USAC Monthly Complaint Report for December 2015

Measure	1Q15	2Q15	3Q15	October	November	December	2015 YTD
Complaints received about USAC	9	9	9	8	9	6	50
Average number of business days to resolve total complaints	0.7	1.6	2.5	7.2	2.5	6.4	3.2
Complaints received about USAC by type							
Unprofessional exchange	33%			13%	22%		12%
Late or deficient performance		33%		38%	11%		14%
USAC not responsive	33%	11%	33%	13%	11%	33%	22%
Unclear or incorrect info	11%		22%		11%		8%
Disagreement with decision							0%
System/tool issue		33%	44%	38%	44%	17%	30%
Recertification						50%	6%
Other	22%	22%					8%
Complaints received about USAC by area							
Audit							
External Relations							
Contribution		33%	33%	13%			14%
FCC Form 498 Processing	11%	11%			11%		6%
High Cost Program							
Lifeline Program	11%				11%	50%	10%
Rural Health Care Program	22%						4%
Schools and Libraries Program	56%	56%	67%	63%	78%	50%	62%
Other				25%			4%
Corrective Actions Taken:							
Recertification Concerns							

Immediate Issue (s):
Lifeline participants had been de-enrolled during the recertification process.

Resolution:
USAC worked with Lifeline participants and carriers and successfully facilitated re-enrollment.

Root Cause:
Need for improved communication for identifying ways in which USAC and carriers can work together to help beneficiaries be more successful.

Steps Taken and scheduled to address the root cause:
USAC staff worked with Lifeline carriers to identify communication gaps and establish a dialogue in order to provide clarity to challenges related to the recertification process.

Issues Filing Form
Immediate Issue (s): An applicant was unable to successfully data enter an online form. **Resolution:** USAC contacted the applicant, identified that the applicant was relying on incorrect instructions for data entry guidelines and provided the correct instructions so the applicant could successfully data enter on the form. **Root Cause:** The form instructions were incorrectly accessed. **Steps Taken and scheduled to address the root cause:** USAC will continue to develop online filing instructions and tools and working directly with applicants to ensure they are successful when filing forms online.
USAC Unresponsiveness
Immediate Issue (s): Stakeholders reported that attempts to contact USAC were not timely answered. **Resolution:** USAC confirmed receipt of a form and in the second instance advised the service provider that specific supporting documentation was needed in order to allow for an invoice to be processed. **Root Cause:** USAC determined inadequate staffing had resulted in delayed responses. **Steps Taken and scheduled to address the root cause:** Staffing was adjusted to address response times.

Appendix A – Monthly Complaint Reporting Definitions

Measure	Definition
Complaints received about USAC	The number of complaints about USAC received for the reporting period and for the previous 12 months. 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, email, phone, fax, or postal mail.
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.
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.