

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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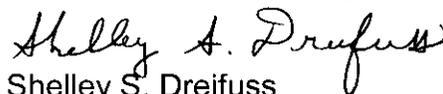
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE NOTICE OF FILING
LIBRARY REFERENCE OCA-LR-J-2
(March 6, 2002)

The Office of the Consumer Advocate ("OCA") gives notice of filing this date a Category 6 Library Reference, OCA-LR-J-2, which consists of fourteen reports prepared by students in the "Business Decisions Under Uncertainty" class, University of Southern California. The reports, prepared under the direction of Professor Francis Pereira, present the results of surveys conducted to measure customer satisfaction with postal transactions generally, and with particular postal products and services. An electronic copy of this library reference is being filed, however, as the library reference consists of fourteen individual, customized reports, prepared in a variety of incompatible formats, printing from the electronic copy is likely to differ from the filed hard copy.

Respectfully submitted,

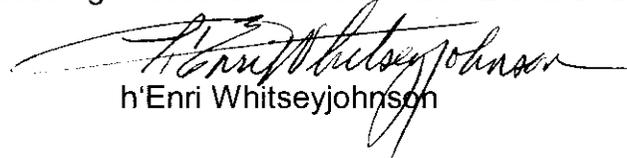


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CERTIFICATE OF SERVICE

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.



h'Enri Whitseyjohnson

Washington, D.C. 20268-0001
March 6, 2002