



## USAC Complaint Monthly Report For December 2011

Measure	1Q11	2Q11	3Q11	Oct	Nov	Dec	4Q11	YTD
Complaints received about USAC	22	12	28	10	3	2	15	77
Complaints received about others	20	18	21	6	2	6	14	73
Total complaints received	42	30	49	16	5	8	29	150
Inquiries received	55,185	33,660	34,266	15,186	12,524	11,217	38,927	162,038
Ratio of complaints received about USAC to inquiries	0.04%	0.04%	0.08%	0.07%	0.02%	0.02%	0.04%	0.05%
Average number of business days to resolve total complaints	0.76	1.02	0.94	0.88	0.52	1.04	0.87	0.89
Percentage of total complaints resolved within 20 business days	100%	100%	100%	100%	100%	100%	100%	100%
Complaints received about USAC by type								
<i>Unprofessional exchange</i>			3.57%					1.30%
<i>Late or deficient performance</i>	18.18%	58.33%	42.86%	20.00%	33.33%		20.00%	33.77%
<i>USAC not responsive</i>		16.67%	10.71%	20.00%			13.33%	9.09%
<i>Unclear or incorrect info</i>	4.55%	8.33%	7.14%					5.19%
<i>Disagreement with decision</i>	4.55%		7.14%				0.00%	3.90%
<i>System/tool issue</i>	59.09%	16.67%	7.14%	20.00%		50.00%	20.00%	25.97%
<i>USF Complaint Issue</i>	4.55%		3.57%	10.00%			6.67%	3.90%
<i>Lifeline Consumer</i>			7.14%	10.00%	66.67%		20.00%	6.49%
<i>Other</i>	9.09%		10.71%	20.00%		50.00%	20.00%	10.39%



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<b>Complaints received about USAC by area</b>								
<i>Audit</i>	4.55%							1.30%
<i>External Relations</i>								
<i>Contribution</i>	9.09%	16.67%	14.29%	10.00%			6.67%	11.69%
<i>FCC Form 498 Processing</i>	4.55%				33.33%		6.67%	2.60%
<i>High Cost</i>								
<i>Low Income</i>			21.43%	20.00%	66.67%	50.00%	33.33%	14.29%
<i>Rural Health Care</i>			7.14%					2.60%
<i>Schools and Libraries</i>	81.82%	83.33%	57.14%	70.00%		50.00%	53.33%	67.53%
<i>General</i>								



## Appendix A - Monthly Complaint Report Definitions

Measure	Definition
<b>Complaints received about USAC</b>	The number of complaints about USAC received for the reporting period. A complaint is any communication on matters relating to USAC's responsibilities that, i.) alleges harm or injury, and requests escalation, or ii.) states a desire to submit a complaint. A complaint may be submitted via on-line, e-mail, phone, fax, or postal mail.
<b>Complaints received about others</b>	The number of complaints about others received by USAC via the "submit a complaint" channel for the reporting period. A complaint about others is any communication on matters outside of USAC's responsibilities such as the USF fee, telephone company service, and FCC rules or regulations.
<b>Total complaints received</b>	The sum of complaints received about USAC and complaints received about others.
<b>Inquiries received</b>	The number of inquiries received by USAC for the reporting period. An inquiry is a request for information, status, or a copy of a form, letter, or statement. An inquiry may be submitted via on-line, e-mail, phone, fax, or postal mail. Inquiries provided for March and April 2008 are estimates based on the 2007 estimated annual inquiries divided by 12 to derive a monthly estimate. Starting with May 2008, the number reported is the actual number of inquiries received
<b>Ratio of complaints received about USAC to inquiries</b>	Complaints received about USAC divided by inquiries received for the reporting period.
<b>Average number of business days to resolve total complaints</b>	For complaints resolved within the reporting period, the average number of business days between the complaint receipt date and the day the complaint was resolved by USAC. If the issue in the complaint cannot be resolved due to reasons outside USAC control, the complaint is considered resolved after communication with the complainant. Includes complaints about USAC and others.
<b>Percentage of total complaints resolved within 20 business days</b>	For complaints resolved within the reporting period, the complaints that were resolved within 20 business days of the date the complaint was received by USAC divided by complaints resolved. Includes complaints about USAC and others.
<b>Complaints received about USAC by type</b>	For complaints about USAC received within the reporting period, the number received broken down by classification type.
<b>Complaint received about USAC by area</b>	For complaints about USAC received within the reporting period, the number received broken down by functional area.