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Changes from 2003 to 2004

The total number of complaints from 2003 to 2004 dropped 505, a 23.1% reduction. Telephone complaints dropped 37.2% while energy complaints increased by 28.2%. A few notable company statistics follow.

1. Qwest, an ILEC, complaints dropped 164, a 28.2% decline.
2. MCI complaints decreased from 151 to 67, a decrease of 55.6%.
3. NWE complaints increased from 341 to 406, an increase of 19.1%.
4. MDU complaints increased from 109 to 186, an increase of 70.6%.

Complaint Percentages by Company

Qwest – 24.8%  .12% (percentage of complaints compared to total MT access lines)  
CenturyTel - 4.2%  
Other ILECs - .89%  
McLeodUSA - .36%  
New Access - .59%  
Other CLECs - 1.25%  
Water Utilities - .53%  
MDU - 11.0%  .23% (percentage of complaints compared to total MT customers)  
Energy West - .24%  .02% (percentage of complaints compared to total MT customers)  
NorthWestern - 24.1%  .12% (percentage of complaints compared to total MT customers)  
ICP - .41%  
AT&T - 13.0%  
Qwest LD - 2.26%  
Sprint - .89%  
Vartec - .59%  
MCI WorldCom - 3.98%  
National Access LD - .77%  
U.S. Telecom LD - 1.1%  
Other IXCs - 5.2%  
OSP - 1.0%  
Voicemail Services - .24%  
WebXites - .36%  
Yellow-Page.Net - .36%  
Mercury - .18%  
Other Non-Telco - 1.7%
Year 2004 Consumer Complaints By Utility - Total # Informal Complaints - 1,683

- Qwest, 417
- AT&T, 218
- Energy West MT, 4
- MDU, 186
- NWE, 406
- ICP, 7 Other IXCs, 88
- New Access, 10
- McLeodUSA, 6
- Other ILECs, 15
- Other CLECs, 21
- Water utilities, 9
- VarTec, 10
- MCI Worldcom, 67
- National Access LD, 13
- US Telecom LD, 18
- OSP, 17
- Voicemail Services, 4
- WebXites, LP, 6
- Yellow-Page.Net, 6
- Mercury, 3
- Other Non-Telco, 29
- Century Tel, 70
- Sprint, 15
- Qwest LD, 38
- Other Non-Telco, 29

2003's Total was 2,188

ICP - Inmate Calling Providers
OSP - Operator Service Providers
2004 Complaints by PSC District

- **District 1**: 347 (21%)
- **District 2**: 308 (18%)
- **District 3**: 384 (23%)
- **District 4**: 358 (21%)
- **District 5**: 286 (17%)
Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2002-2003-2004

*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.
PSC complaints from 2000 through 2004 by service type

<table>
<thead>
<tr>
<th>Year</th>
<th>Telephone</th>
<th>Energy</th>
<th>Water</th>
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<tbody>
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<td>2004</td>
<td>1,683</td>
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</table>
Year 2004 PSC Consumer Complaints by Complaint Category

- Billing/rates: 527
- Business office: 314
- Payment arrangement: 268
- Access to call center: 96
- Unauthorized charges: 92
- Unauthorized switch: 88
- Service termination: 77
- Repair/outages: 72
- Meter questions: 41
- Delay in connection: 33
- Deposits: 27
- Pay-per-call dispute: 17
- Quality of service: 15
- Cost of construction: 8
- Directory listings: 8
Qwest Corporation
2004 Complaints
417 Total

- Business office: 149
- Billing/rates: 120
- Access to call center: 45
- Repair/outages: 39
- Delay in connection: 21
- Service termination: 18
- Quality of service: 9
- Payment arrangement: 8
- Deposits: 3
- Directory listings: 2
- Cost of construction: 2
- Unauthorized switch: 1
CenturyTel of Montana
2004 Complaints
70 Total

- Business office: 30 complaints
- Billing/rates: 21 complaints
- Directories (Telephone): 5 complaints
- Access to Call Center: 5 complaints
- Delay in connection: 4 complaints
- Repair/outages: 4 complaints
- Quality of Service: 1 complaint
Other Incumbent Local Exchange Carriers (ILECs)
2004 Complaints
15 Total

- Project Tel: 5
- Central MT Comm.: 5
- Citizens TeleCom: 2
- Hot Springs Tel: 2
- Lincoln Telephone: 1
New Access Communications
2004 Complaints
10 Total

- Repair/Outages: 1
- Unauthorized Switch: 3
- Business Office: 2
- Billing/Rates: 4

Total: 10
McLeodUSA
2004 Complaints
6 Total
Other Competitive Local Exchange Carriers (CLECs) 2004 Complaints

21 Total

- MCI WorldCom: 10 complaints
- AT&T: 5 complaints
- Z Tel: 1 complaint
- OneEighty Comm: 1 complaint
- Grizzly Telephone: 1 complaint
- Blackfoot: 1 complaint
- VarTec: 1 complaint
- Comm South: 1 complaint
AT&T
2004 Complaints
218 Total

- Billing/rates: 112
- Access to call center: 30
- Unauthorized charges: 26
- Unauthorized switch: 23
- Business office: 17
- Pay-per-call dispute: 6
- Termination: 2
- Repair/Outages: 1
- Payment arrangement: 1
Qwest Long Distance Corporation
2004 Complaints
38 Total

- Billing/rates: 25
- Unauthorized switch: 6
- Business office: 5
- Delay in Connection: 1
- Access to call center: 1
Sprint
2004 Complaints
15 Total

- Billing/rates: 7
- Unauthorized switch: 4
- Pay-Per-Call Dispute: 2
- Business office: 1
- Access to Business Office: 1
Vartec
2004 Complaints
10 Total

- Billing/rates: 7
- Access to call center: 2
- Business office: 1

Bar chart and pie chart showing the distribution of complaints.
National Access
Long Distance
2004 Complaints
13 Total

Unauthorized Switch: 6
Unauthorized Charges: 7
U.S. Telecom
Long Distance
2004 Complaints
18 Total

Billing/rates: 12
Unauthorized switch: 5
Access to call center: 1
### Other Interexchange Carriers (IXCs)
#### 2004 Complaints

88 Total

<table>
<thead>
<tr>
<th>Company</th>
<th>Complaints</th>
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<td>Essen Comm</td>
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0 10 20 30 40 50
Operator Services
Providers & Inmate Calling Providers
2004 Complaints
24 Total
Non-Telco, Telco-Billed
2004 Complaints
48 Total
NorthWestern Energy
2004 Complaints
406 Total

- Payment arrangement: 177
- Billing/rates: 66
- Business office: 46
- Service termination: 37
- Meters: 31
- Repair/outages: 20
- Deposits: 17
- Cost of construction: 6
- Delay in connection: 3
- Access to call center: 2
- Quality of Service: 1
Montana-Dakota Utilities
2004 Complaints
186 Total
Energy West
2004 Complaints
4 total
Wettington Acres
Columbia Heights
MT Associates
Mountain Water
Wilder Resorts
Water Utilities
2004 Complaints
9 Total