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</tr>
<tr>
<td>32. Analysis of Annual Data</td>
</tr>
<tr>
<td>33. Analysis of Annual Data</td>
</tr>
<tr>
<td>34. Analysis of Annual Data</td>
</tr>
<tr>
<td>36. Incoming 800 Calls 1997—2006</td>
</tr>
</tbody>
</table>
Complaint Percentages by Company

Qwest – 17.87% .06% (percentage of complaints compared to total MT access lines)
CenturyTel - 6.71%
Other ILECs -.59%
McLeodUSA - .69%
Bresnan—.30%
Other CLECs - 1.28%
Water Utilities - .69%
MDU - 16.88% .21% (percentage of complaints compared to total MT customers)
Energy West - 1.09% .04% (percentage of complaints compared to total MT customers)
NorthWestern - 33.17% .09% (percentage of complaints compared to total MT customers)
ICP - .10%
AT&T - 3.36%
Qwest LD -.49%
MCI—2.67%
Sprint—.49%
Buzz Telecom—5.53%
Other IXCs - 4.74%
OSP - 1.38%
Globalyp.net—.69%
Other Non-Telco - 1.28%

Total - 100%

Complaints by Service Type Percentage of Total

Energy—518 51.14%
Telecommunications—488 48.17
Water/Sewer—7 .69

Total—1,013 100.00%
## Type and Number of Complaints By District 2006

<table>
<thead>
<tr>
<th>Type</th>
<th>Dist. 1</th>
<th>Dist. 2</th>
<th>Dist. 3</th>
<th>Dist. 4</th>
<th>Dist. 5</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Billing/Rates</td>
<td>33</td>
<td>48</td>
<td>45</td>
<td>38</td>
<td>64</td>
<td>228</td>
</tr>
<tr>
<td>2. Business Office</td>
<td>33</td>
<td>62</td>
<td>44</td>
<td>29</td>
<td>61</td>
<td>229</td>
</tr>
<tr>
<td>3. Cram</td>
<td>32</td>
<td>17</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>82</td>
</tr>
<tr>
<td>4. Payment Arrangements</td>
<td>47</td>
<td>62</td>
<td>48</td>
<td>43</td>
<td>33</td>
<td>233</td>
</tr>
<tr>
<td>5. Access to Business Office</td>
<td>5</td>
<td>8</td>
<td>4</td>
<td>9</td>
<td>7</td>
<td>33</td>
</tr>
<tr>
<td>6. Repair</td>
<td>14</td>
<td>8</td>
<td>12</td>
<td>4</td>
<td>9</td>
<td>47</td>
</tr>
<tr>
<td>7. Slam</td>
<td>2</td>
<td>8</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>8. Delay in Connection</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>1</td>
<td>3</td>
<td>22</td>
</tr>
<tr>
<td>9. Termination</td>
<td>6</td>
<td>13</td>
<td>12</td>
<td>6</td>
<td>0</td>
<td>37</td>
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<td>10. Meter Questions</td>
<td>8</td>
<td>12</td>
<td>6</td>
<td>10</td>
<td>8</td>
<td>44</td>
</tr>
<tr>
<td>11. Pay-Per-Call</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>12. Deposits</td>
<td>2</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>13. Cost of Construction</td>
<td>2</td>
<td>0</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>14. Directory Listings</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>15. Quality of Service</td>
<td>2</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>186</strong></td>
<td><strong>248</strong></td>
<td><strong>213</strong></td>
<td><strong>159</strong></td>
<td><strong>207</strong></td>
<td><strong>1,013</strong></td>
</tr>
</tbody>
</table>
Year 2006 Consumer Complaints By Utility - Total #
Informal Complaints - 1,013

ICP - Inmate Calling Providers
OSP - Operator Service Providers

Informal Complaints - 1,013
2006 Complaints by PSC District

District 5 (20.4%) 207
District 1 (18.4%) 186
District 4 (15.7%) 159
District 3 (21.0%) 213
District 2 (24.5%) 248
Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2004-2005-2006

*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 2005 and 2006)*

<table>
<thead>
<tr>
<th></th>
<th>2005</th>
<th>2006</th>
<th>% of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>1,116</td>
<td>1,097</td>
<td>(1.70%)</td>
</tr>
<tr>
<td>February</td>
<td>1,021</td>
<td>1,008</td>
<td>(1.27%)</td>
</tr>
<tr>
<td>March</td>
<td>1,045</td>
<td>915</td>
<td>(12.44%)</td>
</tr>
<tr>
<td>April</td>
<td>1,174</td>
<td>911</td>
<td>(22.40%)</td>
</tr>
<tr>
<td>May</td>
<td>896</td>
<td>847</td>
<td>(5.47%)</td>
</tr>
<tr>
<td>June</td>
<td>909</td>
<td>851</td>
<td>(6.38%)</td>
</tr>
<tr>
<td>July</td>
<td>925</td>
<td>714</td>
<td>(22.81%)</td>
</tr>
<tr>
<td>August</td>
<td>866</td>
<td>716</td>
<td>(17.32%)</td>
</tr>
<tr>
<td>September</td>
<td>757</td>
<td>638</td>
<td>(15.72%)</td>
</tr>
<tr>
<td>October</td>
<td>897</td>
<td>945</td>
<td>5.35%</td>
</tr>
<tr>
<td>November</td>
<td>752</td>
<td>653</td>
<td>(13.16%)</td>
</tr>
<tr>
<td>December</td>
<td>952</td>
<td>575</td>
<td>(39.60%)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,310</strong></td>
<td><strong>9,870</strong></td>
<td><strong>(12.73%)</strong></td>
</tr>
</tbody>
</table>
## Number of Complaints
(comparing 2005 and 2006)

<table>
<thead>
<tr>
<th>Month</th>
<th>2005</th>
<th>2006</th>
<th>%age of Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>134</td>
<td>104</td>
<td>(22.4%)</td>
</tr>
<tr>
<td>February</td>
<td>107</td>
<td>93</td>
<td>(13.1%)</td>
</tr>
<tr>
<td>March</td>
<td>118</td>
<td>106</td>
<td>(10.2%)</td>
</tr>
<tr>
<td>April</td>
<td>132</td>
<td>103</td>
<td>(22.0%)</td>
</tr>
<tr>
<td>May</td>
<td>105</td>
<td>96</td>
<td>(8.6%)</td>
</tr>
<tr>
<td>June</td>
<td>110</td>
<td>91</td>
<td>(17.3%)</td>
</tr>
<tr>
<td>July</td>
<td>86</td>
<td>65</td>
<td>(24.4%)</td>
</tr>
<tr>
<td>August</td>
<td>93</td>
<td>91</td>
<td>(2.2%)</td>
</tr>
<tr>
<td>September</td>
<td>90</td>
<td>93</td>
<td>3.3%</td>
</tr>
<tr>
<td>October</td>
<td>107</td>
<td>96</td>
<td>(10.3%)</td>
</tr>
<tr>
<td>November</td>
<td>73</td>
<td>35</td>
<td>(52.1%)</td>
</tr>
<tr>
<td>December</td>
<td>72</td>
<td>40</td>
<td>(44.4%)</td>
</tr>
</tbody>
</table>

Total     | 1,227| 1,013| (17.4%)
PSC complaints from 2002 through 2006 by service type

- **2002**: Telephone - 2,630, Energy - 1,687, Water - 2,188
- **2003**: Telephone - 2,188, Energy - 1,227, Water - 1,013
- **2004**: Telephone - 1,227, Energy - 1,013
- **2005**: Telephone - 1,013
- **2006**: Telephone - 1,013

Legend:
- Blue: Telephone
- Yellow: Energy
- Black: Water
Year 2006 PSC Consumer Complaints by Complaint Category

- Payment arrangement: 233
- Business office: 229
- Billing/rates: 228
- Unauthorized charges: 82
- Repair/outages: 47
- Meter questions: 44
- Service termination: 37
- Access to call center: 33
- Delay in connection: 22
- Unauthorized switch: 19
- Deposits: 12
- Cost of construction: 11
- Quality of service: 10
- Directory listings: 5
- Pay-per-call dispute: 1
Qwest Corporation
2006 Complaints
181 Total

- Business office: 70
- Billing/rates: 57
- Repair/outages: 23
- Delay in connection: 9
- Access to call center: 8
- Quality of service: 4
- Directory listings: 2
- Payment arrangement: 2
- Service termination: 2
- Cost of construction: 1
- Unauthorized charges: 1
- Deposits: 1
- Unauthorized switch: 1
CenturyTel of Montana
2006 Complaints
68 Total

- Billing/rates: 26
- Business office: 26
- Access to Call Center: 5
- Repair/ouages: 4
- Directories (Telephone): 3
- Delay in connection: 2
- Payment arrangements: 1
- Quality of Service: 1
Other Incumbent Local Exchange Carriers (ILECs) 2006 Complaints 6 Total

- Ronan: 1
- Frontier Communications: 1
- Triangle Tel. Coop.: 1
- Project Tel: 3
McLeodUSA
2006 Complaints
7 Total
Bresnan
2006 Complaints
3 Total
Other Competitive Local Exchange Carriers (CLECs)
2006 Complaints
13 Total

- New Access: 2
- MCI WorldCom: 2
- AT&T: 2
- OneEighty Comm: 2
- Tele-Info: 1
- Level 3 Communications: 1
- Grizzly Telephone: 1
- Blackfoot: 1
- VarTec: 1
AT&T
2006 Complaints
38 Total

- Billing/rates: 18
- Access to call center: 12
- Business office: 4
- Unauthorized switch: 3
- Unauthorized charges: 1
Qwest Long Distance Corporation
2006 Complaints
5 Total

- Billing/rates: 3
- Business office: 1
- Unauthorized switch: 1
MCI

2006 Complaints

27 Total

- Billing/rates: 16
- Business office: 8
- Repair/Outages: 1
- Unauthorized Switch: 1
- Access to Business Office: 1
Sprint
2006 Complaints
5 Total

Unauthorized switch 1
Billing/rates 4
Buzz Telecom
2006 Complaints
56 Total

Unauthorized charges: 54
Business office: 1
Unauthorized switch: 1
Other Interexchange Carriers (IXCs)
2006 Complaints
48 Total
Operator Services Providers & Inmate Calling Providers
2006 Complaints
14 Total

- Billing/rates: 10
- Unauthorized charges: 3
- Business Office: 1
Non-Telco, Telco-Billed 2006 Complaints
20 Total

- Globalyp.net: 7
- Roctel Corp.: 2
- Personal Voice: 2
- Unitedtel.com: 1
- Ultra Website: 1
- To Talkinezz: 1
- Microsoft: 1
- Members Edge: 1
- Information Services: 1
- Enhanced Voice Mail: 1
- CallWave: 1
- Agora Solution, Inc.: 1
NorthWestern Energy
2006 Complaints
336 Total

- Payment arrangement: 152
- Business office: 49
- Billing/rates: 35
- Meters: 32
- Service termination: 19
- Repair/outages: 15
- Deposits: 9
- Delay in connection: 9
- Cost of construction: 8
- Access to call center: 4
- Quality of Service: 4

Quality of Service
Access to call center
Cost of construction
Billing/rates
Meters
Service termination
Repair/outages
Deposits
Delay in connection
Business office
Payment arrangement
Montana-Dakota Utilities
2006 Complaints
171 Total

- Payment arrangement: 72 complaints
- Business office: 43 complaints
- Billing/rates: 21 complaints
- Service termination: 15 complaints
- Meters: 11 complaints
- Repair/Outages: 4 complaints
- Access to Call Center: 3 complaints
- Deposits: 2 complaints
Energy West
2006 Complaints
11 total
Water Utilities
2006 Complaints
7 Total

- Mountain Water: 3 complaints
- Firelight Meadows Utilities: 2 complaints
- Wilder Resorts: 1 complaint
- Blue Cloud Water & Sewer: 1 complaint
PSC complaints from 1994 through 2006 by service type

<table>
<thead>
<tr>
<th>Year</th>
<th>Telephone</th>
<th>Energy</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>1994</td>
<td></td>
<td></td>
<td>831</td>
</tr>
<tr>
<td>1995</td>
<td></td>
<td>1,160</td>
<td></td>
</tr>
<tr>
<td>1996</td>
<td></td>
<td>1,472</td>
<td></td>
</tr>
<tr>
<td>1997</td>
<td>2,029</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>2,860</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1999</td>
<td>3,039</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td>2,498</td>
<td>2,557</td>
<td></td>
</tr>
<tr>
<td>2001</td>
<td>2,630</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2002</td>
<td>2,182</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2003</td>
<td>1,687</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2004</td>
<td>1,227</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2005</td>
<td>1,013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2006</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Analysis of Annual Data

As illustrated on pages 11 and 31, the 2006 complaint statistics have shown a continued drop in complaint numbers which started back in 2003. This drop is attributed to telecommunications and not energy, since energy complaints have not changed accordingly. I’ve included on page 35 a chart reflecting just the telecommunications complaint levels from 1994-2006. From 2002 through 2006 the telecommunications complaints have dropped over 77%. The Billing/Rates complaint category, over the last few years, the number one complaint category, has experienced a 68% drop from 2002 through 2006. The majority of this category (5 yr. average of 75%) is attributed to telecommunications—specifically, the long distance and local exchange carrier categories.

There have been some changes over time that have contributed to this decline. They are:

1. Competition from cell phone and VoIP companies.
2. Prepaid calling cards.
3. Unlimited long distance plans vs. charges by the minute.
4. A decline in residential long distance advertising. In some cases, the long distance companies are marketing to the commercial arena only.
As is indicated on page 35, the telecommunications complaint chart resembles a bell curve. The main telecommunications categories that reflected the most complaints in 1998 and 1999, in frequency order, were business office, billing/rates, unauthorized switching of phone service (slamming) and unauthorized placement of charges on the customer’s LEC bill (cramming). The slamming and cramming complaints in Montana peaked in 1998 with significant numbers in 1999 as well. The slamming and cramming complaints after 1999 to present drastically reduced in number with only one notable exception. It was in 2002 when we had 519 cramming complaints, the highest ever, almost half of which related to Directory Service complaints. These involved small charges for directory assistance not authorized. In 2006 the bulk of telecommunications complaints were in the payment arrangement, billing/rates, and business office categories.

The 800 line for consumer complaints was installed at the PSC in June 1996. The number of calls on our 800 complaint line increased from 1997 to 2001, and, since then, the calls have decreased to present, as illustrated on page 36. Pages 8 and 9 reflect the more recent number of call comparisons in monthly detail. Obviously, similar reasons would be attributed to the call volume drop as is attributed to the complaint number reductions; however, there are incoming calls to the complaint staff other than the ones on the 800 line. We receive calls on our local complaint line, calls to our personal
telephone numbers, and calls coming into the Commission’s main telephone line and transferred to staff. These type of calls into the Commission are not reflected in the 800 line totals.

There are many more calls to staff that do not result in the filing of a complaint. Those would be in the area of explaining utility bills, answering many utility related questions, and explaining what and to what extent we regulate.

The energy complaints over the years peaked in 2001 with 821 complaints filed. From that point on the energy complaints have hovered around 500-600 per year. The chart of page 37 illustrates the rise and eventual stability of the energy complaint numbers.
Telecommunications Complaints from 1994 through 2006

- 1994: 566
- 1995: 876
- 1996: 1,102
- 1997: 1,642
- 1998: 2,389
- 1999: 2,519
- 2000: 1,875
- 2001: 1,728
- 2002: 1,716
- 2003: 1,716
- 2004: 1,078
- 2005: 630
- 2006: 488

**Telephone**
Energy Complaints from 1994 through 2006

- Numbers of complaints: 227, 261, 340, 374, 455, 517, 621, 821, 475, 465, 596, 589, 518

- Graph shows the increase in energy complaints over the years, with a significant peak in 2001.