

Measure	1Q12	2Q12	3Q12	Oct	Nov	Dec	4Q12	YTD
Complaints received about USAC	21	9	25	12	9	8	29	84
Complaints received about others	18	11	12	5	8	2	15	56
Total complaints received	39	20	37	17	17	10	44	140
Inquiries received	54,817	30,554	37,986	14,639	9,100	9,218	32,957	156,314
Ratio of complaints received about USAC to inquiries	0.04%	0.03%	0.07%	0.08%	0.10%	0.09%	0.09%	0.05%
Average number of business days to resolve total complaints	0.96	1.19	1.31	0.91	1.14	0.86	0.99	1.09
Percentage of total complaints resolved within 20 business days	100%	100%	100%	100%	100%	100%	100%	100%
Complaints received about USAC by type								
Unprofessional exchange		11.11%	12.00%		11.11%	12.50%	6.90%	7.14%
Late or deficient performance	23.81%	33.33%	24.00%	41.67%	22.22%	12.50%	27.59%	26.19%
USAC not responsive	28.57%		8.00%	8.33%		12.50%	6.90%	11.90%
Unclear or incorrect info	9.52%	11.11%	8.00%	8.33%		25.00%	10.34%	9.52%
Disagreement with decision	4.76%		4.00%		22.22%		6.90%	4.76%
System/tool issue	23.81%	33.33%	12.00%			12.50%	3.45%	14.29%
USF Complaint Issue	4.76%			16.67%			6.90%	3.57%
Lifeline Consumer			32.00%	16.67%	44.44%	12.50%	24.14%	17.86%
Other	4.76%	11.11%		8.33%		12.50%	6.90%	4.76%



Measure	1Q12	2Q12	3Q12	Oct	Nov	Dec	4Q12	YTD
Complaints received about USAC by area								
Audit		11.11%						1.19%
External Relations		11.11%	4.00%					2.38%
Contribution	9.52%	11.11%	12.00%	8.33%		12.50%	6.90%	9.52%
FCC Form 498 Processing	4.76%		4.00%			12.50%	3.45%	3.57%
High Cost								
Low Income		11.11%	36.00%	41.67%	55.56%	12.50%	37.93%	25.00%
Rural Health Care		11.11%		8.33%			3.45%	2.38%
Schools and Libraries	76.19%	44.44%	44.00%	41.67%	44.44%	62.50%	48.28%	53.57%
General	9.52%							2.38%

Appendix A – Monthly Complaint Report Definitions

Measure	Definition
Complaints received about USAC	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.) expresses dissatisfaction with performance or service or iii.) states a desire to submit a complaint. A complaint may be submitted via on-line, e-mail, phone, fax, or postal mail.
Complaints received about others	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 telephone company service, and FCC rules or regulations.
Total complaints received	The sum of complaints received about USAC and complaints received about others.
Inquiries received	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
Ratio of complaints received about USAC to inquiries	Complaints received about USAC divided by inquiries received for the reporting period.
Average number of business days to resolve total complaints	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.
Percentage of total complaints resolved within 20 business days	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.
Complaints received about USAC by type	For complaints about USAC received within the reporting period, the number received broken down by classification type.
Complaint received about USAC by area	For complaints about USAC received within the reporting period, the number received broken down by functional area.