

QUESTIONS & ANSWERS

Q: When should an individual consumer contact the PRC?

A: A consumer should contact the PRC when he or she needs assistance resolving a postal service issue and has not received a satisfactory response from the U.S. Postal Service, or when he or she believes the U.S. Postal Service has not complied with the law.

Q: If I have a complaint about the U.S. Postal Service, who do I contact?

A: You may contact U.S. Postal Service's Consumer Advocate at CART@USPS.gov. If this does not work, contact the PRC's Office of Public Affairs & Government Relations by email or phone. The liaison will listen to your problem and direct you to the appropriate department or person.

Q: How do I know whether to file a rate or service inquiry or file a formal complaint?

A: A majority of service issues may be addressed with a rate or service inquiry, while formal complaints deal with the more serious matters that tend to have a regional or national effect. The Public Relations & Government Affairs' section on the PRC website explains this in more detail.

Q: Is the PRC part of the U.S. Postal Service?

A: No. the PRC is an independent agency under the Executive Branch that regulates the U.S. Postal Service.

Q: Are all PRC hearings public?

A: Yes. In an effort to promote transparency, accountability, and understanding, all PRC hearings are open to the public. Hearing dates can be found on the PRC website.

FOR MORE INFORMATION

The PRC website, www.prc.gov, is a one-stop shop for assistance and information regarding Commission and Postal Service matters, such as:

- Consumer information and tools
- Mail services, pricing, products, regulations
- Press releases, and news, and
- Past and current PRC proceedings
- List of Commission activities
- Employment opportunities
- Studies, reports, and reference materials
- PRC structure and history

CONTACT THE PRC

Website: www.prc.gov
Email: PRC-PAGR@prc.gov
Phone: 202-789-6800
Fax: 202-789-6891

Address:
Postal Regulatory Commission
901 New York Avenue, N.W.
Suite 200
Washington, D.C. 20268



U.S. POSTAL
REGULATORY
COMMISSION

Ensuring the
Transparency and
Accountability of the
United States Postal
Service and Fostering
a Vital and Efficient
Universal Mail System

www.prc.gov

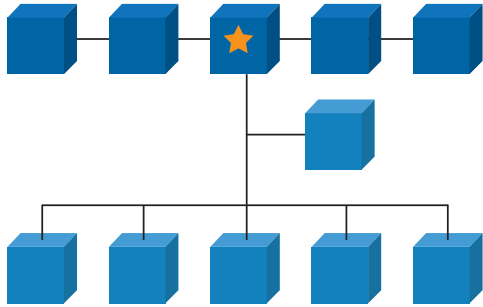
WHAT IS THE PRC?

Mission/Purpose

The Postal Regulatory Commission is an independent federal agency designed to promote high quality universal mail service for the American people by ensuring Postal Service transparency, accountability and compliance with the law.

WHO IS THE PRC?

The Commission is comprised of five Commissioners appointed by the President.

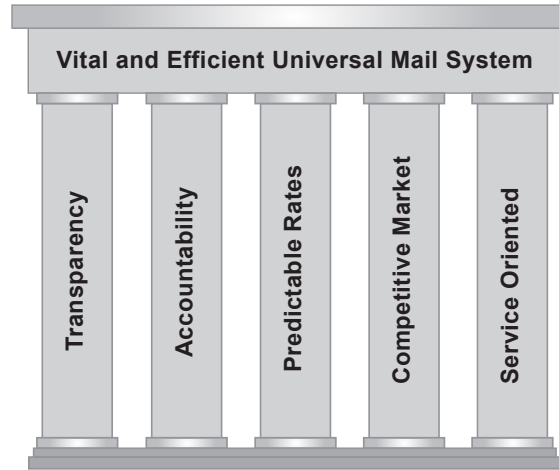


PRIMARY PRC DUTIES

The Commission has broad regulatory oversight related to Postal Service regarding:

- Price changes
- Service Standards and performance
- Financial accounting and reporting
- Proposed nationwide changes in service
- Customer complaints
- Overall compliance with Postal Accountability and Enforcement Act (PAEA)
- The commission hears customer appeals of Post office closings

WHAT DOES THE PRC DO?



The PRC is important to all who use or may need the benefit of the U.S. Postal Service. The PRC's purpose is to ensure the postal service abides by the regulations set by Congress, responsibly sets rates and provides services, and is held accountable.

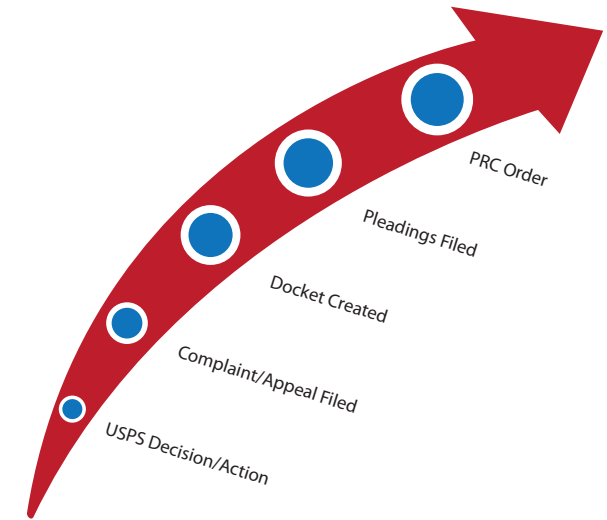
FORMAL PUBLIC PRC PROCEEDINGS

A Commission proceeding is a formal public process conducted to examine issues and proposals related to the regulatory oversight of the Postal Service. Commission proceedings are judicial in nature, with strict rules of procedure and practice.

A docket is a public record that holds all materials related to a specific PRC proceeding. This may include Commission orders, interventions, evidence, transcripts, and legal memoranda.

PARTICIPATION IN PRC PROCEEDINGS

Anyone may participate in a public proceeding before the Commission, subject to the Commission's rules of practice.



The easiest way for individual customers to participate is to follow the proceeding online at www.Commission.gov and submit comments through the contact PRC button at the top of the Commission's home page.

THE PUBLIC REPRESENTATIVE

To ensure individual and household customer interests are not overlooked, an Officer of the Commission is designated to represent the interests of the general public in public proceedings before the Commission. Detailed information on formal participating in Commission proceedings is available at www.prc.gov.