

Utility Consumer Complaints 2005 Annual Report



Table of Contents

Page

1. Title Page
 2. Table of Contents
 3. Changes from 2004 to 2005
 4. Year 2005 Consumer Complaints by Utility
 5. 2005 Complaints by PSC District
 6. Calls to PSC Toll-free complaints number and level of monthly utility consumer complaints 2003 -2004 -2005
 7. Number of Calls (comparing 2004 and 2005)
 8. Number of Complaints (comparing 2004 and 2005)
 9. PSC Complaints from 2001 – 2005 by service type
 10. Year 2005 PSC Consumer Complaints by Complaint Category
- Incumbent Local Exchange Carriers
11. Qwest Corporation 2005 Complaints
 12. CenturyTel of Montana 2005 Complaints
 13. Other Incumbent Local Exchange Carriers (ILECs) 2005 Complaints
- Competitive Local Exchange Carriers
14. McLeodUSA 2005 Complaints
 15. Other Competitive Local Exchange Carriers (CLECs) 2005 Complaints
- Interexchange Carriers
16. AT&T 2005 Complaints
 17. Qwest Long Distance Corporation 2005 Complaints
 18. Sprint 2005 Complaints
 19. MCI 2005 Complaints
 20. CenturyTel Long Distance 2005 Complaints
 21. UCN 2005 Complaints
 22. Opticom 2005 Complaints
 23. Other Interexchange Carriers (IXCs) 2005 Complaints
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24. Operator Services Providers & Inmate Calling Providers 2005 Complaints
 25. Non-Telco, Telco-Billed 2005 Complaints
 26. NorthWestern Energy 2005 Complaints
 27. Montana-Dakota Utilities 2005 Complaints
 28. Energy West 2005 Complaints
 29. Cut Bank Gas 2005 Complaints
 30. Water Utilities 2005 Complaints

Changes from 2004 to 2005

The total number of complaints from 2004 to 2005 dropped 460, a 27.3% reduction. Telephone complaints dropped 41.6% , and energy complaints decreased by 1.2%. A few notable company statistics follow.

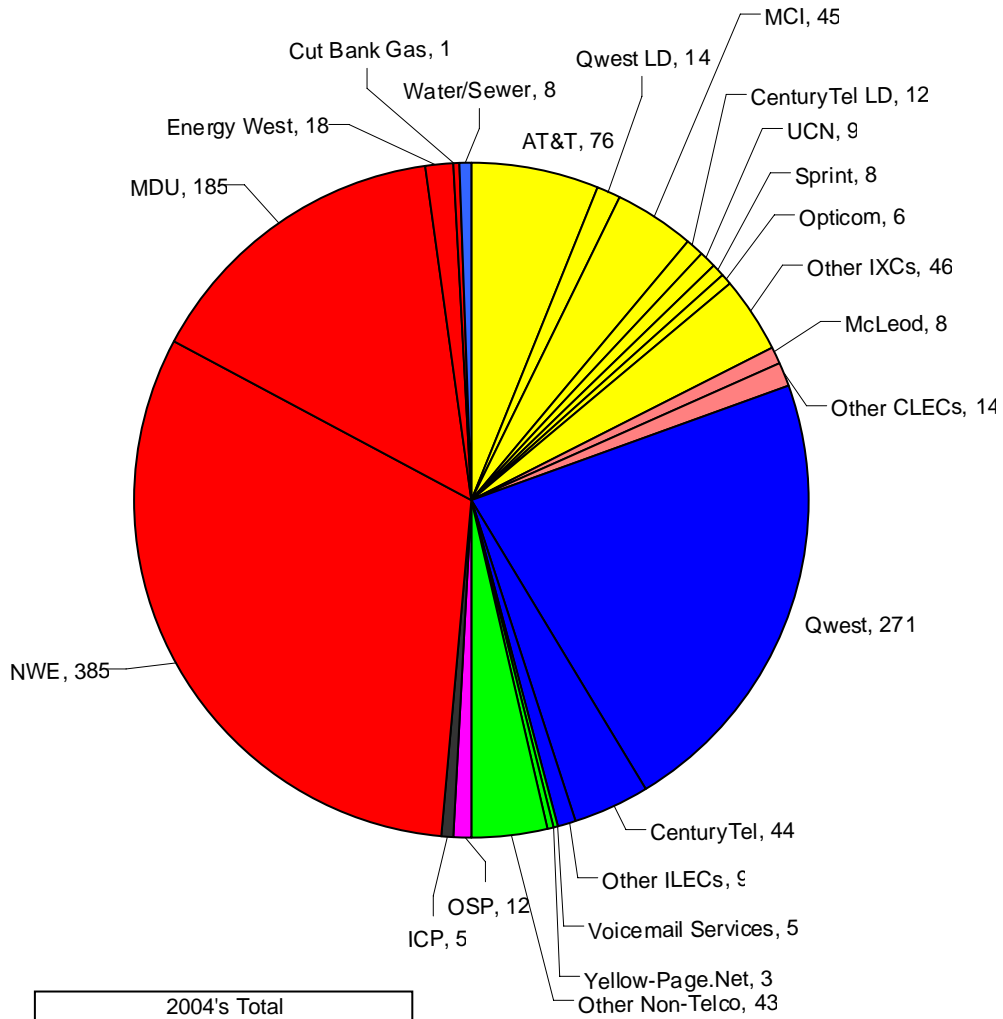
1. Qwest (ILEC) complaints decreased 35.0%.
2. IXC complaints decreased overall 53.7%.
3. AT&T (IXC) complaints dropped from 218 to 76, a decrease of 65.1%.
4. CLEC complaints decreased overall 40.5%.

Complaint Percentages by Company

| | |
|---------------------------|---|
| Qwest – 22.09% | .08% (percentage of complaints compared to total MT access lines) |
| CenturyTel - 3.59% | |
| Other ILECs - .73% | |
| McLeodUSA - .65% | |
| Other CLECs - 1.14% | |
| Water Utilities - .65% | |
| MDU - 15.08% | .23% (percentage of complaints compared to total MT customers) |
| Energy West - 1.47% | .07% (percentage of complaints compared to total MT customers) |
| NorthWestern - 31.38% | .11% (percentage of complaints compared to total MT customers) |
| Cut Bank Gas - .08% | |
| ICP - .41% | |
| AT&T - 6.19% | |
| Qwest LD - 1.14% | |
| Sprint - .65% | |
| UCN - .73% | |
| MCI - 3.67% | |
| CenturyTel LD – .98% | |
| Opticom - .49% | |
| Other IXCs - 3.75% | |
| OSP - .98% | |
| Voicemail Services - .41% | |
| Yellow-Page.Net - .24% | |
| Other Non-Telco - 3.5% | |

Total - 100%

**Year 2005 Consumer Complaints By Utility - Total # Informal Complaints
- 1,227**

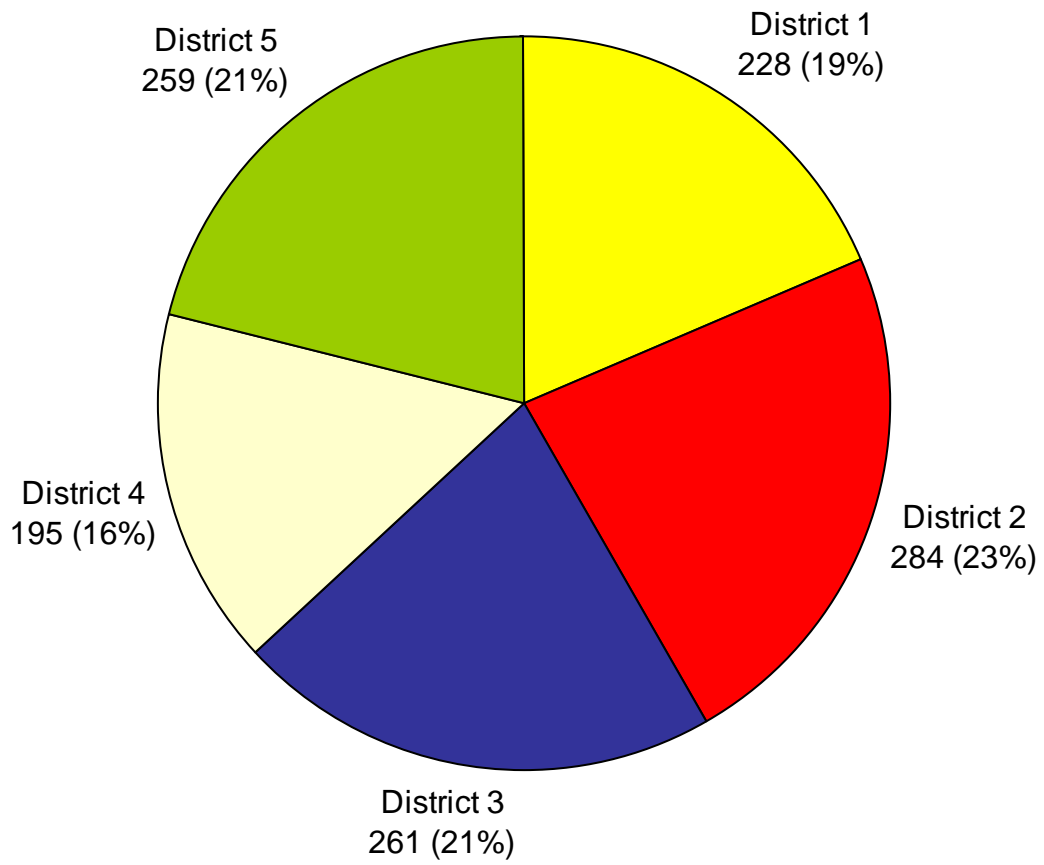


2004's Total
was 1,687*

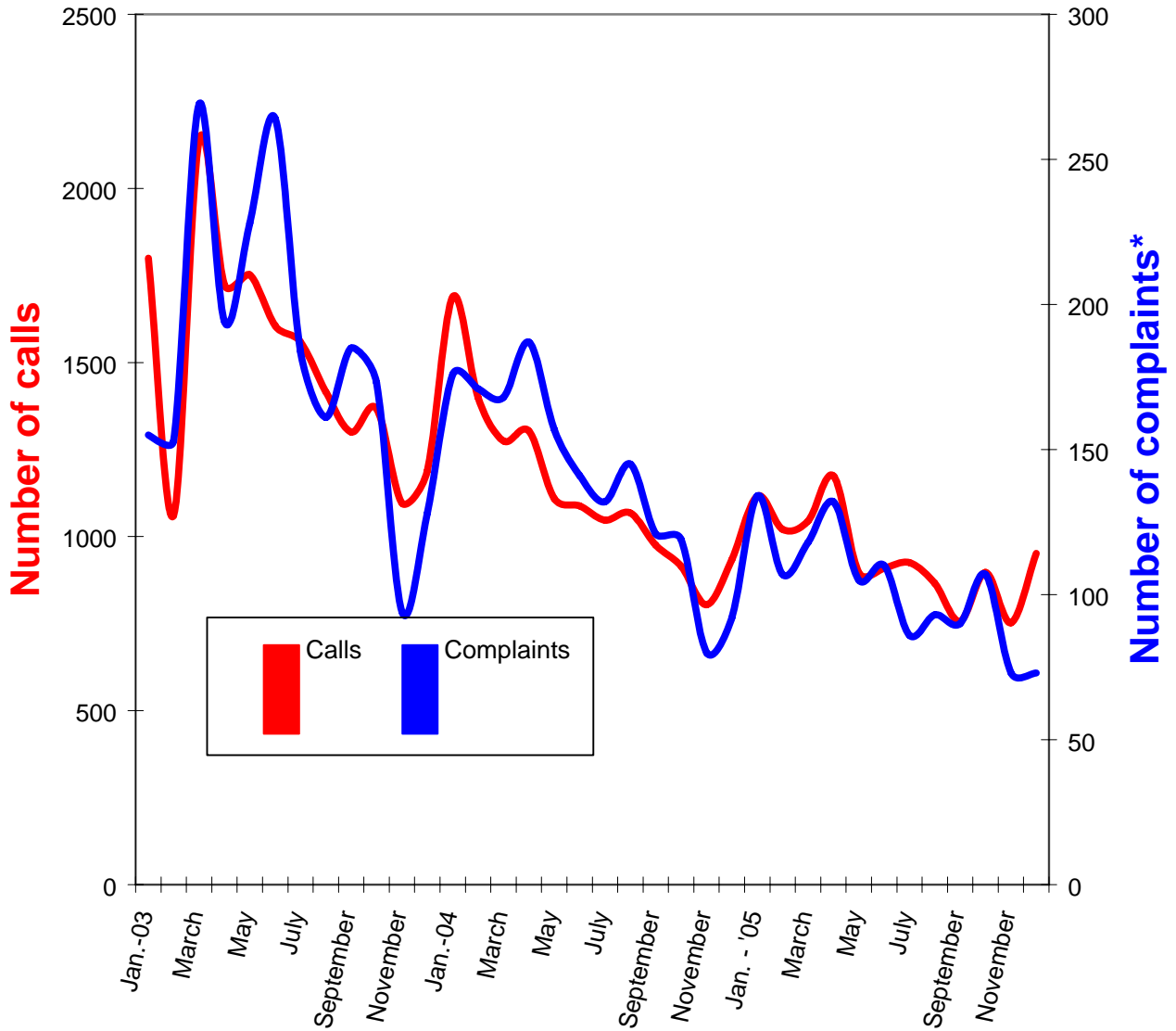
ICP - Inmate Calling Providers
OSP - Operator Service Providers

*four higher than previously reported

2005 Complaints by PSC District



Calls to PSC toll-free complaints number and level of monthly utility consumer complaints 2003-2004-2005



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

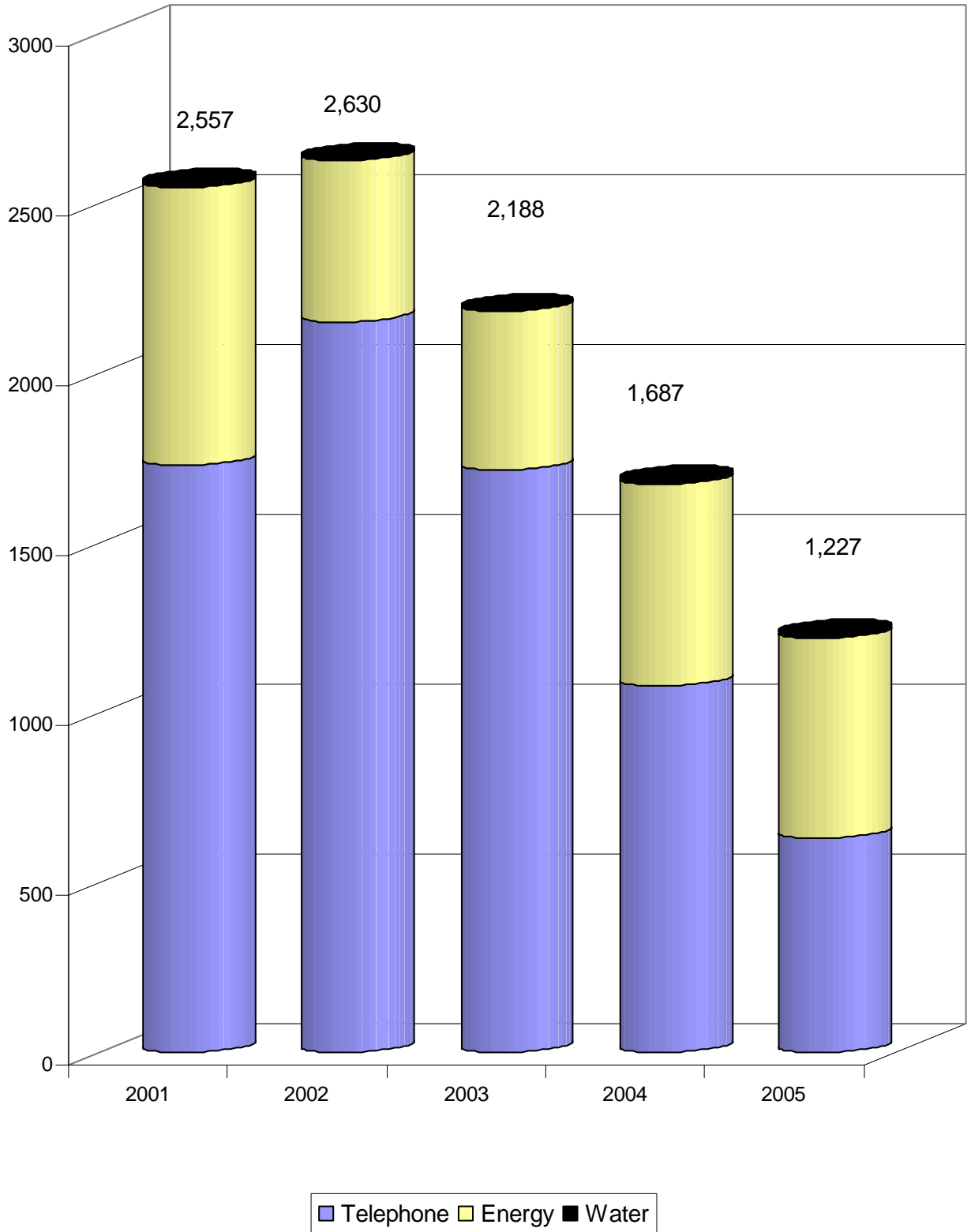
Number of Calls
(comparing 2004 and 2005)

| | <u>2004</u> | <u>2005</u> | <u>%of Change</u> |
|--------------|--------------------|--------------------|--------------------------|
| January | 1,689 | 1,116 | (33.9%) |
| February | 1,400 | 1,021 | (27.1%) |
| March | 1,275 | 1,045 | (18.0%) |
| April | 1,303 | 1,174 | (9.9%) |
| May | 1,109 | 896 | (19.2%) |
| June | 1,088 | 909 | (16.5%) |
| July | 1,047 | 925 | (11.7%) |
| August | 1,068 | 866 | (18.9%) |
| September | 976 | 757 | (22.4%) |
| October | 915 | 897 | (2.0%) |
| November | 804 | 752 | (6.5%) |
| December | 934 | 952 | 1.9% |
| | ----- | ----- | |
| Total | 13,608 | 11,310 | (16.9%) |

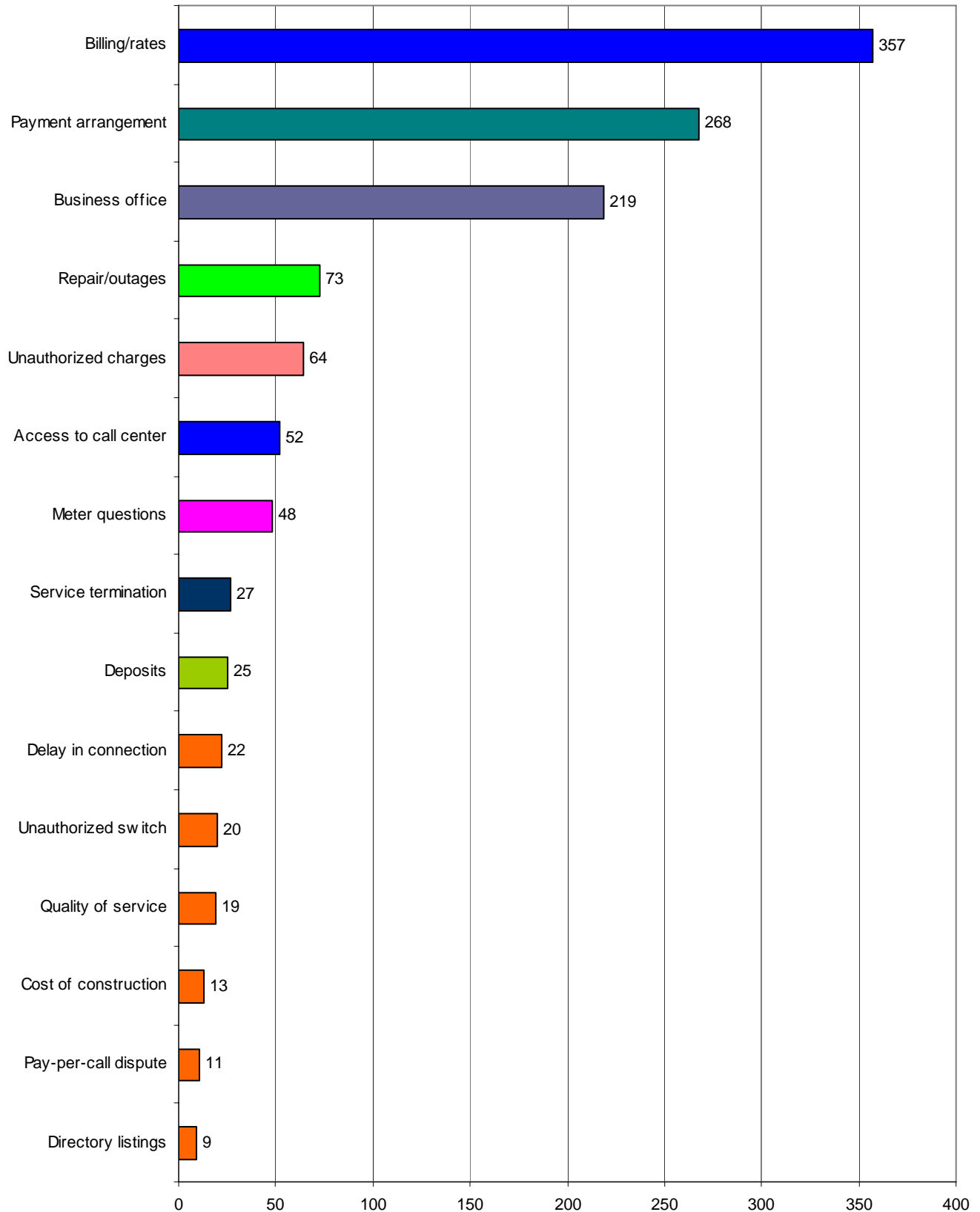
Number of Complaints
(comparing 2004 and 2005)

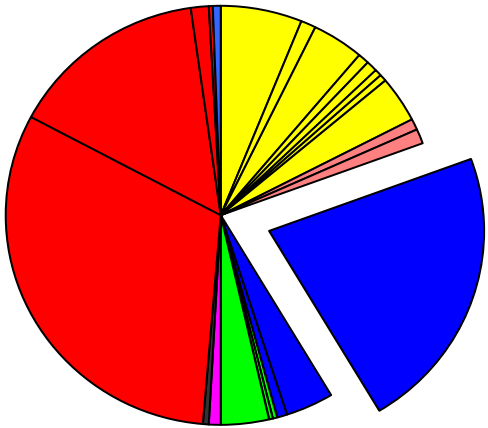
| | <u>2004</u> | <u>2005</u> | <u>%age of Change</u> |
|--------------|--------------|--------------|-----------------------|
| January | 176 | 134 | (23.9%) |
| February | 171 | 107 | (37.4%) |
| March | 168 | 118 | (29.8%) |
| April | 187 | 132 | (29.4%) |
| May | 155 | 105 | (32.3%) |
| June | 141 | 110 | (22.0%) |
| July | 132 | 86 | (34.8%) |
| August | 145 | 93 | (35.9%) |
| September | 121 | 90 | (25.6%) |
| October | 119 | 107 | (10.1%) |
| November | 80 | 73 | (8.8%) |
| December | 92 | 72 | (21.7%) |
| | ----- | ----- | |
| Total | 1,687 | 1,227 | (27.3%) |

PSC complaints from 2001 through 2005 by service type

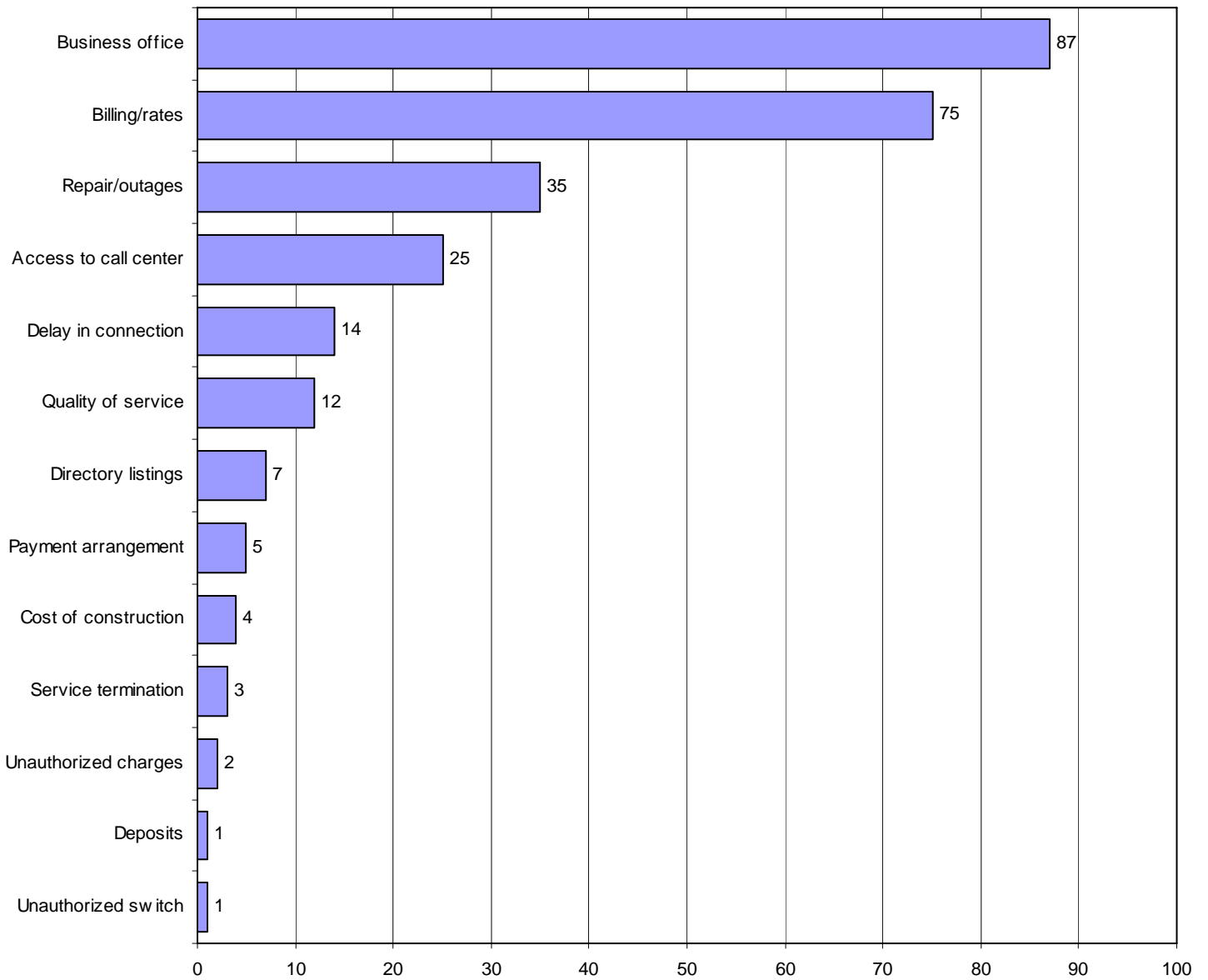


Year 2005 PSC Consumer Complaints by Complaint Category

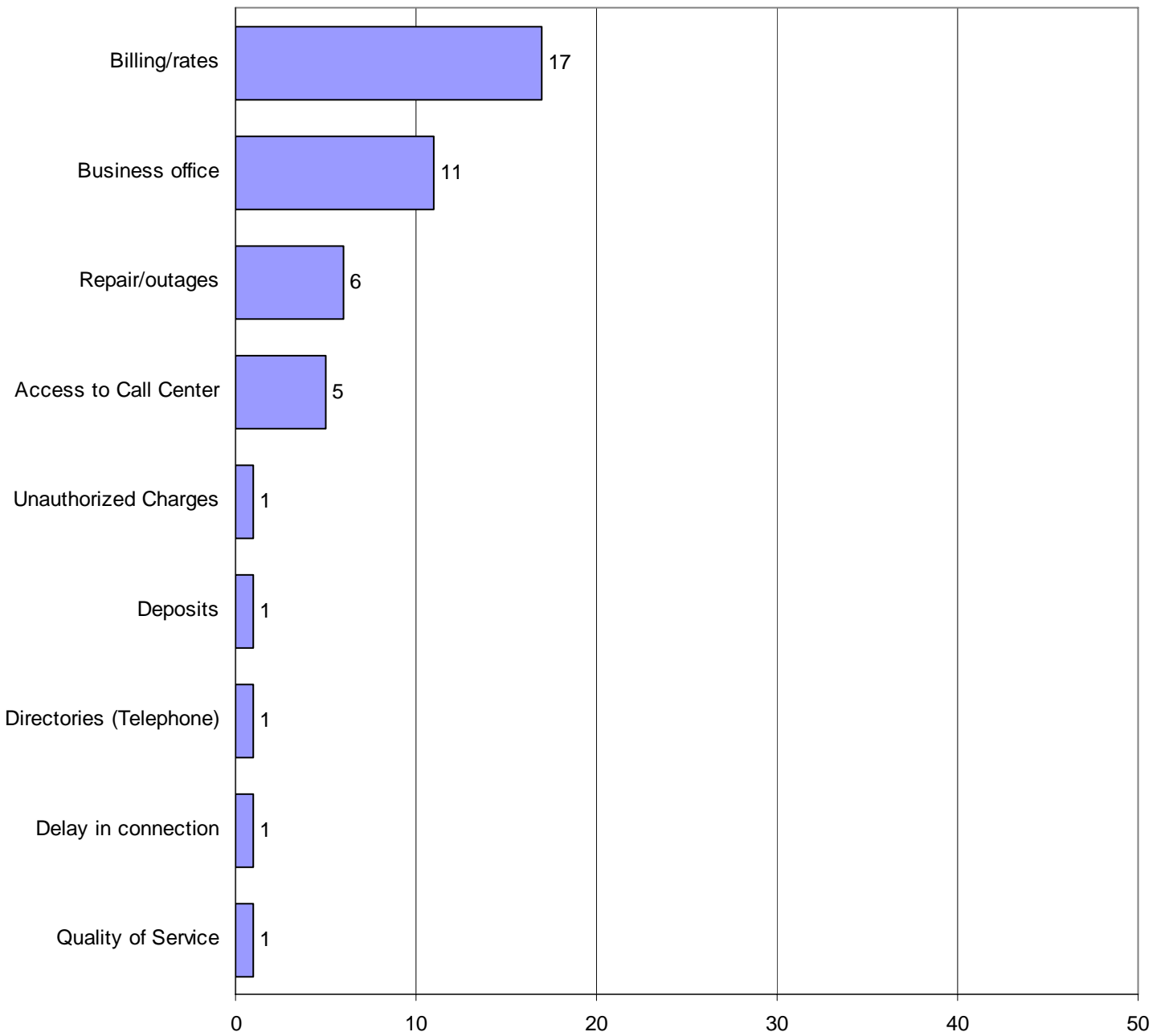
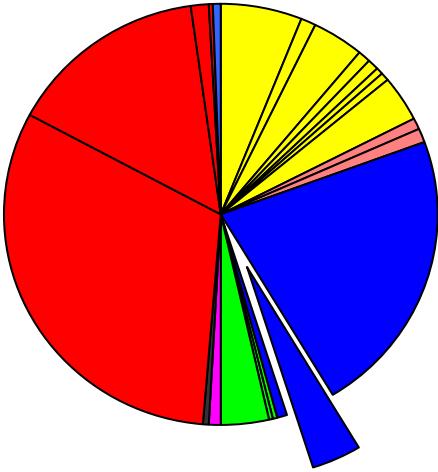




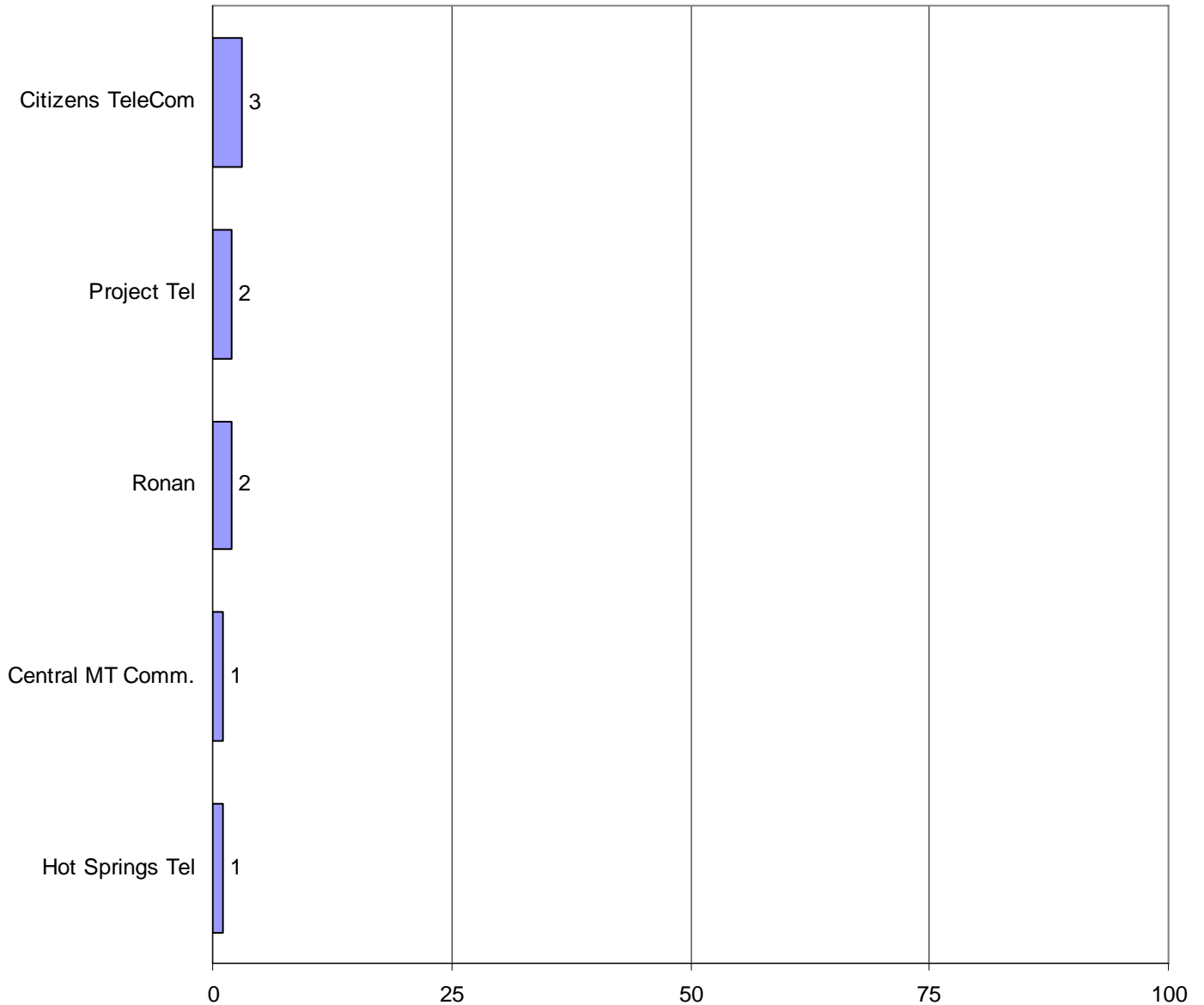
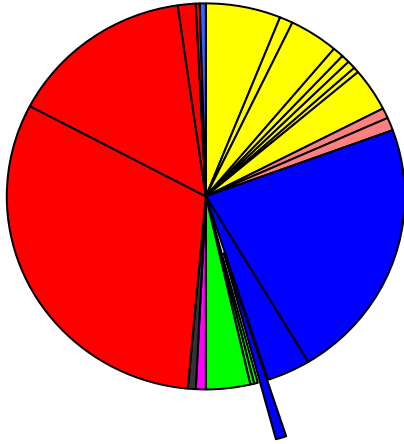
Qwest Corporation 2005 Complaints 271 Total



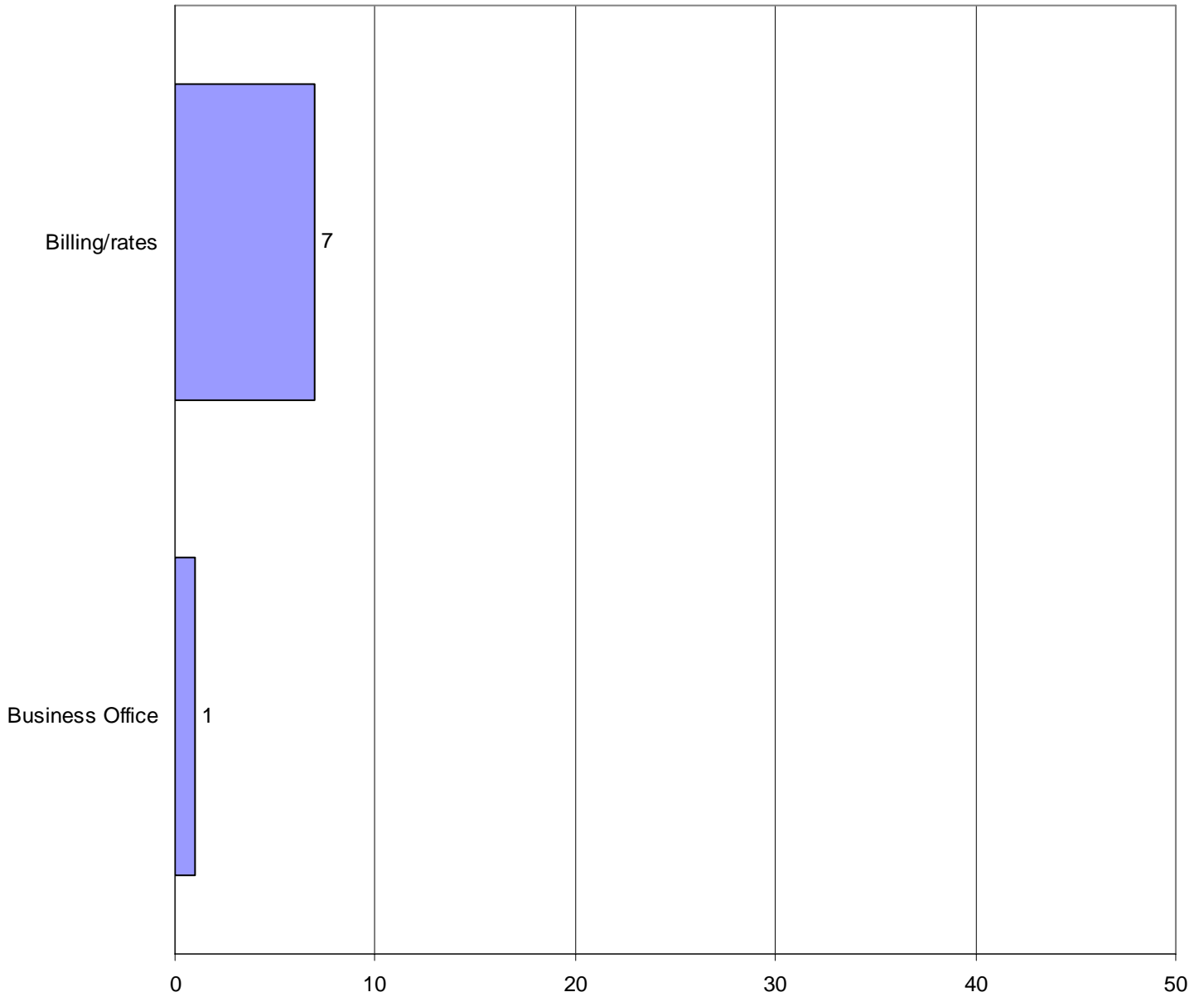
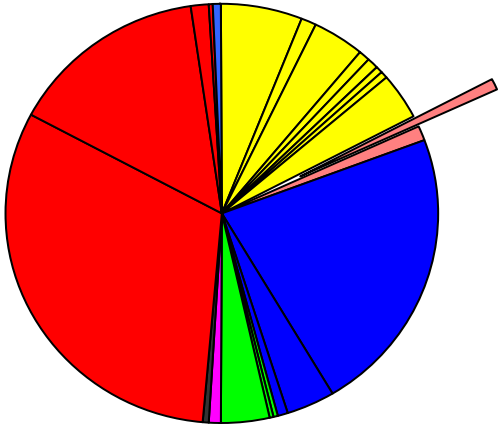
CenturyTel of Montana 2005 Complaints 44 Total



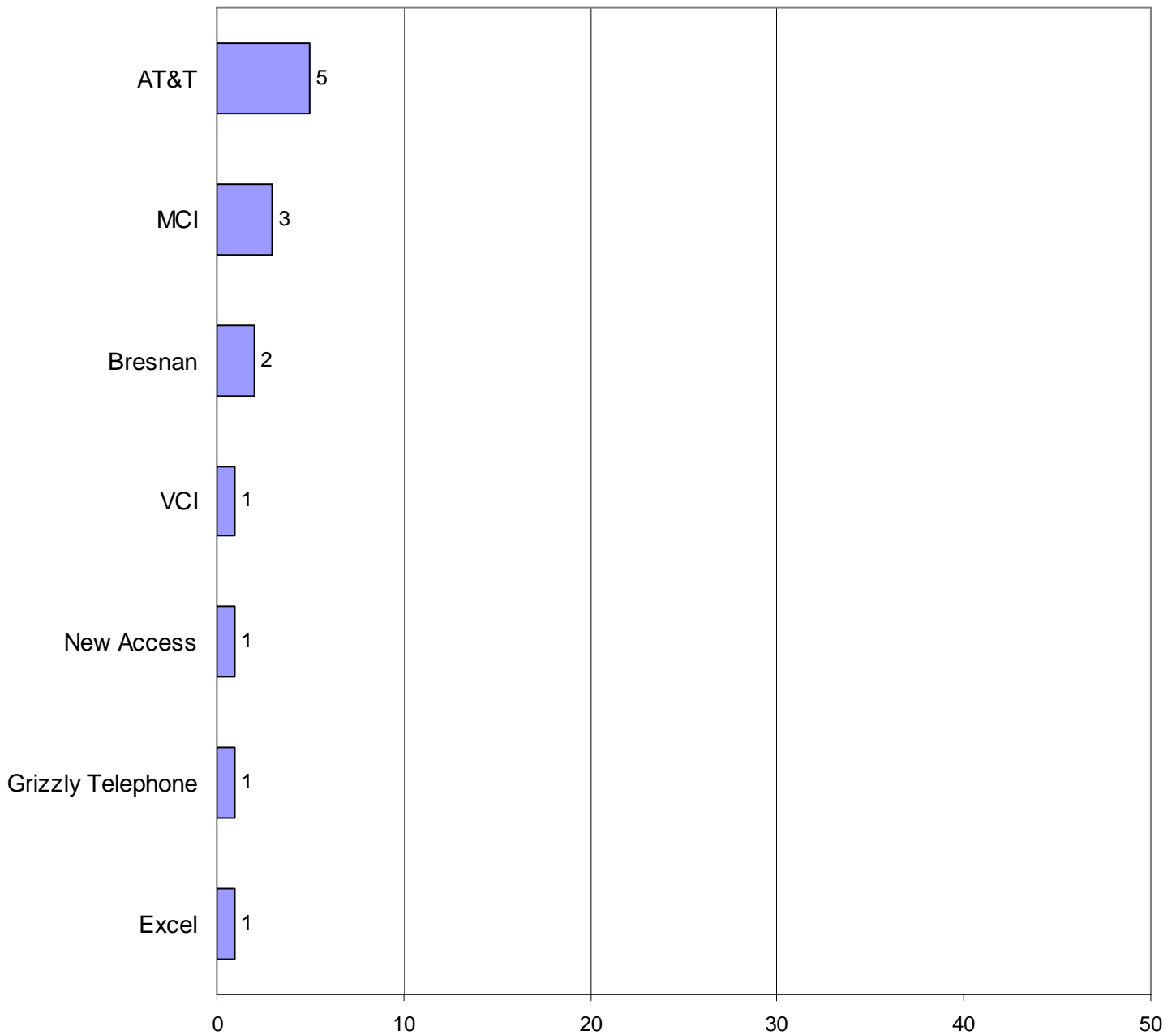
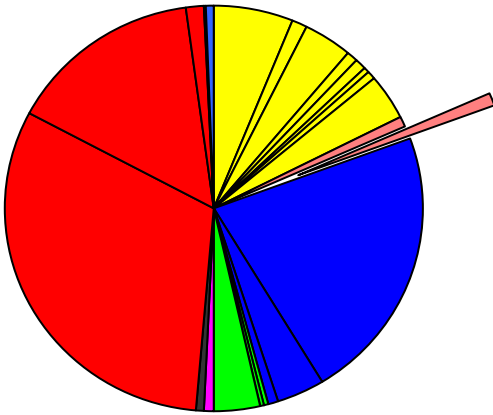
Other Incumbent Local Exchange Carriers (ILECs) 2005 Complaints 9 Total

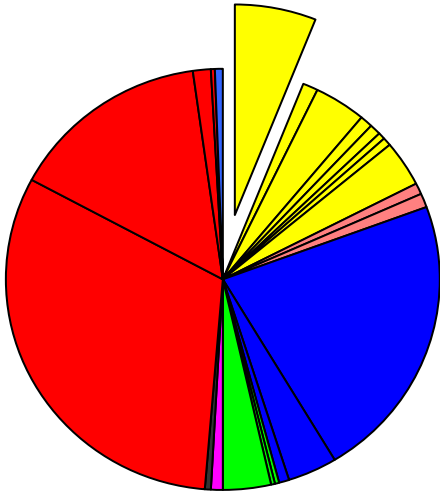


McLeodUSA 2005 Complaints 8 Total

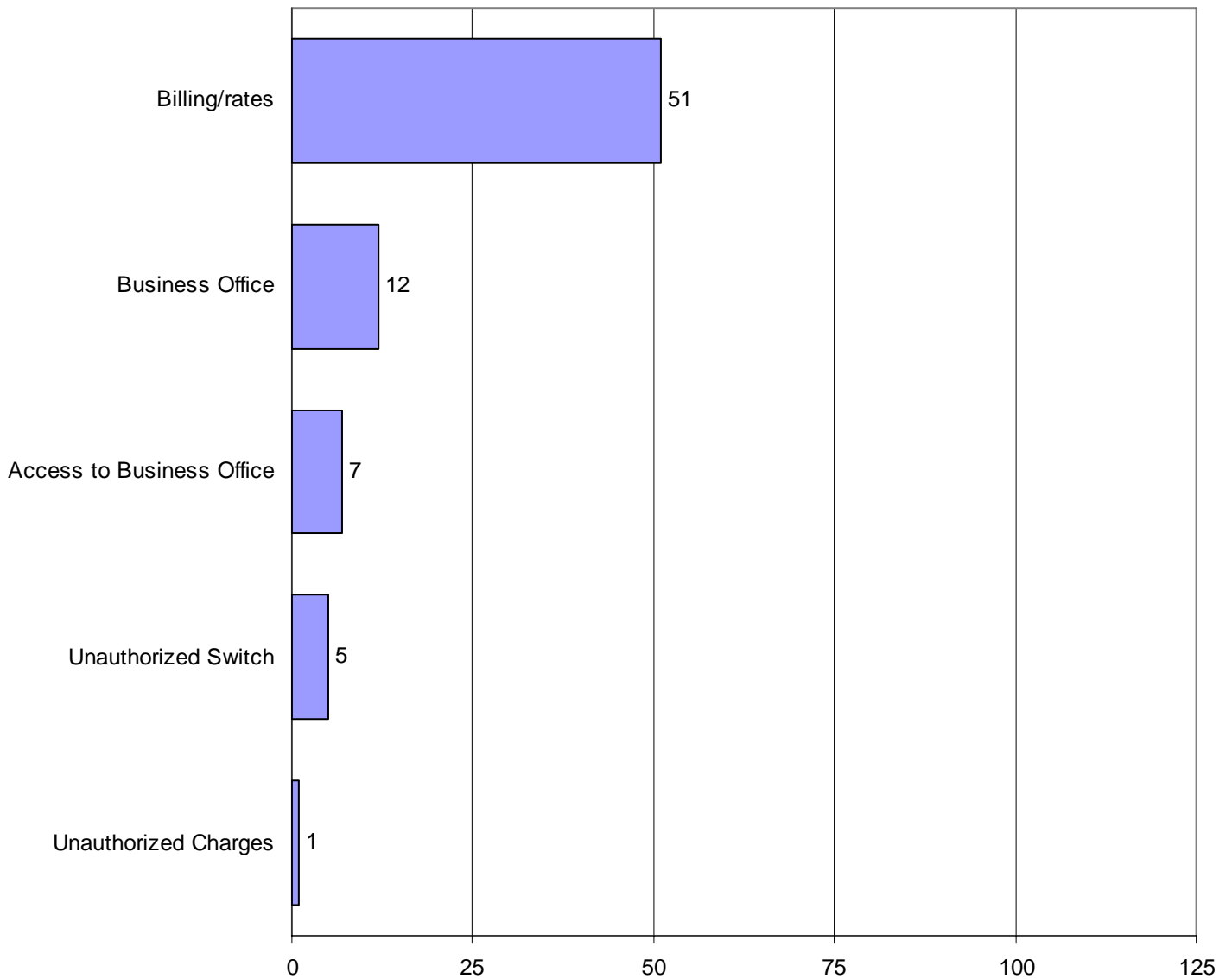


Other Competitive Local Exchange Carriers (CLECs) 2005 Complaints 14 Total

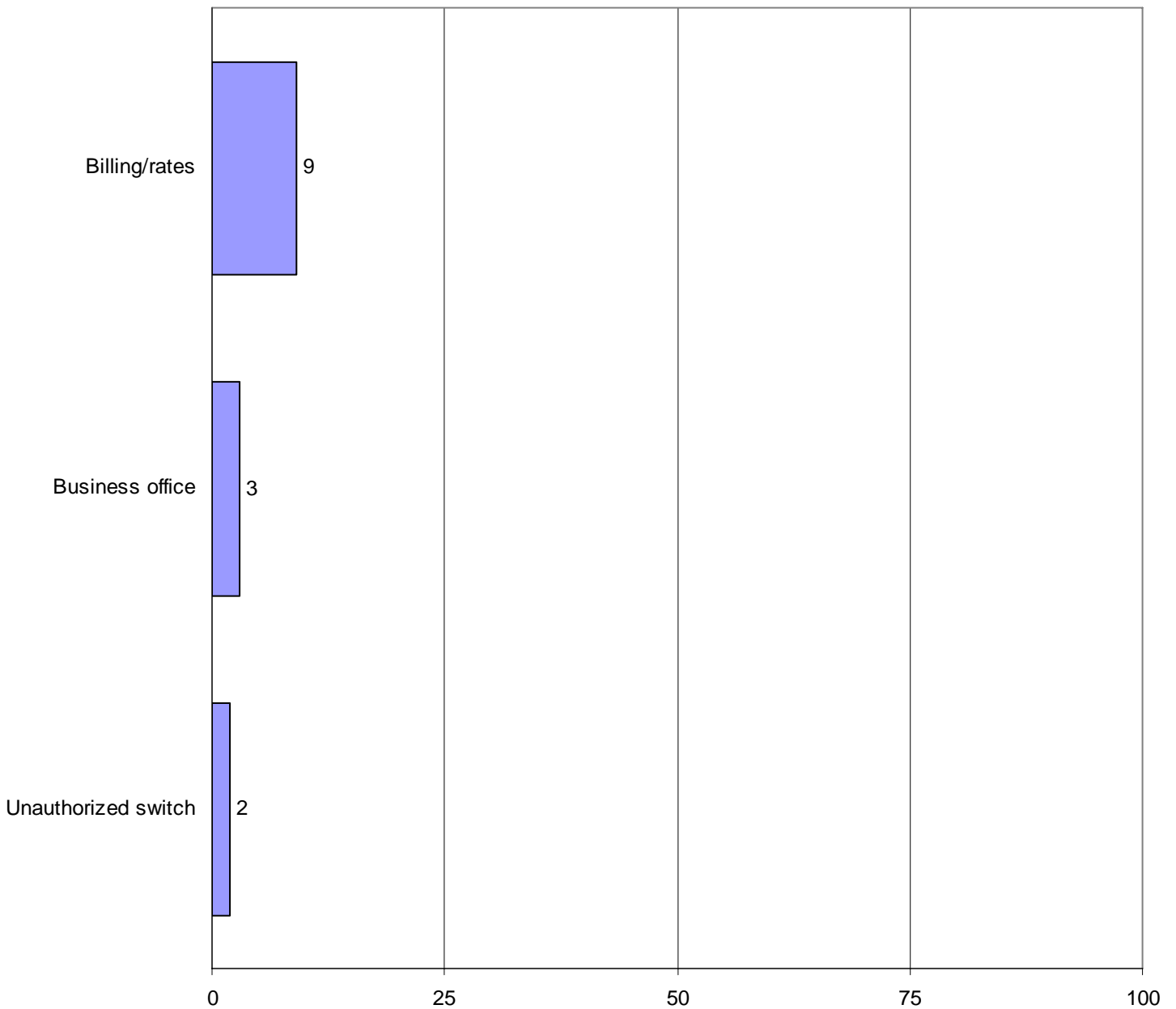
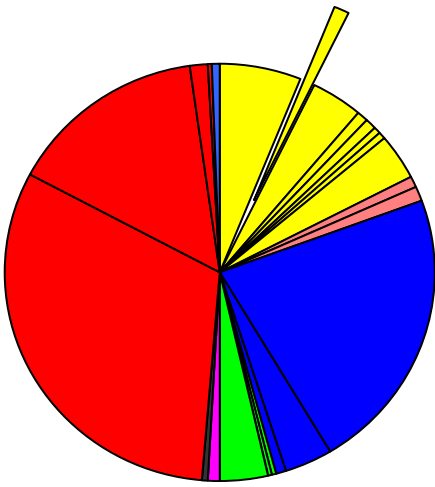


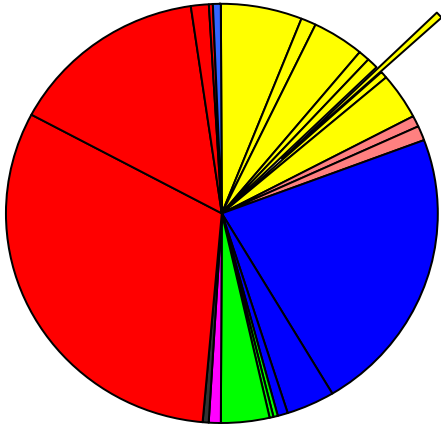


AT&T 2005 Complaints 76 Total

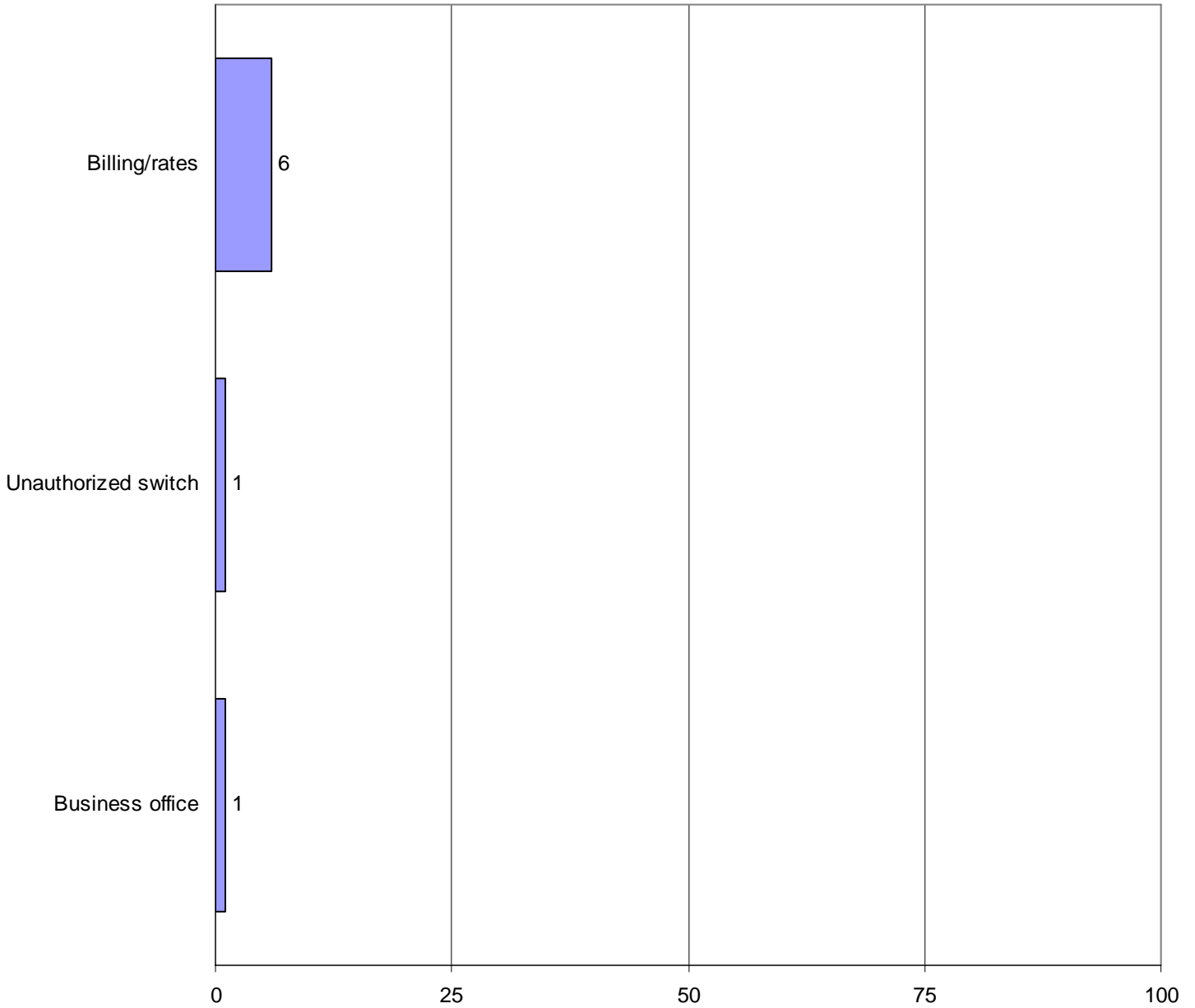


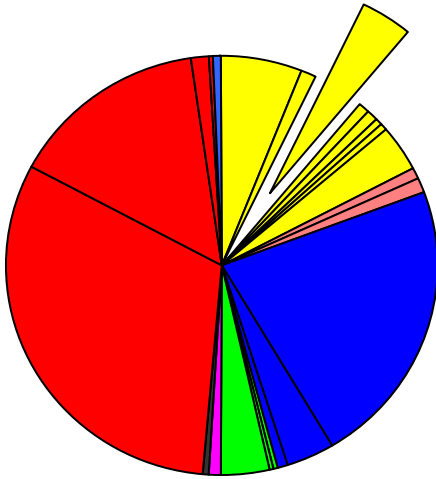
Qwest Long Distance Corporation 2005 Complaints 14 Total





Sprint 2005 Complaints 8 Total

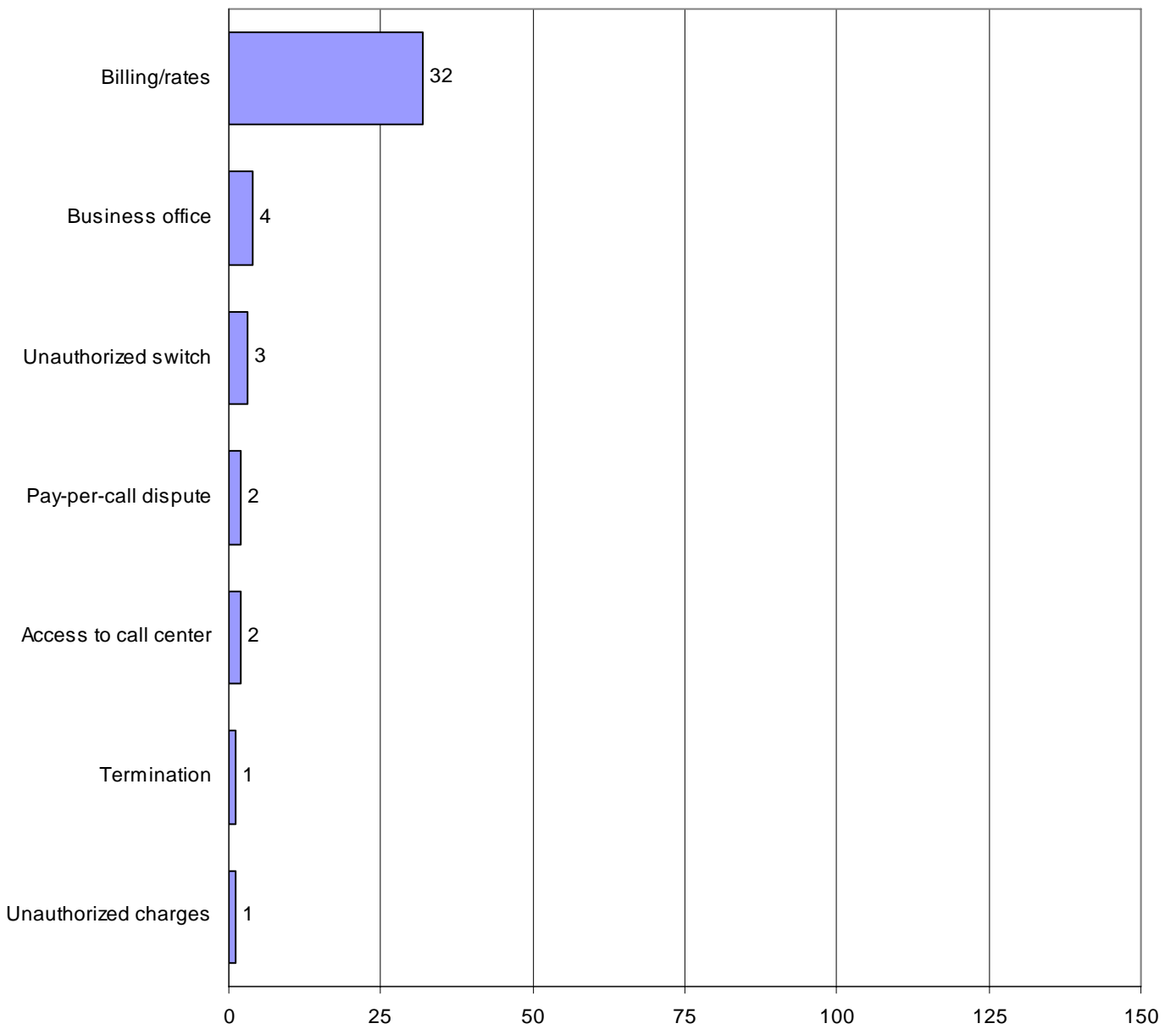




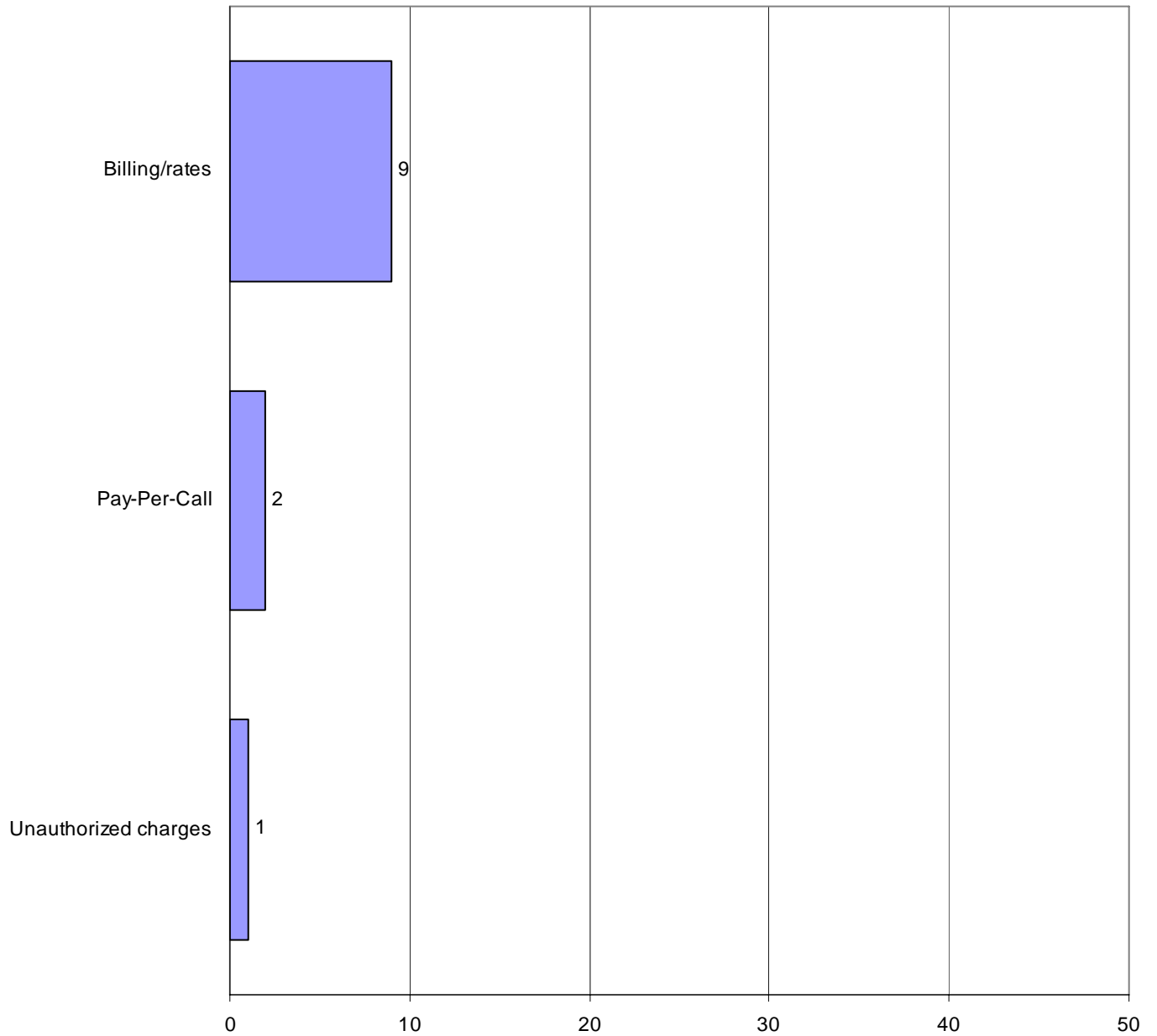
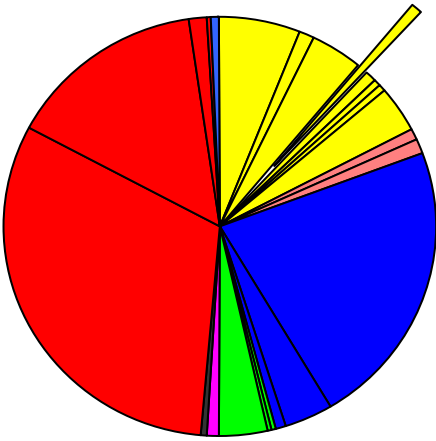
MCI

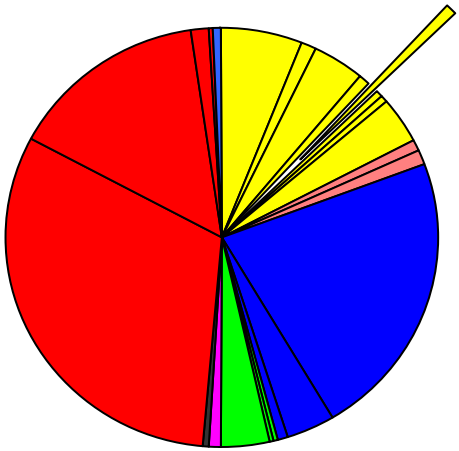
2005 Complaints

45 Total

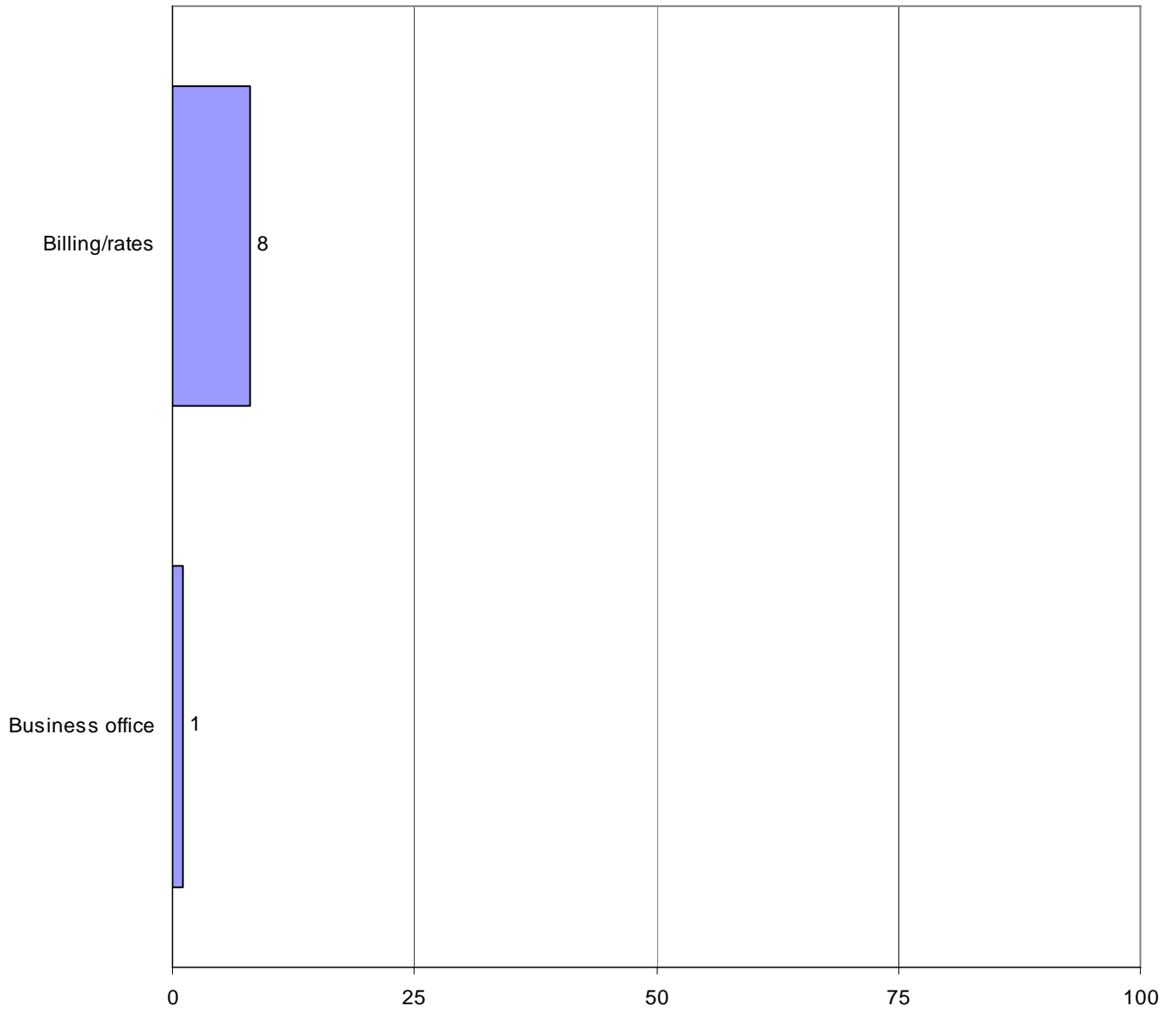


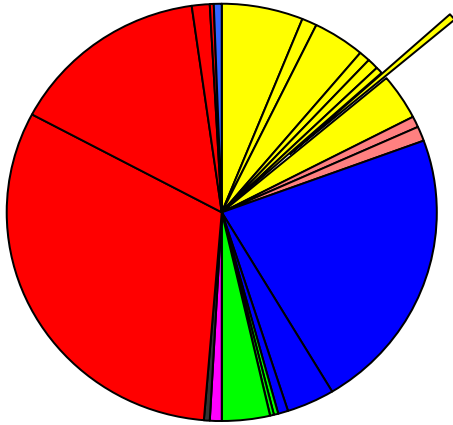
CenturyTel Long Distance 2005 Complaints 12 Total



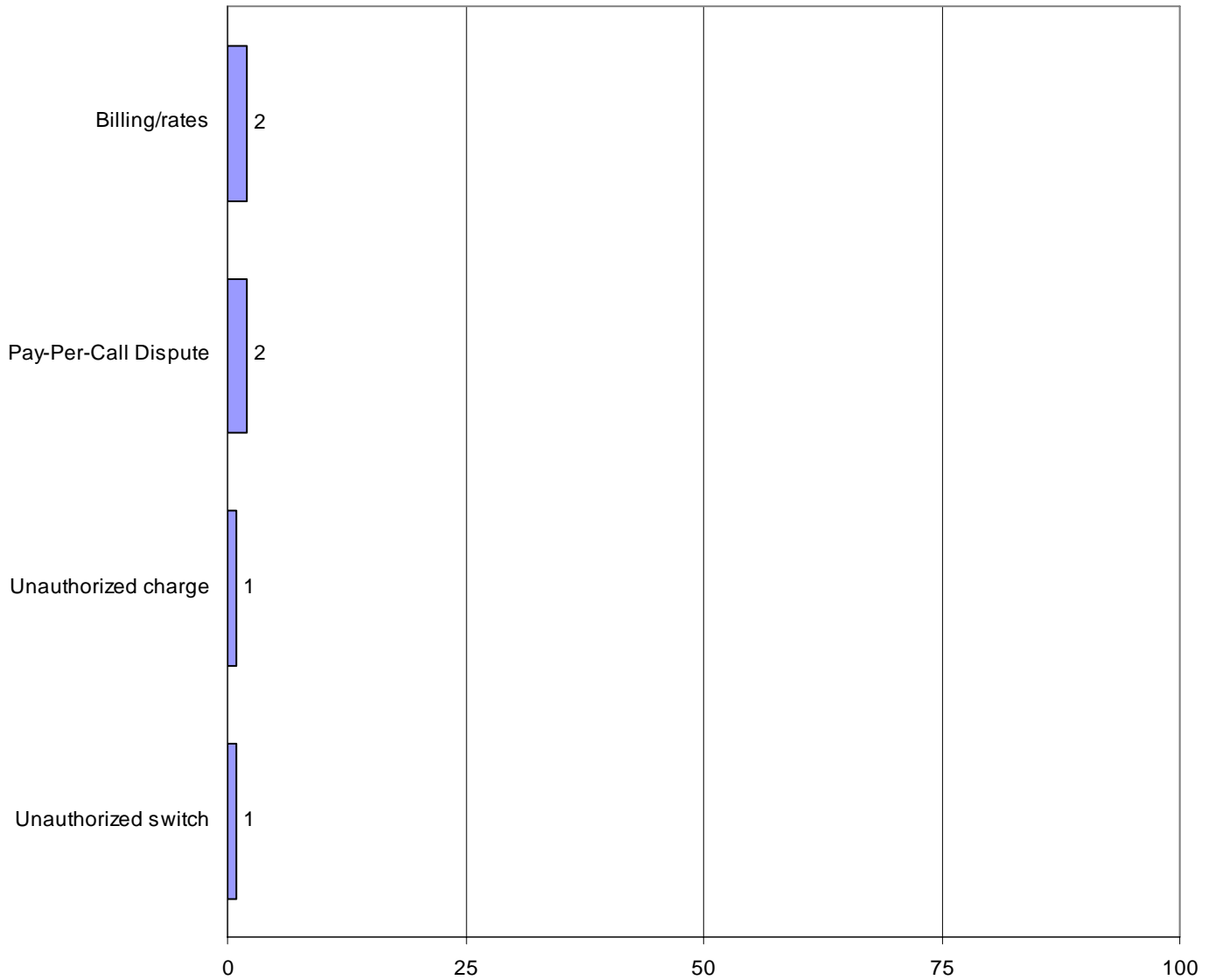


**UCN
2005 Complaints
9 Total**

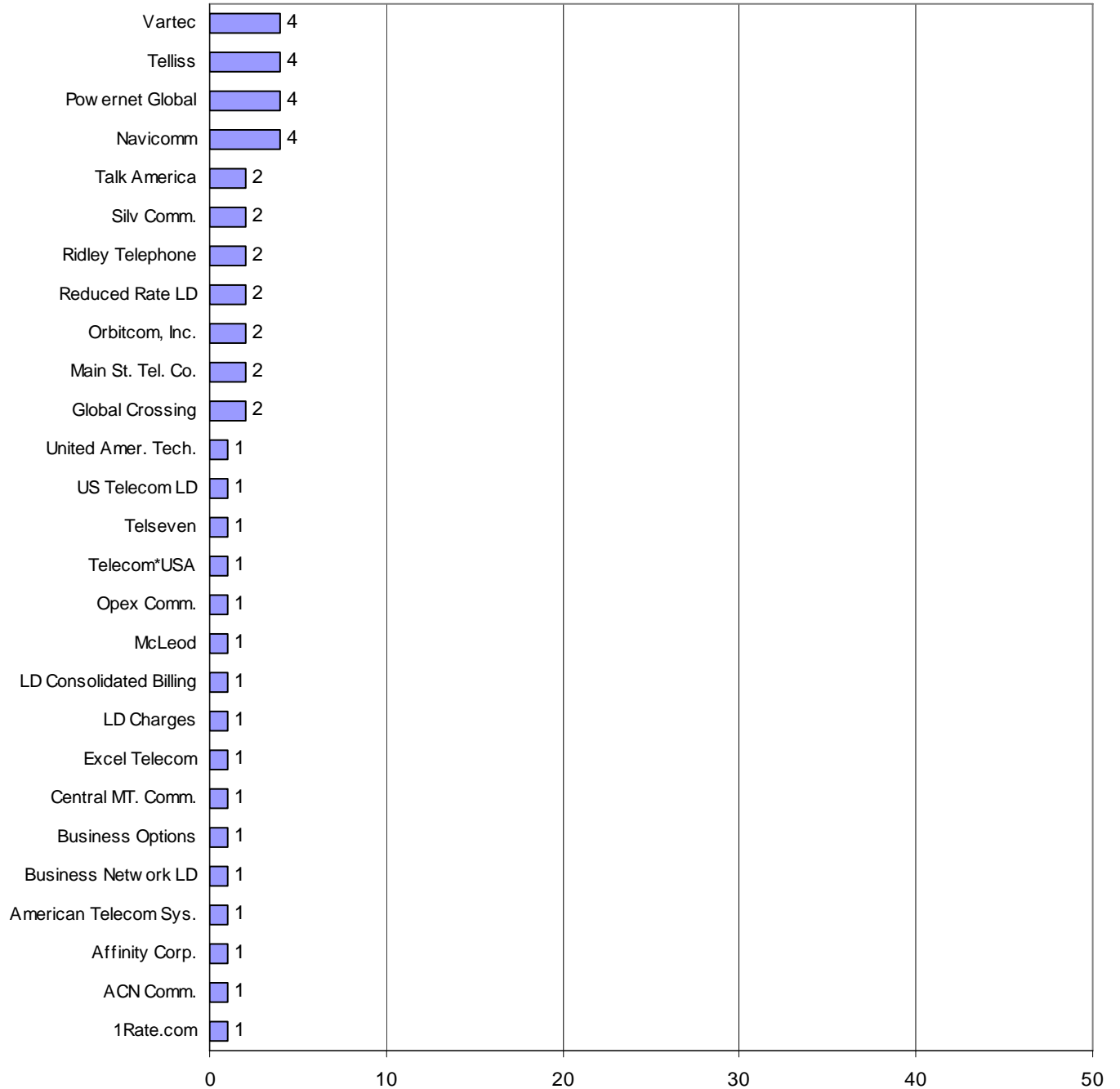
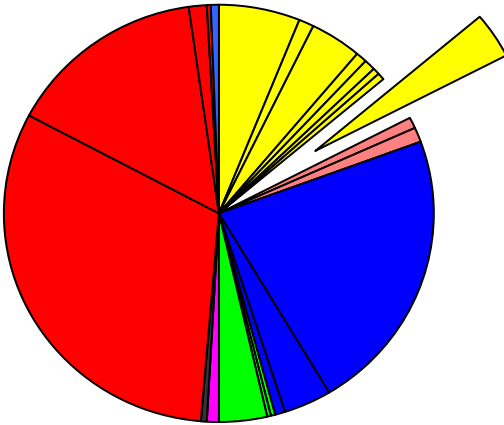




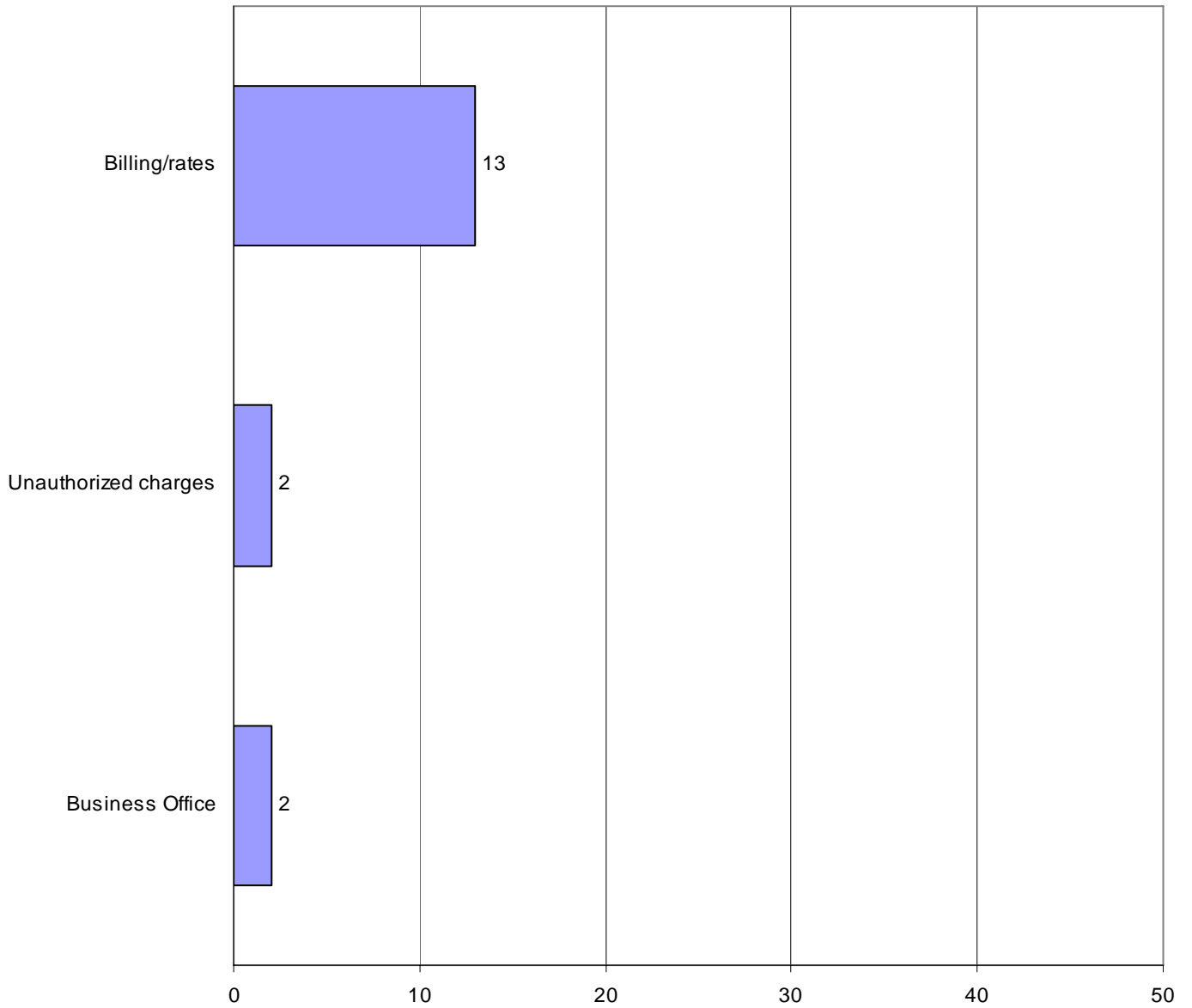
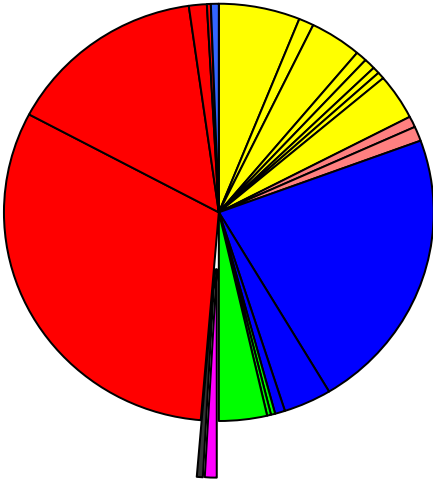
Opticom 2005 Complaints 6 Total



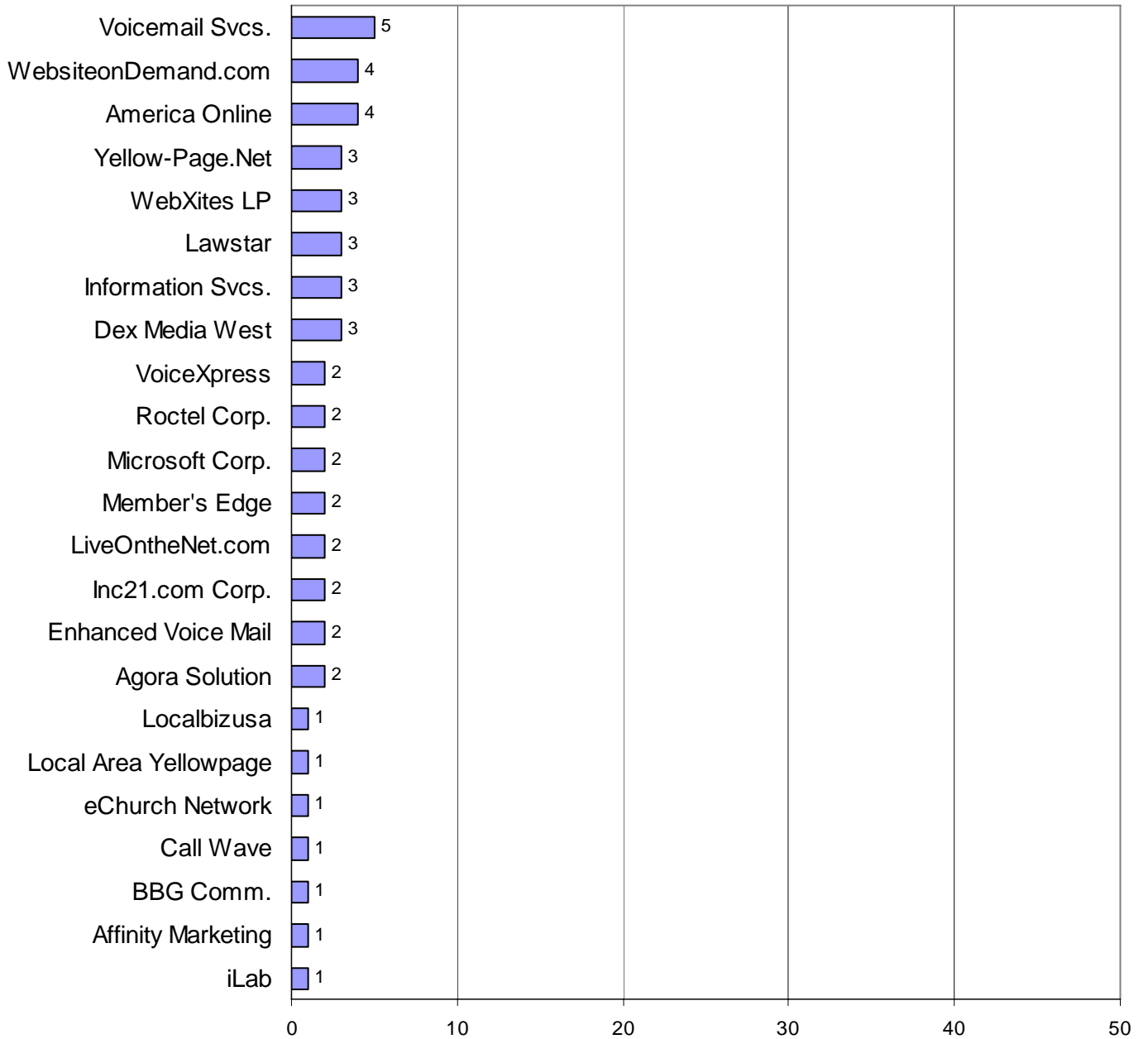
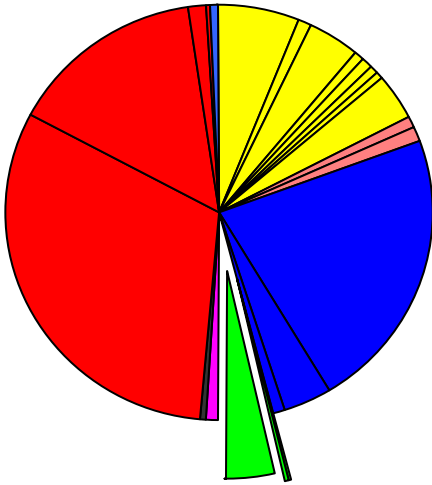
Other Interexchange Carriers (IXCs) 2005 Complaints 46 Total



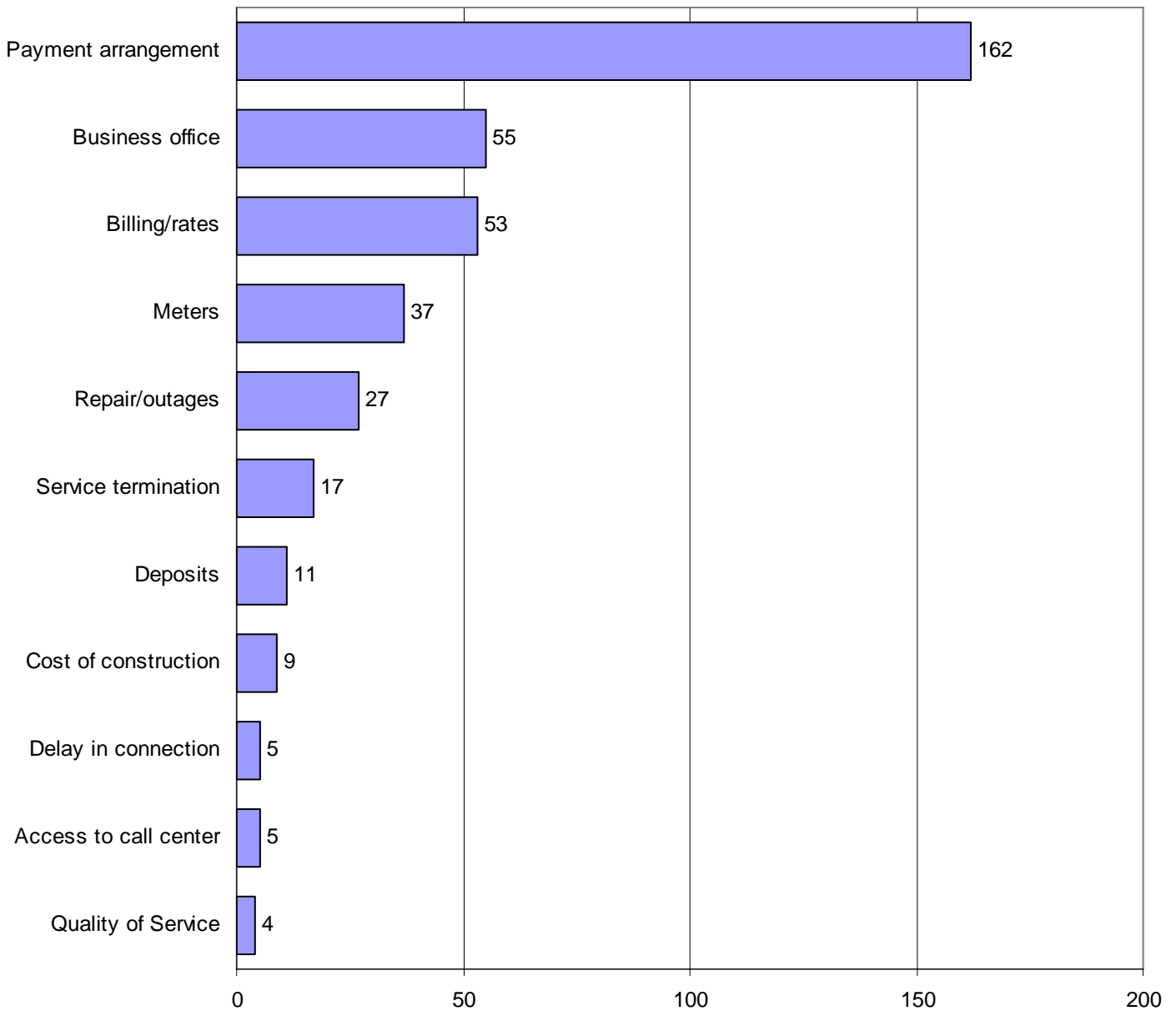
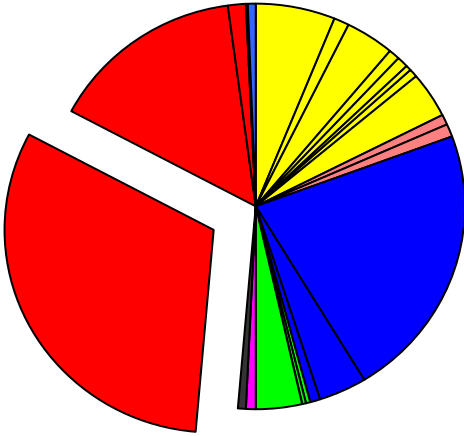
Operator Services Providers & Inmate Calling Providers 2005 Complaints 17 Total



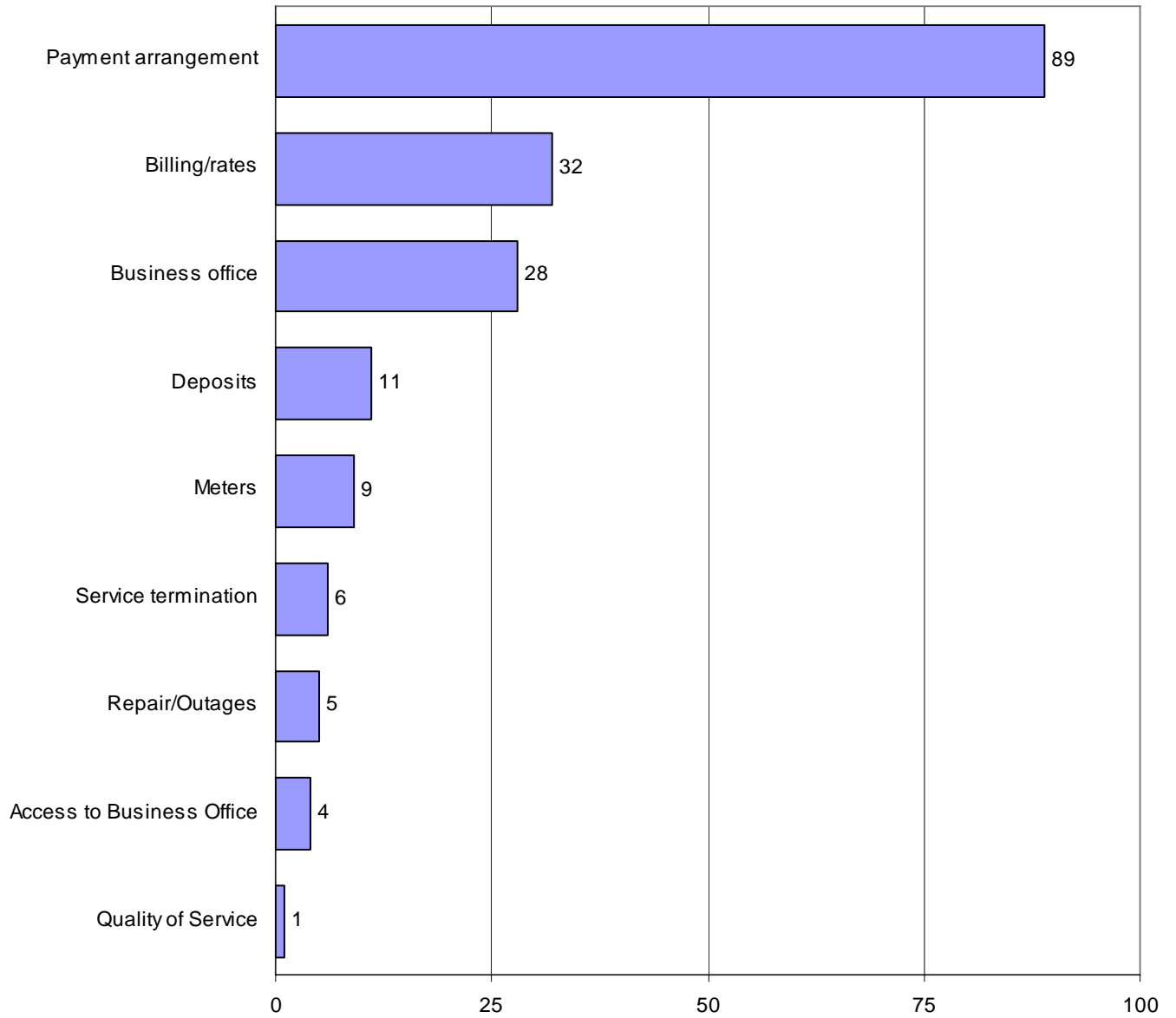
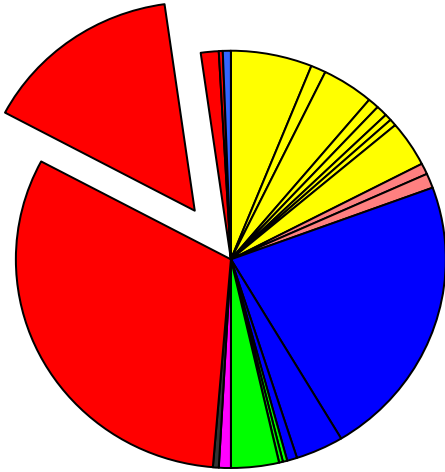
Non-Telco, Telco-Billed 2005 Complaints 51 Total

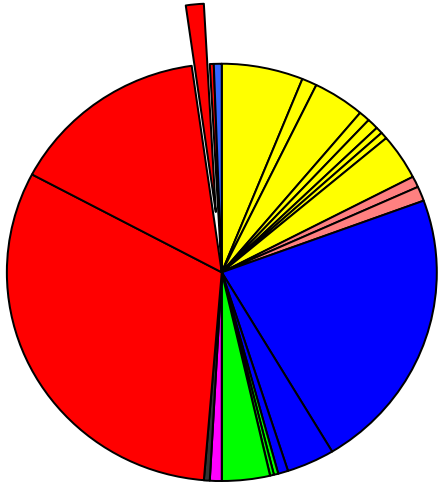


NorthWestern Energy 2005 Complaints 385 Total

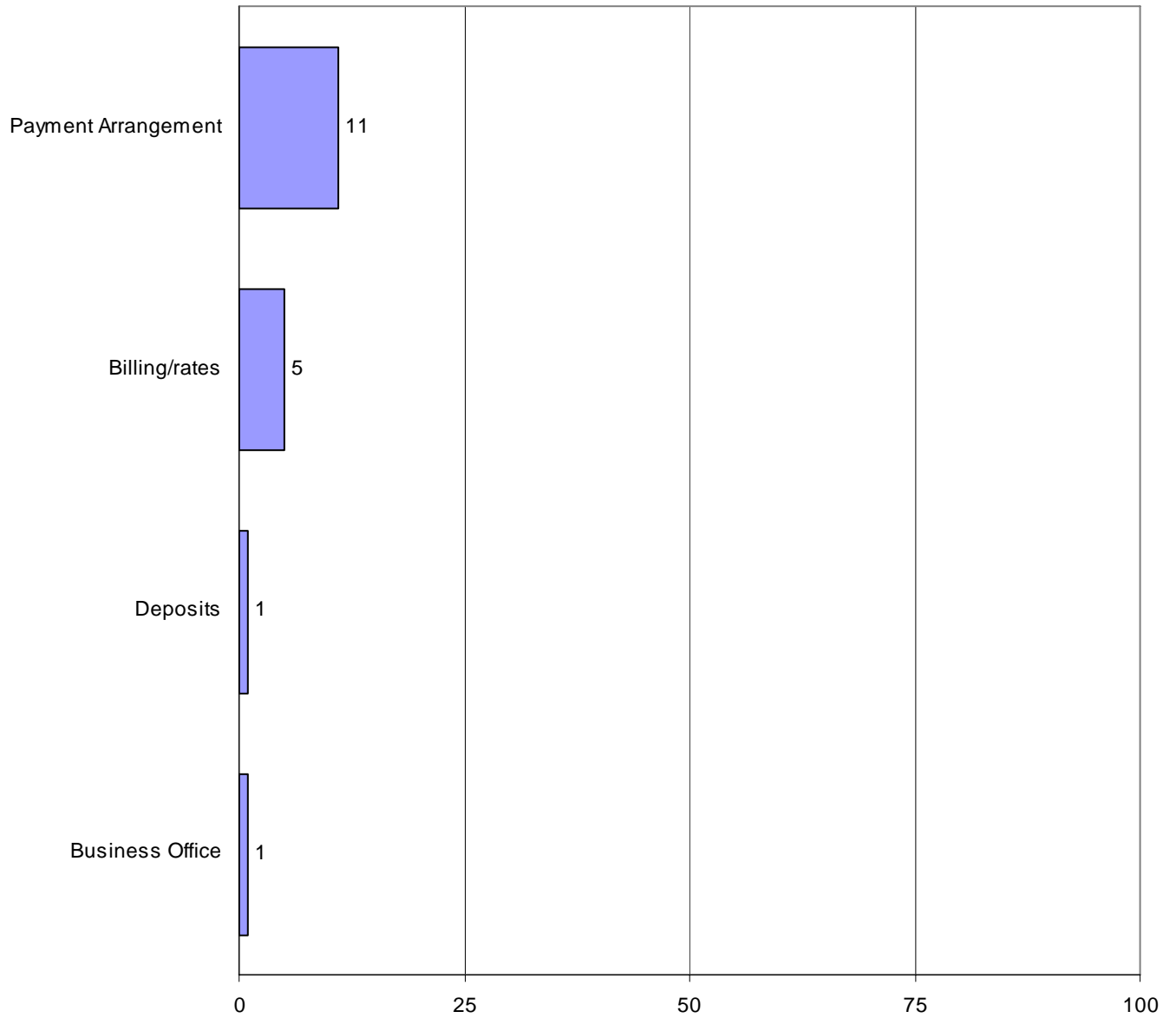


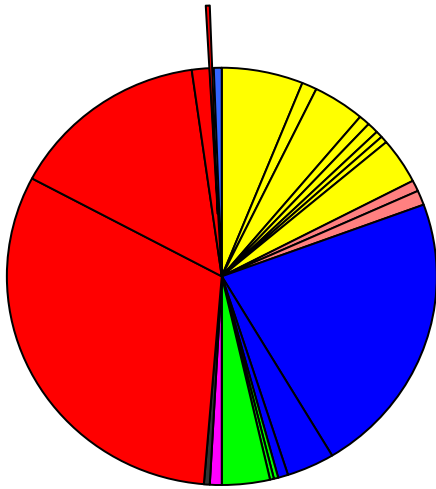
Montana-Dakota Utilities 2005 Complaints 185 Total



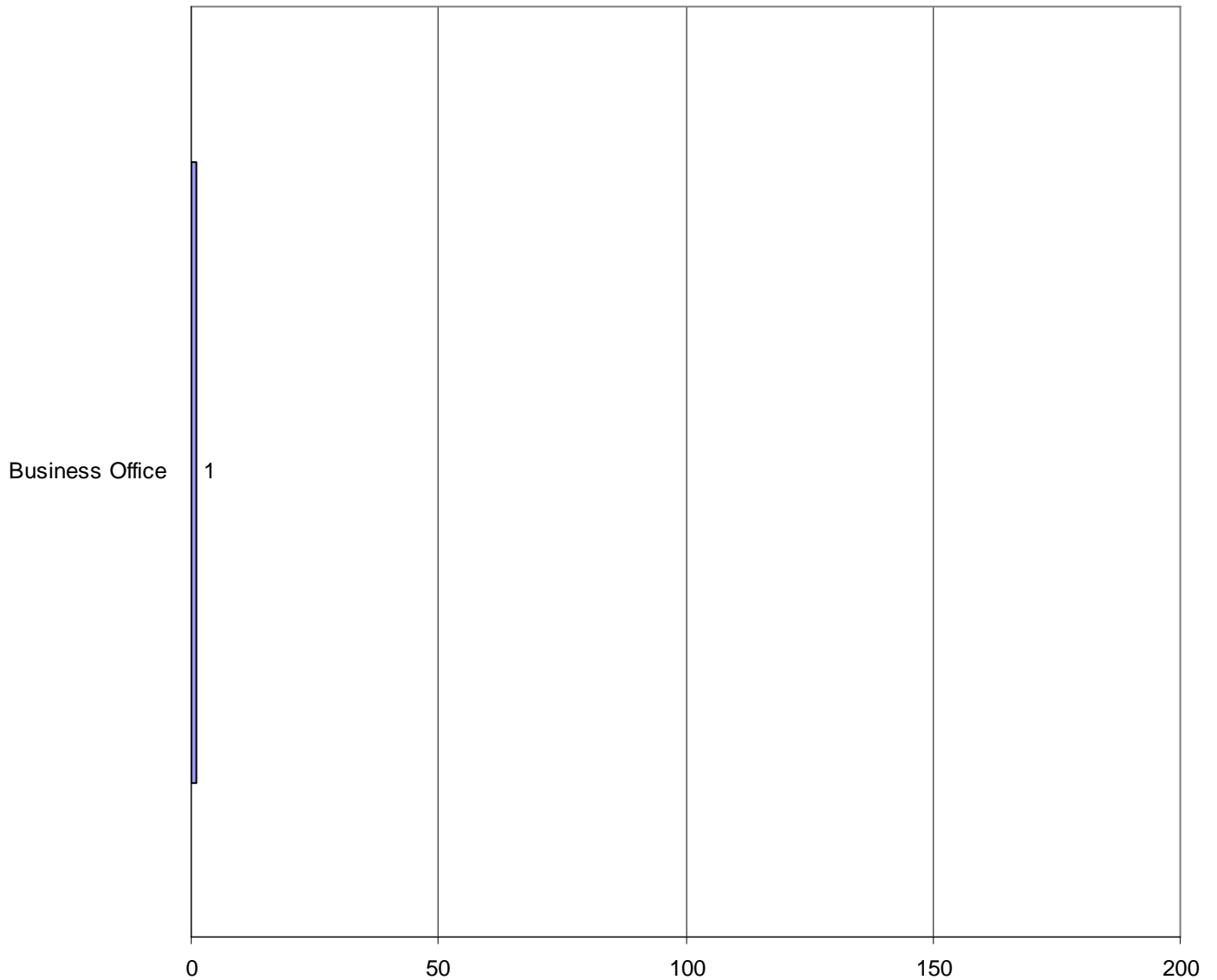


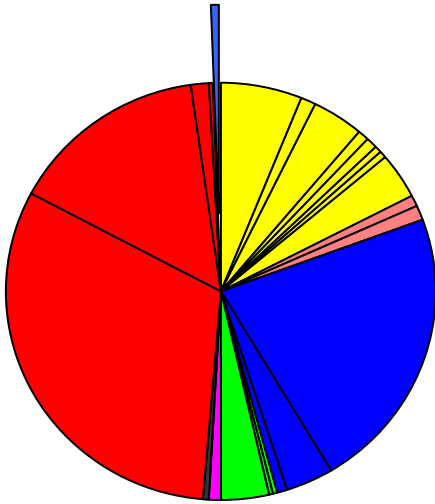
Energy West 2005 Complaints 18 total





Cut Bank Gas 2005 Complaints 1 Total





Water Utilities 2005 Complaints 8 Total

