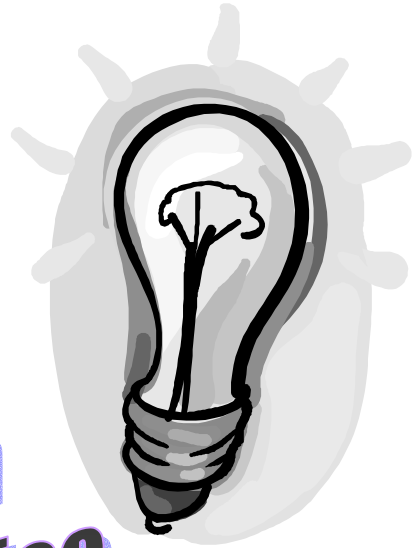
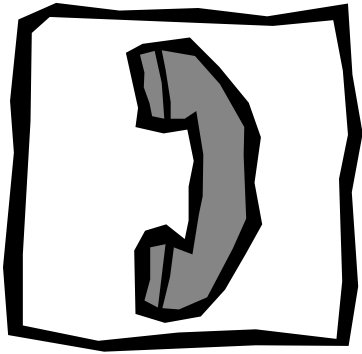


Utility Consumer Complaints

Annual Report, 2003



**Montana
Public Service
Commission**



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Changes from 2002 to 2003

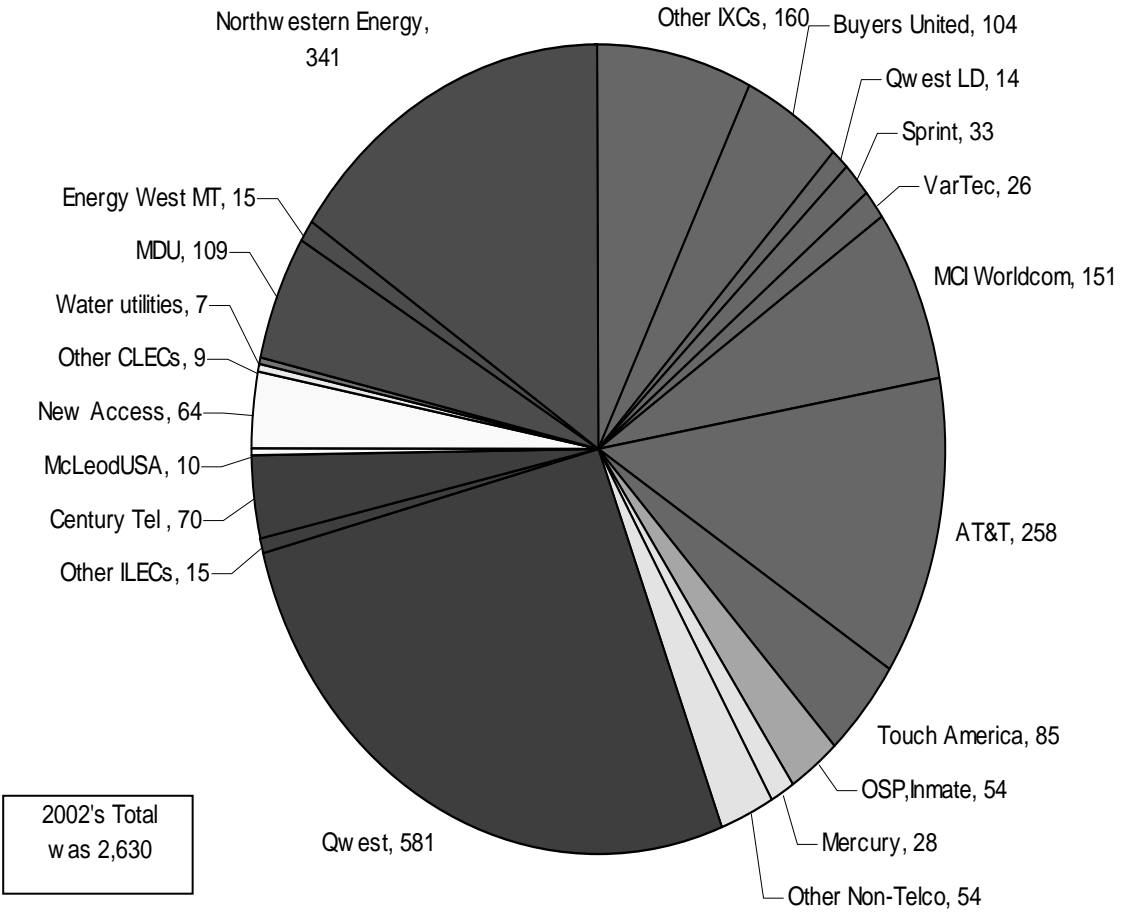
The total number of complaints from 2002 to 2003 dropped 442, a 16.8% reduction. A few notable statistics follow.

1. Qwest, an ILEC, complaints dropped 344, a 37% decline.
2. McLeodUSA, a CLEC, complaints dropped to 10 from 31.
3. Montana-Dakota Utilities complaints increased from 72 to 109.
4. AT&T complaints increased from 227 to 258.

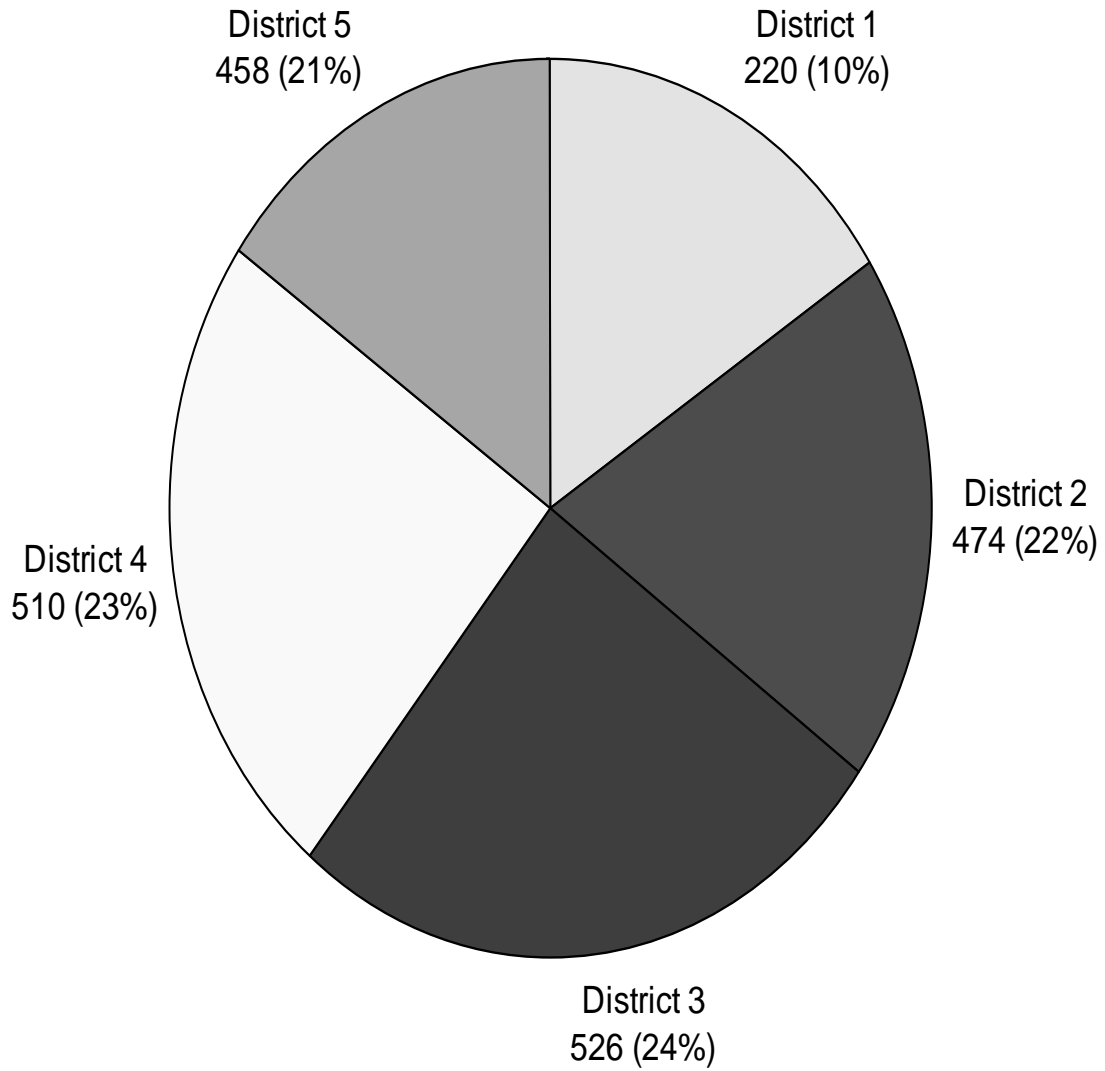
Complaint Percentages by Company

Qwest - 26.6% .15% (percentage of complaints compared to total MT customers)(est.)
 NorthWestern Energy - 15.6% .099% (percentage of complaints compared to total MT customers)
 AT&T - 11.8% .21% (percentage of complaints compared to total MT customers)
 Other IXC's - 7.4%
 MCI WorldCom - 6.9%
 MDU - 5.0% .14% (percentage of complaints compared to total MT customers)
 Buyers United - 4.8%
 Touch America - 3.8%
 Century Tel - 3.2%
 New Access - 2.9%
 OSP, Inmate - 2.4%
 Other Non-Telco - 2.4%
 Sprint - 1.5%
 Mercury - 1.3%
 VarTec - 1.2%
 Other ILECs - .7%
 Energy West - .7% .06% (percentage of complaints compared to total MT customers)
 Qwest LD - .6%
 McLeodUSA - .5%
 Other CLECs - .4%
 Water Utilities - .3%

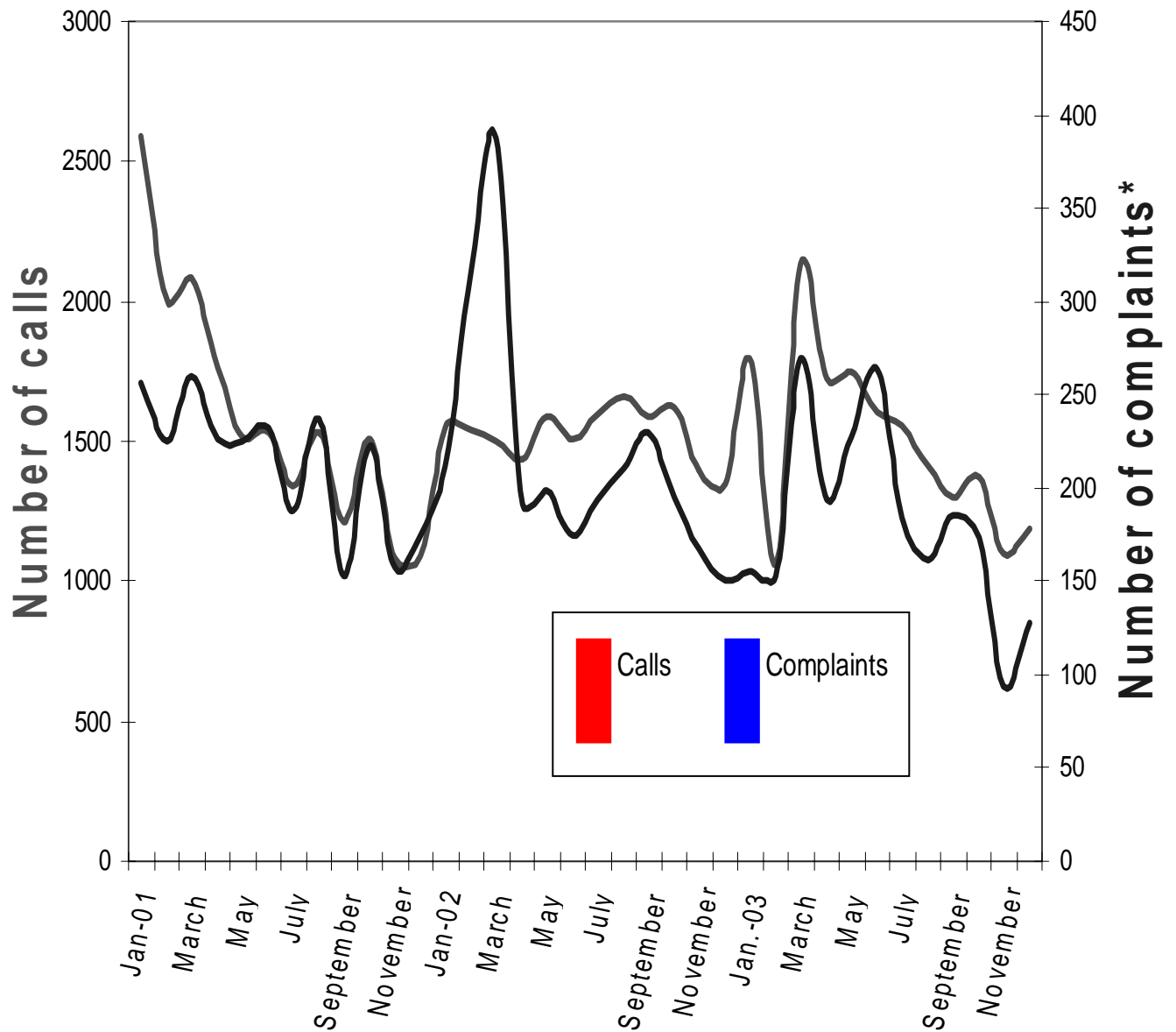
Year 2003 Consumer Complaints By Utility - Total # Informal Complaints - 2,188



2003 Complaints by PSC District

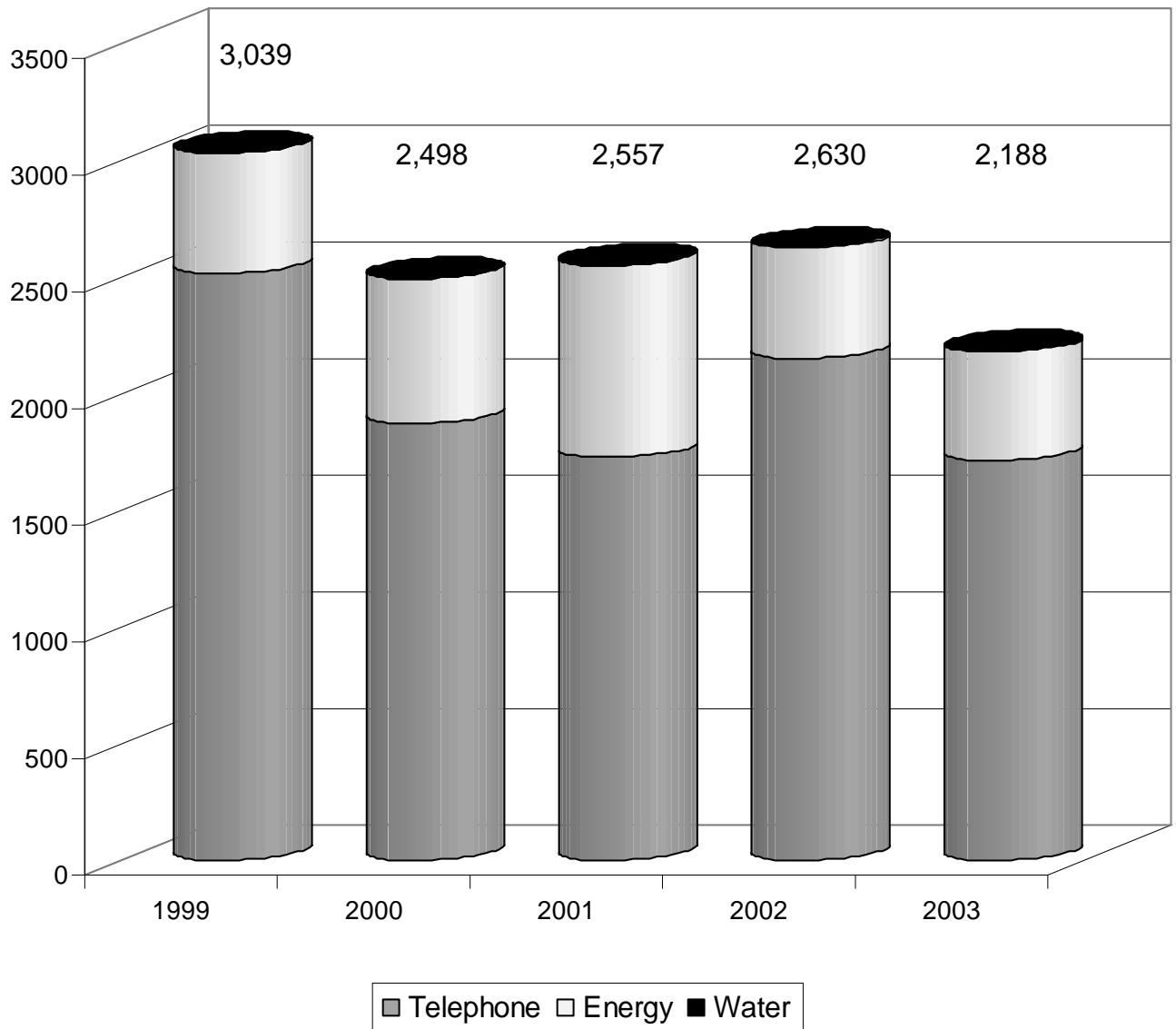


Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2001-2002-2003

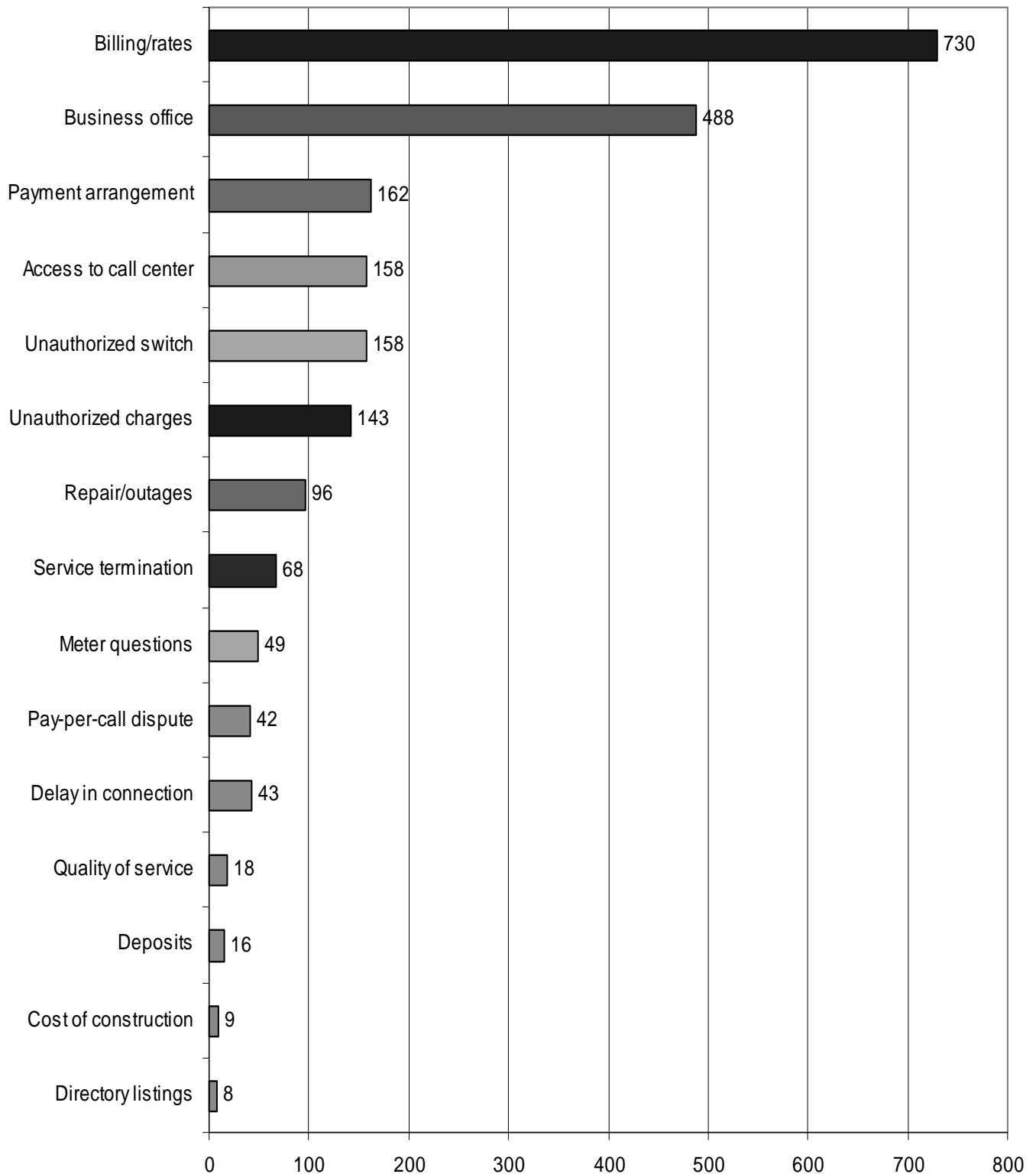


*A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.

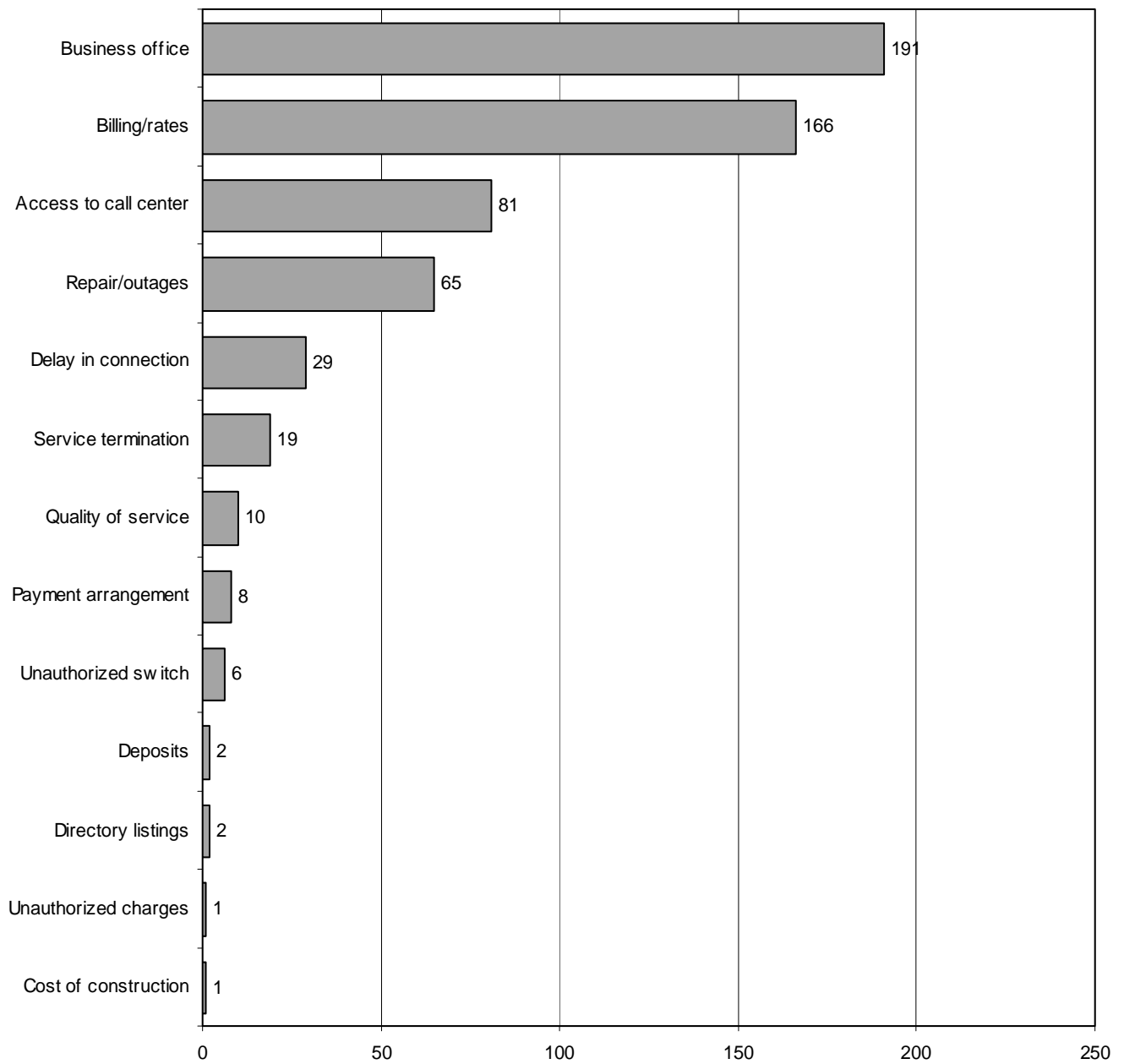
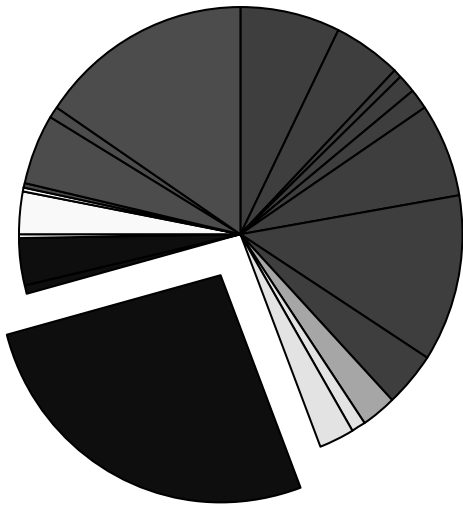
PSC complaints from 1999 through 2003 by service type



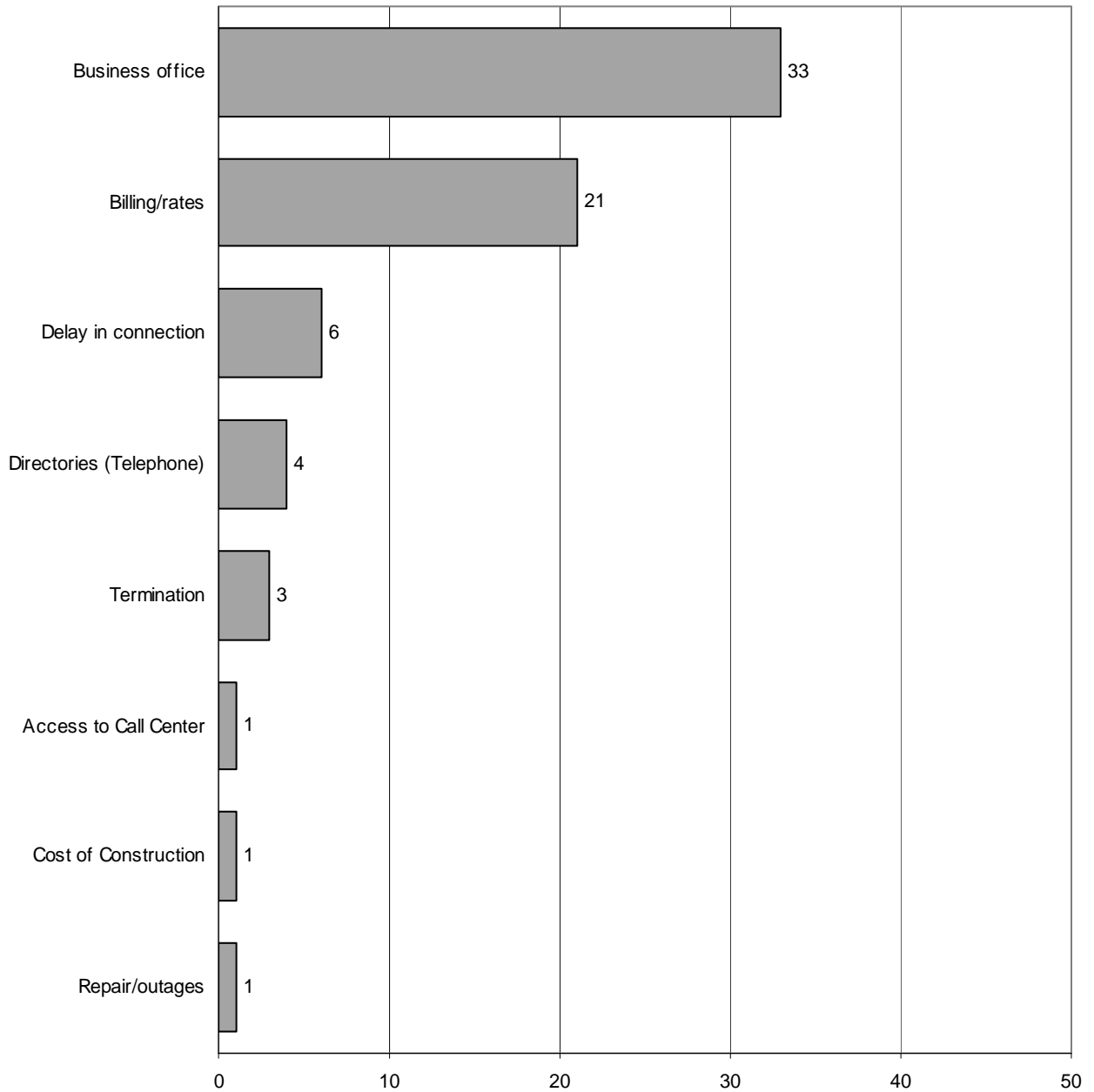
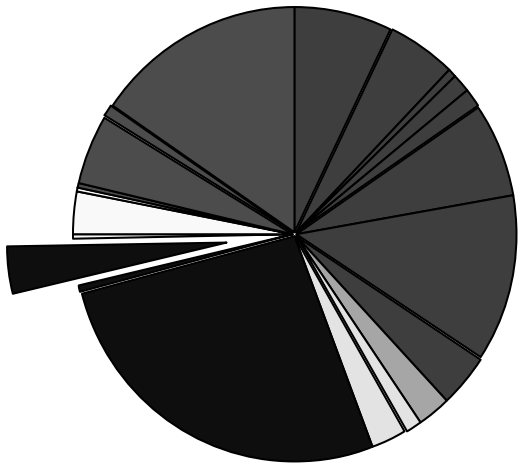
Year 2003 PSC Consumer Complaints by Complaint Category



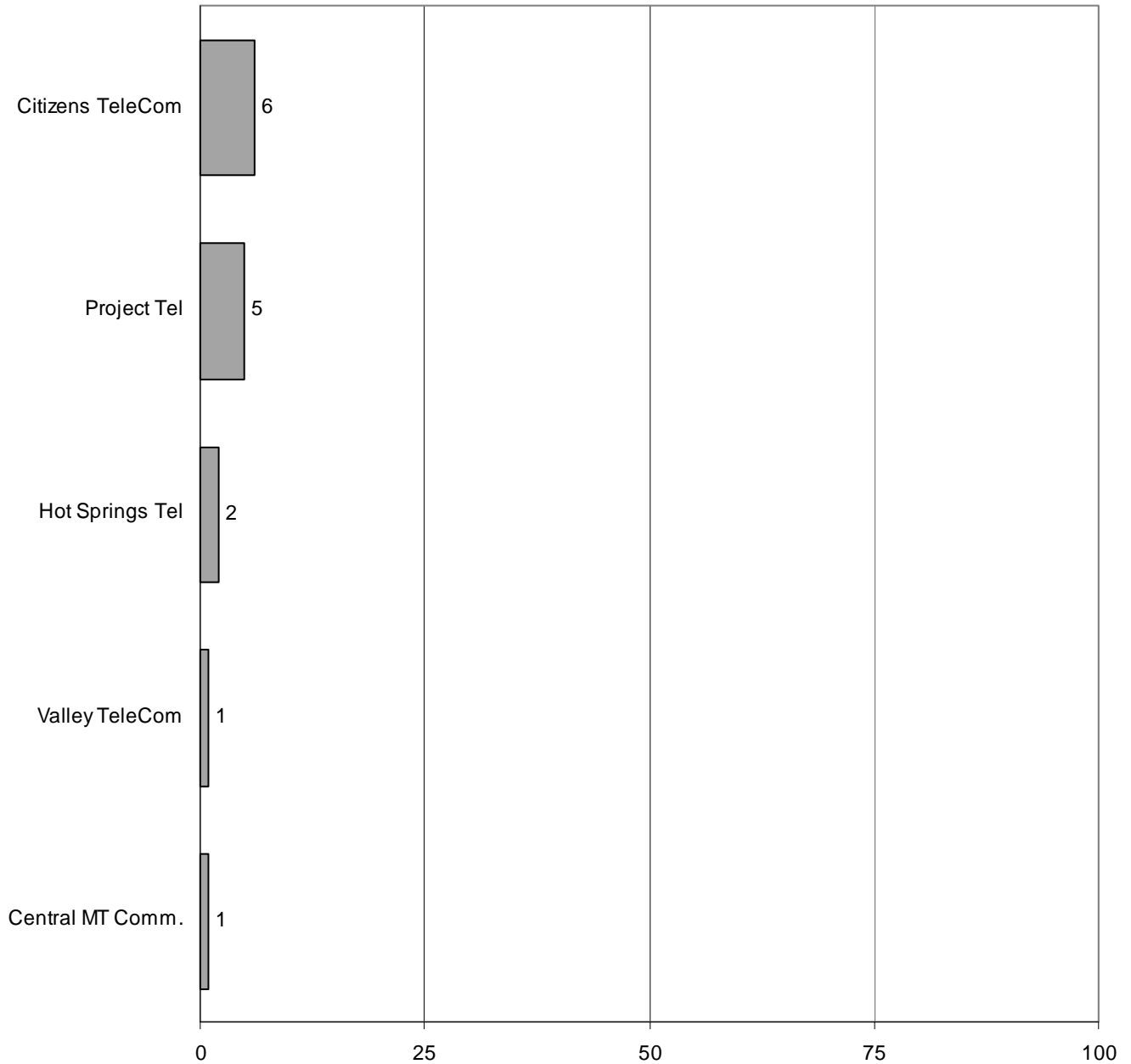
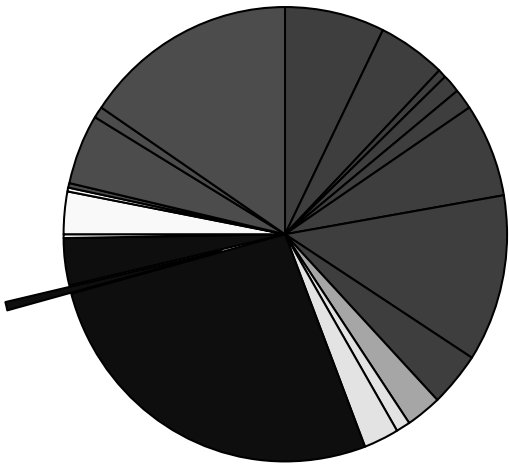
Qwest Corporation 2003 Complaints 581 Total



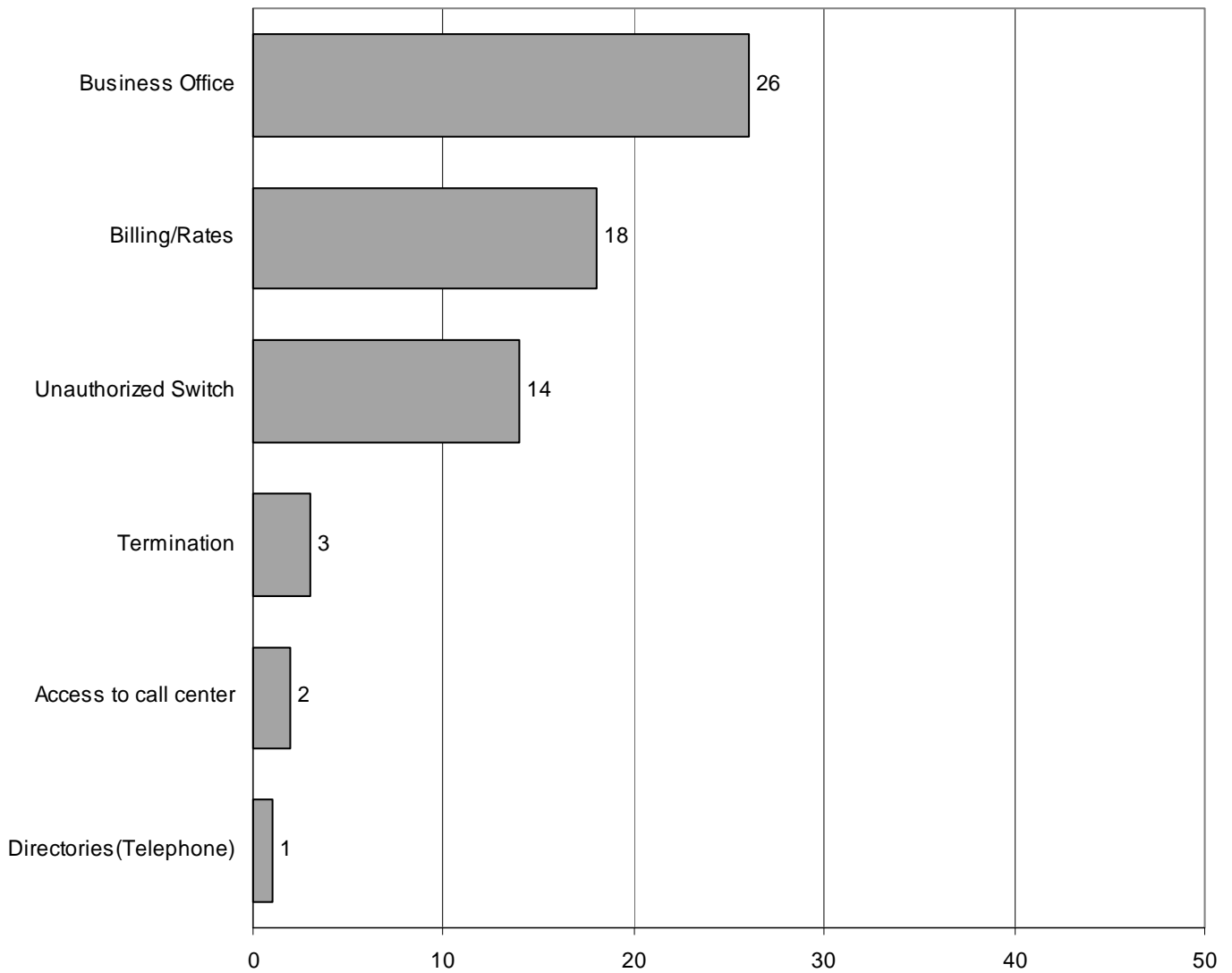
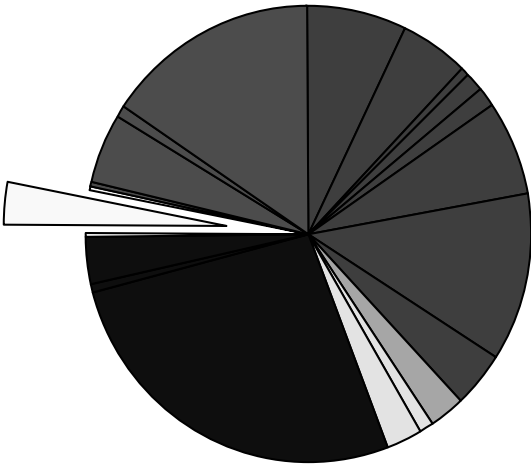
Century Tel of Montana 2003 Complaints 70 Total



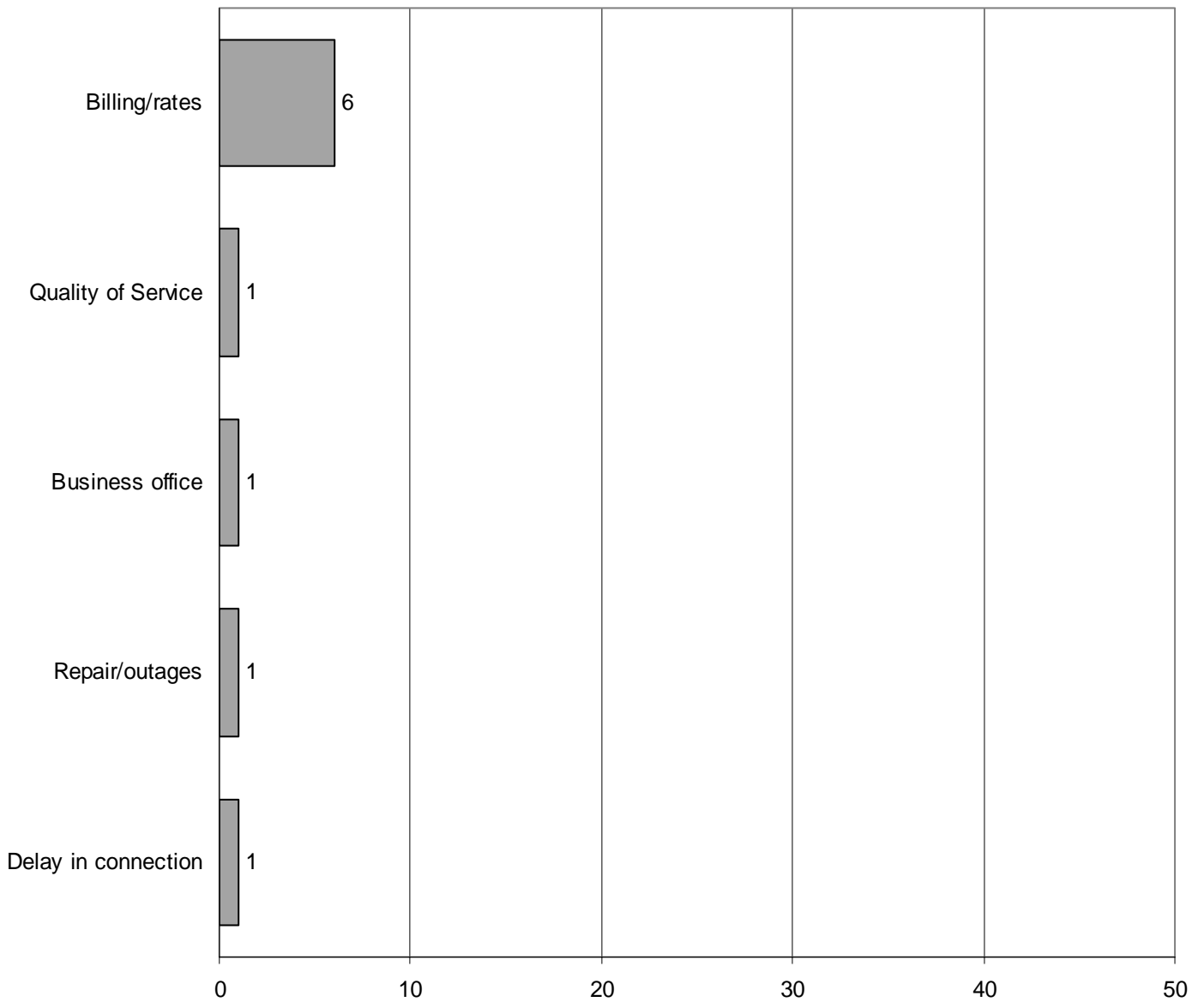
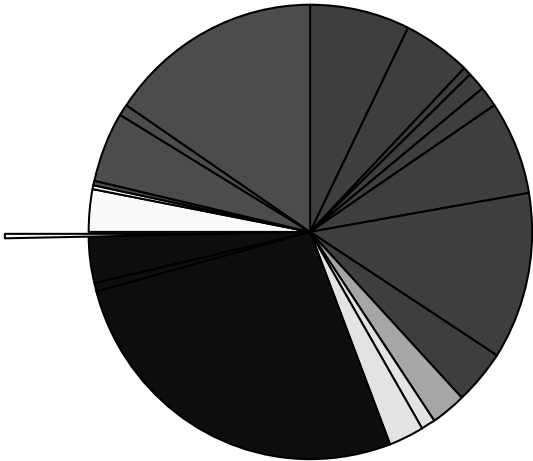
Other Incumbent Local Exchange Carriers (ILECs) 2003 Complaints 15 Total



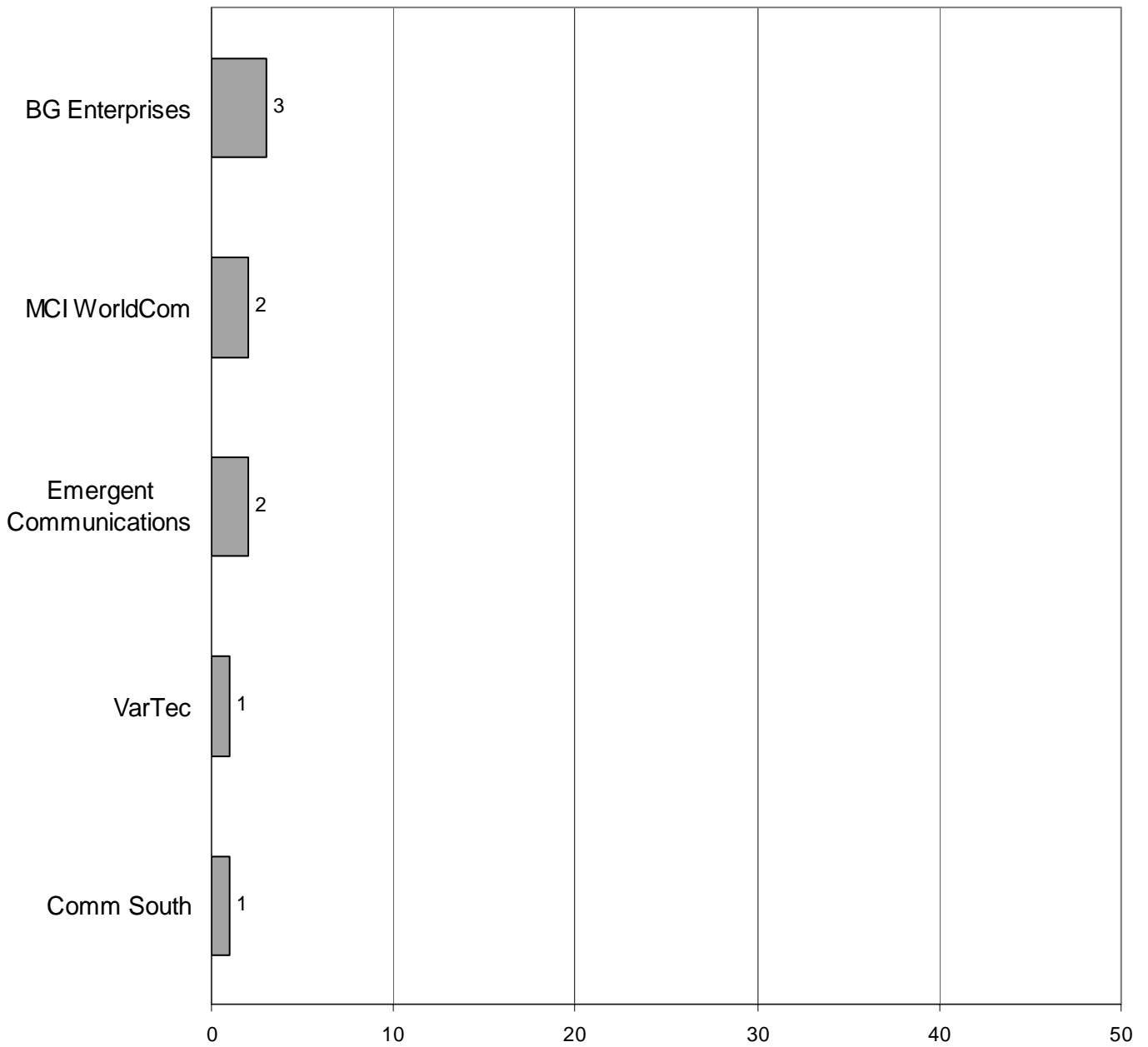
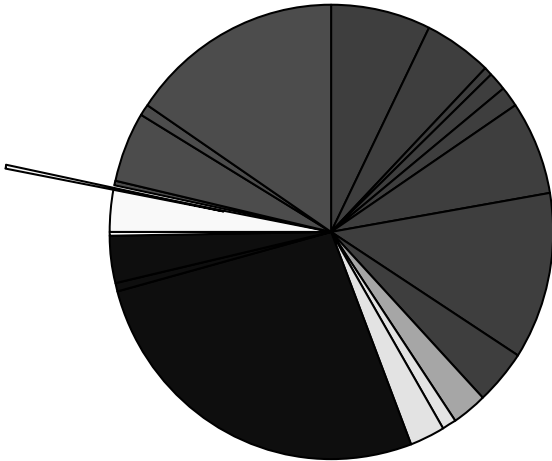
New Access Communications 2003 Complaints 64 Total



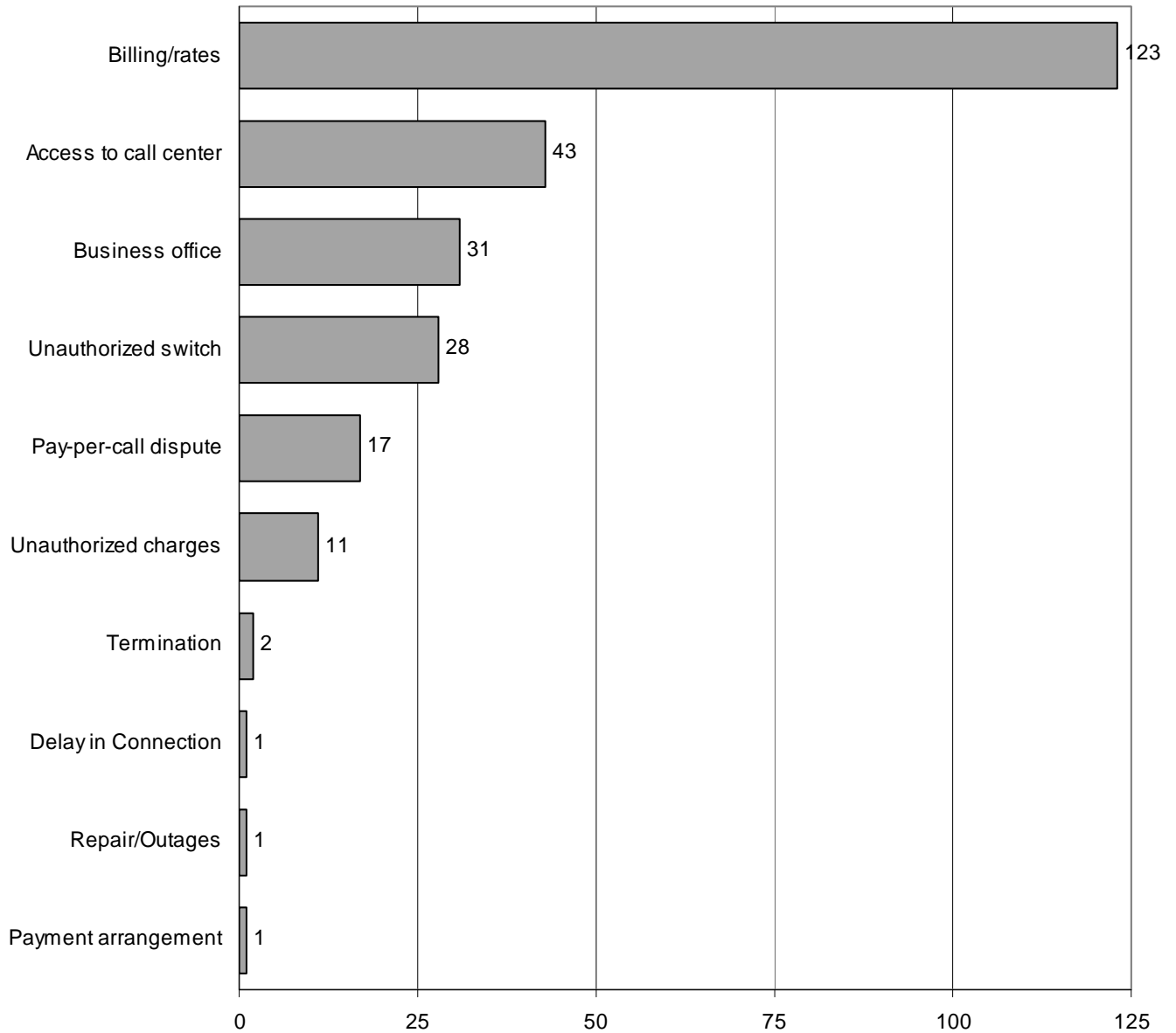
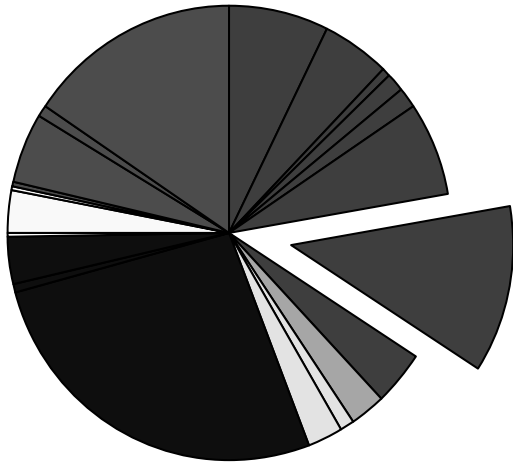
McLeodUSA 2003 Complaints 10 Total



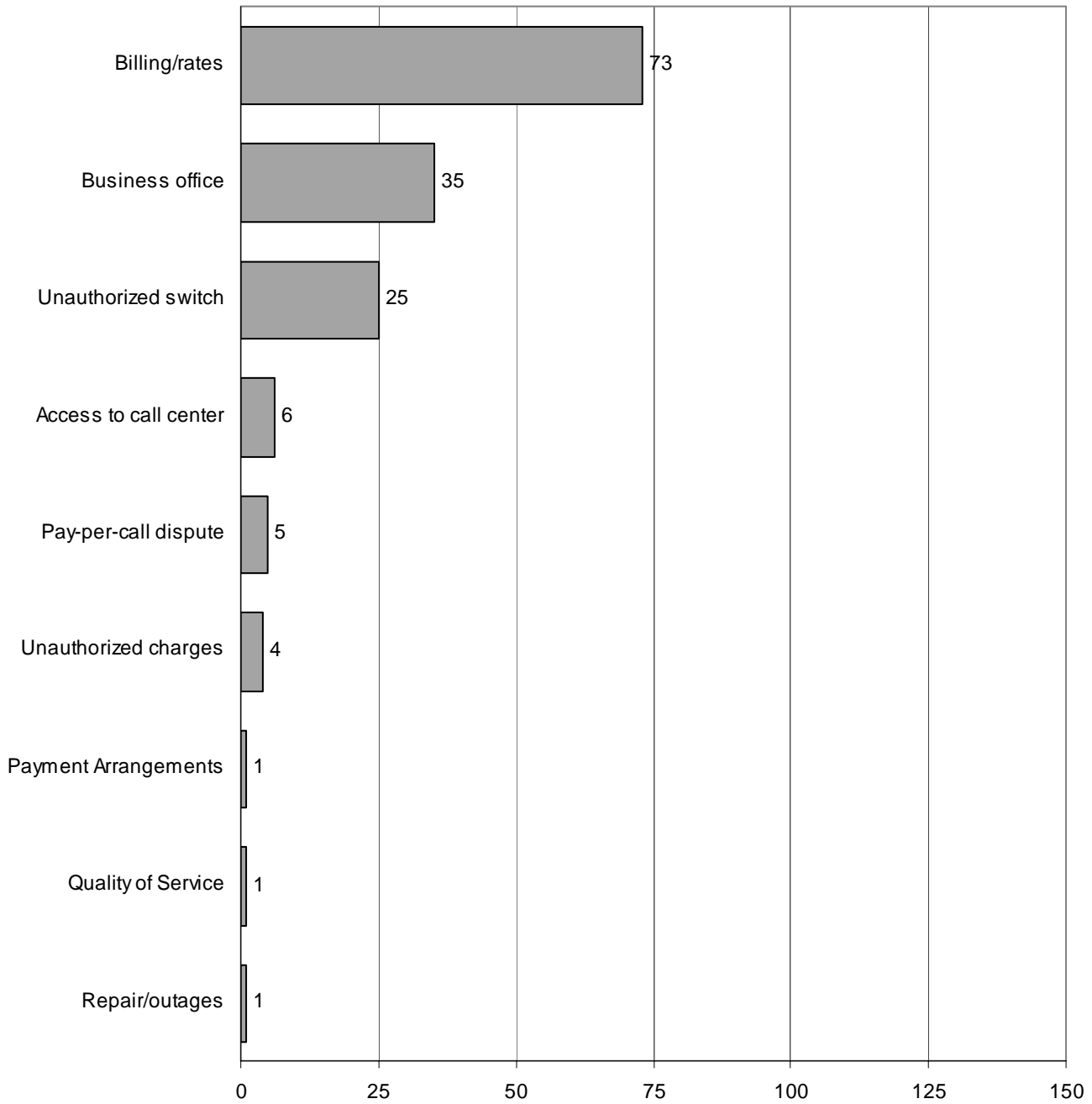
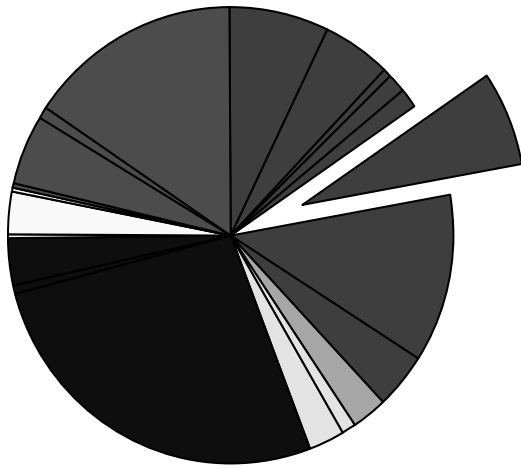
Other Competitive Local Exchange Carriers (CLECs) 9 Total



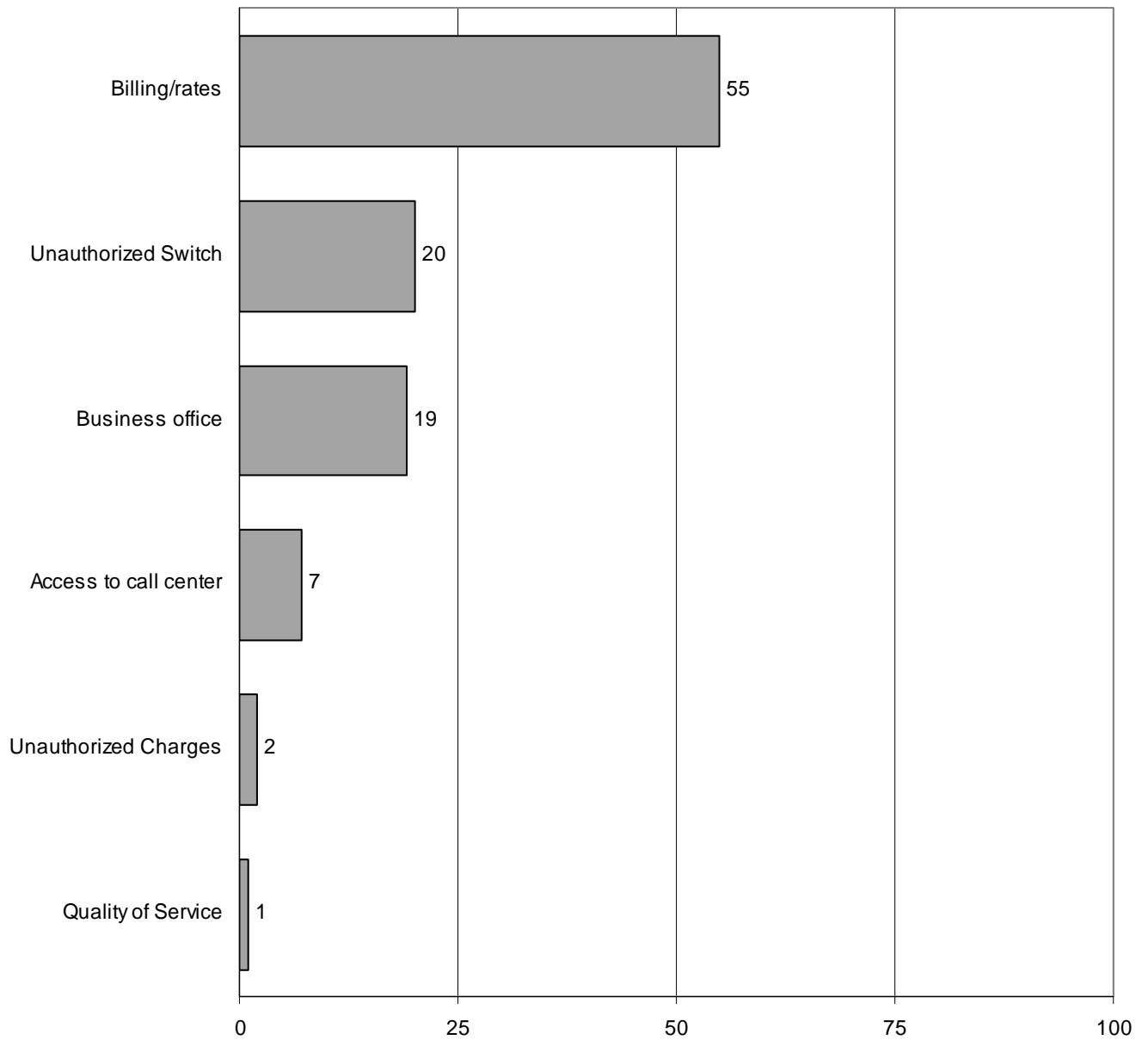
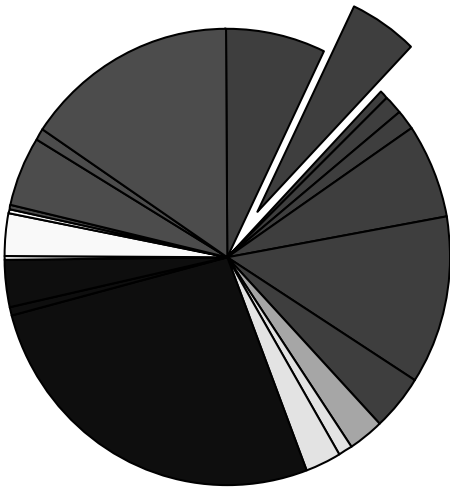
AT&T 2003 Complaints 258 Total



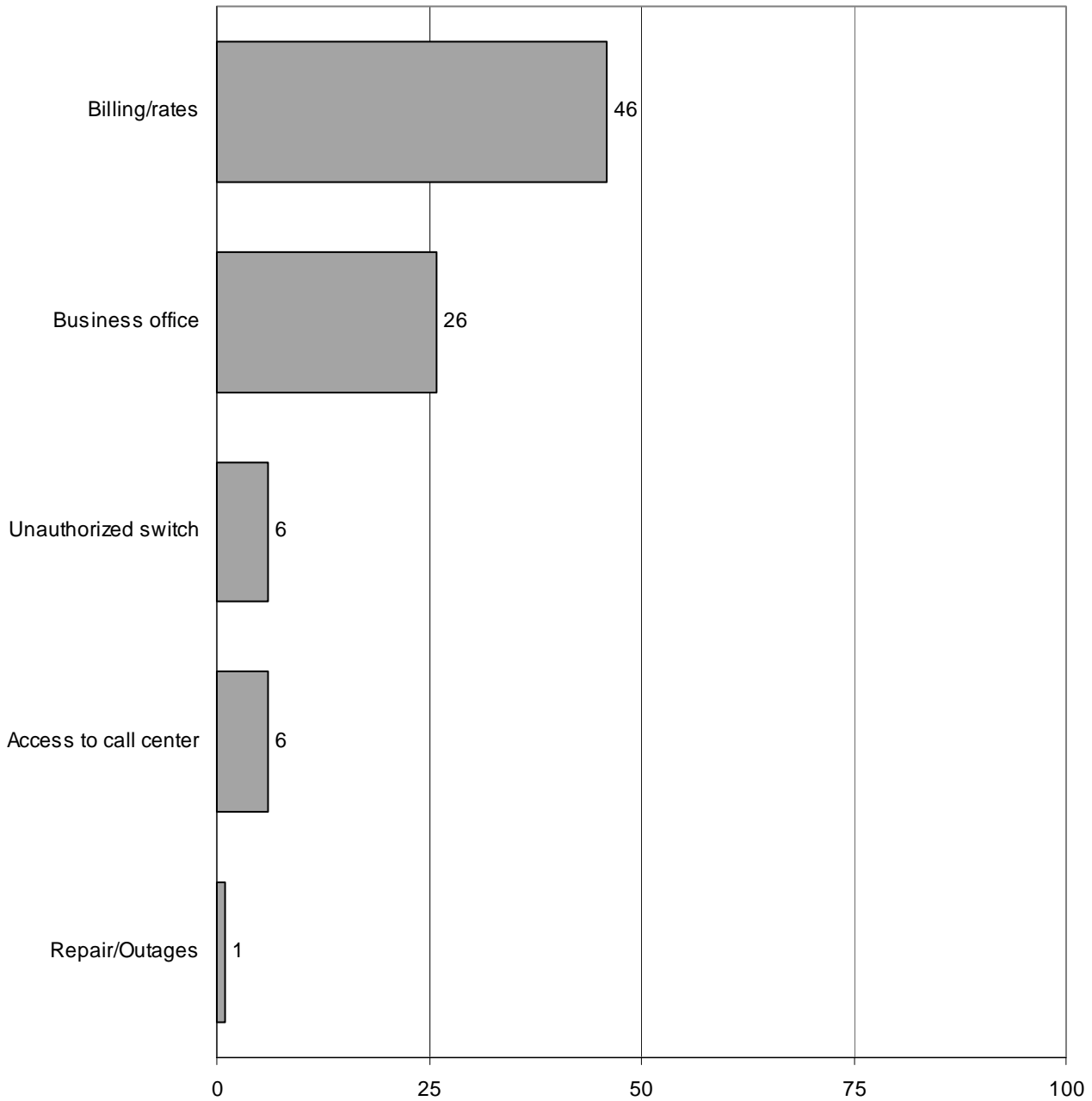
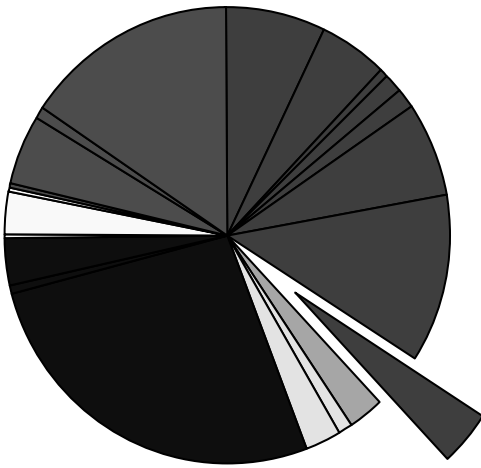
MCI WorldCom Communications 2003 Complaints 151 Total



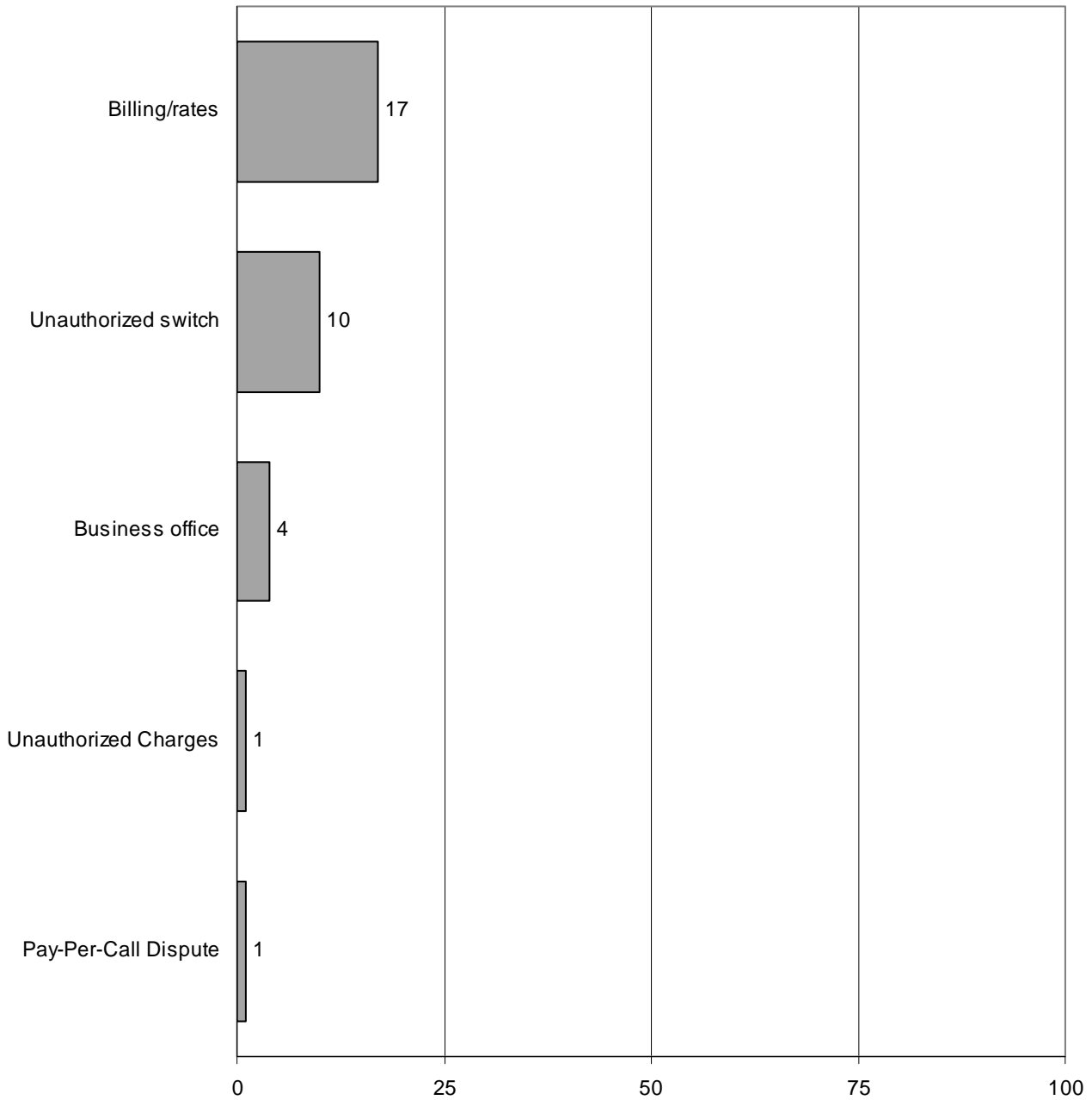
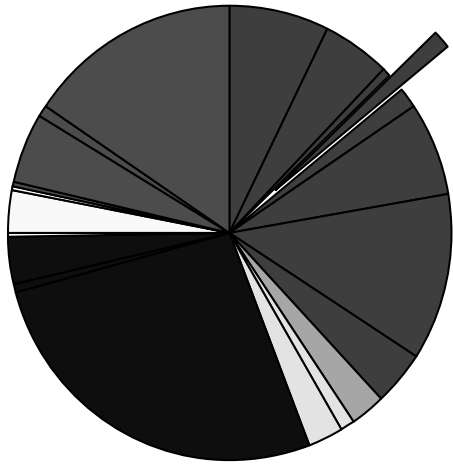
Buyers United, Inc. 2003 Complaints 104 Total



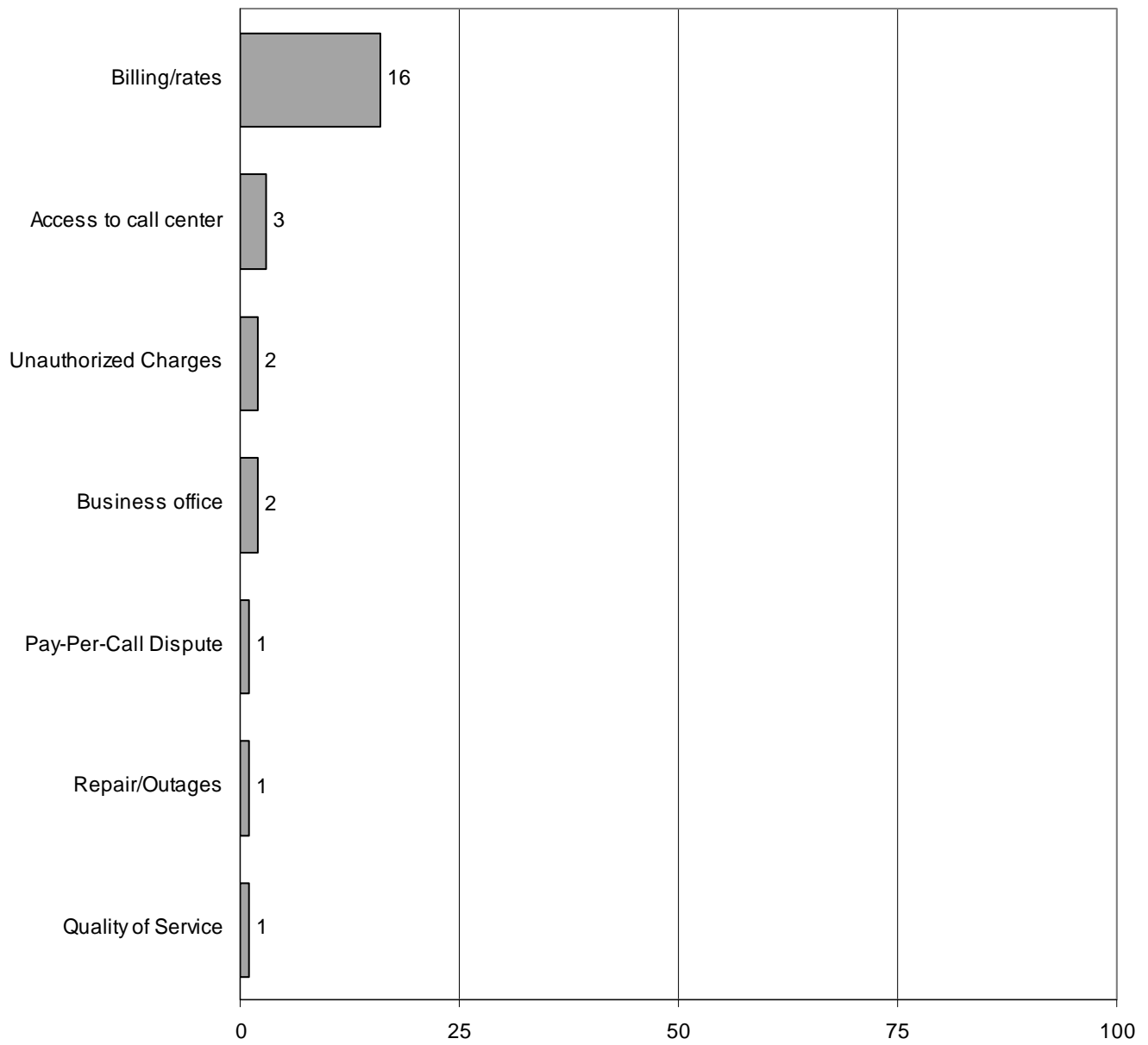
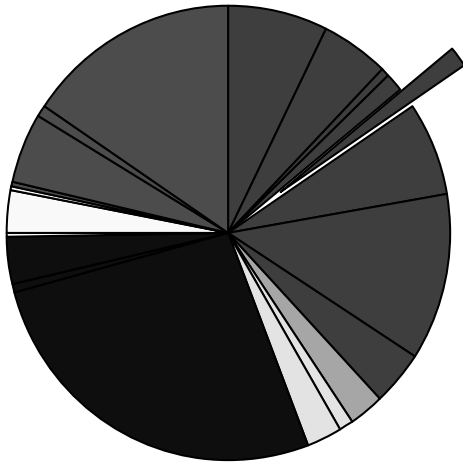
Touch America 2003 Complaints 85 Total



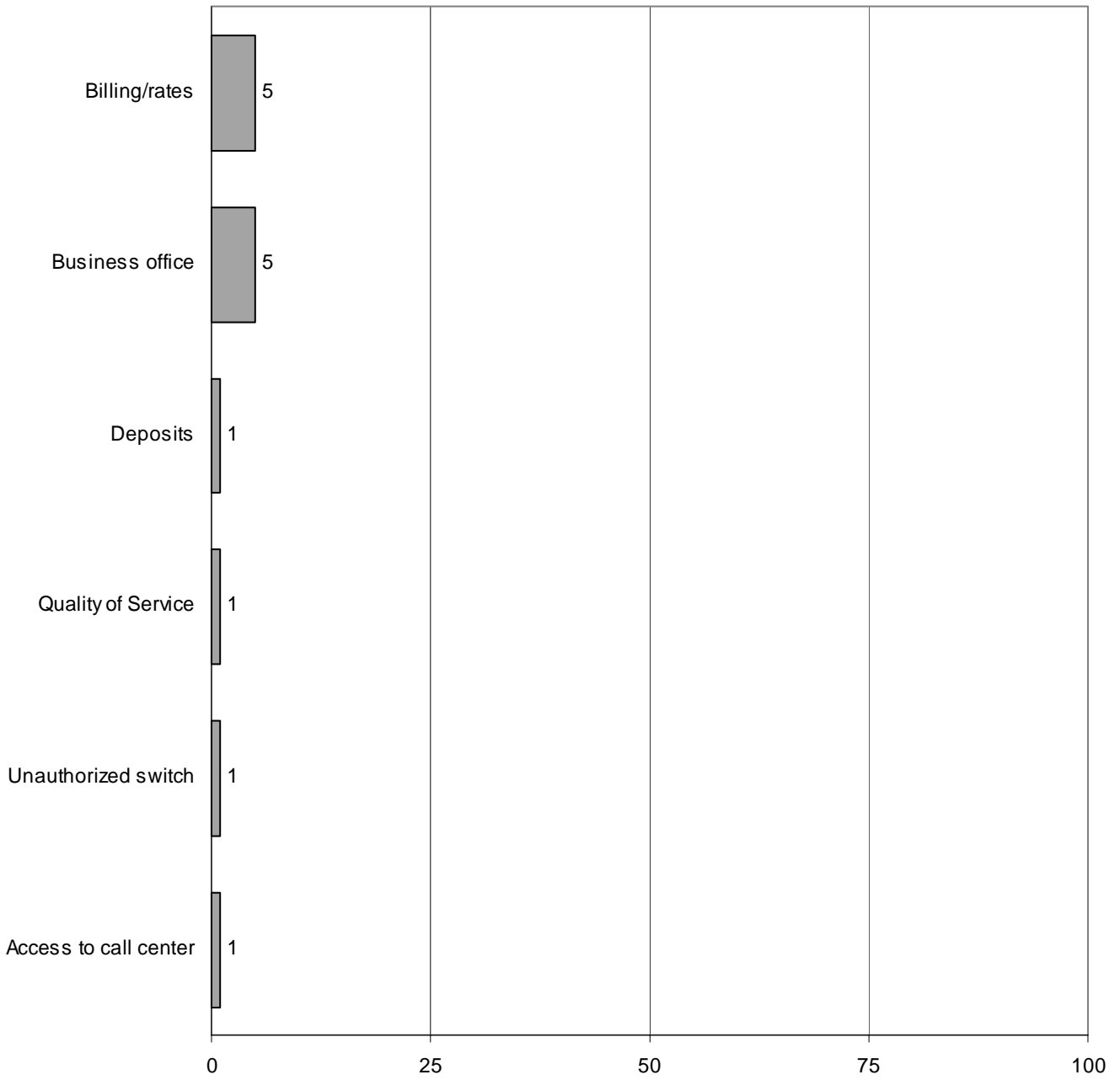
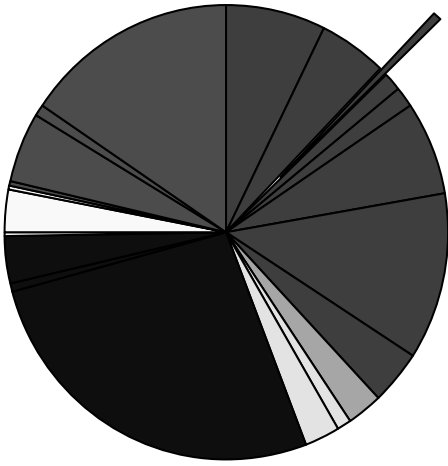
Sprint 2003 Complaints 33 Total



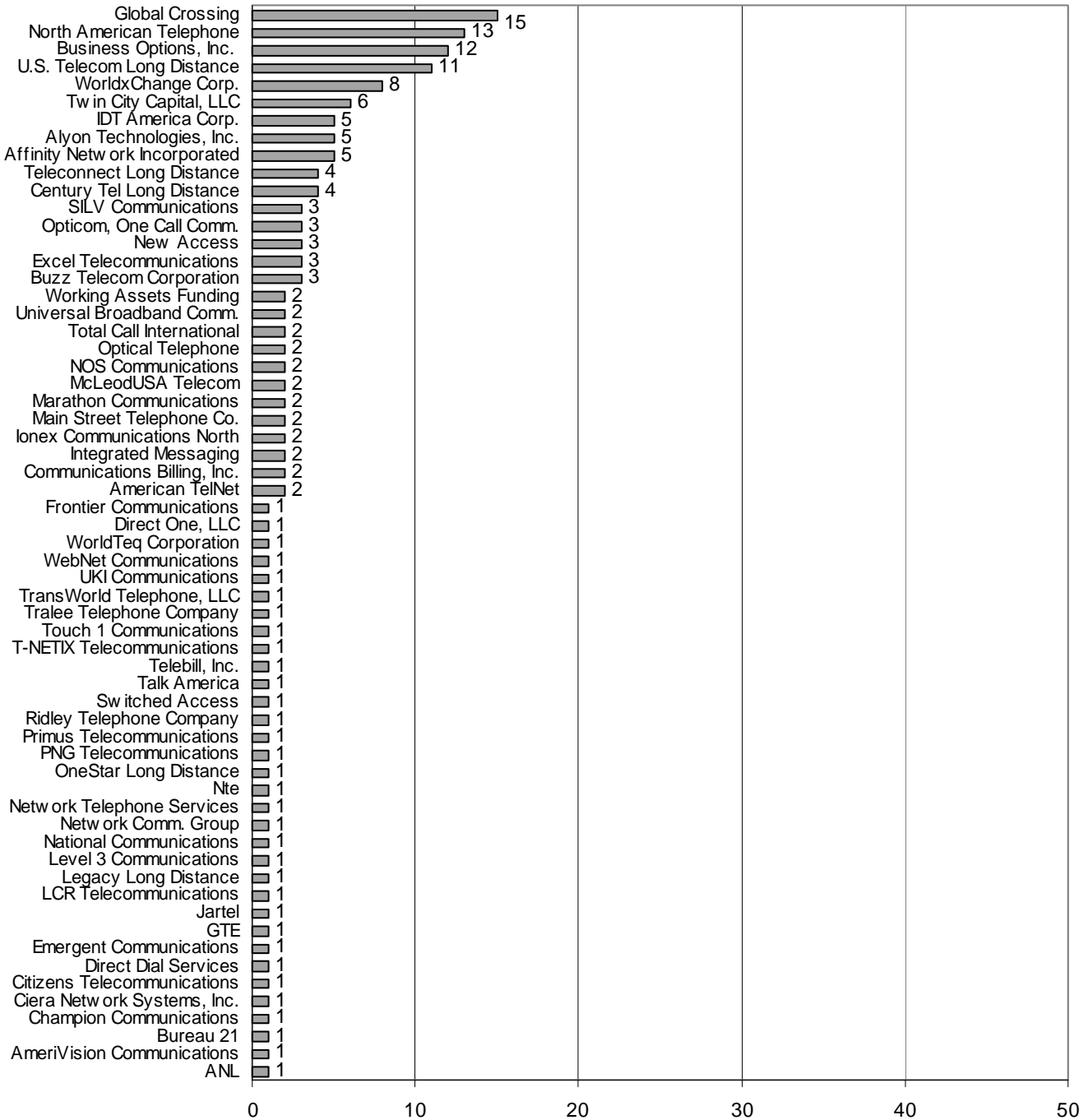
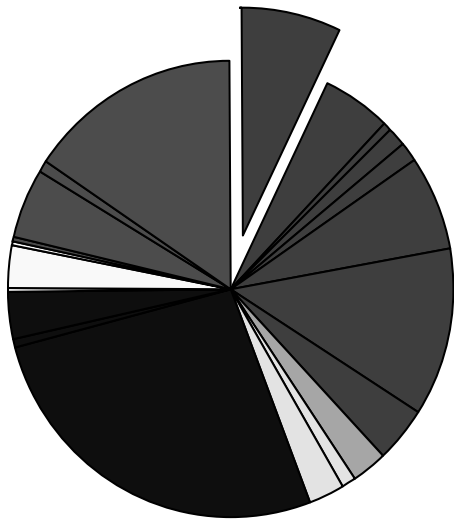
VarTec 2003 Complaints 26 Total



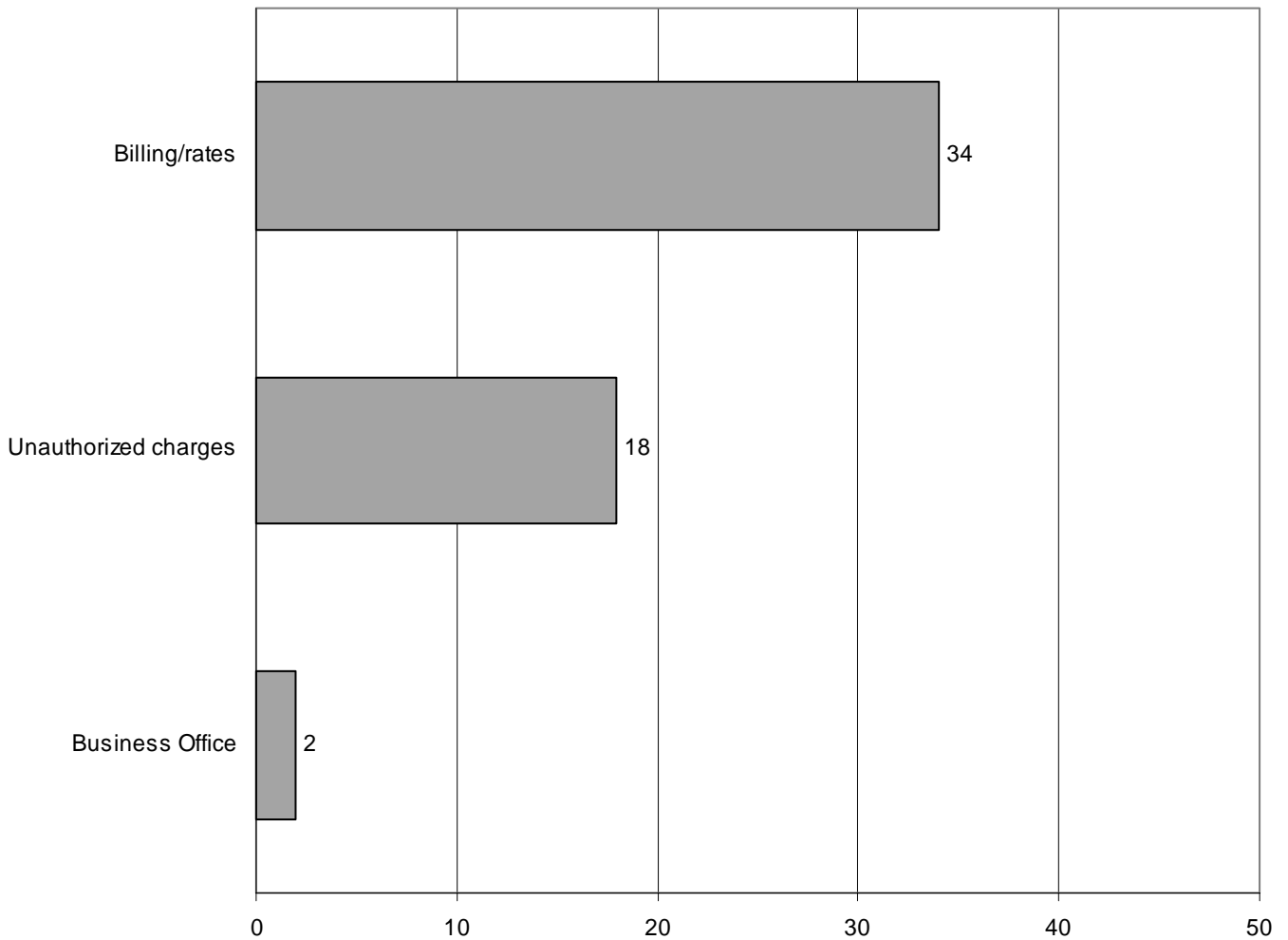
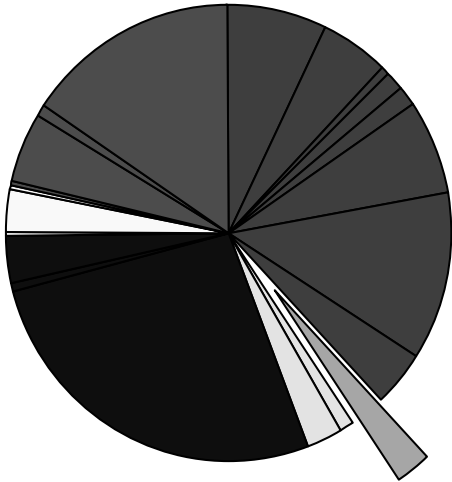
Qwest Long Distance 2003 Complaints 14 Total



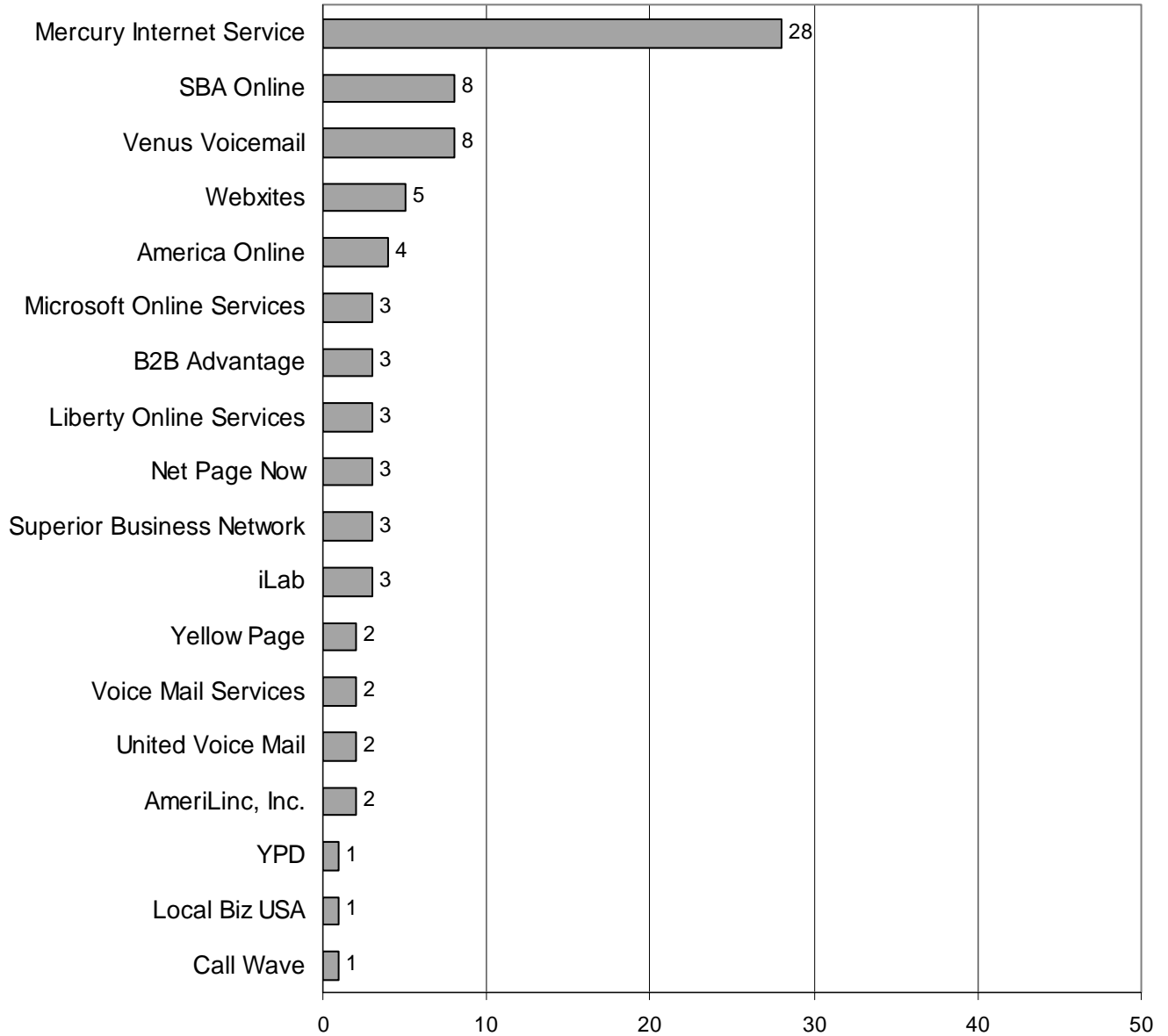
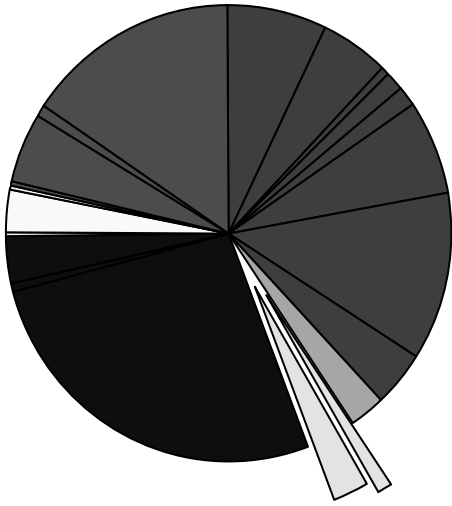
Other Interexchange Carriers (IXCs) 2003 Complaints 160 Total



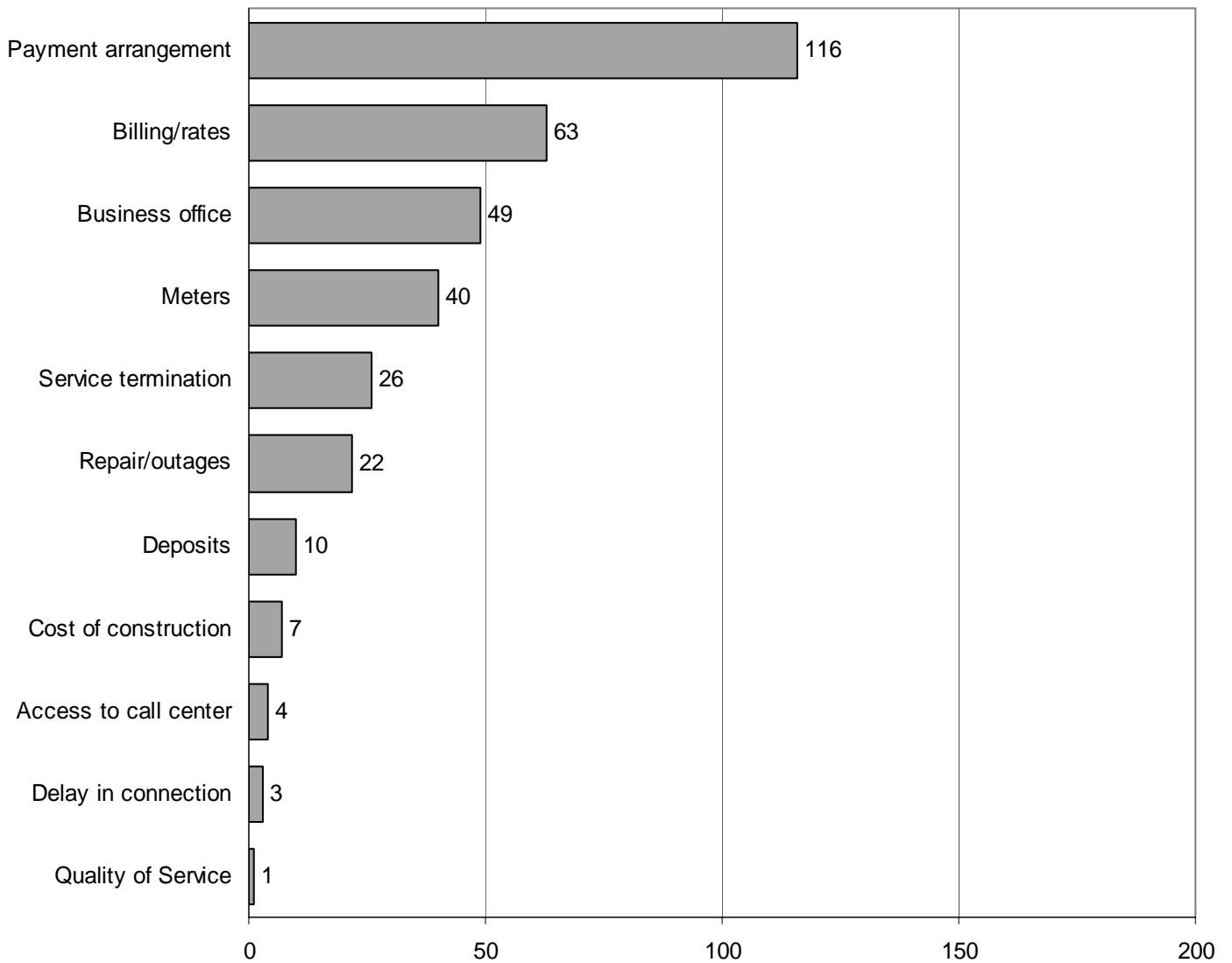
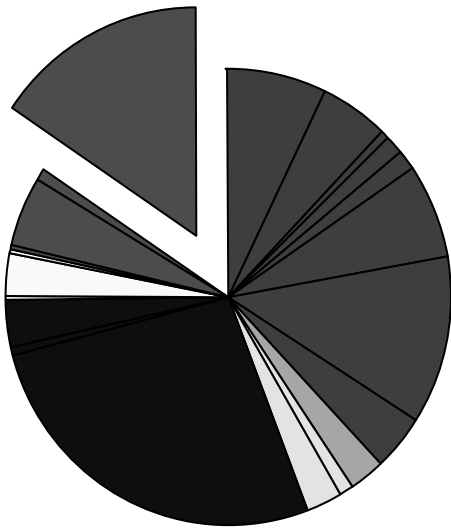
**Operator Services
Providers & Inmate
Calling Providers
2003 Complaints
54 Total**



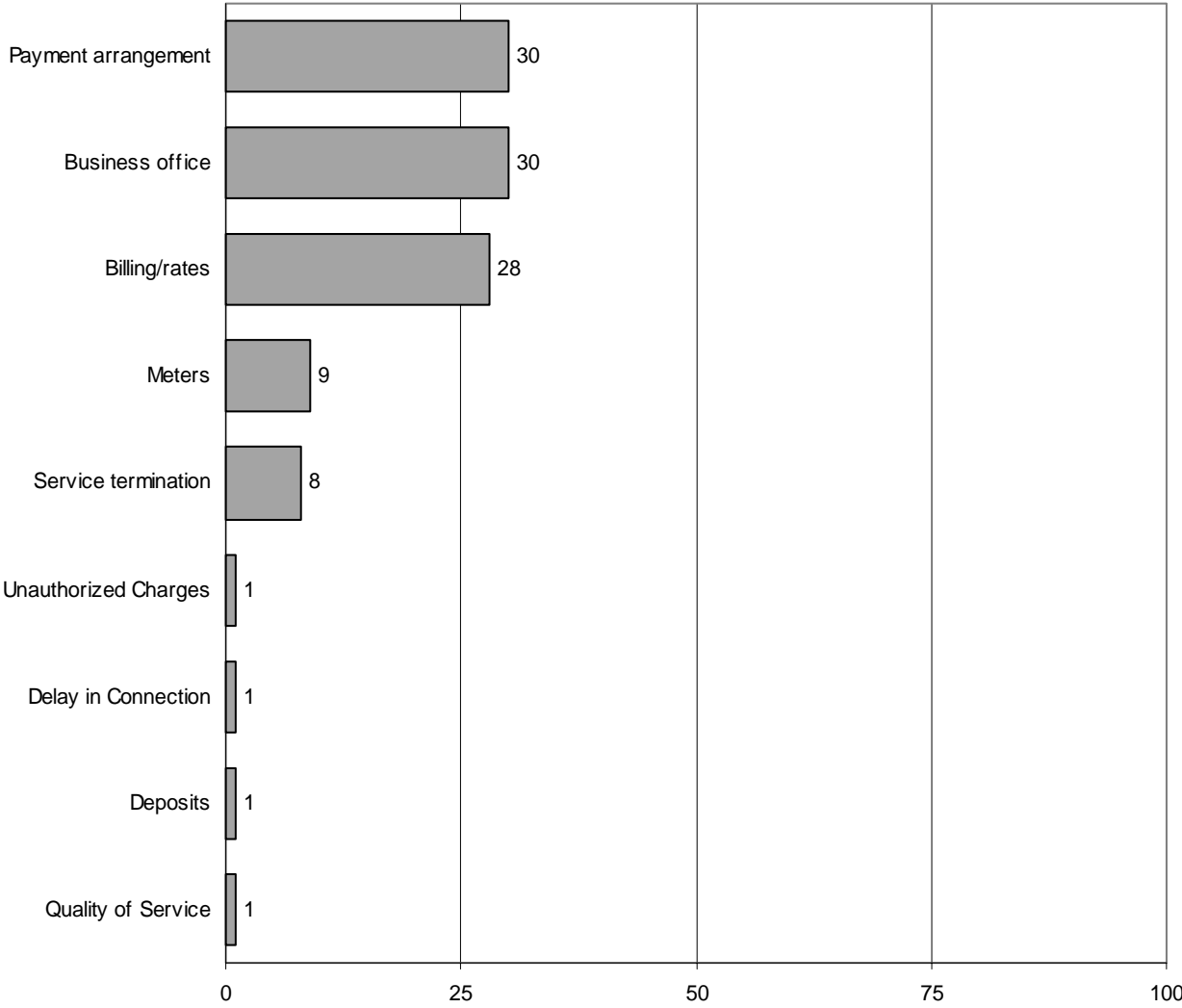
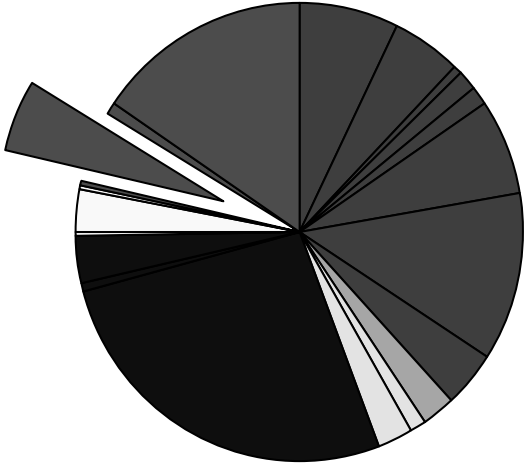
Non-Telco, Telco-Billed 2003 Complaints 82 Total



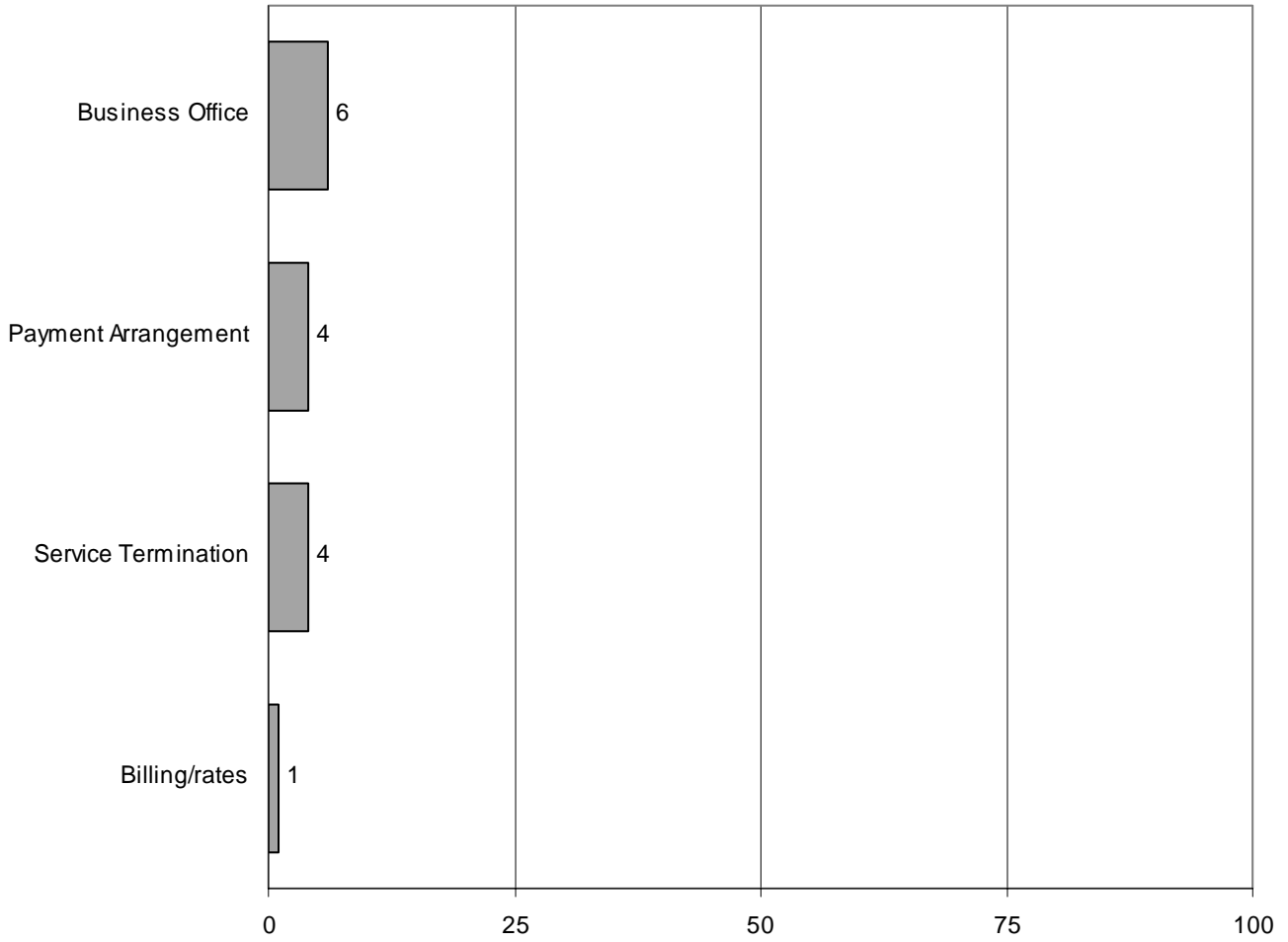
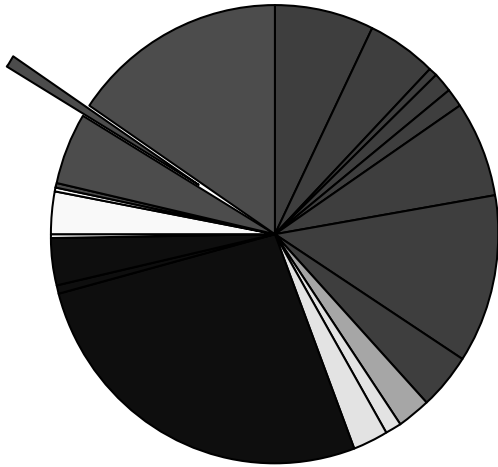
NorthWestern Energy 2003 Complaints 341 Total



Montana-Dakota Utilities 2003 Complaints 109 Total



Energy West 2003 Complaints 15 Total



Water Utilities 2003 Complaints 7 Total

