

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 INTERROGATORY OF
THE OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-306(a) and (d))

The United States Postal Service hereby provides its response to the following interrogatory of the Office of the Consumer Advocate: OCA/USPS-306(a) and (d), filed on November 30, 2001. An objection to subparts (b) and (c) was filed on December 10, 2001.

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

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys

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December 14, 2001

Response of United States Postal Service
to
Interrogatories of Office of the Consumer Advocate

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.

Response:

(a) The Corporate Contact Management program manages the call volume for 1-800 ASK USPS and for 1-800-222-1811 - a USPS track/confirm and packaging number.

(b) Objection filed December 10, 2001.

(c) Objection filed December 10, 2001.

(d) The Postal Service's Purchasing Department has negotiated a "signed on" (i.e. the actual time an operator is prepared to answer a phone call) billing rate based on skill level for agent work performed and the demographic wage rate where the call center is located. Using signed on time, the Postal Service pays for the time agents spend servicing customers over the phone, rather than an hourly rate. In addition to the signed on invoice amounts, the staffing contractor can earn incentive dollars or be penalized in the form of a disincentive if target performance metrics are not met each accounting period.

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.



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