

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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