

Federal Communications Commission

Explanation of Non-Substantive Changes to OMB Control Number: 3060-1149, Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

Purpose of this Submission: This submission is being made for a proposed non-substantive change to an existing information collection pursuant to 44 U.S.C. § 3507. This submission seeks to make minor, non-substantive changes to questions posed by the Universal Service Administrative Company (USAC) for qualitative customer satisfaction surveys.

Background: USAC, administrator of the Universal Service Fund (USF) and certain appropriated funds on behalf of the Federal Communications Commission (FCC) provides customers with qualitative customer post-transaction satisfaction surveys approved under OMB Control No. 3060-1149. We seek to update the current survey questions to increase USAC's understanding of stakeholders' experiences and improve its service to stakeholders. The modifications are intended to provide better insights on perceptions and opinions. The existing survey, and the survey as proposed to be modified, are not statistical surveys that yield quantitative results that can be generalized to the population of study.

Summary of Proposed Updates to the 3060-1149:

- We propose to modify the four questions as follows:

#	Currently Approved	Proposed
1	How satisfied were you with your Customer Service experience?	Overall, how satisfied were you with your customer service experience?
2	How satisfied were you with the professionalism and courtesy of the representative?	How much do you agree or disagree with the following statement? USAC made it easy to get the help I needed. <i>If score is somewhat disagree, strongly disagree, please provide an option for comments</i> <ul style="list-style-type: none">• We are sorry we did not meet your expectation. Please let us know how we could have made it easier to get help.
3	Do you feel the representative had enough knowledge to answer your question?	Did you feel confident in your agent's ability to help you?

4	Was your question or issue resolved the first time you contacted us?	Was your issue resolved on your first contact?
---	--	--

- We propose to change the response options from the current “1- Very Satisfied, 2- Satisfied, 3- Neutral, 4- Dissatisfied, 5- Very Dissatisfied / Yes- Press 1, No- Press 2, Neutral- Press 3” to “1- Very Satisfied, 2- Somewhat Satisfied, 3- Neutral, 4- Somewhat Unsatisfied, 5- Very Unsatisfied / Yes- Press 1, No- Press 2.”