

ORIGINAL

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

RECEIVED
Nov 23 3 10 PM '98

POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

Mailing Online Service)

Docket No. MC98-1

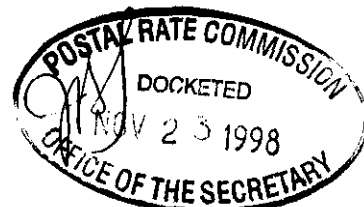
OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORY TO UNITED STATES POSTAL SERVICE
(OCA/USPS-10)
November 23, 1998

Pursuant to sections 25 and 26 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits an interrogatory and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-T1-1-7 to witness Lee Garvey, dated July 21, 1998, are hereby incorporated by reference.

Respectfully submitted,

Gail Willette
Acting Director
Office of the Consumer Advocate

Emmett Rand Costich
Emmett Rand Costich
Acting Assistant Director



OCA/USPS-10. The OCA is in receipt of an MOL piece postmarked November 9, 1998. The OCA is informed by the sender that the piece was originally submitted as a Word document in Arial font. However, as received, the piece appears to be in Helvetica font. (The character, capital *R*, differs in the two fonts.)

- a. Please explain why and how a document submitted in Word format using the font Arial was printed and sent to the recipient in the font Helvetica.
- b. Are MOL documents converted to PDF format prior to on-line approval by a customer?
- c. Is the file sent to a customer for on-line approval in original (e.g., Word) format, PDF format, HTML format, or some other file format? Please explain.
- d. Are MOL customers responsible for detecting subtle changes in their documents during on-line approval? Please explain.
- e. Isn't the goal of simplicity via one-stop WWW shopping subverted if the MOL system software makes subtle changes to documents that are not readily detectable on-screen? If the software does in fact make such changes, doesn't this encourage the use of mail-back proofing, and defeat the goal of single session completion of a transaction? Please explain.
- f. If an MOL customer submits a document in an approved format (e.g., Word), shouldn't the MOL software be able to send the document to the printer exactly as submitted? If not, why not?
- g. Shouldn't a digital printer at a print site be capable of printing a document exactly as received from San Mateo? If not, why not?

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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 section 12 of the rules of practice.

A handwritten signature in black ink that reads "Emmett Rand Costich". The signature is written in a cursive style with a large initial 'E'.

Emmett Rand Costich
Attorney

Washington, D.C. 20268-0001
November 23, 1998