

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

RESPONSE OF UNITED STATES POSTAL SERVICE
TO INTERROGATORIES OF OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-255-258, 263-267, 286-289, 292-293, 297-302)

The United States Postal Service hereby provides its responses to the following interrogatories of Office of the Consumer Advocate: OCA/USPS-255-258, 263-267, 286-289, 292-293, 297-302 filed on November 26, 2001. Objections to OCA/USPS-268-285, 290-293 were filed on December 6, 2001. The answers to OCA/USPS-259-262, 294-295, and 303-305 are forth coming.

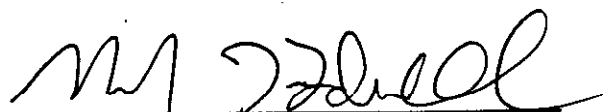
Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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December 10, 2001

**RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
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OCA/USPS-255. Please refer to the questionnaire form associated with the U.S. Postal Service Customer Satisfaction Survey, Attachment A to Partial Objection of the United States Postal Service to the Office of the Consumer Advocate's Interrogatory OCA/USPS-7 and Joint Motion for Protective Conditions.

- (a) Please explain how the Postal Service has determined that the Survey is statistically accurate. Please furnish copies of studies, memos, meetings, memoranda, or other documents that address the accuracy of the survey.
- (b) Given that the survey is administered to approximately 200,000 customers on a quarterly basis, please comment on whether the study is accurate on a regional basis, i.e., do levels of satisfaction vary by region of the country? If your answer is affirmative, please provide summary data.
- (c) Given that the survey is administered to approximately 200,000 customers on a quarterly basis, please comment on whether the study is accurate on a demographic basis, i.e., the population as a whole, including such ethnic divisions as Hispanic, African American, Pacific Islander, European origins, etc. If levels of satisfaction differ by ethnic origin, please provide summaries by ethnic origin if the summaries have been prepared.
- (d) Given that the survey is administered to approximately 200,000 customers on a quarterly basis, please comment on whether the study is accurate on an urban/rural/suburban basis. If levels of satisfaction differ on this basis, please provide summaries if the summaries have been prepared.
- (e) Please discuss what changes the Postal Service has considered as a result of responses from the Survey.
- (f) Please discuss what changes the Postal Service has implemented as a result of responses from the Survey.

RESPONSE:

(a) Statistical accuracy is primarily determined by the sampling methodology and sample size. To ensure that the surveys are statistically accurate, we contract with The Gallup Organization, a premier survey research firm. The Postal Service requires The Gallup Organization to sample households across the nation, giving every household a known probability of selection. In addition, Gallup is required to obtain a minimum of 1,067 completed surveys per Performance Cluster per postal quarter. Given a probability sample of this size,

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the laws of probability say that we can be 95% confident that the quarterly Performance Cluster results are accurate within a margin of error of plus or minus three percentage points. Given that the sample is designed to provide statistically accurate results at the Performance Cluster level each quarter, national results have a much smaller margin of error of less than plus or minus one percentage point. See table attached as Attachment A hereto.

(b) Objection filed on December 6, 2001.

(c) Objection filed on December 6, 2001.

(d) Objection filed on December 6, 2001.

(e) Objection filed on December 6, 2001.

(f) Objection filed on December 6, 2001.

Margin of Error Table
CSM - Residential and Business Accounts
 (at a 95% confidence level)

SAMPLE SIZE (n)	MARGIN OF ERROR (+/- range)
1	98.00%
5	43.83%
10	30.99%
15	25.30%
25	19.60%
50	13.86%
75	11.32%
125	8.77%
250	6.20%
500	4.38%
1,000	3.10%
1,067	3.00%
1,535	2.50%
2,400	2.00%
4,250	1.50%
9,550	1.00%
40,000	0.49%
60,000	0.40%
180,000	0.23%

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OCA/USPS-256. Please refer to the questionnaire form associated with the Business Customer Satisfaction Survey, Attachment B to Partial Objection of the United States Postal Service to the Office of the Consumer Advocate's Interrogatory OCA/USPS-7 and Joint Motion for Protective Conditions.

- (a) Please explain how the Postal Service has determined that the Survey is statistically accurate. Please furnish copies of studies, memos, meetings, memoranda, or other documents that address the accuracy of the Survey.
- (b) For each year for which data are provided, please provide the size of sample by type of business. Type of business may be defined in terms of function, e.g., association, light manufacturing, heavy manufacturing, governmental agency, services, etc.; or in terms of SIC code; or in terms of other meaningful disaggregation currently used by the Postal Service.
- (c) For each year for which data are provided, please provide the mean, standard deviation, and sample size for the value of postal services purchased by respondents on an aggregate basis.
- (d) For each year for which data are provided, please provide the mean, standard deviation, and sample size for the number of pieces of mail generated by respondents on an aggregate basis.
- (e) For each year for which data are provided, please describe the types of respondents, e.g. CEO, Senior Managerial, Managerial, Administrative, Mailroom management, mailroom employee, etc. If the Postal Service uses any other meaningful disaggregation, then data in the form used by the Postal Service would be acceptable.
- (f) Please discuss what changes the Postal Service has considered as a result of responses from the Survey.
- (g) Please discuss what changes the Postal Service has implemented as a result of responses from the Survey.

RESPONSE:

- (a) Statistical accuracy is primarily determined by the sampling methodology and sample size. To ensure that the surveys are statistically accurate, we contract with The Gallup Organization, a premier survey research firm. The Postal Service requires The Gallup Organization to sample businesses across the nation, giving every business a known probability of selection. In addition, Gallup is required to obtain a minimum of 1,067 completed surveys per Performance Cluster per postal quarter. Given a probability sample of this size, the laws of probability say that we can be 95% confident that the

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quarterly Performance Cluster results are accurate within a margin of error of plus or minus three percentage points. Given that the sample is designed to provide statistically accurate results at the Performance Cluster level each quarter, national results have a much smaller margin of error of less than plus or minus one percentage point. . See table attached as Attachment A to OCA/USPS-255.

- (b) Objection filed on December 6, 2001.
- (c) Objection filed on December 6, 2001.
- (d) Objection filed on December 6, 2001.
- (e) Objection filed on December 6, 2001.
- (f) Objection filed on December 6, 2001.
- (g) Objection filed on December 6, 2001

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OCA/USPS-257. Please refer to the questionnaire form "National Account Survey" attached to the Objection of the United States Postal Service to the Office of the Consumer Advocate's Interrogatories OCA/USPS-51-57 and Joint Motion for Protective Conditions.

- (a) Please explain how the Postal Service has determined that the Survey is statistically accurate. Please furnish copies of studies, memos, meetings, memoranda, or other documents that address the accuracy of the Survey.
- (b) For each year for which data are provided, please provide the size of sample by type of business. Type of business may be defined in terms of function, e.g., association, light manufacturing, heavy manufacturing, governmental agency, services, etc.; or in terms of SIC code; or in terms of other meaningful disaggregation currently used by the Postal Service.
- (c) For each year for which data are provided, please provide the mean, standard deviation, and sample size for the value of postal services purchased by respondents on an aggregate basis.
- (d) For each year for which data are provided, please provide the mean, standard deviation, and sample size for the number of pieces of mail generated by respondents on an aggregate basis.
- (e) For each year for which data are provided, please describe the types of respondents, e.g. CEO, Senior Managerial, Managerial, Administrative, Mailroom management, mailroom employee, etc. If the Postal Service uses any other meaningful disaggregation, then data in the form used by the Postal Service would be acceptable.
- (f) Please discuss what changes the Postal Service has considered as a result of responses from the Survey.
- (g) Please discuss what changes the Postal Service has implemented as a result of responses from the Survey.

RESPONSE:

- (a) Each quarter, all National accounts are offered the opportunity to participate in the National Accounts interviews. In an average quarter, about 90% of National Accounts complete the survey. Based on this census sampling and a response rate of 90% of the roughly 220 National Accounts, results are accurate within $\pm 2\%$ with 95% confidence. The Gallup Organization, a premier survey organization, conducts the survey.
- (b) Objection filed on December 6, 2001.

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- (c) Objection filed on December 6, 2001.
- (d) Objection filed on December 6, 2001.
- (e) Objection filed on December 6, 2001.
- (f) Objection filed on December 6, 2001.
- (g) Objection filed on December 6, 2001.

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OCA/USPS-258. Please refer to the questionnaire form "Premier Account Survey" attached to the Objection of the United States Postal Service to the Office of the Consumer Advocate's Interrogatories OCA/USPS-51-57 and Joint Motion for Protective Conditions.

- (a) Please explain how the Postal Service has determined that the Survey is statistically accurate. Please furnish copies of studies, memos, meetings, memoranda, or other documents that address the accuracy of the Survey.
- (b) For each year for which data are provided, please provide the size of sample by type of business. Type of business may be defined in terms of function, e.g., association, light manufacturing, heavy manufacturing, governmental agency, services, etc.; or in terms of SIC code; or in terms of other meaningful disaggregation currently used by the Postal Service.
- (c) For each year for which data are provided, please summarize the types of respondents, e.g. CEO, Senior Managerial, Managerial, Administrative, Mailroom management, mailroom employee, etc. If the Postal Service uses any other meaningful disaggregation, then data in the form used by the Postal Service would be acceptable.
- (d) For each year for which data are provided, please provide the mean, standard deviation, and sample size for the value of postal services purchased by respondents on an aggregate basis.
- (e) For each year for which data are provided, please provide the mean, standard deviation, and sample size for the number of pieces of mail generated by respondents on an aggregate basis.
- (f) Please discuss what changes the Postal Service has considered as a result of responses from the Survey.
- (g) Please discuss what changes the Postal Service has implemented as a result of responses from the Survey.

RESPONSE:

- (a) Statistical accuracy is determined by the sampling methodology and sample size. To ensure that the surveys are statistically accurate, we contract with The Gallup Organization, a premier survey research firm. The Postal Service requires The Gallup Organization to sample Premier Account sites across the nation, giving every Premier Account a known probability of selection. In addition, Gallup is required to obtain a minimum of 3,000 completed surveys per postal quarter. Given a probability sample of this size, the laws of probability say that we can be 95% confident that the quarterly results are

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accurate within a margin of error of less than plus or minus three percentage points. . See table attached as Attachment A to OCA/USPS-255.

- (b) Objection filed on December 6, 2001.
- (c) Objection filed on December 6, 2001.
- (d) Objection filed on December 6, 2001.
- (e) Objection filed on December 6, 2001.
- (f) Objection filed on December 6, 2001.
- (g) Objection filed on December 6, 2001.

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OCA/USPS-263. The Postal Service is proposing to lower the level of insurance (from \$500.00 to \$100.00) automatically included with an Express Mail purchase.

(a) Please indicate where the reduction in the "automatic" indemnity limit has been reflected as lower Express Mail product costs. Give specific citations (including title, page, and line numbers) to material filed in the instant docket.

(b) Please state the amount that Express Mail costs have been reduced as a result of the lowered indemnity level (from \$500.00 to \$100.00).

(a) The proposed classification change has not been reflected in Express Mail costs.

(b) Not applicable.

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OCA/USPS-264. Please refer to the response to OCA/USPS-60.

a) Please provide the on-time percentage for Express Mail overnight pieces for FY 1997 and FY 1998. Please cite the source document(s) and provide a copy of each source document if one has not already been filed in this docket.

(b) Please provide the on-time percentage for Express Mail second-day pieces for FY 1997 and FY 1998.

The data requested is no longer available as the Electronic Marketing Reporting System data are only maintained for two years.

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OCA/USPS-265. Please provide the overall Priority Mail on-time percentage for FY 1997, FY 1998, FY 1999, FY 2000 and FY 2001. Please state the sources used and give citations to source documents.

RESPONSE:

Priority Mail service performance data from PETE are not available for FY 1997 because the measurement system was not established until FY 1997, AP 5. In FY 1998, the PETE on-time record was 87% for Priority Mail with an overnight service standard and 73% for Priority Mail with a two-day service standard. PETE does not test Priority Mail with a three-day service standard. For the FY 1999, 2000 and 2001 Priority Mail PETE scores, please see the Postal Service's response to DFC/USPS-6(a).

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OCA/USPS-266. Please provide the overall First-Class on-time percentage for FY 1997, FY 1998, FY 1999, FY 2000 and FY 2001. Please state the sources used and give citations to source documents.

RESPONSE:

First-Class Mail service performance is measured by the EXFC system. In FY 1997, the EXFC on-time record was 92% for First-Class Mail with an overnight service standard, 76% for First-Class Mail with a two-day service standard, and 77% for First-Class Mail with a three-day service standard. In FY 1998, the EXFC on-time record was 93% for First-Class Mail with an overnight service standard, 83% for First-Class Mail with a two-day service standard, and 81% for First-Class Mail with a three-day service standard. For the FY 1999, 2000 and 2001 First-Class Mail EXFC scores, please see the Postal Service's response to DFC/USPS-5(a).

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OCA/USPS-267. Please provide the First-Class on-time failure rate for FY 1997, FY 1998, FY 1999, FY 2000 and FY 2001 for the year-to-date period immediately preceding the September 11, 2001 terrorist attack. Please state the sources used and give citations to source documents.

RESPONSE:

First-Class Mail on-time failure rates for FY 1997, FY 1998, FY 1999, FY 2000 and FY 2001 are equal to 100% minus the on-time success rates reported in the response to OCA/USPS-266. All of these fiscal years, including FY 2001, in their entirety predated September 11, 2001, which fell in the current FY 2002.

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OCA/USPS-286 Has the Postal Service ever considered offering Delivery Confirmation for First-Class letters?

- (a) If so, what was the outcome of such consideration?
- (b) Are there any significant obstacles to offering Delivery Confirmation to First-Class letters?
- (c) If so, what are such obstacles?
- (d) How could such obstacles be overcome?

RESPONSE:

Yes.

- (a) The Postal Service decided not to propose extending Delivery Confirmation to First-Class Mail letters.
- (b) Yes, there are significant obstacles to offering Delivery Confirmation on First-Class Mail letters.
- (c) There are several obstacles. The intent of Delivery Confirmation is to provide delivery status for parcels and Priority Mail. Therefore, postal employees are not looking for Delivery Confirmation labels on letters and flats (other than Priority Mail) and the likelihood of the service being provided is greatly diminished. Also, the entire Delivery Confirmation label, destination address, return address and postage payment *all* must fit on the front of the mailpiece – which could be an issue for letters. Even if it fit, the Delivery Confirmation label on the front of the letter would interfere with and reduce OCR readability due to the additional “noise” and would increase the image size, which negatively affects RBCS image transmission and storage.

The current Certified Mail Detectors on BCSs can not read Delivery Confirmation labels, because the labels lack fluorescent taggant. Requiring Delivery

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Confirmation customers to use labels with fluorescent taggants would likely alienate our current Delivery Confirmation customer base and reduce ease of use. Delivery Confirmation is also inconsistent with DPS processing. See witness Kingsley's responses to AMZ/USPS-T36-4e, 6-8 and the testimony of witness Kingsley (USPS-T-39), page 8, lines 17-30.

- (d) Significant training and costs in reduced productivity would be incurred as well as changes in non-trivial technological and/or customer requirements changes. See witness Kingsley's response to AMZ/USPS-T36-6.

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OCA/USPS-287 Are certified mail letters separated from non-certified mail letters during Delivery Point sortation?

- (a) If so, describe how this separation is accomplished.
- (b) If not, then where and how is such a separation made?

RESPONSE:

Yes. See the testimony of witness Kingsley (USPS-T-39) page 8, lines 17-30.

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OCA/USPS-288 Are registered letters separated from non-registered letters during Delivery Point sortation?

- (a) If so, describe how this separation is accomplished.
- (b) If not, then where and how is such a separation made?

RESPONSE:

Registered letters are accountable items which must always be in someone's control and are always kept separate from other mail. Separation is made at the point of origin when the registered letter is mailed. Registered mail is dispatched in a locked pouch which requires a signature from every person who assumes control of the registered mail. A registry or accountable clerk at destination will assign the registered letter to the route carrier upon signature before delivery to the customer. Therefore, registered letters are never put onto automation regardless of the sort level.

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OCA/USPS-289 Would it be feasible to sell Delivery Confirmation service for First-Class letters involving application of a Delivery Confirmation bar-coded label and to separate such letters in the same manner that certified mail letters and registered letters are separated from the rest of the letter mailstream? Please explain fully. Include in this explanation any significant obstacles to providing such a service and how such obstacles could, be overcome.

RESPONSE:

Certified letters are not separated from the letter mailstream until processed in incoming secondary operations. This separation depends on a fluorescent taggant on the certified mail label. Registered mail must be accounted for at all times and is a very expensive and isolated process. Therefore, the answer is no unless a separate, much more costly mailstream was added or a much different technology was developed in order to capture these pieces. See the response to OCA/USPS-286 for the expansive list of obstacles to offering Delivery Confirmation on First-Class Mail letters and flats.

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OCA/USPS-292. Please compare end-of-the-day mailbox collection times for the following fiscal years: FY1995, FY 1997, FY1999, FY2000, and FY2001.

- (a) State separately for each of the five fiscal years listed, re weekday collections, the percentage of mailbox end-of the-day collection times occurring at earlier than 2 p.m., 2 p.m. – 2:59 p.m., 3 p.m. – 3:59 p.m., 4 p.m. – 4:59 p.m., 5 p.m. – 5:59 p.m., 6 p.m. – 6:59 p.m., and 7 p.m. or later.
- (b) State separately for each of the five fiscal years listed, re Saturday collections, the percentage of mailbox end-of the-day collection times occurring at earlier than 10 a.m., 10 a.m. – 10:59 a.m., 11 a.m. – 11:59 a.m., 12 p.m. – 12:59 p.m., 1 p.m. – 1:59 p.m., 2 p.m. – 2:59 p.m., 3 p.m. – 3:59 p.m., 4 p.m. – 4:59 p.m., 5 p.m. – 5:59 p.m., and 6 p.m. or later.

RESPONSE:

As noted in response to OCA/USPS-225, the applicable database is a working database that is constantly being updated. As a consequence, historical information is available only for a limited number of years – 1999, 2000, and 2001. Totals may not equal 100 due to rounding.

(a)		WEEKDAY						
	<2	2-3	3-4	4-5	5-6	6-7	>7	
1999	28%	6%	8%	25%	30%	3%	1%	
2000	27%	6%	9%	25%	30%	3%	1%	
2001	28%	6%	9%	25%	29%	2%	1%	

(b)		SATURDAY								
	<10	10-11	11-12	12-1	1-2	2-3	3-4	4-5	5-6	>6
1999	8%	13%	10%	13%	15%	11%	11%	10%	7%	2%
2000	8%	13%	10%	13%	15%	11%	11%	10%	7%	2%
2001	8%	13%	10%	13%	15%	11%	11%	10%	7%	1%

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OCA/USPS-293. What was the number of Sunday mail box collections for each of the following fiscal years: FY1995, FY 1997, FY1999, FY2000, and FY2001?

RESPONSE:

The Postal Service eliminated routine Sunday collection service from mailboxes in 1988. Obviously, however, collection boxes are still available for mail deposit on Sundays, and collection boxes at high-volume locations may overflow on Sunday if not swept. Therefore, while there probably would have been some Sunday mail box collections in each of the years listed as a consequence of protection against overflows, the Postal Service has no information on what the number of such collections might have been.

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OCA/USPS-297. Please describe the process used by the Postal Service to ensure that POS-1 [sic] terminals contain accurate information about First-Class delivery times.

RESPONSE:

The Postal Service downloads official First-Class Mail service standards to all POS ONE sites when updated National Service Standard Files are generated.

This typically occurs on a quarterly basis. See also the responses to

DFC/USPS-9 and OCA/USPS-T30-1.

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OCA/USPS-298. Please describe the process used by the Postal Service to ensure that POS-1 [sic] terminals contain accurate information about Priority Mail delivery times.

RESPONSE:

The Postal Service downloads official Priority Mail service standards to all POS ONE sites when updated National Service Standard Files are generated.

This typically occurs on a quarterly basis. See also the responses to

DFC/USPS-9 and OCA/USPS-T30-1.

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OCA/USPS-299. Please describe the process used by the Postal Service to ensure that POS-1 [sic] terminals contain accurate information about Express Mail delivery times.

RESPONSE:

The Postal Service downloads a site-specific Express Mail network to each POS ONE site within ten calendar days following receipt of updated transportation data. Historically, networks have been updated four times a year due to changes in transportation schedules.

The data files used to create the POS ONE network are the same ones used to calculate official Express Mail service commitments (as displayed on the Postal Service web site). Therefore, POS ONE generally provides accurate service commitments for Express Mail.

POS ONE does not currently contain data identifying the specific destinations where post office boxes are inaccessible or where Express Mail street delivery is not made on weekends and holidays. However, the NCR POS ONE system displays a warning message for articles addressed to post office boxes that are scheduled for delivery over the weekend: "Service commitment will be effective only if Post Office Box accessible on the weekend."

See also the responses to DFC/USPS-9 and OCA/USPS-T30-1.

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OCA/USPS-300. Please describe the process used by the Postal Service to ensure that non-POS offices contain accurate information about First-Class delivery times. What materials are provided to non-POS offices for this purpose? What measures of accuracy are employed?

RESPONSE:

The Postal Service provides postmasters with information on service objectives, and retail associates regularly use these service objectives to provide estimates of delivery time frames in assisting customers with their decisions about which service would best meet the customer's needs. Domestic Mail Manual D100.1.0 states that while First-Class Mail receives expeditious handling and transportation and the Postal Service follows uniform guidelines for distributing and delivering mail, delivery within a specified time is not guaranteed. The "accuracy" of information provided to employees is not measured.

See also the responses to DFC/USPS-9 and OCA/USPS-T30-1.

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OCA/USPS-301. Please describe the process used by the Postal Service to ensure that non-POS offices contain accurate information about Priority Mail delivery times. What materials are provided to non-POS offices for this purpose? What measures of accuracy are employed?

RESPONSE:

It is assumed that the reference to an office "containing" information means that employees in that office have access to information which can be shared with customers. For this purpose non-POS ONE sites can be divided into two categories: sites that have integrated retail terminals (IRTs) and sites that do not.

Due to the absence of a hard drive and limited floppy disk space, IRT software includes a Priority Mail 3-Day Exception File (an exception list of those destination ZIP Codes with three-day service standards) rather than the complete National Service Standard File downloaded to POS ONE sites. IRTs cannot distinguish between overnight and 2-day service standards, but on transactions to destinations with three-day service standards they display the message "3-day service area. Advise customer."

The Priority Mail 3-Day Exception File is updated as part of nearly every IRT software release. However, IRT software releases are less frequent than the quarterly updates to the exception file and do not necessarily coincide with them. Furthermore, software development, testing, and distribution time build in significant delays. The inability to download updated data files within days of receipt is one of the reasons the Postal Service is replacing IRTs with POS ONE systems.

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The Postal Service provides postmasters with information on service objectives, and retail associates regularly use these service objectives to provide estimates of delivery time frames in assisting customers with their decisions about which service would best meet the customer's needs. Domestic Mail Manual section D100 states that while First-Class Mail (including Priority Mail) receives expeditious handling and transportation, and the Postal Service follows uniform guidelines for distributing and delivering mail, delivery within a specified time is not guaranteed. . The "accuracy" of information provided to employees is not measured.

See also the responses to DFC/USPS-9 and OCA/USPS-T30-1.

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OCA/USPS-302. Please describe the process used by the Postal Service to ensure that non-POS offices contain accurate information about Express Mail delivery times. What materials are provided to non-POS offices for this purpose? What measures of accuracy are employed?

RESPONSE:

It is assumed that the reference to an office "containing" information means that employees in that office have access to information which can be shared with customers. Non-POS ONE sites can be divided into two categories: sites that have integrated retail terminals (IRTs) and sites that do not.

Updated Express Mail networks are distributed to IRT sites by floppy disk within eighteen calendar days following receipt of updated transportation data. Historically, networks have been updated four times a year due to changes in transportation schedules.

The data files used to create the IRT networks are the same ones used to calculate official Express Mail service commitments (as displayed on the Postal Service web site). Therefore, IRTs generally provide accurate service commitments for Express Mail.

The Postal Service provides postmasters and retail associates with a listing of ZIP Codes that outlines service standards for any domestic delivery address. A retail customer using Express Mail will receive a copy of the Express Mail address label as a receipt, showing the service standard and delivery time guarantee. Refund procedures if the service guarantee is not met are printed on the reverse of the customer receipt. Domestic Mail Manual D500.1 describes

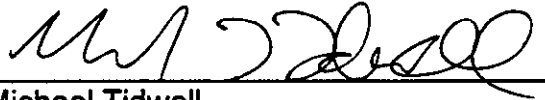
**RESPONSE OF UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF THE OFFICE OF THE CONSUMER ADVOCATE**

Express Mail service objectives and refund conditions. The "accuracy" of information provided to employees is not measured.

See also the responses to DFC/USPS-9 and OCA/USPS-T30-1.

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.

A handwritten signature in black ink, appearing to read "Michael Tidwell", written over a horizontal line.

Michael Tidwell

475 L'Enfant Plaza West, S.W.
Washington, D.C. 20260-1137
December 10, 2001