

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 UNITED PARCEL SERVICE  
(UPS/USPS-27)

The United States Postal Service hereby provides its response to the  
interrogatory of the United Parcel Service: UPS/USPS-27, filed on December 10, 2001.

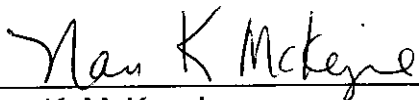
The interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking

  
\_\_\_\_\_  
Nan K. McKenzie

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December 31, 2001

**RESPONSE OF UNITED STATES POSTAL SERVICE TO  
INTERROGATORIES OF UNITED PARCEL SERVICE**

**UPS/USPS-27.**

Refer to the Postal Service's response to interrogatory UPS/USPS-I 7 regarding the Parcel Delivery and Express Mail Segment of the American Society for Quality's "American Customer Satisfaction Index."

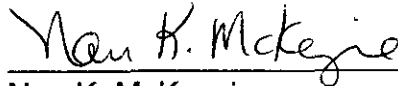
- (a) Confirm that Express Mail, Priority Mail, and Parcel Post are included in the Parcel Delivery and Express Mail Segment.
- (b) Identify all other Postal Service products and services that are included in the Parcel Delivery and Express Mail Segment.

**RESPONSE:**

- (a) Please see the response to UPS/USPS-17. The survey does not identify specific products for any of the companies in the survey. The survey results related to the Postal Service reflect the responses from those who indicated that they had used the Postal Service for parcel delivery, overnight or two-day mail delivery service in the past six months. While the survey would include responses from people who used Express Mail, Priority Mail or Parcel Post, it does not solicit input about specific products.
- (b) See answer to UPS/USPS-27(a) above.

## 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 31, 2001