

UNITED STATES OF AMERICA
Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

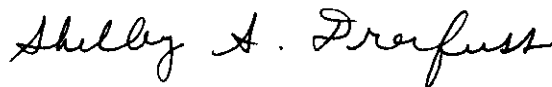
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS: SAMUEL J. KOROMA (OCA/USPS-T37-7-8)
October 12, 2001

Pursuant to Rules 25 through 28 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 OCA/USPS-1-21, dated September 28, 2001, are hereby incorporated by reference.

Respectfully submitted,



Shelley S. Dreifuss
Acting Director
Office of the Consumer Advocate

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OCA/USPS-T37-7. You indicate on page 1 of your testimony, lines 3-8, that your testimony proposes fee changes and classification changes for a number of special services: Address changes for election boards, address correction, bulk parcel return service, carrier sequencing of address cards, certificates of mailing, collect on delivery, correction of mailing lists, money orders, on-site meter service, Periodicals applications fees, permit fees, registered mail, restricted delivery, and ZIP Coding of mailing lists.

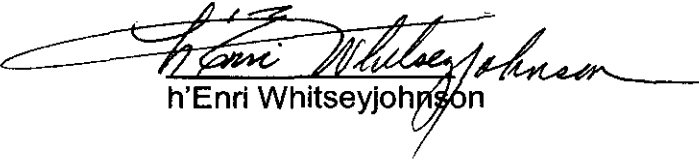
- a. How does the Postal Service measure the quality of service and customer satisfaction for these services?
- b. Please provide copies of all studies, memos, analyses, reviews, and presentations that the Postal Service has in its possession related to the quality of service provided for these services.
- c. Please provide copies of all studies, memos, analyses, reviews, and presentations that the Postal Service has in its possession related to customer satisfaction with respect to these services.

OCA/USPS-T37-2. On page 3 of your testimony, lines 5-34, you discuss pricing and classification criteria.

- a. Please explain how you applied each of the nine criteria to each service.
- b. For each of the special services that you address, please provide the weightings that you used for each of the criteria in arriving at an overall decision on pricing.

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 Rule 12 of the rules of practice.


h'Enri Whitseyjohnson

Washington, D.C. 20268-0001
October 12, 2001