

Before The  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

Premium Forwarding Service

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Docket No. MC2007-3

OFFICE OF THE CONSUMER ADVOCATE  
INTERROGATORY TO UNITED STATES POSTAL SERVICE  
WITNESS LARAINÉ B. HOPE (OCA/USPS -T1-7)  
(September 7, 2007)

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits an interrogatory and request for production of documents. Instructions included with OCA interrogatories OCA/USPS-T1-1-6, dated August 10, 2007, are hereby incorporated by reference.

Respectfully submitted,

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OCA/USPS-T1-7. The following interrogatory refers to your response dated August 24, 2007, to OCA /USPS-T1-4(i), pages 1 to 20.

- a. There are several comments from survey respondents regarding the difficulty customers are having in understanding the directions for Premium Forwarding Service (PFS). For example, see "Q4" survey responses 22, 27, 28, 39, 49 and 83. Please explain what the Postal Service is doing to improve the clarity of the written instructions provided customers. If nothing is being done, please explain why.
- b. There are several comments from survey respondents to "Q4" and "Q8" regarding the lack of consistency in the number of days it takes for a PFS parcel to arrive at its destination. For example, see "Q4" survey responses 13, 16, 19, 21, 26, 81 and 107; for "Q8," see survey responses 2, 5, 6, 8, 16, 31 and 33. Please explain what steps are being taken to improve the reliability and consistency in the number of days it takes for a PFS parcel to be delivered. If no steps are being taken, please explain.
- c. There are several comments from survey respondents regarding the lack of postal personnel knowledge about the Premium Forwarding Service (PFS). For example, see "Q4" survey responses 4, 5, 6, 11, 15, 24, 28, 67110 and 115 . Please explain what steps the Postal Service is taking to inform and train postal employees about PFS? If no steps are being taken, please explain.
- d. Several survey respondents to "Q4" request the Postal Service to offer PFS enrollment via the internet. For example, see "Q4" survey responses 9, 14, 17, 25, 33, 79, 82 and 132. What steps are being taken by the Postal Service to

offer the following PFS services on-line: (1) enrollment, (2) change of PFS start and stop dates, (3) change of address and (4) payment options? If the Postal Service plans to offer any of these on-line services for PFS, please provide a time line of when and what services will be available to postal customers on-line. If the Postal Service does not plan on providing the above PFS-related services on-line, please explain why none will be offered.