

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  
FOLLOW-UP INTERROGATORY TO UNITED STATES POSTAL SERVICE  
(OCA/USPS-306)  
November 30, 2001

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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 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

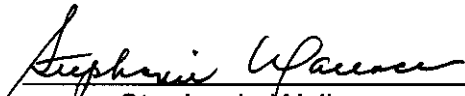
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OCA/USPS-306. The following refers to the USPS response to UPS/USPS-T11-7, dated November 23, 2001.

- (a) Are the call centers referenced in the USPS response referring to the "1-800-ASK-USPS" centers? If not, please explain the difference between the centers.
- (b) If the "1-800-ASK-USPS" phones are answered by contractors, how is the performance of each phone operator evaluated? Also, what is the basis upon which each phone operator is compensated (e.g., Volume of calls, types of calls taken, etc.)?
- (c) If the "1-800-ASK-USPS" service is contracted out, how is the contractor's performance evaluated?
- (d) If the "1-800-ASK-USPS" service is contracted out, what is the basis for the contractor's compensation.

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 Wallace

Washington, D.C. 20268-0001  
November 30, 2001