

ORIGINAL

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, DC 20268-0001

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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

Special Services Fees and Classifications) Docket No. MC96-3

OFFICE OF THE CONSUMER ADVOCATE  
INTERROGATORIES TO UNITED STATES POSTAL SERVICE  
WITNESS CARL E. STEIDTMANN  
(OCA/USPS-T2-5-7)  
(July 24, 1996)

Pursuant to sections 25 and 26 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA Interrogatories 1-4 to the United States Postal Service dated June 19, 1996, are hereby incorporated by reference.

Respectfully submitted,

*Gail Willette*

GAIL WILLETTE  
Director  
Office of the Consumer Advocate

*Shelley Dreifuss*

SHELLEY DREIFUSS  
Attorney



OCA/USPS-T2-5. In your testimony at page 5 you state: "In conjunction with the simplified return receipt offering, the price of the certified mail service would be raised to \$1.50. Customers purchasing certified mail with a return receipt will receive a greater level of service."

- a. Assuming adoption of this proposal, please explain how certified mail customers who do not purchase a return receipt will receive a greater level of service.
- b. Assuming adoption of this proposal, please explain how customers of certified mail who also purchase return receipt showing to whom and date delivered will receive a greater level of service. Your answer should address the fact that certified mail customers currently have the option of getting a delivery address but that 98% of customers do not exercise this option.

OCA/USPS-T2-6. Your testimony at pages 5 - 6 states: "This increase in certified mail price reflects the fact that comparable service is currently offered at much higher prices. The certified mail fee increases thus comports with retail industry practices."

- a. Please explain in detail what the retail industry practices are with which the proposed certified mail fee increase will comport.
- b. Please explain in detail what "comparable service is currently offered at much higher prices" and who offers these comparable services.
- c. Does the proposed increase in certified mail fees reflect "what the market will bear" type pricing? Please explain.
- d. Does the proposed increase in certified mail fees simply reflect a large price increase for captive customers of a monopoly service? Please explain.
- e. Please explain how any aspect of the Postal Service's proposal for certified mail reflects anything but a price increase.

OCA/USPS-T2-7. At page 7 of your testimony you discuss registry service. You say that registry in general is a relatively low volume service and that uninsured registered mail for higher value items is particularly low volume.

- a. Is it the case that a low volume service must have a low value of service? Please explain.
- b. Is the object of "streamlining product options" a responsible reason for eliminating a product which has a high value of service to its customers? Please explain.

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with section 3.B(3) of the special rules of practice.

  
SHELLEY DREIFUSS  
Attorney

Washington, DC 20268-0001  
July 24, 1996