

UNITED STATES OF AMERICA
Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

Experimental Changes to Implement)
Capital One NSA)

Docket No. MC2002-2

OFFICE OF THE CONSUMER ADVOCATE
FOLLOW-UP INTERROGATORIES TO UNITED STATES POSTAL SERVICE
WITNESS JAMES D. WILSON
(OCA/USPS-T4-28-29)
November 26, 2002

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits follow-up interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-1-2 dated October 3, 2002, are hereby incorporated by reference.

Respectfully submitted,

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OCA/USPS-T4-28. Please refer to the response to OCA/USPS-T4-14, in the first paragraph of the section, "Prospective ACS Mailer."

- (a) National Change of Address (NCOA) and FastForward processing represent two pre-mailing address hygiene options for complying with the Move Update requirement for First-Class Mail. Please identify any other pre-mailing address hygiene options for complying with the Move Update requirement.
- (b) Please rank, from most effective to least effective, the following options for complying with the Move Update requirement for First-Class Mail, and explain your ranking for each:
 - (i) NCOA processing;
 - (ii) FastForward processing;
 - (iii) Address Change Service participation;
 - (iv) any address hygiene options identified in part (a) of this interrogatory; and
 - (v) requiring Capital One to update its address databases within two business days of receiving electronic address change information.

OCA/USPS-T4-29. Please refer to your response to OCA/USPS-T4-18(a), where it states: "The frequency that an ACS participant retrieves, or is provided, electronic notifications records is at its discretion, absent a commitment to retrieve the records at a stated frequency." Please confirm that Capital One has provided, or is intending to provide, the Postal Service with a commitment to retrieve electronic notification records at a stated frequency. If you do not confirm, please explain.