

MARIE THERESE DOMINGUEZ
VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY

Response

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August 8, 2008

The Honorable John D. Dingell
House of Representatives
Washington, DC 20515-2215

Dear Congressman Dingell:

This is in response to your July 9 letter to Postmaster General John E. Potter, cosigned by three of your colleagues, regarding the TV Converter Box Coupon Program.

I understand and share your interest in ensuring that the U.S. Postal Service provides timely delivery of coupons to individuals in response to the TV Converter Box Coupon Program. You note that the National Telecommunications and Information Administration (NTIA) – to keep administrative costs down – is mailing the coupons via Standard Mail service, and the coupons expire 90 days after the date of mailing. In an effort to ensure that consumers receive their coupons promptly, you are requesting the Postal Service to give the mailed coupons priority status.

As you are aware, it is our goal to provide the best possible service performance in all instances, and the NTIA mailings are no exception. The Postal Service has a national policy for Standard Mail to ensure its timely processing, dispatch, and delivery within our established delivery standards. Specifically, Standard Mail is dispatched within 24 hours from the office of entry, and at the office of delivery, Standard Mail must be delivered on the second delivery day after receipt.

Nevertheless, as we recognize the importance of the TV Converter Box Coupon Program for many Americans, the Postal Service has domiciled, at the site of the vendor who is preparing the mailings for NTIA, three employees to verify the mailings so they are expeditiously accepted into the mailstream and dispatched to the appropriate mail processing facilities.

If I can be of assistance in the future, please let me know.

Sincerely,

A handwritten signature in blue ink that reads "Marie Therese Dominguez".

Marie Therese Dominguez