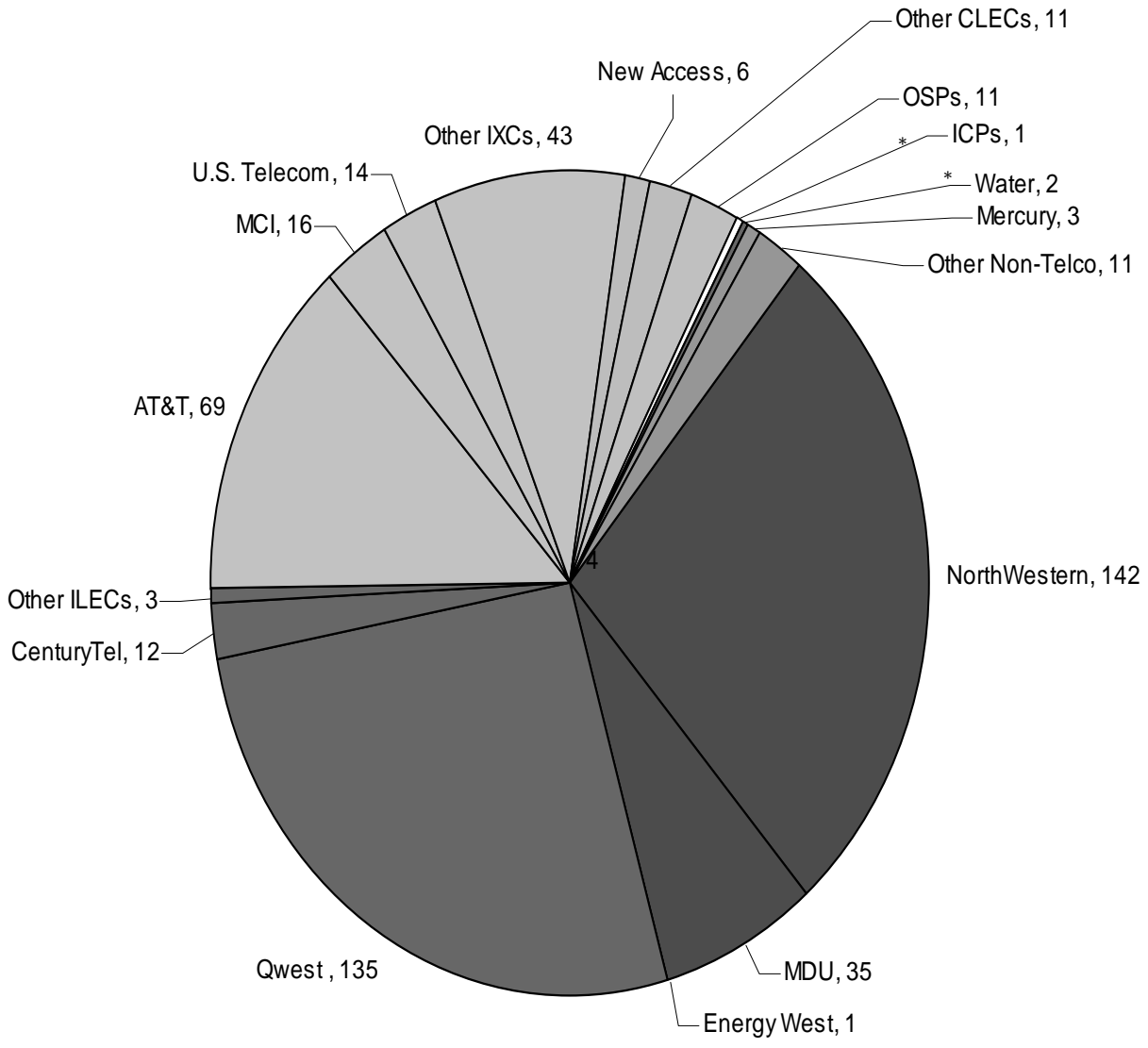


1st Quarter, 2004

Utility Consumer Complaints Report



1st Quarter 2004 Complaints By Utility Total—515



*OSP = Operator Service Providers
*ICP = Inmate Calling Providers

Complaint Percentages By Utility

Weighted Average (Based on '03 Customer
Base, except Qwest – '02)

NorthWestern Energy	27.6%	.04%
MDU	6.8%	.04%
Energy West	.2%	.004%
Qwest	26.2%	.035%
CenturyTel	2.3%	
Other ILECs	.6%	
AT&T	13.4%	.056%
MCI	3.1%	
U.S. Telecom	2.7%	
Other IXCs	8.4%	
New Access	1.2%	
Other CLECs	2.1%	
OSPs	2.1%	
ICPs	.2%	
Water	.4%	
Mercury	.6%	
Other Non-Telco	2.1%	

100%

(NorthWestern and Qwest
complaints equal 53.8% of
the total)

Type and Number of Complaints By District

	Dist.1	Dist.2	Dist.3	Dist.4	Dist.5	Total
1. Billing	8	37	35	38	42	160
2. Business Office	6	13	25	17	15	76
3. Cram	4	3	10	6	8	31
4. Payment Arrangements	9	17	21	21	18	86
5. Access to Business Office	2	8	13	5	6	34
6. Repair	0	5	3	1	4	13
7. Slam	6	6	7	7	11	37
8. Delay in Connection	0	2	2	2	3	9
9. Termination	1	1	6	8	5	21
10. Meter Questions	2	11	6	6	2	27
11. Pay-Per-Call	0	1	2	3	0	6
12. Deposits	0	2	1	2	1	6
13. Cost of Construction	0	0	0	0	1	1
14. Directory Listings	0	0	1	1	1	3
15. Quality of Service	3	1	0	0	1	5
<u>Total</u>	41	107	132	117	118	515

1st Quarter 2004 Consumer Complaints by Category

