.** [SINGLE CHOICE]

* Yes
* No

**Reports**

[If participant selects Yes in Q6, they will be asked the questions in this section]

**6a. Running a report is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**6b. Which reports do you currently use?** [MULTIPLE CHOICE]

* Summary Subscriber Report
* Detail Archive Subscriber Report
* Detail Duplicate Subscriber Report
* Summary Transaction Report
* Detail Transaction Report
* Summary Resolution Status Report
* Detail Resolution Status Report

**6c. Which additional data would you like to have available through a report in NLAD?** [OPEN FIELD]

**7. Do you use the Account Management feature in NLAD? \*This question is required.** [SINGLE CHOICE]

* Yes
* No

**Account Management**

[If participant selects Yes in Q7, they will be asked the questions in this section]

**7a. Updating my password is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**7b. Managing subaccounts is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**7c. In what ways could NLAD make it easier to manage your account or subaccounts?** [OPEN FIELD]

**8. Do you use the Subscriber Management feature in NLAD? \*This question is required.** [SINGLE CHOICE]

* Yes
* No

**Subscriber Management**

[If participant selects Yes in Q8, they will be asked the questions in this section]

**8a. Enrolling a subscriber is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**8b. De-enrolling a subscriber is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**8c. Transferring a subscriber is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**8d. Updating a subscriber is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**8e. Submitting a dispute resolution ticket is…** [SCALE]

* 1 – Very difficult
* 2 – Fairly difficult
* 3 – Sometimes difficult/sometimes easy
* 4 – Fairly easy
* 5 – Very easy

**8f. In what ways could NLAD’s subscriber management be improved?** [OPEN FIELD]

**Satisfaction**

**9. Overall, how satisfied are you with the NLAD system? \*This question is required.** [SCALE]

* 1 – Very dissatisfied
* 2 – Somewhat dissatisfied
* 3 – Neither satisfied nor dissatisfied
* 4 – Somewhat satisfied
* 5 – Very satisfied

**10. What do you like best about NLAD?** [OPEN FIELD]

**11. What do you like least about NLAD?** [OPEN FIELD]

**12. What additional functionality would you like NLAD to provide?** [OPEN FIELD]

Thank you so much for taking the time to complete this survey. Your valuable input will help us to do a better job and improve NLAD in the future.

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