

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
(OCA/USPS-177-182)
November 9, 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

1333 H Street, N.W.
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6819

OCA/USPS-177. The following interrogatory refers to your response to OCA/USPS-75.

- (a) Please provide the number of Postal Service vending machines in the United States.
- (b) Please explain why only 5,000 vending machines currently offer coils of basic First-Class stamps.
- (c) Please explain when all Postal Service vending machines within the United States will dispense "coils" of basic First-Class stamps.
- (d) What criteria does the Postal Service use in determining when to offer coils of basic First-Class stamps in a vending machine?

OCA/USPS-178. The following interrogatory concerns shipping chicks and other baby birds.

- (a) Please confirm that FedEx will not handle the shipment of chicks or other small animals via Priority Mail. If you are unable to confirm, please explain.
- (b) Please explain how the USPS currently handles requests from mail-order hatcheries to ship chicks, baby birds and other small animals via Priority Mail.

OCA/USPS-179. For FY 2002, please provide a copy of the advertising copy as well as a copy of each radio and TV script used to market (a) Priority Mail and (b) Express Mail.

OCA/USPS-180. For FY 2002, please provide a copy of the television advertising (in a format suitable for use in a standard VCR) used to advertise (a) Priority Mail and (b) Express Mail.

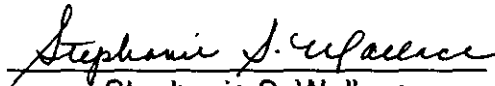
OCA/USPS-181. For FY 2002, please provide a copy of radio advertising (in a format suitable for use in a standard cassette tape recorder) used to advertise (a) Priority Mail and (b) Express Mail.

OCA/USPS-182. The following refers to the USPS response to OCA/USPS-83.

- (a) Please provide a copy of the USPS Handbook PO-250, Consumer Answer Book.
- (b) Please provide a copy of the USPS Handbook PO-102, Retail Vending Operational and Marketing Program, Chapter 8, Customer Complaints.
- (c) Page 4 of the Attachment to the response to OCA/USPS-83 indicates that the Customer Complaint Control Log has a column titled "Subject," please explain how USPS personnel categorize complaints into "subjects." What guidelines are USPS personnel given to categorize complaints?

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.


Stephanie S. Wallace

Washington, D.C. 20268-0001
November 9, 2001