

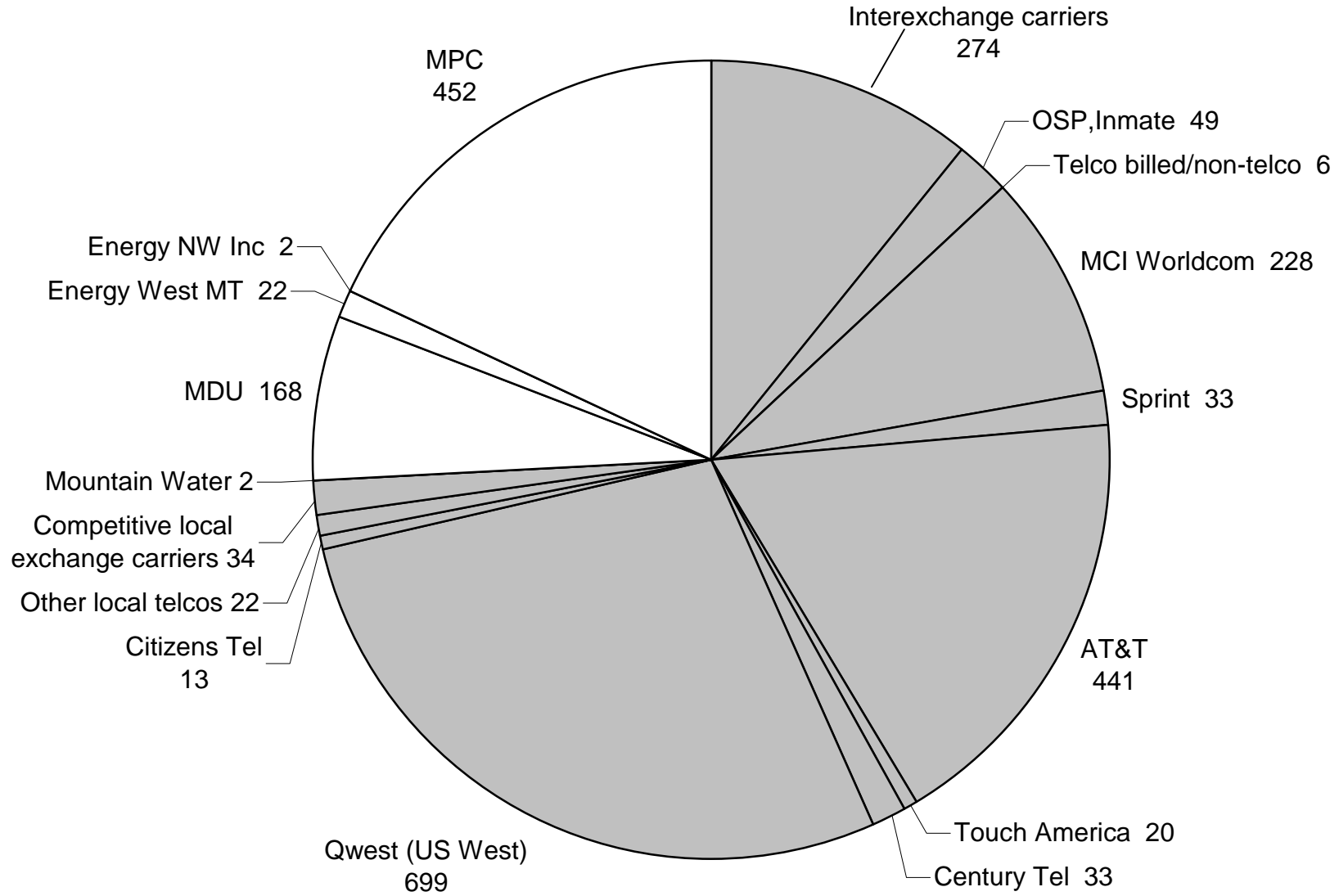
**INFORMAL  
COMPLAINTS  
2000**

An illustration depicting a customer service interaction. A woman in a red jacket is seated at a desk, talking on a headset. A man in a blue jacket stands before her, holding a document. In the background, two other people are visible. A yellow banner with the text "Customer Service" is positioned above the woman.

Montana Public Service Commission  
Compliance & Public Information Bureau

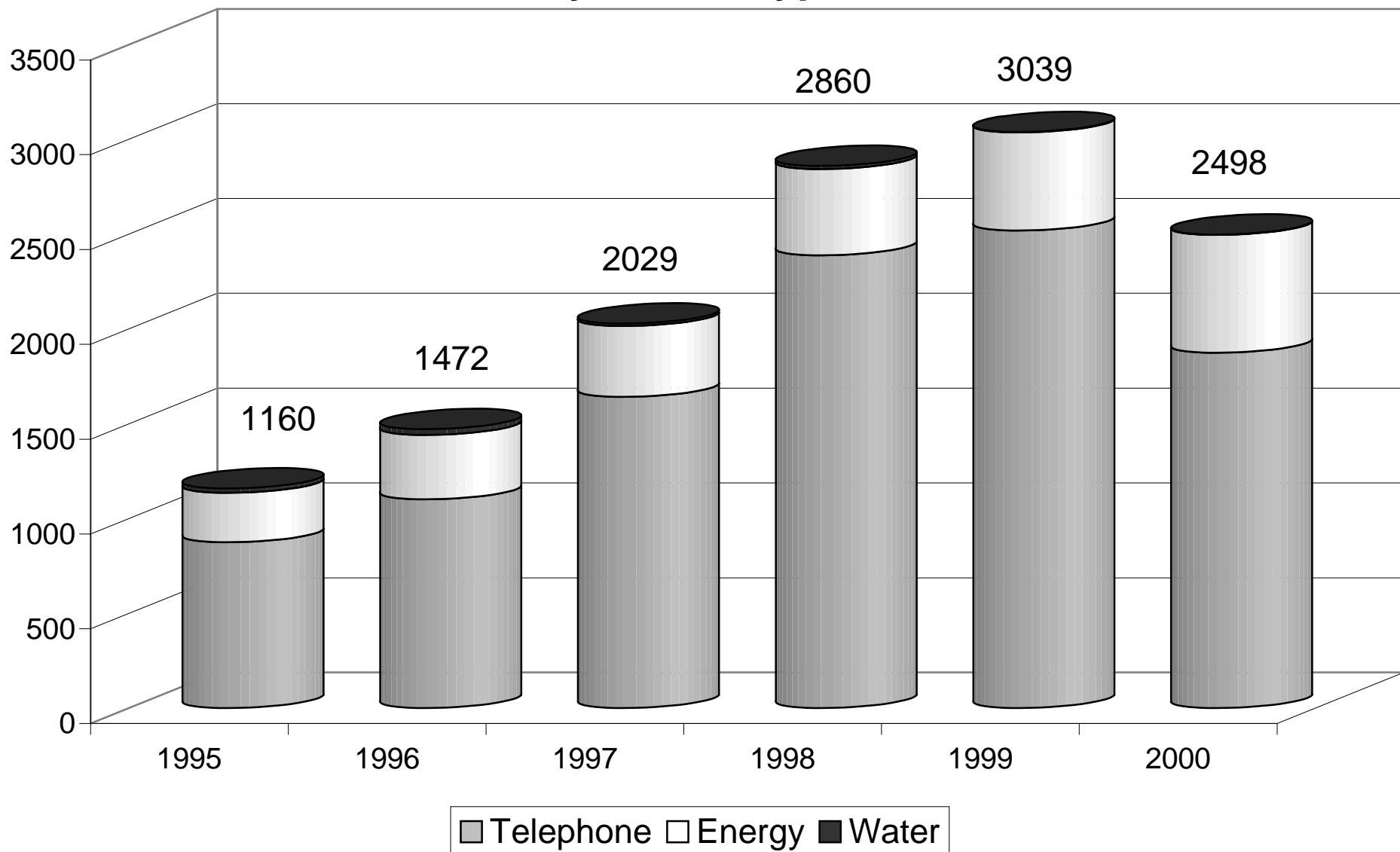
# YEAR 2000 PSC CONSUMER COMPLAINTS BY UTILITY

**TOTAL # INFORMAL COMPLAINTS = 2,498**

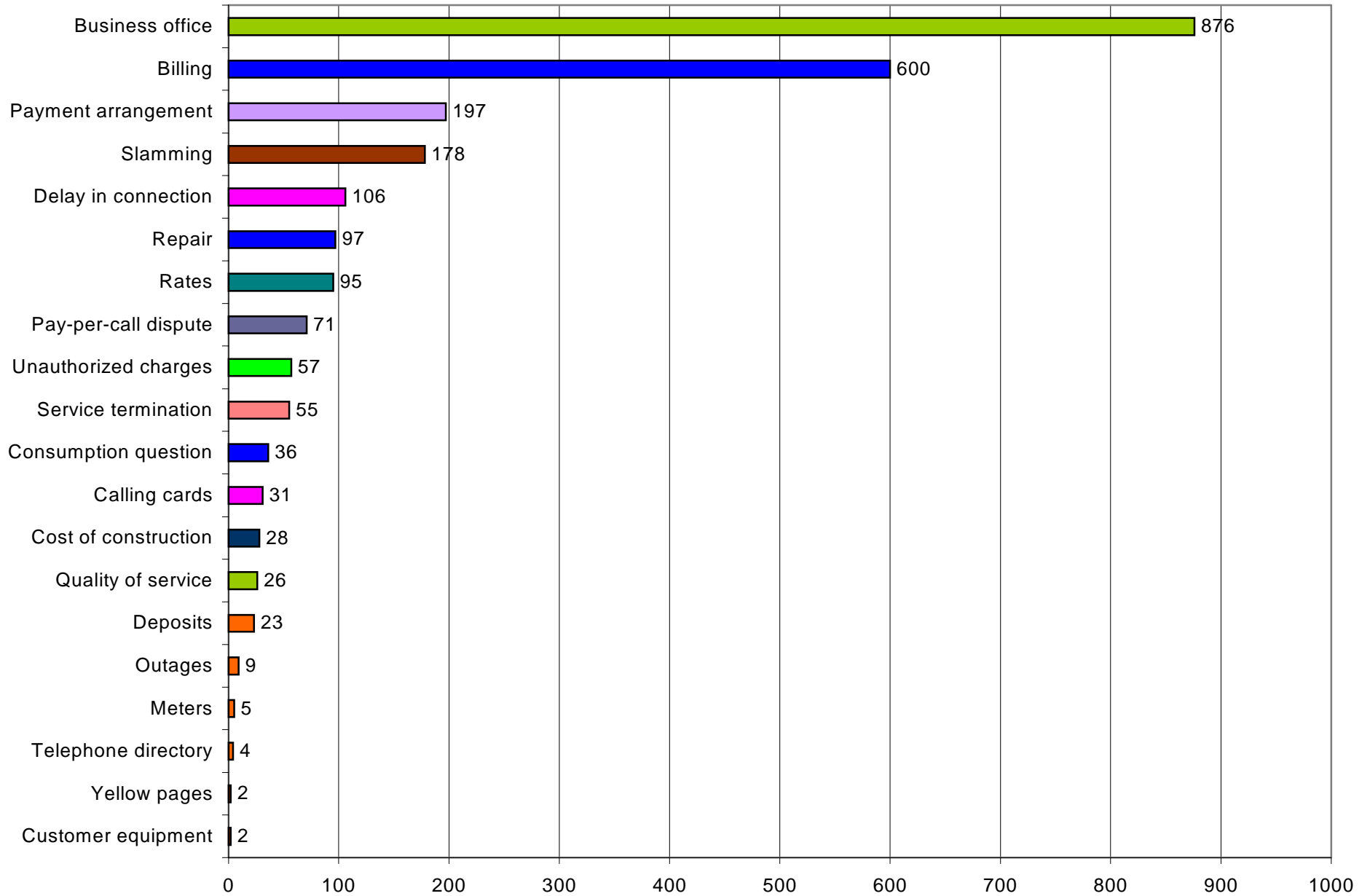


1999's total was 3,039

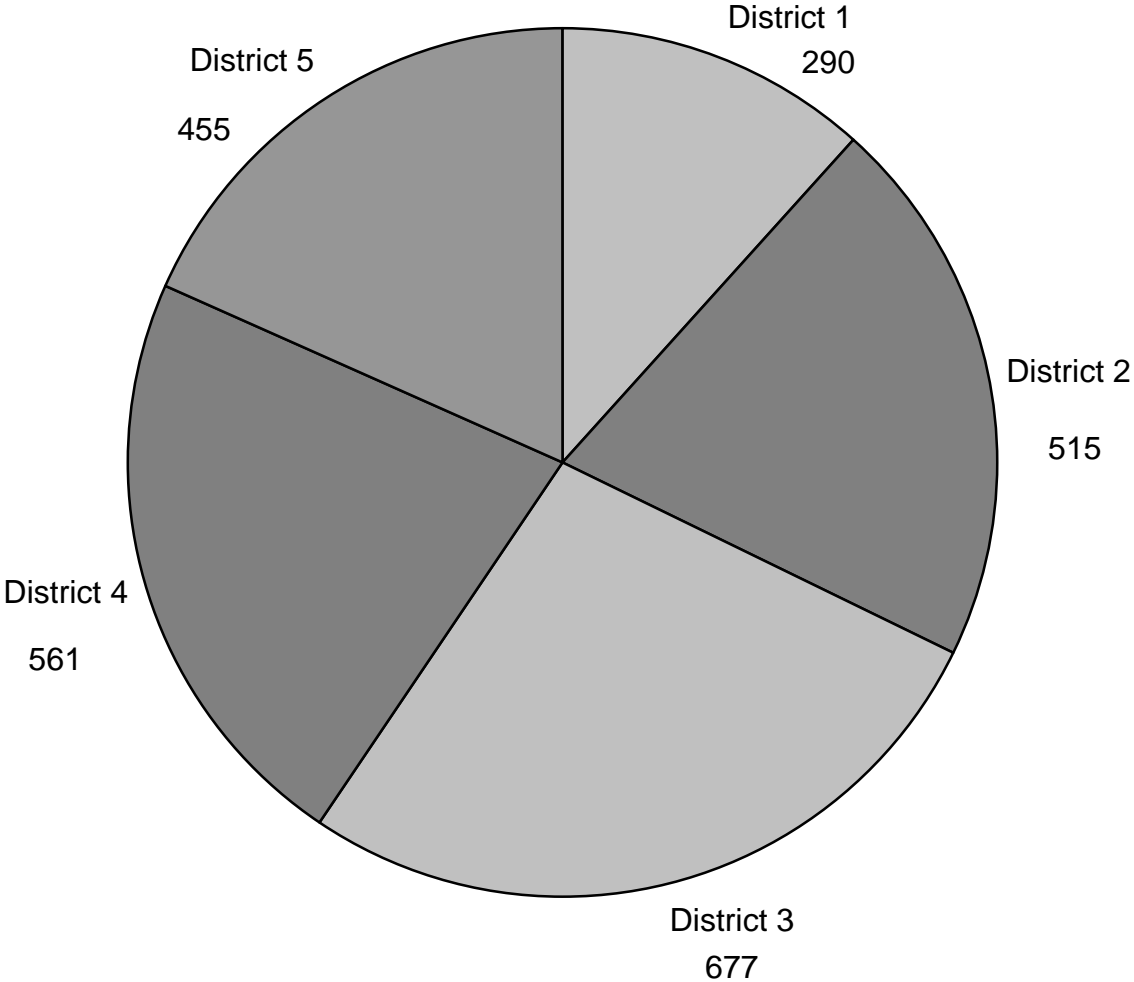
## PSC complaints from 1995 through 2000 by service type



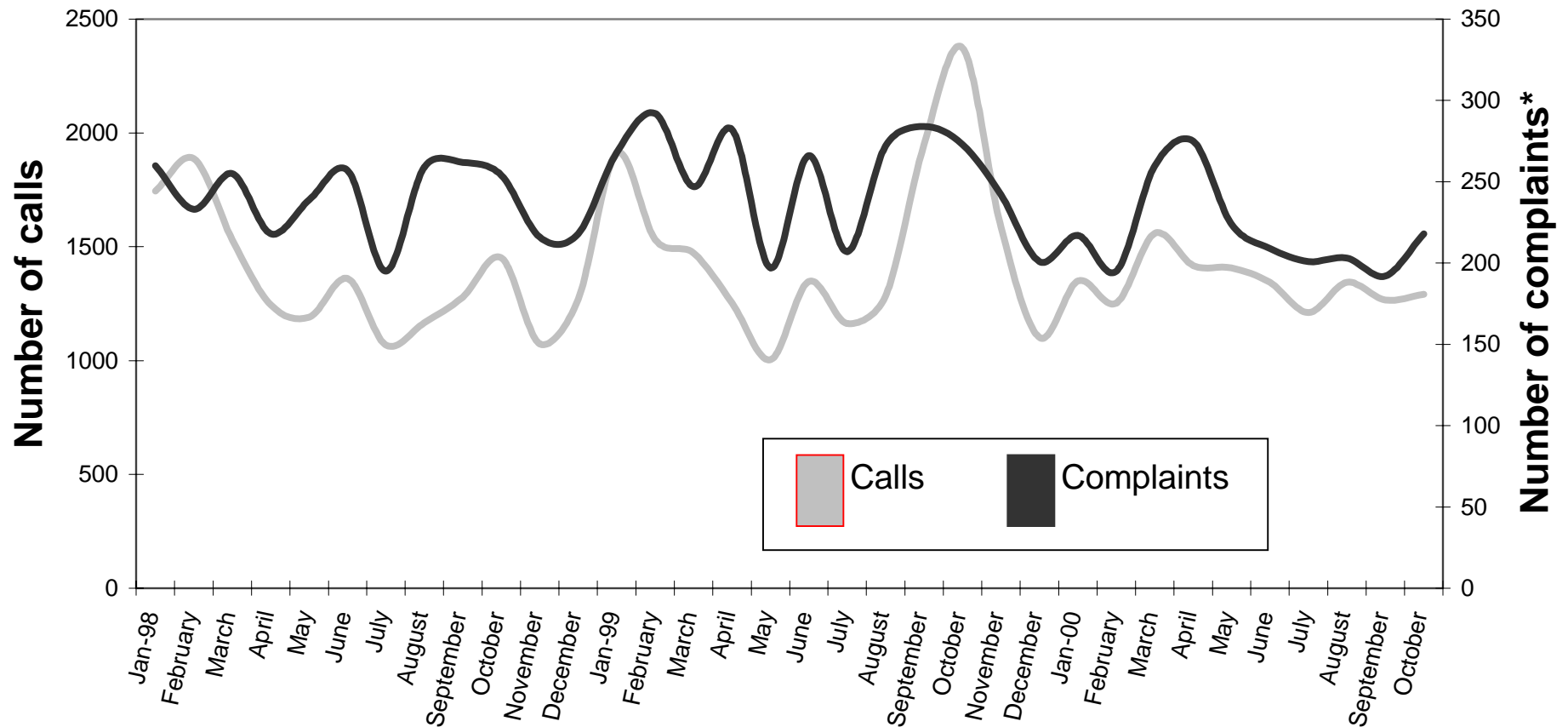
## Year 2000 PSC Consumer Complaints by Complaint Category



# 2000 Complaints by PSC District

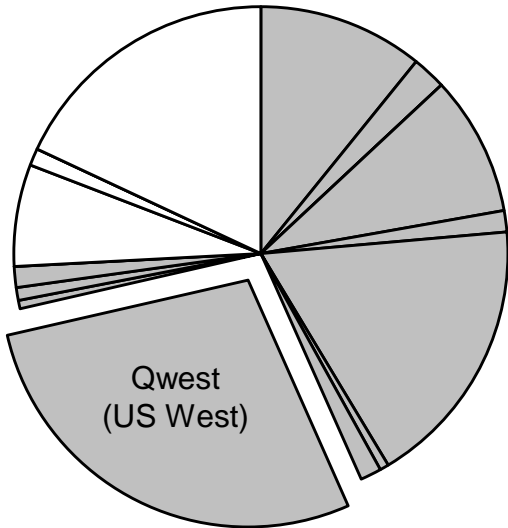


# Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 1998-October 2000

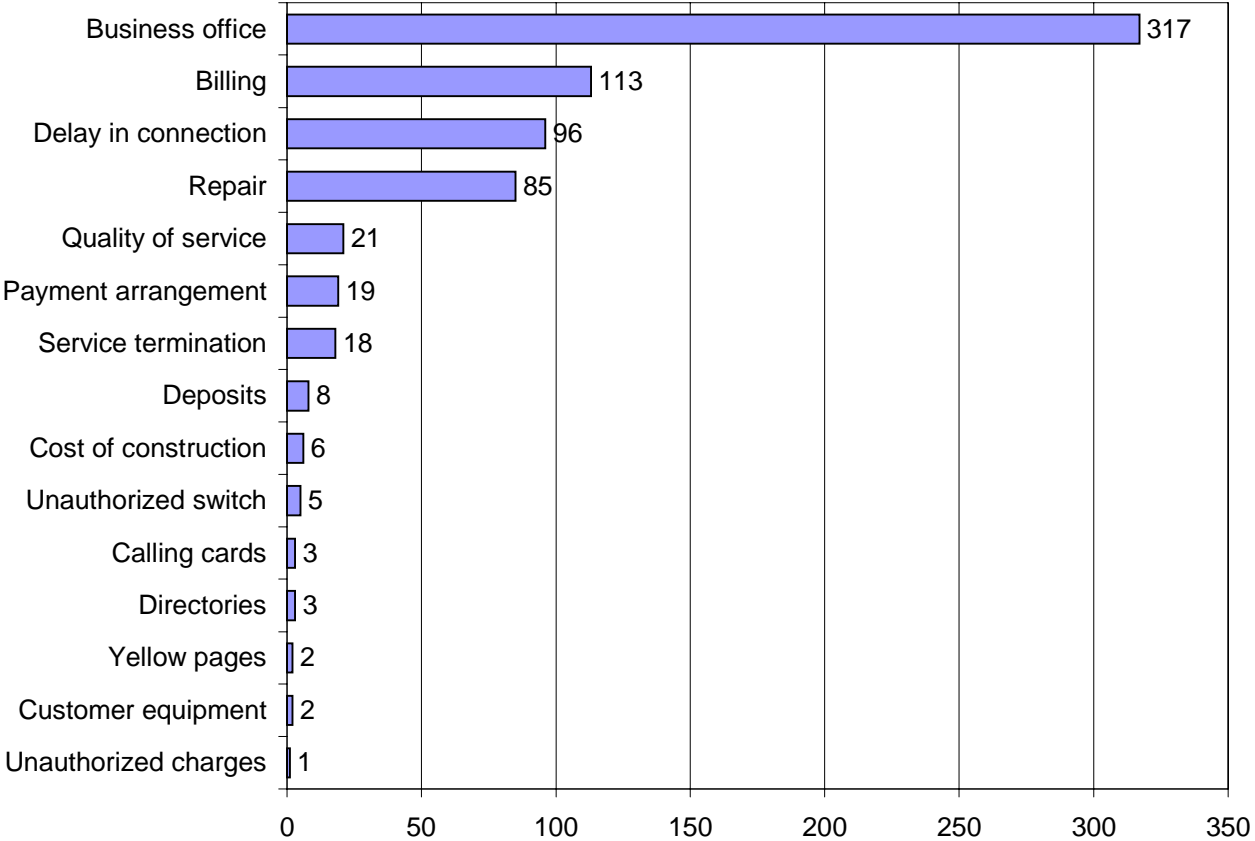


\*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.

# QWEST COMMUNICATIONS (US West) 2000 Complaints = 699



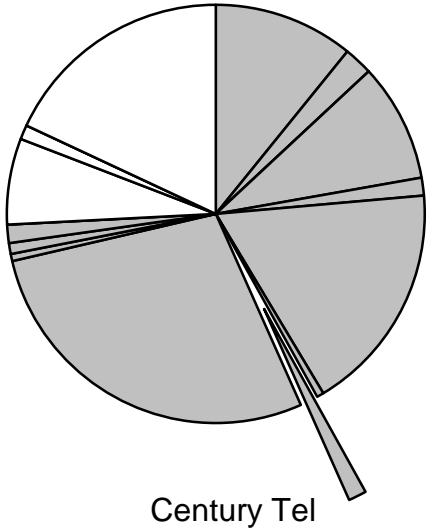
**Number of complaints by category**



1999 total was 906

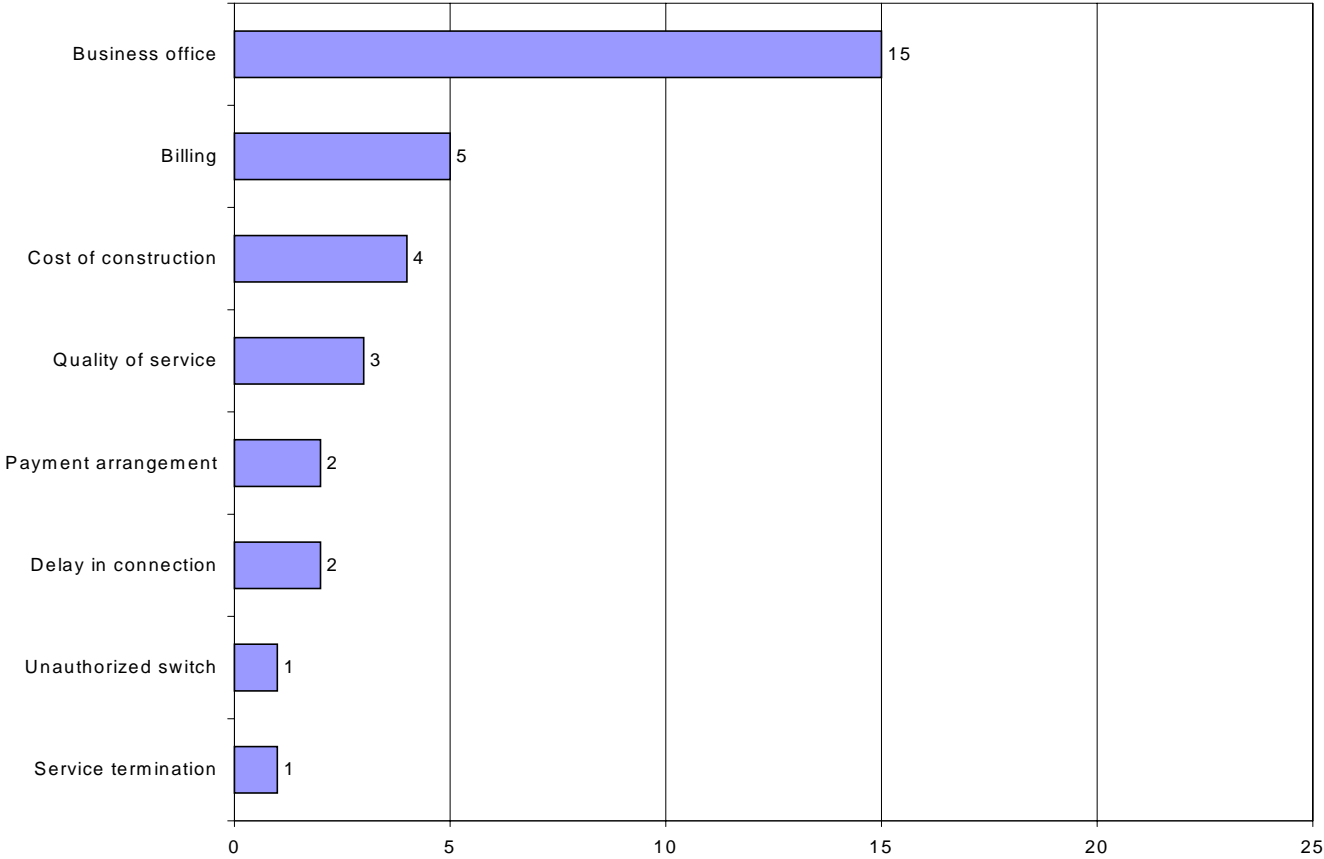
# CENTURY TEL

## 2000 Complaints = 33



Century Tel

### Number of complaints by category

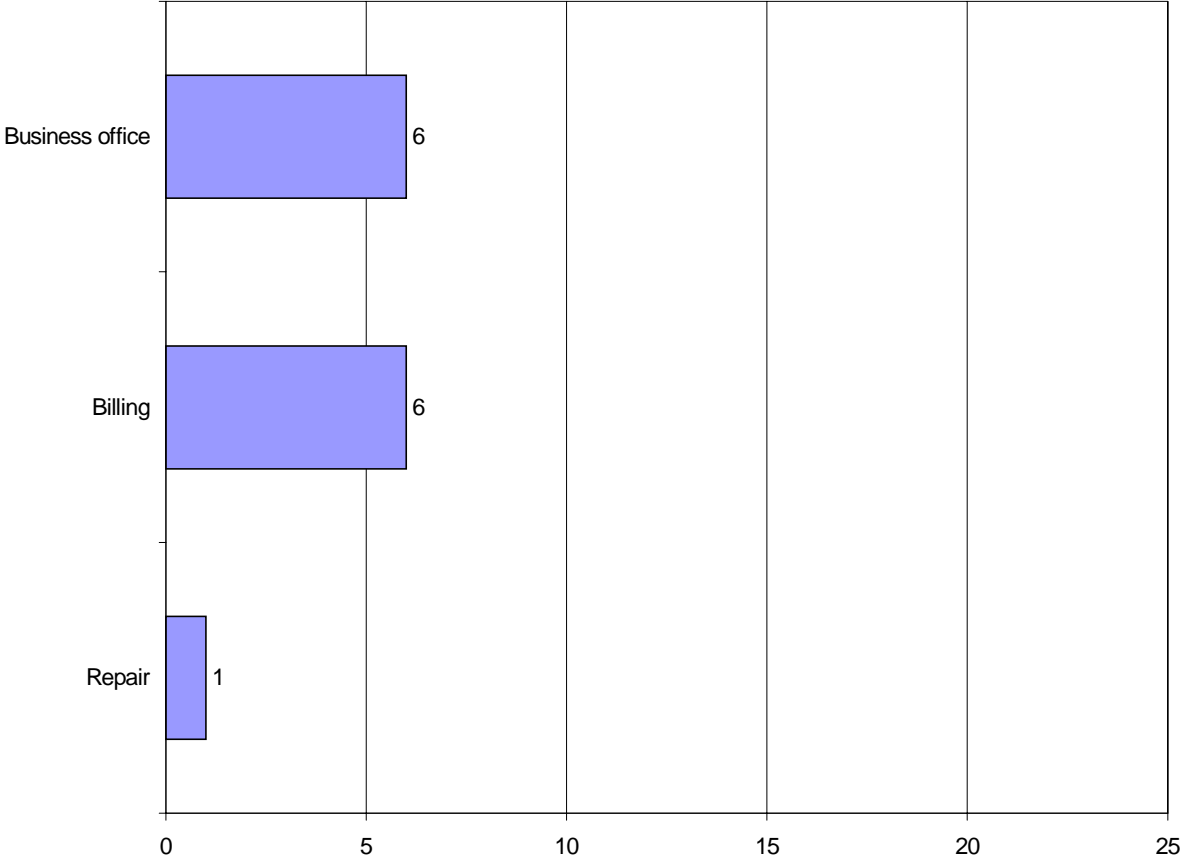
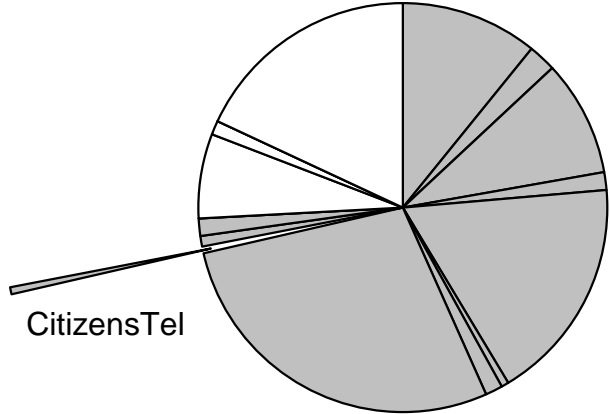


1999 total was 25



# CITIZENS TEL 2000 Complaints = 13

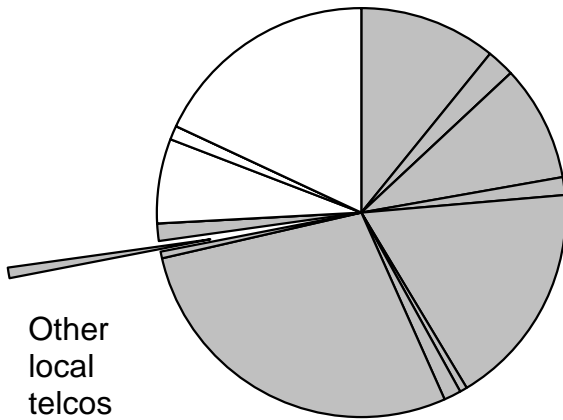
## Number of complaints by category



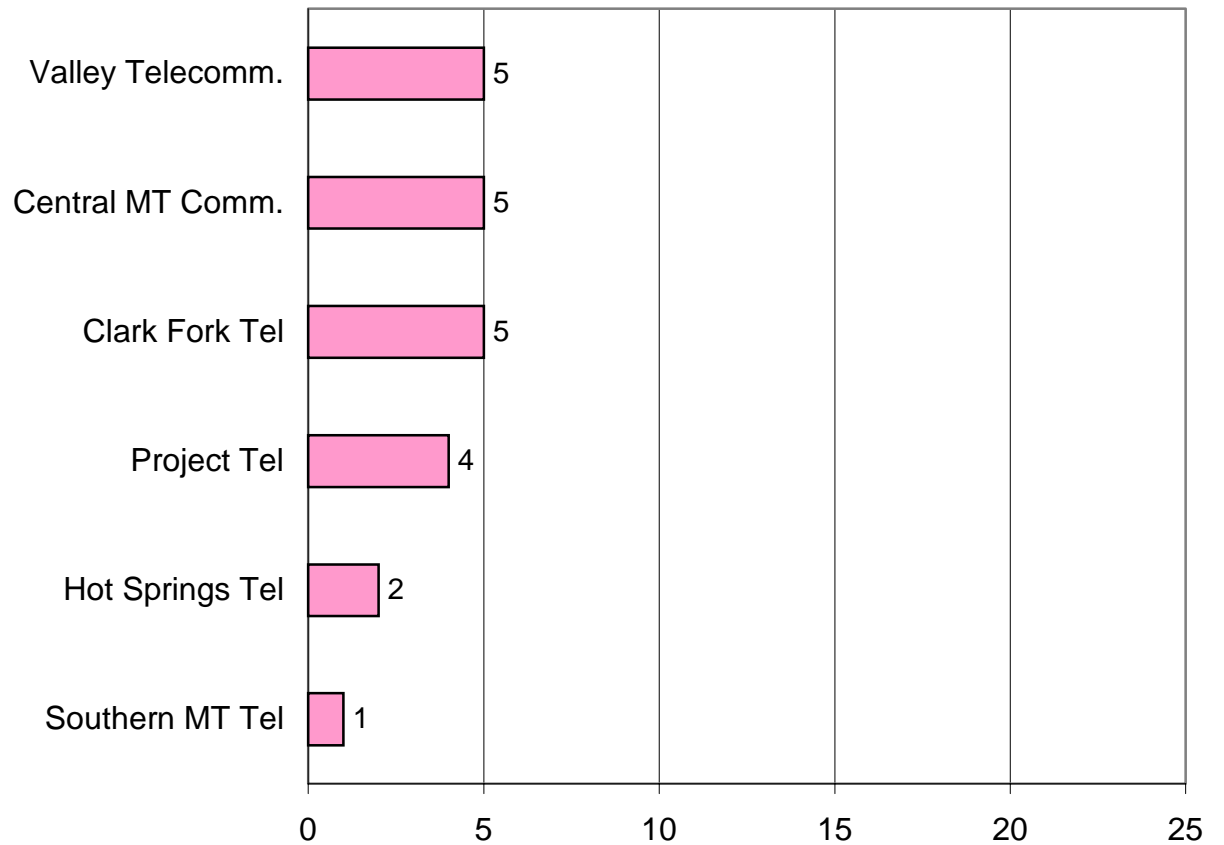
1999 total was 25

# OTHER LOCAL TELEPHONE COMPANIES

## 2000 Complaints = 13



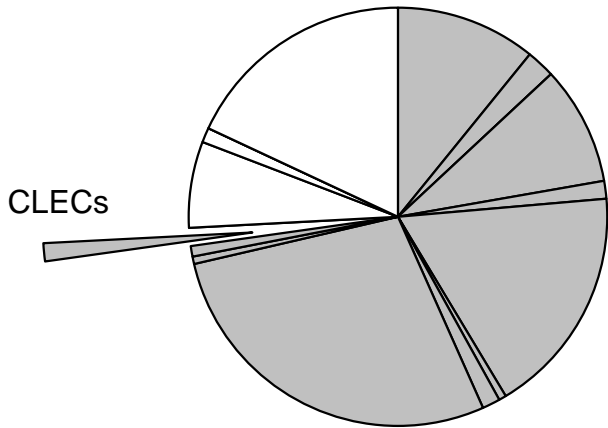
Number of complaints by category



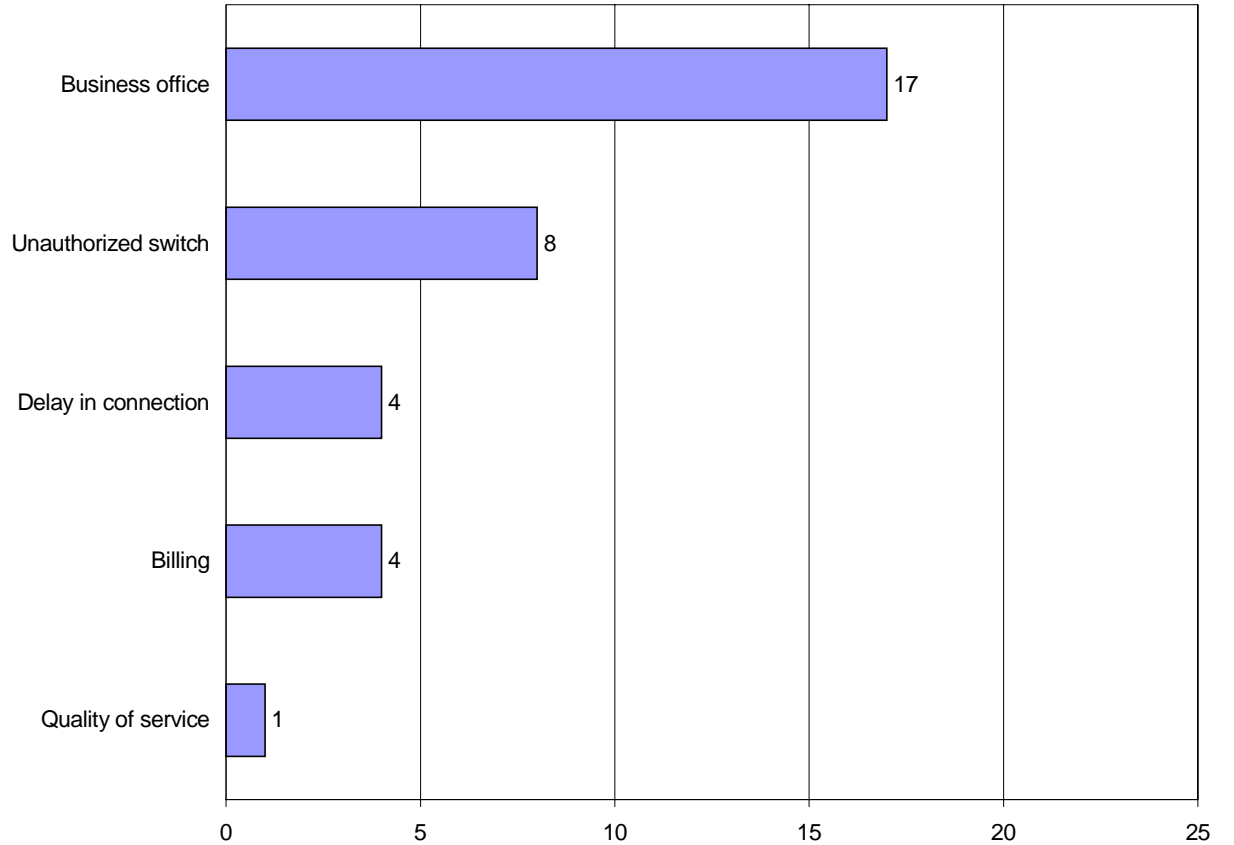
1999 total was 23

# COMPETITIVE LOCAL EXCHANGE CARRIERS

## 2000 Complaints = 34

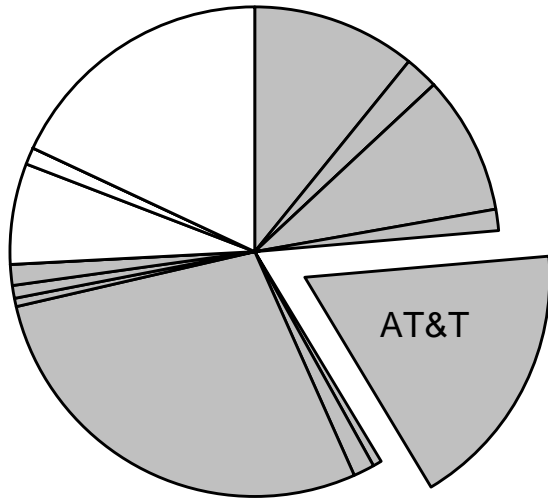


Number of complaints by category

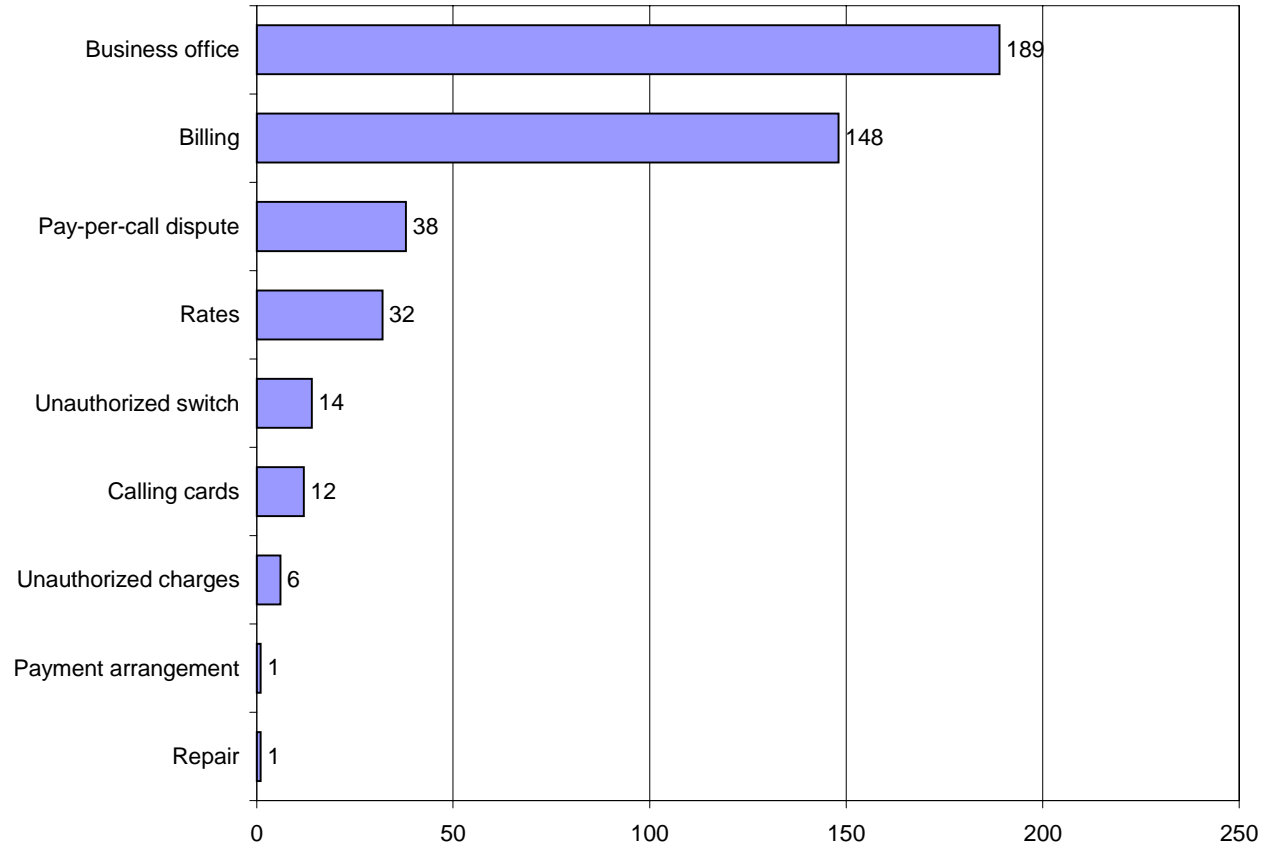


1999 total was 14

# AT&T 2000 Complaints = 441



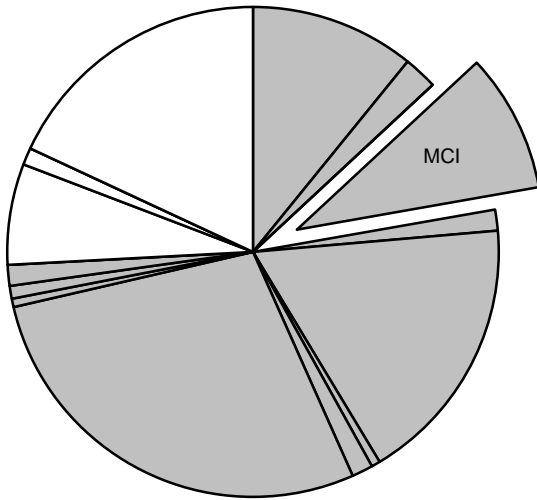
### Number of complaints by category



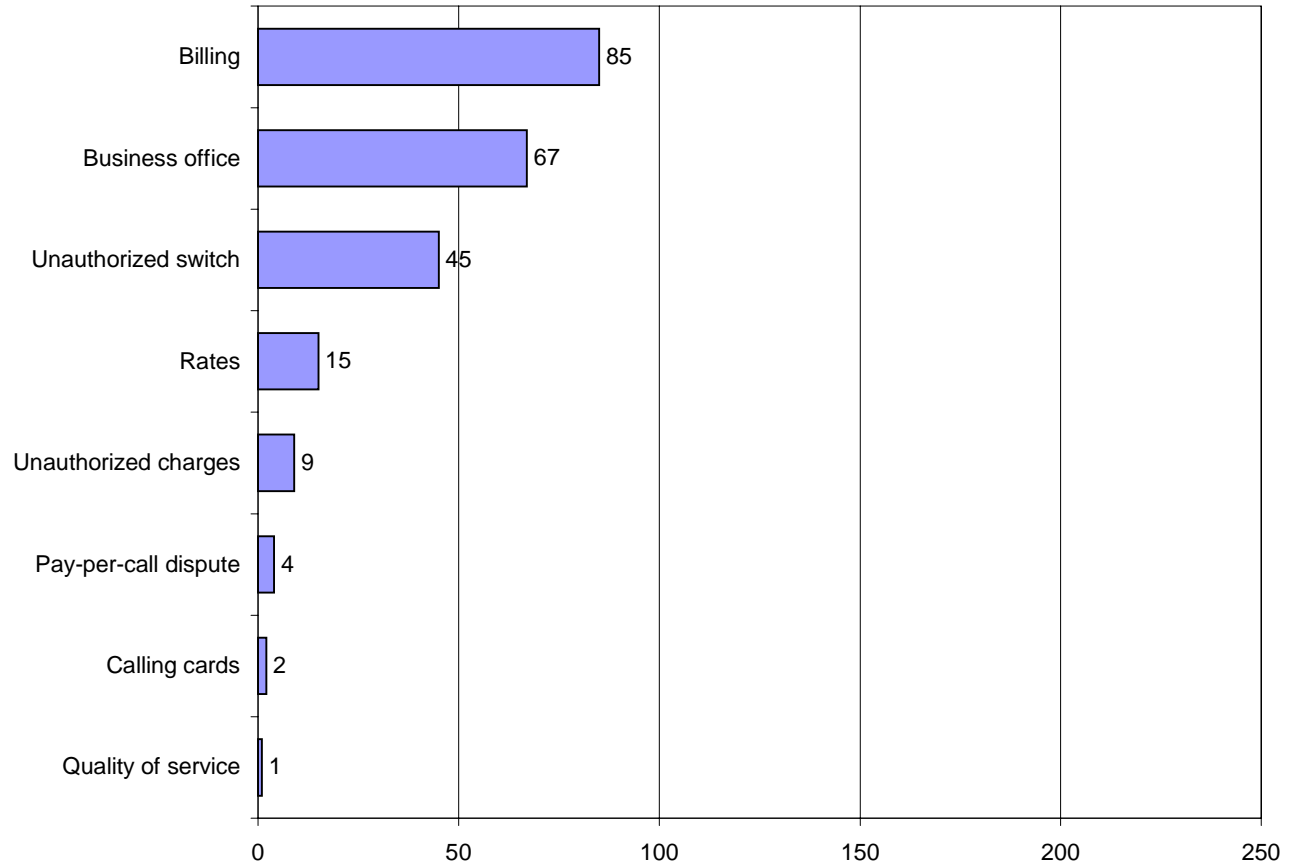
1999 total was 372

# MCI WORLDCOM

## 2000 Complaints = 228



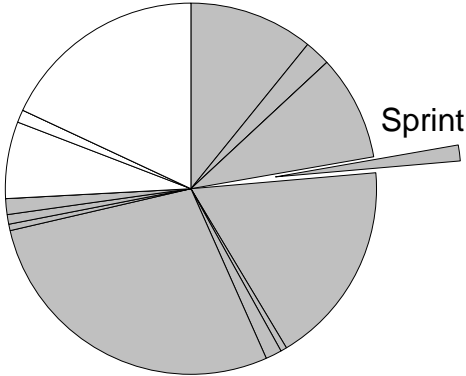
### Number of complaints by category



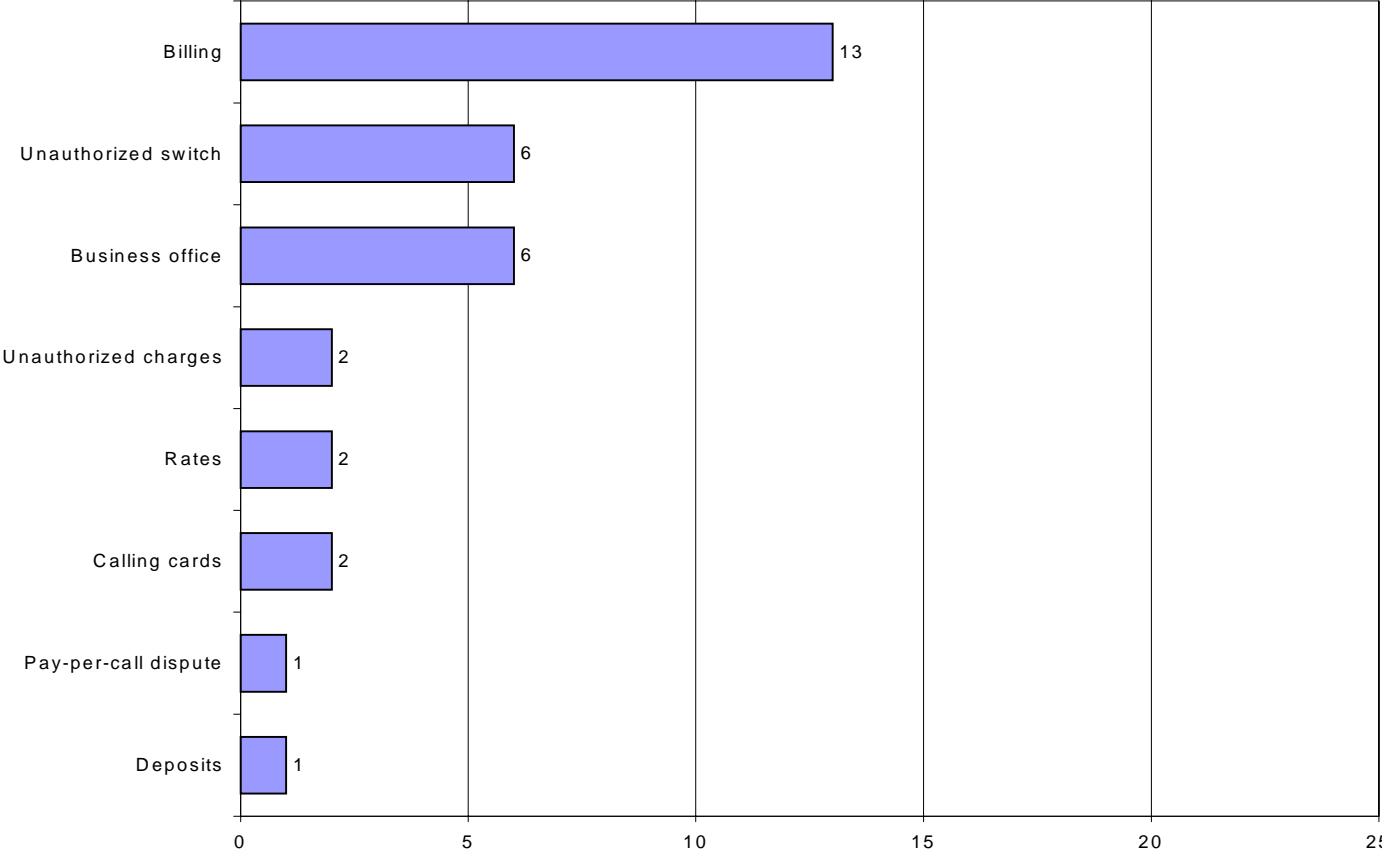
1999 total was 303

# SPRINT

## 2000 Complaints = 33

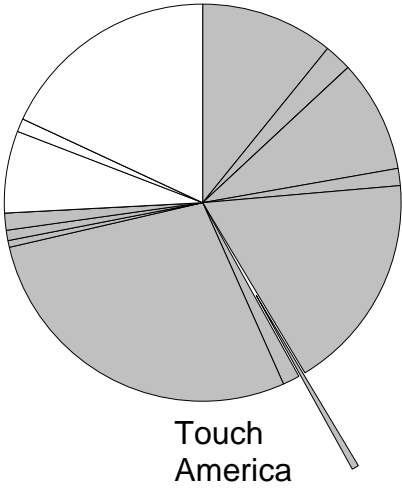


Number of complaints by category

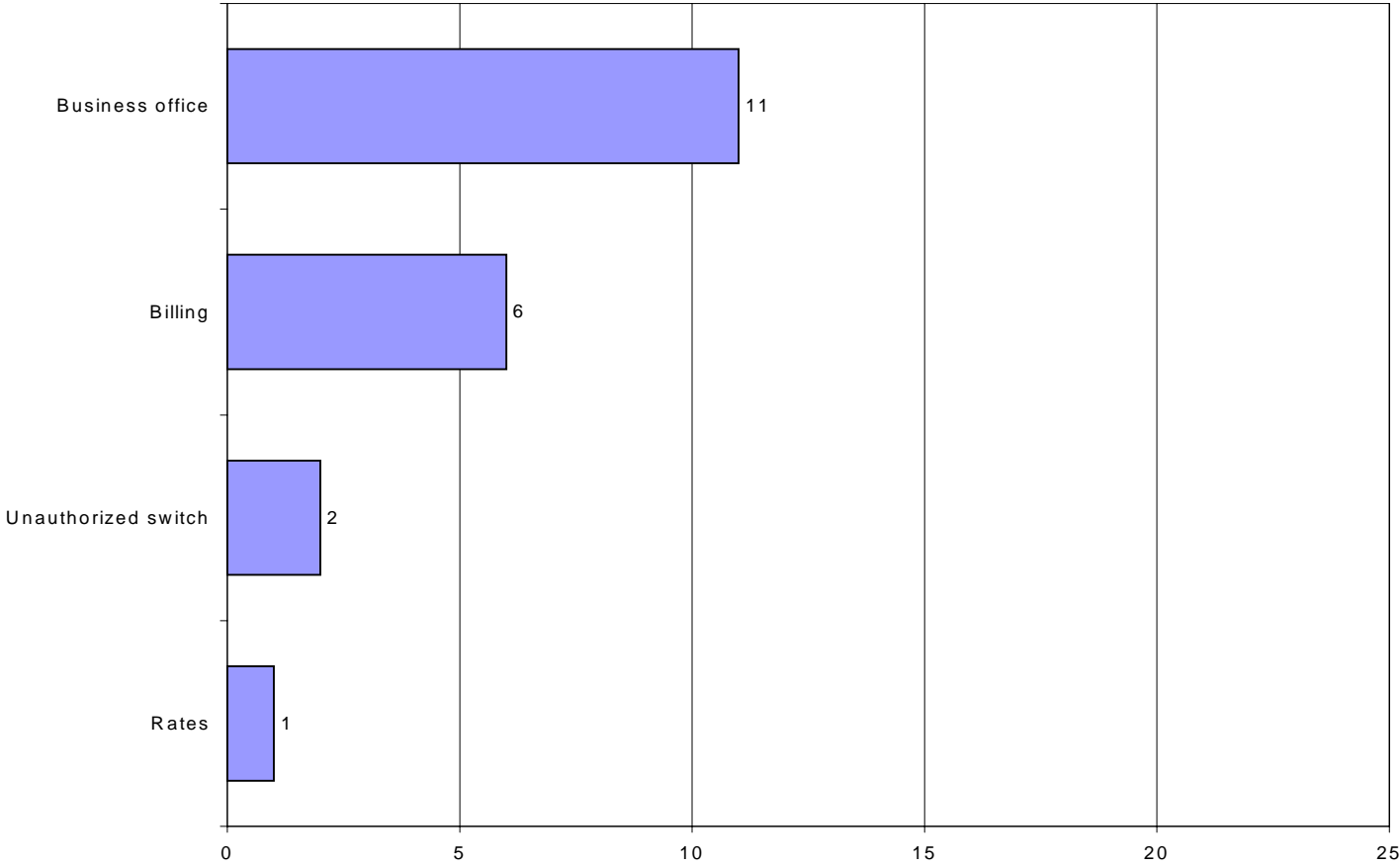


1999 total was 36

# TOUCH AMERICA 2000 Complaints = 20



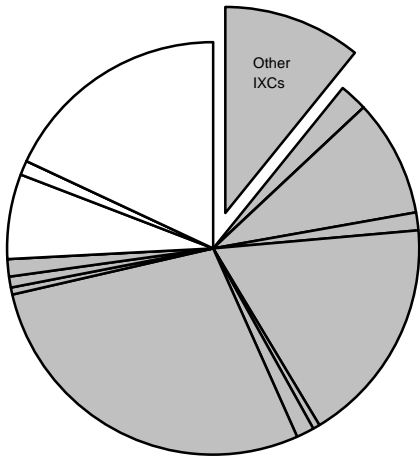
Number of complaints by category



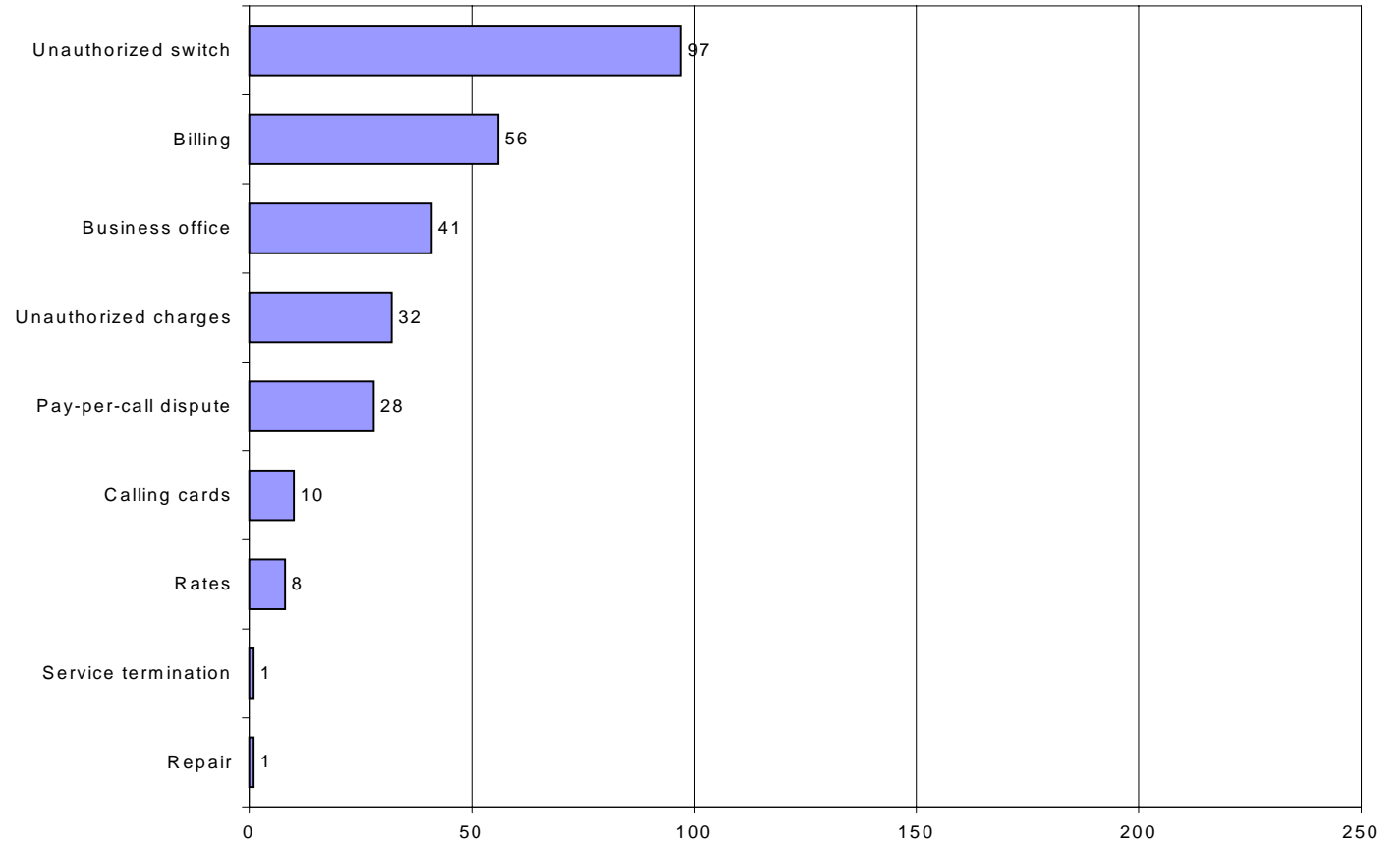
1999 total was 15

# OTHER INTEREXCHANGE CARRIERS

## 2000 Complaints = 274



Number of complaints by category

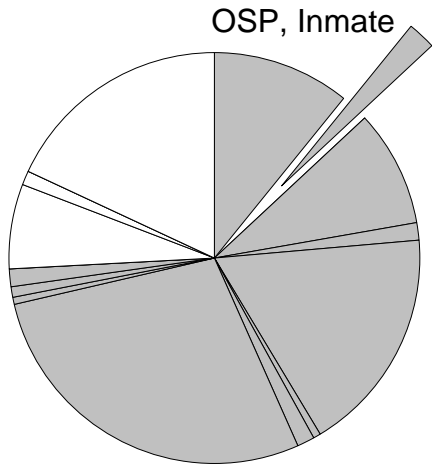


1999 total was 671

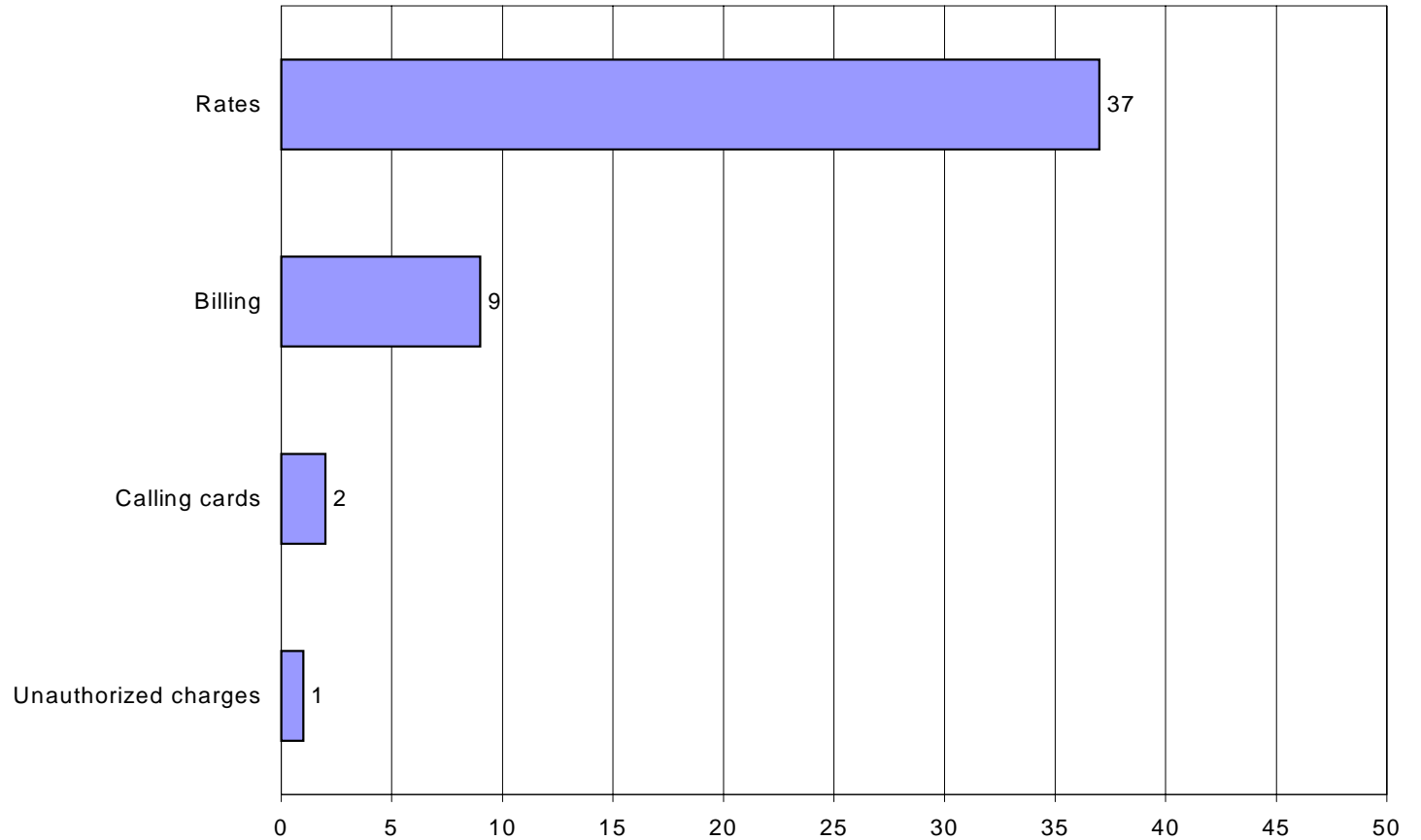


# OPERATOR SERVICE PROVIDERS & INMATE CALLING PROVIDERS

## 2000 Complaints = 49



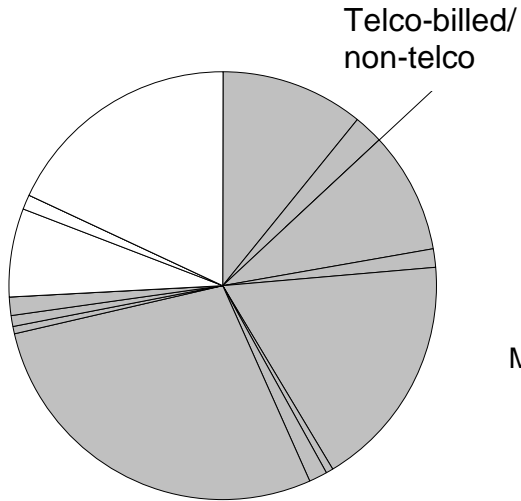
### Number of complaints by category



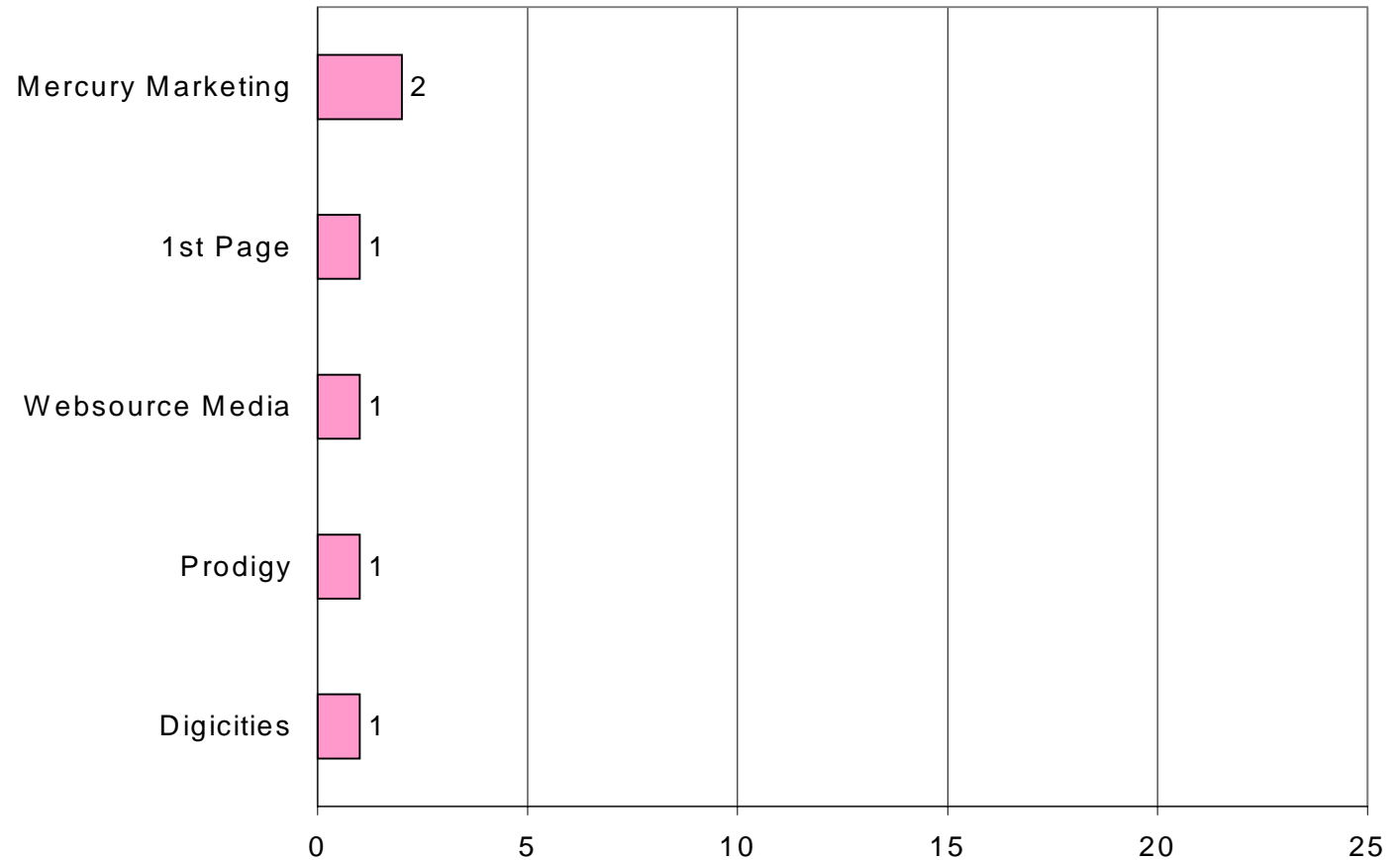
1999 total was 58

# TELEPHONE COMPANY-BILLED, BUT NON-TELCO CHARGES

## 2000 Complaints = 6



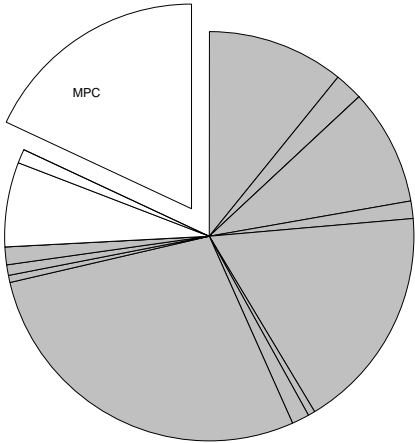
### Number of complaints by category



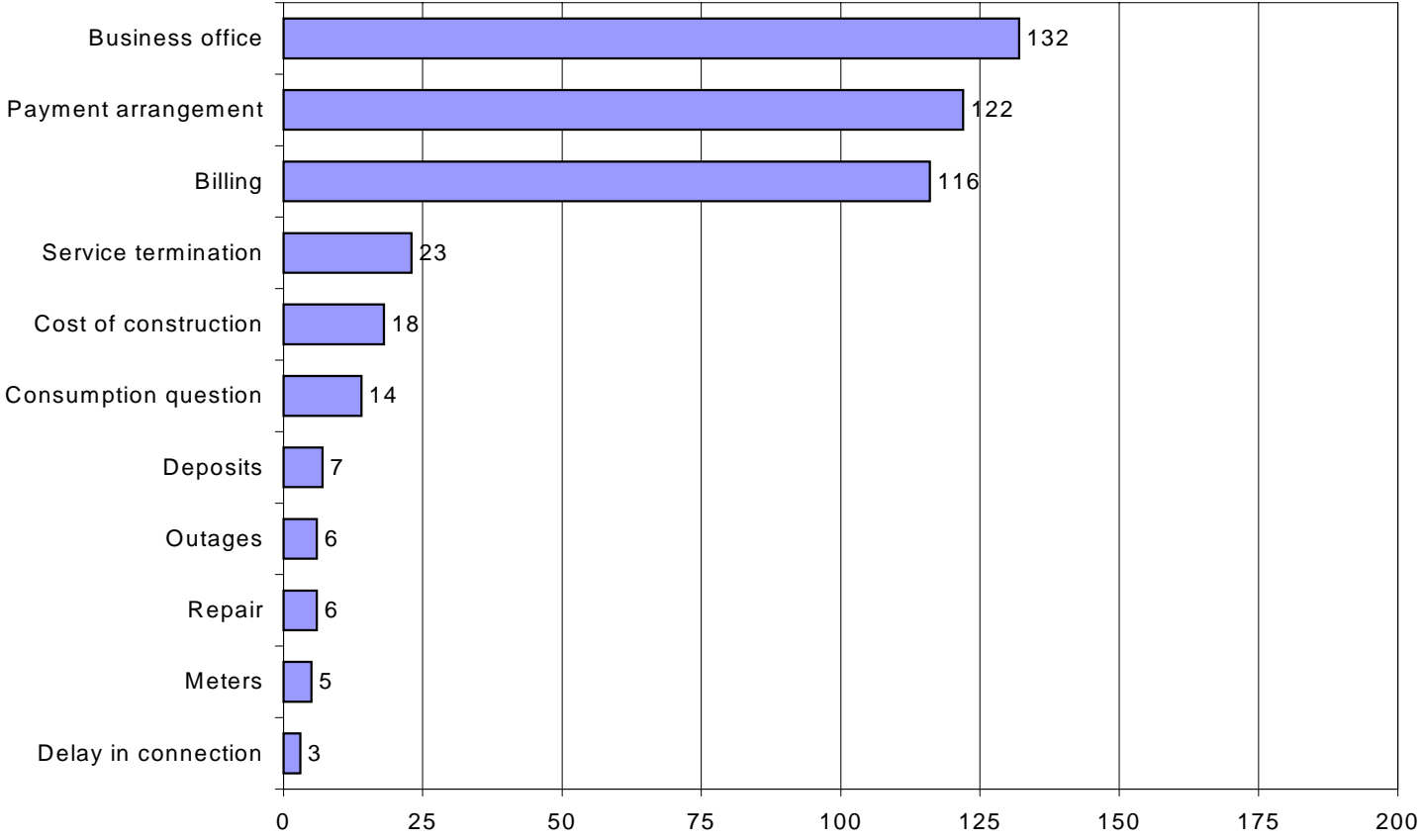
1999 total was 44

# MONTANA POWER COMPANY

## 2000 Complaints = 452

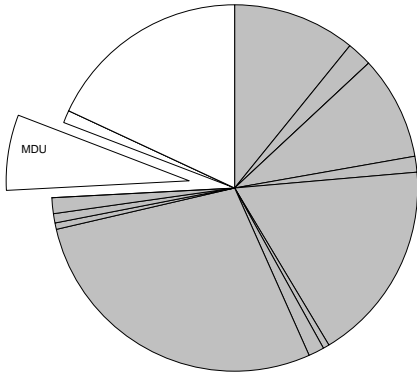


Number of complaints by category

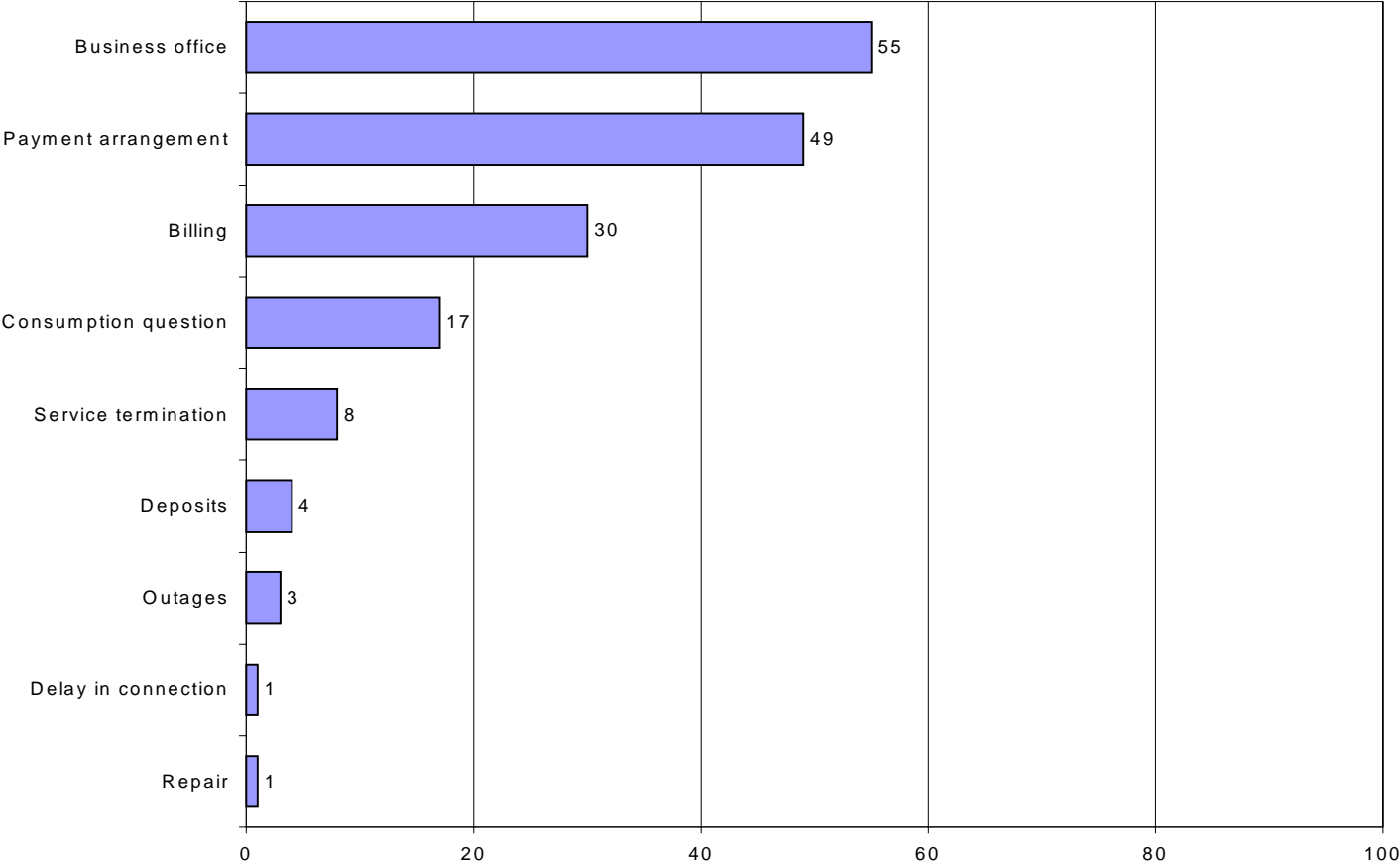


1999 total was 396

# MONTANA-DAKOTA UTILITIES CO. 2000 Complaints = 168



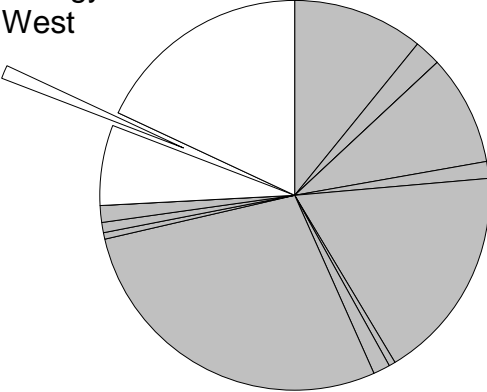
Number of complaints by category



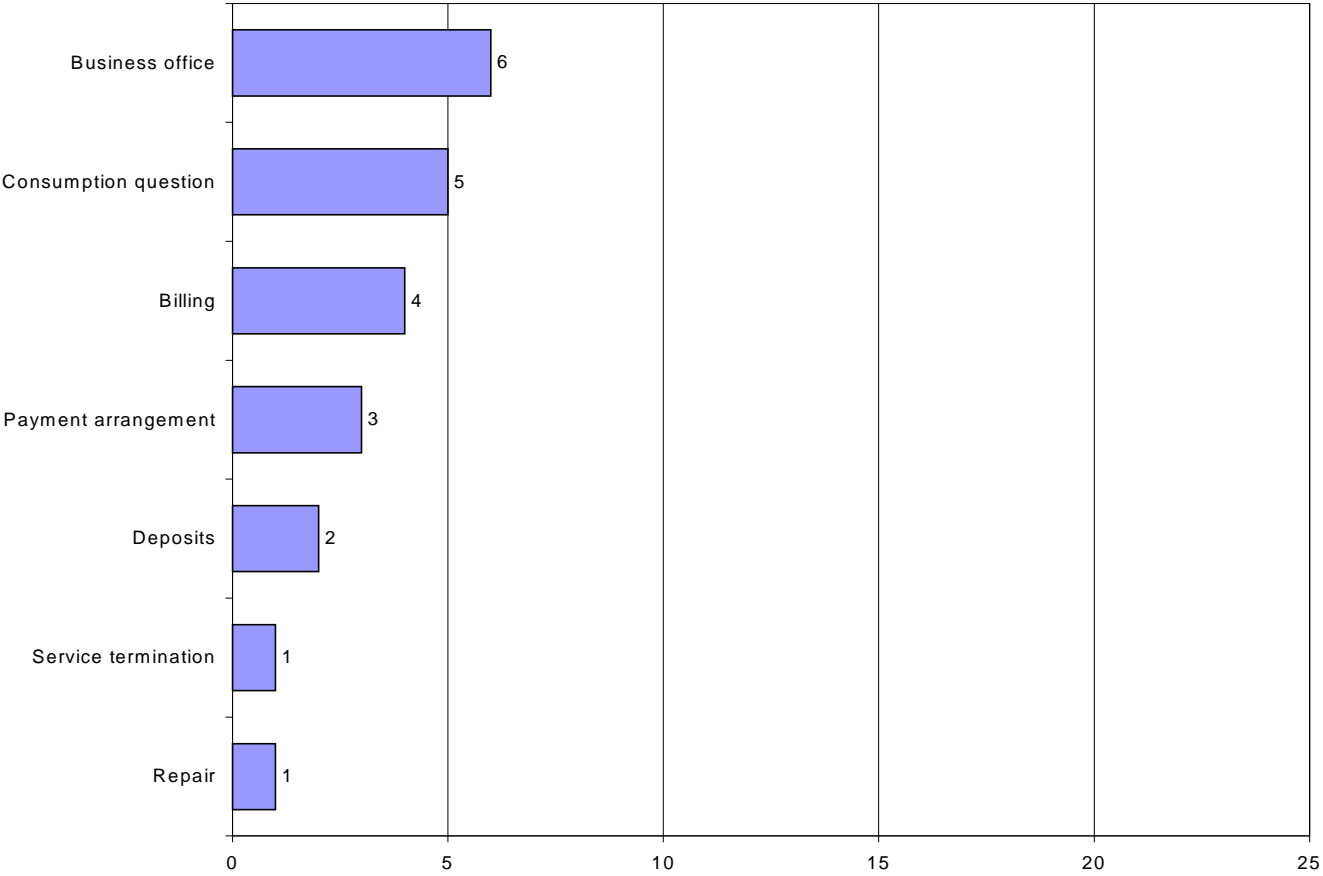
1999 total was 112

# ENERGY WEST MONTANA 2000 Complaints = 22

Energy  
West



### Number of complaints by category



1999 total was 16