

Intake Date	From	City	State	Product	Category	Issue	Sub Issue	Description	PRC Action Taken	Action Date	Returning customer
2/1/2010	Mailer	Manhattan	KS		N2009-1	Retail	PO closing	Response to letter sent by Commission for a national conversation on the future of mail and hardcopy communications in the US	Answered by PAGR and acknowledged comments	2/1/2010	
2/1/2010	Postal Employee				RFI			Requested USPS OIG phone number	Provided information	2/1/2010	
2/1/2010	Consumer				Other			Erroneously received e-mail intended for another website	Reply that they had sent the e-mail in error to the PRC	2/1/2010	
2/1/2010	Consumer		WY		Service	Retail	PO closing	Advocated closing Parkman PO in WY and save money - there are 3 post offices 9-7 miles apart	Thanked for comment	2/1/2010	
2/1/2010	Consumer	Englewood	NJ		Service	Retail	Coll box	Collection schedules at 4 Maine post offices did not post final collection times of 5 PM or later - follow-up from customer requested status of complaint	Sent to USPS to assist & respond to PRC & customer	2/1/2010	Returning customer
2/1/2010	Consumer	Englewood	NJ		Service	Information		Request for CD ROM of delivery standards that was discontinued - follow-up from customer requesting status of inquiry	Sent to USPS to assist & respond to PRC & customer	2/2/2010	Returning customer
2/1/2010	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	2/2/2010	
2/1/2010	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	2/2/2010	
2/1/2010	Mailer	Torrance	CA		Service	Delivery	Delayed mail	Mailer's newsletter not being delivered in a timely manner	Sent to USPS to assist & respond to PRC & customer	2/2/2010	

2/1/2010	Federal, State & local govt	Steamboat Spgs	CO		A2010-2	Retail	PO closing	Question on post office closing procedures	Explained process and provided contact information for Public Rep.	2/1/2010	
2/1/2010	Consumer				USPS financial situation	Suggestion	5 Days	Eliminate one day of delivery	Thanked for suggestions	2/5/2010	
2/2/2010	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	2/2/2010	
2/2/2010	Consumer	Atlanta	GA		Service	Retail	Other	Problem with passport application process at local post office	Sent to USPS to assist & respond to PRC & customer	2/2/2010	
2/2/2010	Federal, State & local govt		MT		RFI	Information		Question on post office lease	Answered by PAGR Director	2/2/2010	
2/2/2010	Consumer				Philatelic	Suggestion	Stamps	Question about commemorative stamp	No response to call back	2/2/2010	
2/2/2010	Consumer	Weston	WV		Service	Delivery	Missing mail	Check mailed to school missing	Sent to USPS to assist & respond to PRC & customer	2/3/2010	
2/2/2010	Federal, State & local govt		GA		Other			Requested USPS phone number	Provided GR liaison information	2/2/2010	
2/2/2010	Consumer	Falls Church	VA		Service	Delivery	RTS	Customers mail being returned	Sent to USPS to assist & respond to PRC & customer	2/12/2010	
2/3/2010	Media				Information	Retail	Other	Question on Postal Service sales of licensed products	Answered by PAGR	2/3/2010	

2/3/2010	Media				Information	Retail	PO closing	Question on process for closing post offices	Answered by PAGR gave information on PRC's role in process and emailed relevant section of CFR Title 39 sec. 404(d)	2/3/2010	
2/3/2010	Consumer	Fremont	CA		N2009-1	Retail	PO closing	Requested that specific post office not be closed - second communication	Provided PRC fact sheet	2/3/2010	
2/3/2010	Consumer	Bridgewater	MA		RFI	Information	Other	Request for addresses for embassies in Asia	Answered by PAGR could not provide information	2/16/2010	
2/3/2010	Consumer	Pacific Beach	CA		Service	Delivery	Claims	Computer lost in mail and insurance claim not sufficient to cover loss	Sent to USPS to assist & respond to PRC & customer	2/10/2010	
2/3/2010	Consumer	Plaisir	FR		Other			Request to have stamps from various countries to complete collection	Answered by PAGR	2/24/2010	
2/3/2010	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Comment in response to outreach letter sent to petitioners	Acknowledged comments and placed copy in PI commenter file	2/16/2010	
2/4/2010	Consumer	Washington	DC		Service	Delivery	Misdelivery	Mail being delivered to neighbors	Sent to USPS to assist & respond to PRC & customer	2/4/2020	
2/4/2010	Consumer	Washington	DC	Media Mail	Service	Delivery	Information	Question on sending books through media mail and permit imprint for bound printed matter for nonprofit	Sent to USPS to assist & respond to PRC & customer	2/4/2020	

2/4/2010	Consumer	Palo Alto	CA	International surface mail	Service	Delivery	Missing mail	Packages not delivered to customer that she sent to herself from Kenya	Sent to USPS to assist & respond to PRC & customer	2/4/2020	
2/4/2010	Consumer	Washington	DC		Service	Delivery	Missing mail	Package not delivered as expected	Sent to USPS to assist & respond to PRC & customer	2/4/2020	
2/4/2010	Mailer	Manhattan	KS		N2009-1	Retail	PO closing	Follow-up to 2/1/10 email with questions on filing online and the ACR2009 Docket	Answered by PAGR with information on Public Forum	2/4/2010	
2/5/2010	Consumer			International surface mail	Service	Delivery	Missing mail	Mail sent from Ukraine to China missing	Sent to USPS to assist & respond to PRC & customer	2/12/2010	
2/5/2010	Consumer	Redford	MI		USPS financial situation	Suggestion	Other	Suggestions to improve financial situation	Thanked for suggestions and comments	2/8/2010	
2/5/2010	Consumer				USPS financial situation	Suggestion	Other	Suggestions to improve financial situation	No contact information provided to respond	2/5/2010	
2/5/2010	Consumer	Sterling Heights	MI		Service	Delivery	Missing mail	Spouses W2 forms missing in mail	Sent to USPS to assist & respond to PRC & customer	2/5/2010	
2/5/2010	Consumer	Avalon	CA		Service	Delivery	Information	Question on process for receiving home delivery	Sent to USPS to assist & respond to PRC & customer	2/5/2010	
2/5/2010	Consumer	Buxton	NC		Service	Facility		Request that local post office be upgraded or closed	Sent to USPS to assist & respond to PRC & customer	2/5/2010	
2/5/2010	Consumer	Apache Junction	AZ		Service	Delivery	Change of address	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	2/8/2010	

2/5/2010	Postal Employee				Website	Other		Location and frequency of CRA reports	Answered by PAGR and OAC	2/16/2010	
2/6/2010	Postal Employee				ACR2009	Suggestion		Suggestions to improve financial situation	No contact information provided to respond	2/6/2010	
2/7/2010	Consumer	Fredericksburg	VA		USPS financial situation	Suggestion	5 Days	Eliminate Saturday delivery	Thanked for suggestions and comments	2/8/2010	
2/7/2010	Postal Employee				Service	Facility	AMP	Comment on AMP study being initiated in District	Answered by PAGR on Commission's role in regulating the Postal Service	2/9/2010	
2/7/2010	Consumer	Rumford	ME		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/9/2010	
2/8/2010	Consumer				Service	Delivery	Missing mail	Items missing in mail	Sent to USPS to assist & respond to PRC & customer	2/16/2010	
2/8/2010	Consumer	Lamoine	ME		Service	Delivery	Undelivered Mail	Mail not being delivered to residence	Sent to USPS to assist & respond to PRC & customer	2/8/2010	
2/8/2010	Consumer				USPS financial situation	Suggestion	5 Days	Eliminate Saturday delivery	No contact information provided to respond	2/8/2010	
2/8/2010	Consumer				Philatelic	Suggestion	Stamps	Request for Michael Jackson commemorative stamp	Sent to USPS to assist & respond to PRC & customer	2/9/2010	
2/8/2010	Consumer	New York	NY	Priority Mail	Service	Delivery	Undelivered Mail	Packages not being left at the door when customer is not at residence - must pick up at post office	Sent to USPS to assist & respond to PRC & customer	2/9/2010	

2/8/2010	Consumer	Baybrook	CT		N2009-1	Retail	PO closing	Station is now off the list	Thanked for comment	2/8/2010	
2/9/2010	Consumer				Other			Comment on unnamed report	No contact information provided to respond	2/9/2010	
2/9/2010	Consumer				Service	Retail	Wait time in line	Retail lines too long	No contact information provided to respond	2/9/2010	
2/9/2010	Consumer			Priority Mail	Service	Delivery	Delayed mail	Priority Mail package not delivered by guaranteed date - requested documentation from customer received	Sent to USPS to assist & respond to PRC & customer	2/9/2010	
2/9/2010	Federal, State & local govt	Export	PA		PI2010-1	Retail	PO closing	Request for assistance with post office suspension	PAGR explained process	2/9/2010	
2/9/2010	Consumer	Williamsville	NY		Service	Delivery	Change of address	Mail not being forwarded to new address	Sent to USPS to assist & respond to PRC & customer	2/9/2010	
2/9/2010	Consumer	Lamoine	ME		Service	Delivery	Undelivered Mail	Mail not being delivered to residence - follow up communication	Forwarded to USPS CA	2/10/2010	
2/10/2010	Consumer	Englewood	NJ		Service	Retail	Coll box	Comment on shortened collection box pickup schedules due to severe weather	Sent to USPS to assist & respond to PRC & customer	2/10/2010	Returning customer
2/10/2010	Consumer	Alamagordo	NM	Certified Mail	Service	Delivery	Undelivered Mail	Carrier did not make attempt to deliver certified mail item	Sent to USPS to assist & respond to PRC & customer	2/10/2010	
2/11/2010	Consumer				PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/11/2010	

2/11/2010	Consumer	Berwyn	PA		Service	Retail	Accessibility	Post office difficult to access in severe weather	Sent to USPS to assist & respond to PRC & customer	2/11/2010	
2/11/2010	Consumer	Indianapolis	IN		Service	Delivery	Claims	USPS has no record of insurance claim made by customer	Sent to USPS to assist & respond to PRC & customer	2/11/2010	
2/11/2010	Consumer	Pheonix	AZ		Service	Delivery	Accessibility	Question on how to apply for handicap delivery instead of cluster box service	Sent to USPS to assist & respond to PRC & customer	2/11/2010	
2/12/2010	Consumer			International Priority	Service	Retail	Delayed mail	Could not locate package shipped out last month to France	Verified tracking on line that package left US today; discrepancies with tracking number	2/12/2010	
2/12/2010	Consumer				Personnel	Other		Req assistance in garnishing alimony from retirement check	Provided OPM contact number	2/12/2010	
2/12/2010	Media				PI2010-1	Retail	PO closing	Questions on PI docket specifically Crescent Lake, OR	Answered by PAGR	2/12/2010	
2/12/2010	Media				PI2010-1	Retail	PO closing	Questions on PI docket	Answered by PAGR	2/12/2010	
2/12/2010	Media				PI2010-1	Retail	PO closing	Questions on PI docket specifically Rector, PA	Answered by PAGR	2/12/2010	
2/12/2010	Consumer				Website	Other		Question on posting of USPS Delivery Service Performance quarterly report	Answered by PAGR	2/16/2010	
2/12/2010	Consumer				Other			How is money spent on advertising rather than helping Haiti	Answered by PAGR	2/12/2010	
2/12/2010	Consumer	Centerville	PA		Service	Delivery	Missing mail	Sons W2 forms and other items missing in mail	Sent to USPS to assist & respond to PRC & customer	2/16/2010	

2/12/2010	Consumer				Other			Miscellaneous comment	Follow-up to USPS CA	2/16/2010	
2/14/2010	Consumer	Fremont	CA		N2009-1	Retail	PO closing	Requested that specific post office not be closed - third communication	Provided number of Bay Valley CA office	2/18/2010	
2/15/2010	Consumer	Englewood	NJ		Service	Retail	Coll box	Lack of 5 PM collection time at Susanville and Alturas, CA post offices follow up communication	Sent to USPS to assist & respond to PRC & customer	2/16/2010	Returning customer
2/15/2010	Consumer	Englewood	NJ	Express Mail	Service	Retail		Question on window clerks guaranteeing Express Mail delivery times	Sent to USPS to assist & respond to PRC & customer	2/16/2010	Returning customer
2/15/2010	Consumer	Englewood	NJ	Priority Mail	Service	Delivery		Question on how service standards for Priority Mail are determined	Sent to USPS to assist & respond to PRC & customer	2/16/2010	Returning customer
2/15/2010	Consumer	Englewood	NJ		Website	Suggestion		Suggestion for changes to Postal Service website and the National Mail Service Updates page	Sent to USPS to assist & respond to PRC & customer	2/16/2010	Returning customer
2/15/2010	Consumer	Englewood	NJ		Other			Request for status update on FOIA request sent to Postal Service on December 15, 2009	Sent to USPS to assist & respond to PRC & customer	2/16/2010	Returning customer
2/15/2010	Consumer	Englewood	NJ		Other			Request for status update on FOIA request sent to Postal Service on December 7, 2009	Sent to USPS to assist & respond to PRC & customer	2/16/2010	Returning customer
2/16/2010	Media				PI2010-1	Retail	PO closing	Questions on PI docket comment period	Answered by PAGR	2/16/2010	
2/16/2010	Media				PI2010-1	Retail	PO closing	Questions on PI docket specifically Rector, PA - follow up questions	Answered by PAGR	2/16/2010	

2/16/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/16/2010	
2/16/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/17/2010	
2/16/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/17/2010	
2/16/2010	Consumer	Englewood	NJ		Service	Retail	Coll box	Follow-up in collection box times in various Ohio post offices	Sent to USPS to assist & respond to PRC & customer	2/17/2010	Returning customer
2/16/2010	Consumer	Fremont	CA		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	2/17/2010	
2/16/2010	Consumer	Fremont	CA		N2009-1	Retail	PO closing	Requested that specific post office not be closed	Acknowledged comment and provided info on N Case, PRC fact sheet	2/16/2010	
2/16/2010	Consumer	Long Cree	SC		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter; prov copy of USPS regs on handling of prison mail & ACLU address	2/16/2010	
2/16/2010	Postal Employee				Employment	Other		USPS employee with workplace issue	Sent to USPS CA to handle as appropriate	2/16/2010	
2/16/2010	Federal, State & local govt	Washington	DC		Service	Delivery	Other	Referral of constituent with shipping issue	Acknowledged with letter and forwarded to USPS GR	2/17/2010	

2/16/2010	Federal, State & local govt	Washington	DC		Philatelic	Other	Stamps	Referral of constituent regarding issuance of commemorative stamp	Acknowledged with letter and forwarded to USPS GR	2/17/2010	
2/16/2010	Mailer	Corydon	PA		N2009-1	Retail	PO closing	Response to letter sent by Commission for a national conversation on the future of mail and hardcopy communications in the US	Thanked for comments	2/19/2010	
2/16/2010	Consumer	Washington	DC		Service	Delivery	Delayed mail	No mail for 11 days due to severe weather	Transferred directly to USPS for immediate assistance	2/16/2010	
2/16/2010	Consumer				Service	Other		Req assistance in reaching post office	Transferred directly to USPS for immediate assistance	2/16/2010	
2/16/2010	Postal Employee	Elgin	IL		Service	Retail	Refund	How to obtain a refund	Transferred directly to USPS for immediate assistance	2/16/2010	
2/16/2010	Consumer				Employment			Question about retirement compensation	Transferred call to USPS to assist directly	2/16/2010	
2/16/2010	Mailer	West Linn	OR		N2009-1	Retail	PO closing	Response to letter sent by Commission for a national conversation on the future of mail and hardcopy communications in the US	Thanked for comments	2/19/2010	
2/17/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	No contact information provided to respond placed copy in PI commenter file	2/17/2010	

2/17/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	No contact information provided to respond placed copy in PI commenter file	2/17/2010	
2/17/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/17/2010	
2/17/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/17/2010	
2/17/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/18/2010	
2/17/2010	Consumer	Englewood	NJ		Service	Retail	Coll box	Follow-up to letters sent to 6 California post offices that did not have a final weekday collection time of 5 PM or later	Sent to USPS to assist & respond to PRC & customer	2/17/2010	Returning customer
2/17/2010	Consumer	San Francisco	CA		Service	Retail	Coll box	Service inquiry on collection schedules in New York City	Sent to USPS to assist & respond to PRC & customer	2/17/2010	Returning customer
2/17/2010	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedules for post office in Livingston, IL	Sent to USPS to assist & respond to PRC & customer	2/17/2010	Returning customer
2/17/2010	Postal Employee				Employment	Other		USPS employee with question on benefits	Referred to USPS HR	2/17/2010	
2/17/2010	Consumer	Allentown	PA		Service	Delivery	Delayed mail	Large amounts of customers mail being delayed in delivery	Sent to USPS to assist & respond to PRC & customer	2/17/2010	

2/17/2010	Consumer	Washington	DC		Service	Delivery	Delayed mail	Mail not delivered for 8-12 days due to severe weather	Sent to USPS to assist & respond to PRC & customer	2/17/2010	
2/17/2010	Mailer				RFI	Other		Question on possibility of Summer Sale incentive in 2010	Referred to link on Postal Service website for information requested	2/18/2010	
2/17/2010	Consumer	Washington	DC		Service	Delivery	Delayed mail	Mail not delivered for several days due to severe weather	Sent to USPS to assist & respond to PRC & customer	2/18/2010	
2/17/2010	Consumer				Service	Other		Customer request for assistance	Returned call, no response	2/17/2010	
2/17/2010	Consumer	Northport	NY		Service	Employee behavior	Rudeness	Courtesy copy of letter to USPS re employee behavior and po box rental issue	No action taken	2/17/2010	
2/18/2010	Consumer	League City	TX		Service	Delivery	PO Box	P O box closed and mail being forwarded without customers approval - follow up customer had not received reply from USPS	Sent to USPS to inquire on status of case	2/18/2010	
2/18/2010	Consumer	Brocton	NY		Service	Delivery	Prison mail	Issues with prison mail administration	Wrote letter; prov copy of USPS regs on handling of prison mail & ACLU address	2/18/2010	
2/18/2010	Federal, State & local govt				Other			Notice of meeting being held by SSA on Social Security number randomization	Administrative Office responded	2/18/2010	
2/18/2010	Consumer	Elko	NV		Service	Facility	PO closing	Question on whether a specific post office will be closing	Docket opened A2010-3	2/18/2010	

2/18/2010	Consumer				Service	Delivery	Delayed mail	Comment on one piece of mail being delivered after Monday holiday to business post office box	Thanked for comments	2/19/2010	
2/18/2010	Consumer				RFI	Information	Other	Question on rates and mail preparation requirements	Answered by PAGR and OAC	2/19/2010	
2/19/2010	Consumer	Englewood	NJ		Rates	Information		Comment on changes to national zone charts and postage prices -follow up courtesy copy of Postal reply	Sent to USPS to assist & respond to PRC & customer	2/19/2010	Returning customer
2/19/2010	Mailer	Corydon	PA		N2009-1	Retail	PO closing	Response to letter sent by Commission for a national conversation on the future of mail and hardcopy communications in the US - follow up comments	Thanked for comments	2/19/2010	
2/19/2010	Consumer	Washington	DC		ACR2009	Information		Question on location of ACR2009 transcript on the website	Answered by PAGR	2/19/2010	
2/19/2010	Consumer	Marietta	GA		Service	Delivery	Misdelivery	Mail being misdelivered to p o box also damaged in delivery	Sent to USPS to assist & respond to PRC & customer	2/19/2010	
2/18/2010	Consumer	Washington	DC		Service	Delivery	Did not knock	Requested to speak to USPS mgr	Transferred directly to USPS for immediate assistance	2/18/2010	
2/19/2010	Consumer				Other			Requested PMG's phone number	Provided USPS contact phone number	2/19/2010	
2/23/2010	Federal, State & local govt	NY	NY		Other			Constituent needs assistance with retirement compensation	Transferred directly to USPS for immediate assistance	2/23/2010	

2/23/2010	Consumer							Requested cost of postcard	Answered by PAGR	2/23/2010	
2/23/2010	Consumer							Requested information on agency for class project	Answered by PAGR	2/23/2010	
2/24/2010	Consumer							Requested information for documents for Italy	Request not mail related to PRC or mail; provided contact info for State Department	2/24/2010	
2/23/2010	Consumer			Express Mail	Service	Delivery	Other	Express mail package signed for by someone other than the intended recipient	Sent to USPS to assist & respond to PRC & customer	2/23/2010	
2/23/2010	Consumer	Washington	DC		Service	Delivery	Undelivered Mail	Mail not being delivered to apartment mail box	Sent to USPS to assist & respond to PRC & customer	2/23/2010	
2/22/2010	Consumer	Chicago	IL		Service	Retail	Lobby hours	Courtesy copy of letter sent to USPS CA on postal facilities in Illinois	No action necessary	2/22/2010	Returning customer
2/19/2010	Consumer			Priority Mail	Rates			Comment on difference of Priority Mail rate and bulk mail rates being charged for the same piece and weight	No contact information provided to respond	2/19/2010	
2/20/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/22/2010	
2/20/2010	Consumer	Crescent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	2/22/2010	
2/23/2010	Federal, State & local govt				RFI	Information		Analyst requested breakdown of composition of the mail	Referred to OAC	2/23/2010	

2/22/2010	Consumer				Website			Customer unable to find comments filed in docketed case on the website	Answered by PAGR with information on navigating the website	2/23/2010	
2/19/2010	Consumer	Hope	KS		Service	Delivery	Undelivered Mail	Mail not delivered to customer for 8 months	Sent to USPS to assist & respond to PRC & customer	2/22/2010	
2/23/2010	Consumer	Falls Church	VA		Service	Delivery	RTS	Customers mail being returned - second communication	Sent to USPS to assist & respond to PRC & customer	2/23/2010	
2/22/2010	Consumer				RFI	Information	Other	Customer wants to obtain forwarding address of individual	Sent to USPS to assist & respond to PRC & customer	2/22/2010	
2/22/2010	Consumer				Service	Delivery	Missing mail	Missing package	Sent to USPS to assist & respond to PRC & customer	2/22/2010	
2/22/2010	Consumer				Other			Erroneously received e-mail on student recruiting event	No action necessary	2/22/2010	
2/19/2010	Consumer				RFI	Information	Other	Student requesting information for project in Public Administration course	Answered by PAGR with information on website that addresses customer's questions	2/22/2010	
2/22/2010	Consumer				Service	Delivery	PO Box	P O box closed	PAGR contacted customer	2/22/2010	
2/20/2010	Consumer				RFI	Information	Other	International think tank requesting information on postal business models in foreign countries	Staff to prepare response	2/22/2010	

2/22/2010	Consumer				Service	Delivery	6 Days	Maintain six day delivery	Thanked customer for comments	2/23/2010	
2/22/2010	Postal Employee				Service	Delivery	6 Days	Maintain six day delivery	Thanked customer for comments	2/23/2010	
2/10/2010	Consumer	Steamboat Spgs	CO		A2010-2	Retail	PO closing	Comment in A2010-2	Called customer and reminded them that comments in docketed cases should be e-filed	2/10/2010	
2/22/2010	Consumer	West Haven	CT		N2009-1	Retail	PO closing	Requested decision in N2009-1 when it is issued	PAGR would provide copy when decision is issued	2/23/2010	
2/22/2010	Consumer	Rector	PA		PI2010-1	Retail	PO closing	Comment post office closing	Acknowledged comments and placed copy in PI commenter file	2/23/2010	
2/22/2010	Consumer	Chicago	IL		Service	Retail	Coll box	Service inquiry on collection schedules at Terra Haute PDC - further correspondence	Sent copy of USPS reply which the customer had not received	2/23/2010	Returning customer
2/24/2010	Consumer				Other			Question on student intern program at the Commission	Answered by PAGR that the Commission does not have a program	2/24/2010	
2/23/2010	Consumer			International Priority	Service	Delivery	Mail damage	Package opened and items removed by customs	Sent to USPS to assist & respond to PRC & customer	2/24/2010	
2/23/2010	Postal Employee	Casper	WY		USPS financial situation	Suggestion	6 Days	Maintain six day delivery	Thanked customer for comments	2/24/2010	

2/24/2010	Consumer				Other			Customer with questions for the State Dept.	PAGR provided contact information for the State Dept.	2/24/2010	
2/24/2010	Consumer	Fulerton	CA		Other			Customer erroneously sent IRS Form 211 to the Commission	Returned form to customer	2/24/2010	
2/24/2010	Consumer	Washington	DC		Service	Delivery	Undelivered Mail	Outgoing mail not being delivered to creditors	Sent to USPS to assist & respond to PRC & customer	2/24/2010	
2/24/2010	Consumer	Crescent Lake	OR		Website	Information		Question on location of comments filed in PI2010-1	Answered by PAGR	2/24/2010	
2/24/2010	Consumer				Rates			Discussed non profit rates - follow up comments	Referred to additional information on the website	2/25/2010	
2/25/2010	Consumer	Washington	DC		Service	Delivery	Mail theft	Customer wants locked mailbox to prevent alleged theft of mail	Sent to USPS to assist & respond to PRC & customer	2/25/2010	
2/22/2010	Consumer	Bell Canyon	CA		Service	Information	Other	Question on community obtaining its own Zip Code for insurance rate calculation purposes	PAGR provided contact information for the Sierra Coastal District to customer	2/25/2010	
2/25/2010	Consumer	Crescent	OR		Service	Delivery	Misdelivery	Mail being misdelivered to adjacent community with similar name	Sent to USPS to assist & respond to PRC & customer	2/25/2010	
2/25/2010	Postal Employee	Murray	IA		Personnel	Other		Postal employee issue	Forwarded to USPS to respond to employee issue	2/25/2010	
2/25/2010	Media				N2009-1	Information		Question on Edison Branch post office	Answered by Media Specialist	2/25/2010	

2/25/2010	Consumer				USPS financial situation	Suggestion	6 Days	Maintain six day delivery	Thanked customer for comments	2/26/2010	
2/25/2010	Consumer				Service	Delivery	Mail theft	Alleged theft of mail from P O Box	Sent to USPS to assist & respond to PRC & customer	2/26/2010	
2/26/2010	Media				N2009-1	Information		Questions on postal terminology and closure/review process	Answered by Media Specialist	2/26/2010	
2/26/2010	Consumer				RFI	Information	Other	Question on how to stop unwanted standard mail	Answered by Media Specialist	2/26/2010	
2/22/2010	Mailer	Manhattan	KS		N2009-1	Retail	PO closing	Response to letter sent by Commission for a national conversation on the future of mail and hardcopy communications in the US	Answered by Chairman's office	2/26/2010	
2/26/2010	Consumer			Express Mail	Service	Delivery	Other	Express mail package signed for by someone other than the intended recipient	Sent to USPS to assist & respond to PRC & customer - unable to contact customer at information given	2/26/2010	
2/26/2010	Consumer			International First-Class mail	Rates	Information		Rate for sending letter to Singapore	Answered by PAGR	2/26/2010	
2/26/2010	Media		TN		RFI	Information	PO closing	Question on suspension of contract post office in Weber City, VA	Answered by Media Specialist	2/26/2010	
2/25/2010	Federal, State & local govt				PI2010-1	Retail	PO closing	Requested information on forwarding constituent concern re Prairie City	No action necessary	2/25/2010	

2/26/2010	Consumer	Cresent Lake	OR		PI2010-1	Retail	PO closing	Comment on post office closings	Acknowledged comments and placed copy in PI commenter file	3/1/2010	
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Total Number: 170

From 170

Consumer 132
Federal, State & local govt 10
Mailer 8
Media 10
Postal employee 10

Product 11

Certified Mail 1
Express Mail 3
International First-Class Mail 1
International surface mail 2
Priority Mail 4

Sub Issue 121

5 Days 3
6 Days 4
Accessibility 2
AMP 1
Change of address 2
Claims 2
Coll box 8
Delayed Mail 8
Did not knock 1
Mail damage 1
Mail theft 2
Misdelivery 3
Missing Mail 8
Other 14
PO Box 2
PO closing 43
Prison mail 2
Refund 1
RTS 2
Rudeness 1
Stamps 3
Undelivered mail 7
Wait time in line 1