Utility Consumer Complaints
2005 Annual Report
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**Operator Services Providers & Inmate Calling Providers 2005 Complaints**

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Changes from 2004 to 2005

The total number of complaints from 2004 to 2005 dropped 460, a 27.3% reduction. Telephone complaints dropped 41.6%, and energy complaints decreased by 1.2%. A few notable company statistics follow.

1. Qwest (ILEC) complaints decreased 35.0%.
2. IXC complaints decreased overall 53.7%.
3. AT&T (IXC) complaints dropped from 218 to 76, a decrease of 65.1%.
4. CLEC complaints decreased overall 40.5%.

Complaint Percentages by Company

Qwest – 22.09% .08% (percentage of complaints compared to total MT access lines)
CenturyTel - 3.59%
Other ILECs - .73%
McLeodUSA - .65%
Other CLECs - 1.14%
Water Utilities - .65%
MDU - 15.08% .23% (percentage of complaints compared to total MT customers)
Energy West - 1.47% .07% (percentage of complaints compared to total MT customers)
NorthWestern - 31.38% .11% (percentage of complaints compared to total MT customers)
Cut Bank Gas - .08%
ICP - .41%
AT&T - 6.19%
Qwest LD - 1.14%
Sprint - .65%
UCN - .73%
MCI - 3.67%
CenturyTel LD - .98%
Opticom - .49%
Other IXCs - 3.75%
OSP - .98%
Voicemail Services - .41%
Yellow-Page.Net - .24%
Other Non-Telco - 3.5%

Total - 100%
Year 2005 Consumer Complaints By Utility - Total # Informal Complaints - 1,227

AT&T, 76
Qwest, 271
CenturyTel, 44
Other ILECs, 9
Voicemail Services, 5
Yellow-Page.Net, 3
Other Non-Telco, 4

NWE, 385
Cut Bank Gas, 1
Energy West, 18
MDU, 185
Other CLECs, 14

Qwest LD, 14
McLeod, 8
MCI, 45
CenturyTel LD, 12
UCN, 9
Sprint, 8
Opticom, 6
Other IXCs, 46

2004's Total was 1,687*

ICP - Inmate Calling Providers
OSP - Operator Service Providers

*Four higher than previously reported
2005 Complaints by PSC District

- District 5: 259 (21%)
- District 1: 228 (19%)
- District 4: 195 (16%)
- District 2: 284 (23%)
- District 3: 261 (21%)
Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2003-2004-2005

*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.
### Number of Calls

(comparing 2004 and 2005)

<table>
<thead>
<tr>
<th></th>
<th>2004</th>
<th>2005</th>
<th>% of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>1,689</td>
<td>1,116</td>
<td>(33.9%)</td>
</tr>
<tr>
<td>February</td>
<td>1,400</td>
<td>1,021</td>
<td>(27.1%)</td>
</tr>
<tr>
<td>March</td>
<td>1,275</td>
<td>1,045</td>
<td>(18.0%)</td>
</tr>
<tr>
<td>April</td>
<td>1,303</td>
<td>1,174</td>
<td>(9.9%)</td>
</tr>
<tr>
<td>May</td>
<td>1,109</td>
<td>896</td>
<td>(19.2%)</td>
</tr>
<tr>
<td>June</td>
<td>1,088</td>
<td>909</td>
<td>(16.5%)</td>
</tr>
<tr>
<td>July</td>
<td>1,047</td>
<td>925</td>
<td>(11.7%)</td>
</tr>
<tr>
<td>August</td>
<td>1,068</td>
<td>866</td>
<td>(18.9%)</td>
</tr>
<tr>
<td>September</td>
<td>976</td>
<td>757</td>
<td>(22.4%)</td>
</tr>
<tr>
<td>October</td>
<td>915</td>
<td>897</td>
<td>(2.0%)</td>
</tr>
<tr>
<td>November</td>
<td>804</td>
<td>752</td>
<td>(6.5%)</td>
</tr>
<tr>
<td>December</td>
<td>934</td>
<td>952</td>
<td>1.9%</td>
</tr>
<tr>
<td>Total</td>
<td>13,608</td>
<td>11,310</td>
<td>(16.9%)</td>
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</table>
### Number of Complaints

(comparing 2004 and 2005)

<table>
<thead>
<tr>
<th></th>
<th>2004</th>
<th>2005</th>
<th>%age of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>176</td>
<td>134</td>
<td>(23.9%)</td>
</tr>
<tr>
<td>February</td>
<td>171</td>
<td>107</td>
<td>(37.4%)</td>
</tr>
<tr>
<td>March</td>
<td>168</td>
<td>118</td>
<td>(29.8%)</td>
</tr>
<tr>
<td>April</td>
<td>187</td>
<td>132</td>
<td>(29.4%)</td>
</tr>
<tr>
<td>May</td>
<td>155</td>
<td>105</td>
<td>(32.3%)</td>
</tr>
<tr>
<td>June</td>
<td>141</td>
<td>110</td>
<td>(22.0%)</td>
</tr>
<tr>
<td>July</td>
<td>132</td>
<td>86</td>
<td>(34.8%)</td>
</tr>
<tr>
<td>August</td>
<td>145</td>
<td>93</td>
<td>(35.9%)</td>
</tr>
<tr>
<td>September</td>
<td>121</td>
<td>90</td>
<td>(25.6%)</td>
</tr>
<tr>
<td>October</td>
<td>119</td>
<td>107</td>
<td>(10.1%)</td>
</tr>
<tr>
<td>November</td>
<td>80</td>
<td>73</td>
<td>(8.8%)</td>
</tr>
<tr>
<td>December</td>
<td>92</td>
<td>72</td>
<td>(21.7%)</td>
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Total    1,687  1,227  (27.3%)
PSC complaints from 2001 through 2005 by service type

<table>
<thead>
<tr>
<th>Year</th>
<th>Telephone</th>
<th>Energy</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>2,557</td>
<td></td>
<td>1,687</td>
</tr>
<tr>
<td>2002</td>
<td>2,630</td>
<td></td>
<td>1,227</td>
</tr>
<tr>
<td>2003</td>
<td>2,188</td>
<td></td>
<td>1,687</td>
</tr>
<tr>
<td>2004</td>
<td>1,687</td>
<td></td>
<td>1,227</td>
</tr>
<tr>
<td>2005</td>
<td>1,227</td>
<td></td>
<td>1,687</td>
</tr>
</tbody>
</table>
Qwest Corporation
2005 Complaints
271 Total
CenturyTel of Montana
2005 Complaints
44 Total

- Billing/rates: 17
- Business office: 11
- Repair/outages: 6
- Access to Call Center: 5
- Unauthorized Charges: 1
- Deposits: 1
- Directories (Telephone): 1
- Delay in connection: 1
- Quality of Service: 1
Other Incumbent Local Exchange Carriers (ILECs)

2005 Complaints

9 Total

Citizens TeleCom: 3
Project Tel: 2
Ronan: 2
Central MT Comm.: 1
Hot Springs Tel: 1
McLeodUSA
2005 Complaints
8 Total

Billing/rates: 7
Business Office: 1
Other Competitive Local Exchange Carriers (CLECs) 2005 Complaints 14 Total
AT&T
2005 Complaints
76 Total

- Billing/rates: 51
- Business Office: 12
- Access to Business Office: 7
- Unauthorized Switch: 5
- Unauthorized Charges: 1
Sprint
2005 Complaints
8 Total
UCN
2005 Complaints
9 Total
Opticom 2005 Complaints 6 Total

- Billing/rates: 2
- Pay-Per-Call Dispute: 2
- Unauthorized charge: 1
- Unauthorized switch: 1
Other Interexchange Carriers (IXCs)
2005 Complaints
46 Total
Operator Services
Providers & Inmate Calling Providers
2005 Complaints
17 Total

- Billing/rates: 13
- Unauthorized charges: 2
- Business Office: 2
Non-Telco, Telco-Billed
2005 Complaints
51 Total

Voicemail Svcs. 5
WebsiteonDemand.com 4
America Online 4
Yellow-Page.Net 3
WebXites LP 3
Lawstar 3
Information Svs. 3
Dex Media West 3
VoiceXpress 2
Roctel Corp. 2
Microsoft Corp. 2
Member's Edge 2
LiveOntheNet.com 2
Inc21.com Corp. 2
Enhanced Voice Mail 2
Agora Solution 2
Localbizusa 1
Local Area Yellowpage 1
eChurch Network 1
Call Wave 1
BBG Comm. 1
Affinity Marketing 1
iLab 1
NorthWestern Energy
2005 Complaints
385 Total

- Payment arrangement: 162 complaints
- Business office: 55 complaints
- Billing/rates: 53 complaints
- Meters: 37 complaints
- Repair/outages: 27 complaints
- Service termination: 17 complaints
- Deposits: 11 complaints
- Cost of construction: 9 complaints
- Delay in connection: 5 complaints
- Access to call center: 5 complaints
- Quality of Service: 4 complaints
Montana-Dakota Utilities
2005 Complaints
185 Total

Payment arrangement: 89
Billing/rates: 32
Business office: 28
Deposits: 11
Meters: 9
Service termination: 6
Repair/Outages: 5
Access to Business Office: 4
Quality of Service: 1

0 25 50 75 100
Energy West
2005 Complaints
18 total

Payment Arrangement: 11
Billing/rates: 5
Deposits: 1
Business Office: 1
Cut Bank Gas
2005 Complaints
1 Total

Business Office 1
Water Utilities
2005 Complaints
8 Total