Utility Consumer Complaints
2011 Annual Report
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Year 2011 Consumer Complaints By Utility - Total #
Informal Complaints - 870

ICP - Inmate Calling Providers
OSP - Operator Service Providers
Complaint Percentages by Company

Qwest – 19.89% .09% (percentage of complaints
CenturyLink – 3.22% .04% (compared to total MT
Other ILECs – 1.04% access lines)
Bresnan – 2.07%
Montana Opticom – .46%
Other CLECs – .34%
AT&T – 1.38%
Consumer Telcom – .46%
Integrated Services - .34%
Qwest LD - .34%
Reliant - .34%
Vartec - .34%
Other IXCs – 3.10%
NorthWestern – 42.76% .10% (percentage of
MDU – 6.44% .06% (complaints compared
Energy West – .34% to total MT customers
Miller Oil - .34%
Non-Telco – .46%
OSP - .12%
ICP - .12%
Miscellaneous – 15.52%
Water/Sewer - .58%

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Total – 100%

Complaints by Service Type Percentage of Total

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Percentage of Total</th>
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<tbody>
<tr>
<td>Energy – 434</td>
<td>49.89%</td>
</tr>
<tr>
<td>Telecommunications – 296</td>
<td>34.02%</td>
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<tr>
<td>Water/Sewer – 5</td>
<td>.57%</td>
</tr>
<tr>
<td>Miscellaneous - 135</td>
<td>15.52%</td>
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Total – 870 100.00%
### Category and Number of Complaints in 2011 by District

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<thead>
<tr>
<th>Category</th>
<th>Dist. 1</th>
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<th>Dist. 3</th>
<th>Dist. 4</th>
<th>Dist. 5</th>
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<td>29</td>
<td>24</td>
<td>15</td>
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<td>43</td>
<td>29</td>
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<td>3. Cram</td>
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<td>2</td>
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<td>12</td>
<td>33</td>
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<td>10</td>
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<td>1</td>
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<td>10</td>
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<td>7</td>
<td>9</td>
<td>4</td>
<td>6</td>
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<td>28</td>
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<td>22</td>
<td>28</td>
<td>33</td>
<td>32</td>
<td>135</td>
</tr>
</tbody>
</table>

**Total** | 129 | 178 | 229 | 150 | 184 | 870

* = Medical Exception category initiated 4/1/10; ** = Miscellaneous category initiated 7/15/10
2011 Complaints by PSC District

- District 1
  - (14.83%)
  - 129
- District 2
  - (20.46%)
  - 178
- District 3
  - (26.32%)
  - 229
- District 4
  - (17.24%)
  - 150
- District 5
  - (21.15%)
  - 184
### 2009/2010/2011 Incoming 800 Calls

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<th>2011</th>
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<td>770</td>
<td>571</td>
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<tr>
<td>February</td>
<td>728</td>
<td>793</td>
<td>591</td>
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<tr>
<td>March</td>
<td>634</td>
<td>634</td>
<td>553</td>
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<tr>
<td>April</td>
<td>656</td>
<td>590</td>
<td>583</td>
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<tr>
<td>May</td>
<td>481</td>
<td>620</td>
<td>593</td>
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<td>June</td>
<td>494</td>
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<td>July</td>
<td>572</td>
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<td>August</td>
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<td>465</td>
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<td>September</td>
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<td>632</td>
</tr>
<tr>
<td>October</td>
<td>546</td>
<td>539</td>
<td>725</td>
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<td>November</td>
<td>499</td>
<td>608</td>
<td>568</td>
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<tr>
<td>December</td>
<td>638</td>
<td>537</td>
<td>671</td>
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<tr>
<td><strong>Total</strong></td>
<td>7,215</td>
<td>7,227</td>
<td>7,356</td>
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### 2009/2010/2011 Complaints

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<th>2011</th>
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<td>January</td>
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<td>March</td>
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<td>April</td>
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<td>48</td>
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<tr>
<td>May</td>
<td>43</td>
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<td>June</td>
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<td>70</td>
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<tr>
<td>October</td>
<td>45</td>
<td>58</td>
<td>77</td>
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<tr>
<td>November</td>
<td>28</td>
<td>46</td>
<td>45</td>
</tr>
<tr>
<td>December</td>
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<td>49</td>
<td>51</td>
</tr>
<tr>
<td>Total</td>
<td>587</td>
<td>698</td>
<td>870</td>
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</tbody>
</table>
Qwest Corporation
2011 Complaints
173 Total

- Repair/outages: 60
- Business office: 59
- Billing/rates: 48
- Access to Business Office: 3
- Termination: 2
- Directories (Telephone): 1
CenturyLink 2011 Complaints 28 Total

- Business office: 13
- Billing/rates: 12
- Repair/Outages: 2
- Access to Call Center: 1
Other Incumbent Local Exchange Carriers (ILECs) 2011 Complaints
9 Total

- Southern Montana: 2 complaints
- Project: 2 complaints
- Frontier: 2 complaints
- Lincoln: 1 complaint
- Hot Springs: 1 complaint
- Central Montana: 1 complaint
Bresnan
2011 Complaints
18 Total

- Business office: 10
- Billing/Rates: 4
- Repair/Outages: 2
- Delay in Connection: 2

[Bar chart showing the distribution of complaints by category]
Montana Opticom
2011 Complaints
4 Total

- Billing/rates: 1
- Quality of Service: 1
- Business office: 2
Other Local Carriers (C1Competition, CLECs)
Consumer Telcom 2011 Complaints
4 Total

Unauthorized Charge: 3
Billing/Rates: 1
Integrated Services
2011 Complaints
3 Total

Unauthorized Switch

3
Qwest Long Distance
2011 Complaints
3 Total

Unauthorized Switch 3
Reliant Communications 2011 Complaints 3 Total

Unauthorized Switch 3
VarTec Telecom
2011 Complaints
3 Total

Unauthorized Charges: 2
Billing/Rates: 1
Other Interexchange Carriers (IXCs)
2011 Complaints
27 Total

- United Telecom: 2
- U.S. Telecom: 2
- Reduced Rate Long Distance: 2
- Excel: 2
- CenturyLink LD: 2
- Advantage Telecom: 2
- Touchtone: 1
- Sti Prepaid: 1
- Startec: 1
- Silv Communications: 1
- Power Net Global: 1
- Multiline: 1
- MCI: 1
- Long Distance Services: 1
- Long Distance America: 1
- Long Distance Access: 1
- inContact: 1
- Central Telecom: 1
- AmeriVision: 1
- American Telecom: 1
- 3U Telecom: 1
Operator Service Providers
2011 Complaints
1 Total
Inmate Calling Providers
2011 Complaints
1 Total
Non-Telco Telco-Billed
2011 Complaints
4 Total

Calling 10: 1
eZip Search: 1
WebSite on Demand: 1
ZWW: 1
NorthWestern Energy
2011 Complaints
372 Total

- Medical Exceptions: 91
- Payment arrangement: 82
- Business office: 68
- Meters: 31
- Repair/Outages: 27
- Service termination: 23
- Billing/Rates: 18
- Cost of construction: 14
- Delay in connection: 6
- Access to call center: 6
- Deposits: 3
- Quality of Service: 3

Quality of Service
Deposits
Access to call center
Delay in connection
Cost of construction
Billing/Rates
Service termination
Repair/Outages
Meters
Business office
Payment arrangement
Medical Exceptions
<table>
<thead>
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<tbody>
<tr>
<td>Business Office</td>
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<tr>
<td>Billing/Rates</td>
<td>14</td>
</tr>
<tr>
<td>Payment Arrangements</td>
<td>8</td>
</tr>
<tr>
<td>Access to Business Office</td>
<td>6</td>
</tr>
<tr>
<td>Repair/Outages</td>
<td>4</td>
</tr>
<tr>
<td>Termination</td>
<td>2</td>
</tr>
<tr>
<td>Delay in Connection</td>
<td>1</td>
</tr>
</tbody>
</table>

Montana-Dakota Utilities 2011 Complaints 56 Total
Energy West
Montana
2011 Complaints
3 Total

Payment Arrangements: 2
Billing/Rates: 1
Miller Oil
2011 Complaints
3 Total

- Business Office: 1
- Deposits: 2
Water/Sewer Utilities
2011 Complaints
5 Total

- Mountain Water: 3 complaints
- A Bar B Estates: 2 complaints
PSC Complaints
By General Service Type
1994 - 2011