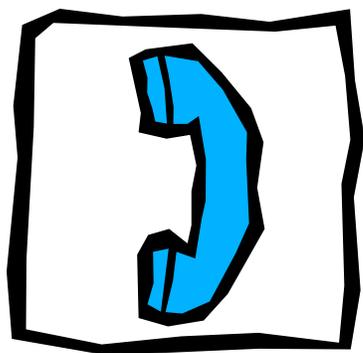


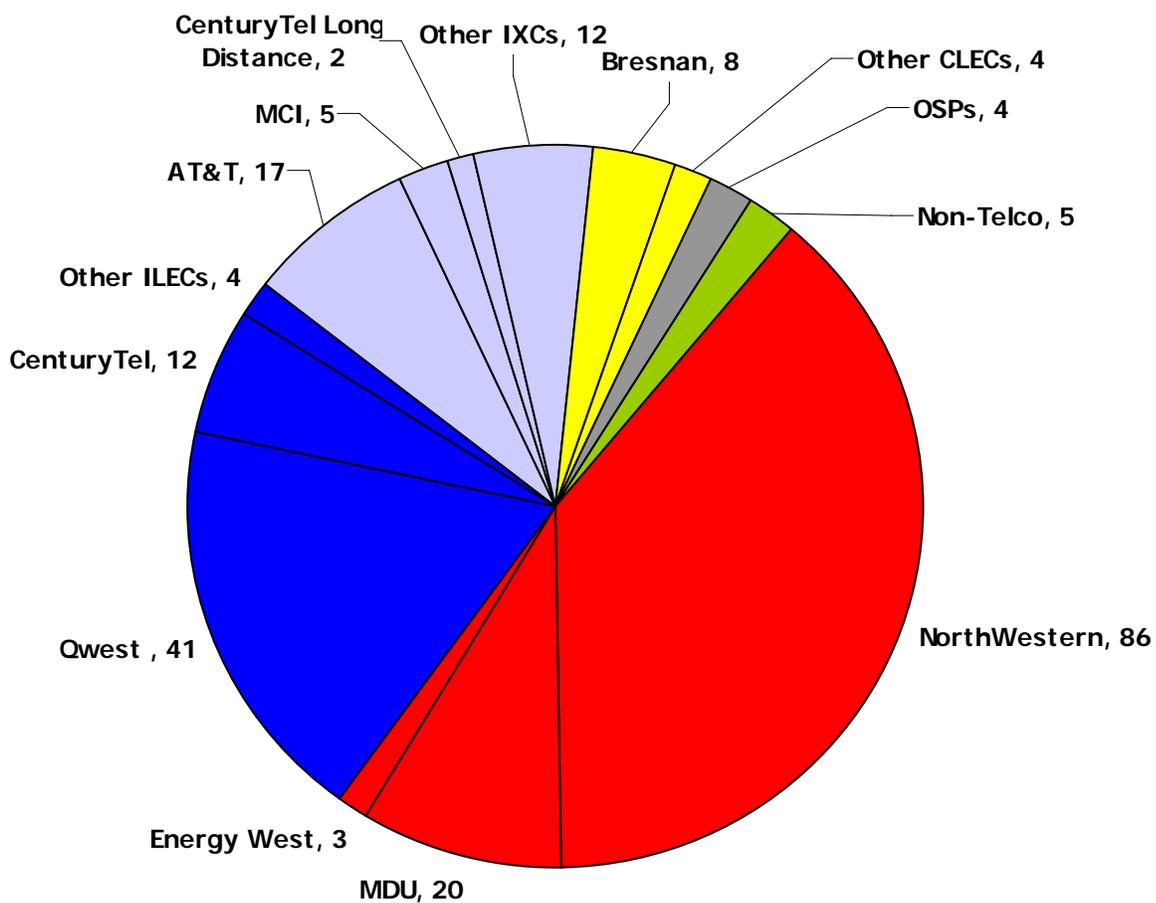
Utility Consumer Complaints Report, 1st Quarter, 2007



**Montana
Public Service
Commission**



1st Quarter 2007 Complaints By Utility Total—223



OSP—Operator Service Providers

Complaint Percentages By Utility

		<u>Weighted Average</u> (Based on '06 Customer Base)
NorthWestern Energy	38.57%	.023%
MDU	8.97%	.024%
Energy West	1.35%	.011%
Qwest	18.39%	.014% (based on # of access lines)
CenturyTel	5.38%	
Other ILECs	1.79%	
AT&T	7.62%	
MCI	2.24%	
CenturyTel Long Distance	.90%	
Other IXCs	5.38%	
Bresnan	3.59%	
Other CLECs	1.79%	
OSPs	1.79%	
Non-Telco	2.24%	
	<hr/>	
	100.00%	

Complaints by Service Type

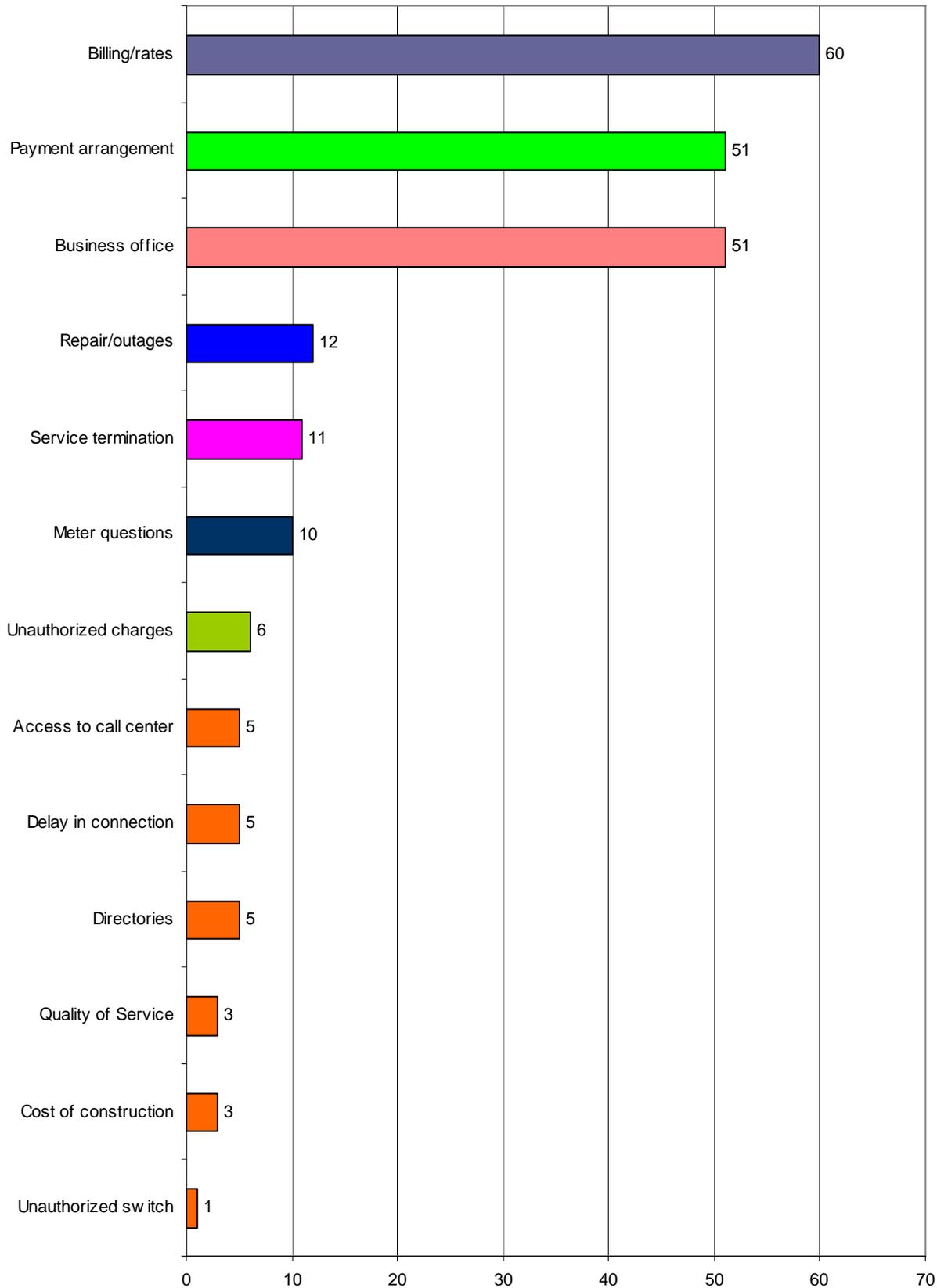
Percentage of Total

Energy—109	48.88%
Telecommunications—114	51.12%
	<hr/>
Total 223	100.00%

Type and Number of Complaints By District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	11	13	6	17	13	60
2. Business Office	4	8	10	13	15	50
3. Cram	2	1	1	2	0	6
4. Payment Arrangements	8	14	9	7	13	51
5. Access to Business Office	0	1	0	1	3	5
6. Repair	5	1	2	3	1	12
7. Slam	0	0	1	1	0	2
8. Delay in Connection	0	2	3	0	0	5
9. Termination	1	2	1	5	2	11
10. Meter Questions	1	3	0	3	3	10
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	0	0	0	0	0	0
13. Cost of Construction	0	0	2	0	1	3
14. Directory Listings	1	0	0	1	3	5
15. Quality of Service	0	0	2	1	0	3
<hr/> <u>Total</u>	33	45	37	54	54	223

1st Quarter 2007 Consumer Complaints By Category



Number of Complaints

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
January	104	59	(43.27%)
February	93	93	No Change
March	106	71	(33.02%)
	—	—	—
Total	303	223	(26.40%)

	<u>2006</u>	<u>2007</u>	
		<u>January</u>	
October	96	59	(38.54%)
		<u>February</u>	
November	35	93	165.71%
		<u>March</u>	
December	40	71	77.50%
	—	—	—
Total	171	223	30.41%

Number of Calls

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
January	1,097	809	(26.25%)
February	1,008	749	(25.69%)
March	915	774	(15.41%)
	—	—	—
Total	3,020	2,332	(22.78%)

	<u>2006</u>	<u>2007</u>	
October	945	<u>January</u> 809	(14.39%)
November	653	<u>February</u> 749	14.70%
December	575	<u>March</u> 774	34.61%
	—	—	—
Total	2,173	2,332	7.32%

Summary of Notable Dockets

We have two Commission initiated dockets, Docket No. D2006.8.129 and D2006.10.144 relative to complaints against Buzz Telecom, Inc. and Billing Concepts, Inc. d/b/a Zero Plus Dialing (ZPDI) and USBI. Docket No. D2006.8.129 related to violations of Montana laws pertaining to the initiation of unauthorized charges of customers' telecommunications bills (cramming), and unauthorized switching of long distance telephone providers (slamming). Docket No. D2006.10.144 related to misrepresentation to customers of Nemont Telephone Cooperative, Scobey, Montana concerning products or services allegedly offered by Buzz on behalf of Nemont. As a result of discussions and negotiations with parties, Buzz cancelled its registration in Montana and its former billing aggregator, Billing Concepts, Inc., credited all unpaid Buzz Telecom telecommunications charges covering the period from June through November, 2006, resulting in total credits of \$34,986 back to Montana customers. Based on the above, these dockets were dismissed on March 13, 2007.