PSC complaints from 1995 through 2000
by service type

<table>
<thead>
<tr>
<th>Year</th>
<th>Telephone</th>
<th>Energy</th>
<th>Water</th>
</tr>
</thead>
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<tr>
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<td>1160</td>
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<td>0</td>
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<tr>
<td>1996</td>
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<td>2029</td>
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<tr>
<td>1999</td>
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<tr>
<td>2000</td>
<td>2498</td>
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Calls to PSC toll-free complaints number and level of monthly utility consumer complaints
1998-October 2000

*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.
QWEST COMMUNICATIONS (US West)
2000 Complaints = 699

Number of complaints by category

- Business office: 317
- Billing: 113
- Delay in connection: 86
- Repair: 85
- Quality of service: 21
- Payment arrangement: 19
- Service termination: 18
- Deposits: 8
- Cost of construction: 6
- Unauthorized switch: 5
- Calling cards: 3
- Directories: 3
- Yellow pages: 2
- Customer equipment: 2
- Unauthorized charges: 1

1999 total was 906
Century Tel

1999 total was 25

CENTURY TEL
2000 Complaints = 33

Number of complaints by category

- Business office: 15 complaints
- Billing: 5 complaints
- Cost of construction: 4 complaints
- Quality of service: 3 complaints
- Payment arrangement: 2 complaints
- Delay in connection: 2 complaints
- Unauthorized switch: 1 complaint
- Service termination: 1 complaint

1999 total was 25
CITIZENS TEL
2000 Complaints = 13

Number of complaints by category

- Business office: 6
- Billing: 6
- Repair: 1

1999 total was 25
OTHER LOCAL TELEPHONE COMPANIES
2000 Complaints = 13

Number of complaints by category

- Valley Telecomm.: 5
- Central MT Comm.: 5
- Clark Fork Tel: 5
- Project Tel: 4
- Hot Springs Tel: 2
- Southern MT Tel: 1

1999 total was 23
COMPETITIVE LOCAL EXCHANGE CARRIERS
2000 Complaints = 34

Number of complaints by category

Business office: 17
Unauthorized switch: 8
Delay in connection: 4
Billing: 4
Quality of service: 1

1999 total was 14
AT&T
2000 Complaints = 441

Number of complaints by category

- Business office: 189
- Billing: 148
- Pay-per-call dispute: 38
- Rates: 32
- Unauthorized switch: 14
- Calling cards: 12
- Unauthorized charges: 6
- Payment arrangement: 1
- Repair: 1

1999 total was 372
MCI WORLDCOM
2000 Complaints = 228

Number of complaints by category

- Billing: 85
- Business office: 67
- Unauthorized switch: 45
- Rates: 15
- Unauthorized charges: 9
- Pay-per-call dispute: 4
- Calling cards: 2
- Quality of service: 1

1999 total was 303
SPRINT
2000 Complaints = 33

Number of complaints by category

- Billing: 13
- Unauthorized switch: 6
- Business office: 6
- Unauthorized charges: 2
- Rates: 2
- Calling cards: 2
- Pay-per-call dispute: 1
- Deposits: 1

1999 total was 36
TOUCH AMERICA
2000 Complaints = 20

Number of complaints by category

- Business office: 11
- Billing: 6
- Unauthorized switch: 2
- Rates: 1

1999 total was 15
OTHER INTEREXCHANGE CARRIERS
2000 Complaints = 274

1999 total was 671

Number of complaints by category

Unauthorized switch: 97
Billing: 56
Business office: 41
Unauthorized charges: 32
Pay-per-call dispute: 28
Calling cards: 10
Rates: 8
Service termination: 1
Repair: 1
OPERATOR SERVICE PROVIDERS & INMATE CALLING PROVIDERS
2000 Complaints = 49

Number of complaints by category

Rates: 37
Billing: 9
Calling cards: 2
Unauthorized charges: 1

1999 total was 58
TELEPHONE COMPANY-BILLED, BUT NON-TELCO CHARGES
2000 Complaints = 6

1999 total was 44

Number of complaints by category

- Mercury Marketing: 2
- 1st Page: 1
- Websource Media: 1
- Prodigy: 1
- Digicities: 1
MONTANA POWER COMPANY
2000 Complaints = 452

Number of complaints by category

Business office: 132
Payment arrangement: 122
Billing: 116
Service termination: 23
Cost of construction: 18
Consumption question: 14
Deposits: 7
Outages: 6
Repair: 6
Meters: 5
Delay in connection: 3

1999 total was 396
MONTANA-DAKOTA UTILITIES CO.
2000 Complaints = 168

Number of complaints by category

- Business office: 55
- Payment arrangement: 49
- Billing: 30
- Consumption question: 17
- Service termination: 8
- Deposits: 4
- Outages: 3
- Delay in connection: 1
- Repair: 1

1999 total was 112
ENERGY WEST MONTANA
2000 Complaints = 22

Number of complaints by category

- Business office: 6
- Consumption question: 5
- Billing: 4
- Payment arrangement: 3
- Deposits: 2
- Service termination: 1
- Repair: 1

1999 total was 16