

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268B0001

Postal Rate Commission
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POSTAL RATE AND FEE CHANGES, 2006

Docket No. R2006-1

OBJECTION OF THE UNITED STATES POSTAL SERVICE TO
INTERROGATORY OF OFFICE OF THE CONSUMER ADVOCATE
(OCA/USPS-17)
(July 17, 2006)

The United States Postal Service hereby objects to the following interrogatory of Office of the Consumer Advocate (OCA), filed on July 5, 2006: OCA/USPS-17. The question reads:

OCA/USPS-17. In order to understand the nature of the complaints of postal customers, please provide the following: A copy of every consumer complaint form submitted to the Postal Service, no matter what the format, for the week of October 10th, 2005 or, if unavailable, the most recent, complete, single week for which complaints are available.

The Postal Service objects on the grounds of undue burden. The Postal Service typically receives thousands of complaints each week. During the week of October 10th, 2005, the Postal Service received 59,450 complaints. To provide a copy of each of these complaints, the Postal Service would need to print out a copy of each complaint, manually redact any personal information contained in each complaint, and then re-scan the complaint to make a collection that could be submitted to the OCA. For 59,450 complaints, the Postal Service would need to dedicate a team of staff to work thousands of hours in order to provide a complete such a task. Therefore, the Postal Service objects on the grounds of undue burden.

Respectfully submitted,
UNITED STATES POSTAL SERVICE
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