

Sprint

Sprint Nextel - Executive & Regulatory Services
TXFTWD0101
P. O. Box 8077
London, KY 40742



November 16, 2012

Alabama Public Service Commission
100 North Union Street
Montgomery, AL 36130

Dear Regulatory Agency:

Effective immediately, Sprint's Executive and Regulatory Services team will be changing our toll-free phone number to 1-855-848-3280. Please note that the contact information that your office has used to refer customer complaints to our office remains the same. To recap, please direct customer complaints regarding Sprint Wireless, Sprint Long Distance, Boost Mobile, Virgin Mobile USA, and Assurance Wireless to our attention using any of the following methods:

- E-mail – executive.offices@sprint.com
- Phone toll-free – 1-855-848-3280
- Fax – 1-866-347-8988
- Written correspondence –
Sprint Executive Services,
4701 Mercantile Drive, Fort Worth, TX 76137

Our office is also aware that there are some Commission Offices that prefer to address customer complaints directly with Sprint's state regulatory personnel. Please be assured that whatever way in which you choose to contact us with our customers' concerns, we will do everything we can to address those concerns as quickly and completely as possible. Should you have any questions or would like to speak with me directly, your office can also contact me at (817) 215-3020. I am available Monday through Friday between 7 am and 4 pm, Central Time.

Sprint Executive & Regulatory Services is committed to cooperating with your office to resolve our customer complaints and inquiries.

Sincerely,

A handwritten signature in black ink, appearing to read "Lincoln Korfanty".

Lincoln Korfanty
Executive Services Supervisor