

Before the  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

Postal Rate and Fee Changes, 2006 )

Docket No. R2006-1

OFFICE OF CONSUMER ADVOCATE  
FOLLOW-UP INTERROGATORY TO  
UNITED STATES POSTAL SERVICE  
(OCA/USPS -96)  
July 28, 2006

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Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits an interrogatory and request for production of documents. Instructions included with OCA interrogatories OCA/USPS-T32-1-7, dated June 2, 2006, are hereby incorporated by reference.

Respectfully submitted,

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OCA/USPS-96. Please refer to the response to interrogatory OCA/USPS-16. The question framed by OCA in part c. of the interrogatory sought a percentage breakdown of all consumer complaint categories. The answer provided broke down the complaint data into very broad categories. One category in particular, “delivery and/or mail pick-up,” comprises 89 – 90 percent of all complaints submitted. It appears possible from the further breakdowns provided in response to parts e., f., g., i., and j., that the broad category “delivery and/or mail pickup” can be further subdivided. OCA seeks such a further breakdown by means of this follow-up interrogatory.

- a. Please break down the “delivery and/or mail pickup” complaints into the 15 most numerous types of subcategories, in order of frequency.
- b. Please provide the number of complaints for each of the 15 subcategories.
- c. For the 15 subcategories, state each subcategory’s share of the “delivery and/or mail pickup” broad category.
- d. How does the Postal Service construct its complaint categories – by means of a coding system? A word “search” or “find”? Please explain. If a coding system is used, please provide a general description of the coding rules and procedures. Also provide the actual coding “rules”