

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

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY**

**EXPERIMENTAL RATE AND SERVICE
CHANGES TO IMPLEMENT NEGOTIATED
SERVICE AGREEMENT WITH
CAPITAL ONE SERVICES, INC.**

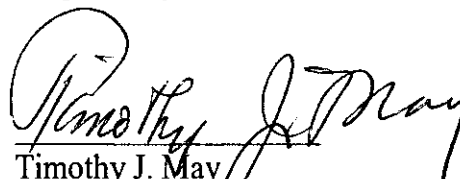
DOCKET No. MC2002-2

**RESPONSE OF CAPITAL ONE SERVICES, INC.
WITNESS DONALD JEAN TO INTERROGATORIES OF
OFFICE OF CONSUMER ADVOCATE
FILED ON OCTOBER 11, 2002
(OCA/COS-T1-17-19)**

Capital One Services, Inc hereby provides the responses of witness Donald Jean to the following interrogatories of Office of Consumer Advocate: OCA/COS-T1-17-19, filed on October 11, 2002.

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

Respectfully submitted



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Counsel for Capital One Services, Inc.

Dated: October 21, 2002

OCA/COS-T1-17. Please refer to your testimony at page 7, lines 1-4, where it states, “and utilize Address Correction Service information in its marketing campaigns.”

- (a) Please confirm that under the NSA, Capital One will receive Change Service Requested, Option 2, at no charge for its First-Class solicitation mail. If you do not confirm, please explain.
- (b) Please confirm that under the NSA, Capital One will receive Change Service Requested, Option 2, at no charge for its First-Class customer account mail. If you do not confirm, please explain.

ANSWER

17(a) Confirmed. See response to OCA/COS-T1-3(a).

17(b) Confirmed. See response to OCA/COS-T1-3(a).

OCA/COS-T1-18. Please refer to your testimony at page 6, lines 1-9.

- (a) Please provide the percentage of Capital One's First-Class solicitation mail that was forwarded in FY 2000, FY 2001 and FY 2002.
- (b) Please provide the percentage of Capital One's First-Class customer account mail that was forwarded in FY 2000, FY 2001 and FY 2002.

ANSWER

- (a) See response to OCA/COS-T1-9(c).
- (b) See response to OCA/COS-T1-9(c).

OCA/COS-T1-19. Please refer to your testimony at page 6, lines 21-22, and page 7, lines 1-4.

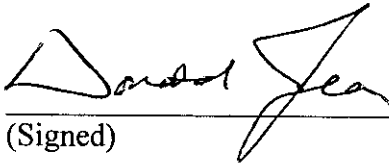
- (a) Assuming the NSA is implemented, please estimate the percentage of physical returns of Capital One's First-Class solicitation mail in FY 2004 and FY 2005, the second and third years of the agreement, respectively.
- (b) Assuming the NSA is implemented, please estimate the percentage of physical returns of Capital One's First-Class customer account mail in FY 2003, FY 2004 and FY 2005, the three-year period of the agreement.
- (c) Assuming the NSA is implemented, please estimate the percentage of Capital One's First-Class solicitation mail that will be forwarded in FY 2003, FY 2004 and FY 2005, the three-year period of the agreement.
- (d) Assuming the NSA is implemented, please estimate the percentage of Capital One's First-Class customer account mail that will be forwarded in FY 2003, FY 2004 and FY 2005, the three-year period of the agreement.

ANSWER

- (a) As indicated in our response to OCA/COS-T1-11(b) and (c), the Company does not forecast return mail rates.
- (b) See (a) above.
- (c) See response to OCA/COS-T1-9(c).
- (d) See response to OCA/COS-T1-9(c).

DECLARATION

I, Donald Jean, declare under penalty of perjury that the foregoing answers are true and correct to the best of my knowledge, information and belief.

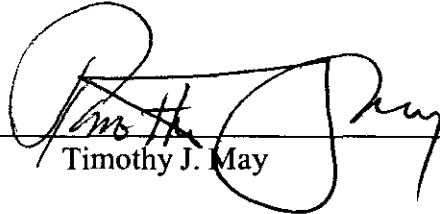


(Signed)

October 21, 2002

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.


Timothy J. May

Dated: October 21, 2002