

ORIGINAL

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

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U.S. DEPT. OF JUSTICE

MAILING ONLINE SERVICE

Docket No. MC98-1

RESPONSE OF UNITED STATES POSTAL SERVICE
WITNESS LIM TO QUESTION POSED BY PITNEY BOWES
AT THE HEARING ON FEBRUARY 5, 1999

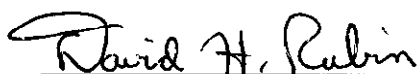
The United States Postal Service hereby provides the response of witness Lim to a question posed by Pitney Bowes at the hearing on February 5, 1999. The question is stated verbatim and is followed by the response.

Respectfully submitted,

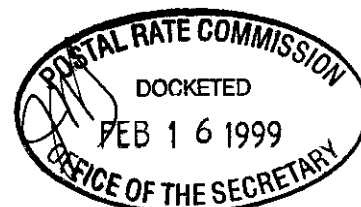
UNITED STATES POSTAL SERVICE

By its attorneys:

Daniel J. Foucheaux, Jr.
Chief Counsel, Ratemaking


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February 16, 1999



**RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS LIM
TO QUESTION POSED BY PITNEY BOWES
AT THE HEARING ON FEBRUARY 5, 1999**

QUESTION (Tr. 8/2007):

Does the number of calls that you see here [in the PricewaterhouseCoopers biweekly reports] seem consistent to you with the number – not the total number, but 20 percent of the number of calls that you saw in the Price Waterhouse study [you used]?

RESPONSE:

Yes. The numbers in the biweekly reports are consistent with the numbers that underlie the 20 percent figure I used in my testimony. That figure resulted from dividing the total number of MOL calls, as shown in Tr. 8/2024-26 (22+3+19) by the total number of POL, SOL, and MOL calls (82+44+105, for each of the reports), or $44/231 = 19.0$ percent. The comparable figures through January 22, 1999 are $87/433 = 20.0$ percent.

It is my understanding that the total number of MOL, SOL, and POL calls to the help desk will be reported in subsequent biweekly reports. In addition, I am informed that, as requested by Chairman Gleiman (Tr. 8/1852-53), future weekly reports will provide a cumulative count of users that does not count a particular user more than once for repeated uses of Mailing Online.

DECLARATION

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

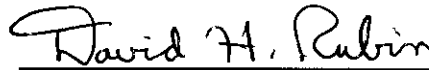


A handwritten signature in cursive script, appearing to read "Chong Bum Lim", is written over a horizontal line.

Dated: February 16, 1999

CERTIFICATE OF SERVICE

I hereby certify that I have this day 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 cursive script that reads "David H. Rubin". The signature is written in dark ink and is positioned above a horizontal line.

David H. Rubin

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