

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

NOTICE OF FILING OF THE POSTAL SERVICE OF SUPPLEMENTAL MATERIAL TO
OPPOSITION OF UNITED STATES POSTAL SERVICE TO OCA MOTION TO
COMPEL PRODUCTION OF DOCUMENTS REQUESTED IN
OCA/USPS-64(c), 65-73, 77-78
(December 6, 2001)

The United States Postal Service hereby files supplemental material related to its opposition to the Office of Consumer Advocate's motion to compel responses to OCA/USPS-64(c), 65. The undersigned became aware that on November 28, the OCA had filed a reply to its opposition in which it contests the applicability and effect of the Guidelines for use of the American Consumer Satisfaction Index. Attached is the 2001 ACSI Application for Subscription, which is the contract governing the terms of the subscription. This attachment supplements the Postal Service's Opposition, which it filed on November 20, 2001. In light of the OCA's reply, the attached may be of use to

the Presiding Officer in ruling on this dispute.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking


Nan K. McKenzie

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December 6, 2001

2001 ACSI APPLICATION for SUBSCRIPTION

The company or agency listed below (Applicant) hereby applies to be a Subscriber of the American Customer Satisfaction Index (ACSI) for calendar year 2001. In return for contributing the enclosed sum of \$30,000, Applicant shall be entitled to the Benefits of Subscription as stated in this Application and shall be subject to the Conditions of Subscription which are also stated in this Application.

Benefits

In recognition of its support, the Subscriber will receive the following benefits:

- ◆ National recognition as an ACSI Subscriber.
- ◆ Three copies of a confidential Industry Report which includes the Subscriber's ACSI score as well as the scores of the other companies in the Subscriber's industry. All new Subscribers will also receive Index information from the prior year.
- ◆ ACSI Modeling and Analysis Software for the Subscriber's industry, including the ACSI data points for all companies within that industry.
- ◆ One year subscription to the ACSI Quarterly Report.
- ◆ Subscription Support – CFI Group personnel will review and explain the ACSI data and results, other model indices, and what they mean to your company or agency
- ◆ ACSI Methodology Report.

Conditions

As an ACSI Subscriber, Applicant acknowledges, understands and agrees to the following:

1. The manner and purposes whereby a Subscriber may use information, text and data contained in the ACSI Industry Report, ACSI Modeling and Analysis Software, individual company ACSI scores and variables internal to the ACSI model, collectively referred to as "ACSI Information and Data" are provided for in this application and in the attached Use Guidelines. Although a Subscriber is to use ACSI Information and Data principally for Subscriber's own internal business purposes, there are circumstances under which a Subscriber may disclose or release certain portions of ACSI Information and Data to a third party. Those circumstances are explained in paragraphs 3 and 4 of this application.
2. Subscriber agrees to limit the use and viewing of ACSI Information and Data to only those employees of Subscriber who are instrumental in utilizing the information to improve Subscriber's products and services. Subscriber shall advise all employees to whom ACSI Information and Data is released or viewed of its confidentiality and the terms of these conditions in order to prevent prohibited or unintended disclosure of ACSI Information and Data.
3. A Subscriber may release ACSI Information and Data to a necessary outside, third-party consultant of Subscriber who is

assisting Subscriber with efforts to improve Subscriber's products and services. Subscriber shall advise all outside, third-party consultants to whom ACSI Information and Data is released or viewed of its confidentiality and the terms of these conditions in order to prevent prohibited or unintended disclosure of ACSI Information and Data.

4. The American Society for Quality (ASQ), the University of Michigan and CFI Group shall have the right to publish and/or release for publication certain portions of ACSI Information and Data consisting of individual company ACSI scores and rankings contained in the 2001 ACSI or any prior ACSI for the purpose of promoting and explaining ACSI and its benefits. If individual company ACSI scores and rankings contained within the ACSI Information and Data is publicly released or published by ASQ, the University of Michigan and/or CFI Group for a particular year, a Subscriber may then use or distribute only the exact, same material that was released or published by ASQ, the University of Michigan or CFI Group for that particular year in connection with Subscribers, public advertising or promotional efforts. Except as specifically provided in this paragraph, neither Subscriber nor any other person or entity to whom a Subscriber has provided ACSI Information and Data shall use or distribute the material for any type of advertising or promotional effort.
5. Subscriber acknowledges that the ACSI, its various component parts and ACSI Information and Data are the property of ASQ, the University of Michigan and CFI Group and that its rights as a Subscriber entitle Subscriber to use ACSI Information and Data subject to the terms and conditions of this application.
6. Any materials publicly used or distributed by Subscriber shall contain the ACSI copyrighted logo which must be arranged for in advance with ASQ.
7. ACSI Information and Data will not be released to Subscriber until the signed application and payment are received by ASQ.
8. Subscriber acknowledges receipt of Use Guidelines for its use in connection with any public use or distribution of ACSI Information and Data under the terms of this application.

ACSI Subscriber Information

Contact Name: _____

Title: _____

Subscriber (company/agency): _____

Address: _____

City: _____ State/Province: _____ Zip/Postal Code: _____

Telephone Number: (____) _____ Fax Number: (____) _____

By: _____

Name of Subscriber

Title: _____

Date: _____

Accepted on behalf of American
Customer Satisfaction Index

The American Society For
Quality

By: _____

Title: _____

Date: _____

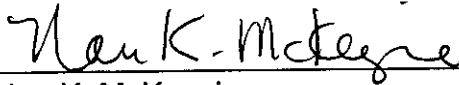
Return this signed application along with a check for \$30,000 to:

American Customer Satisfaction Index
c/o ASQ
Attn: Rhonda Lang
600 North Plankinton Avenue
Milwaukee, WI 53203

Check here if your company requires an invoice.

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.



Nan K. McKenzie

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December 6, 2001