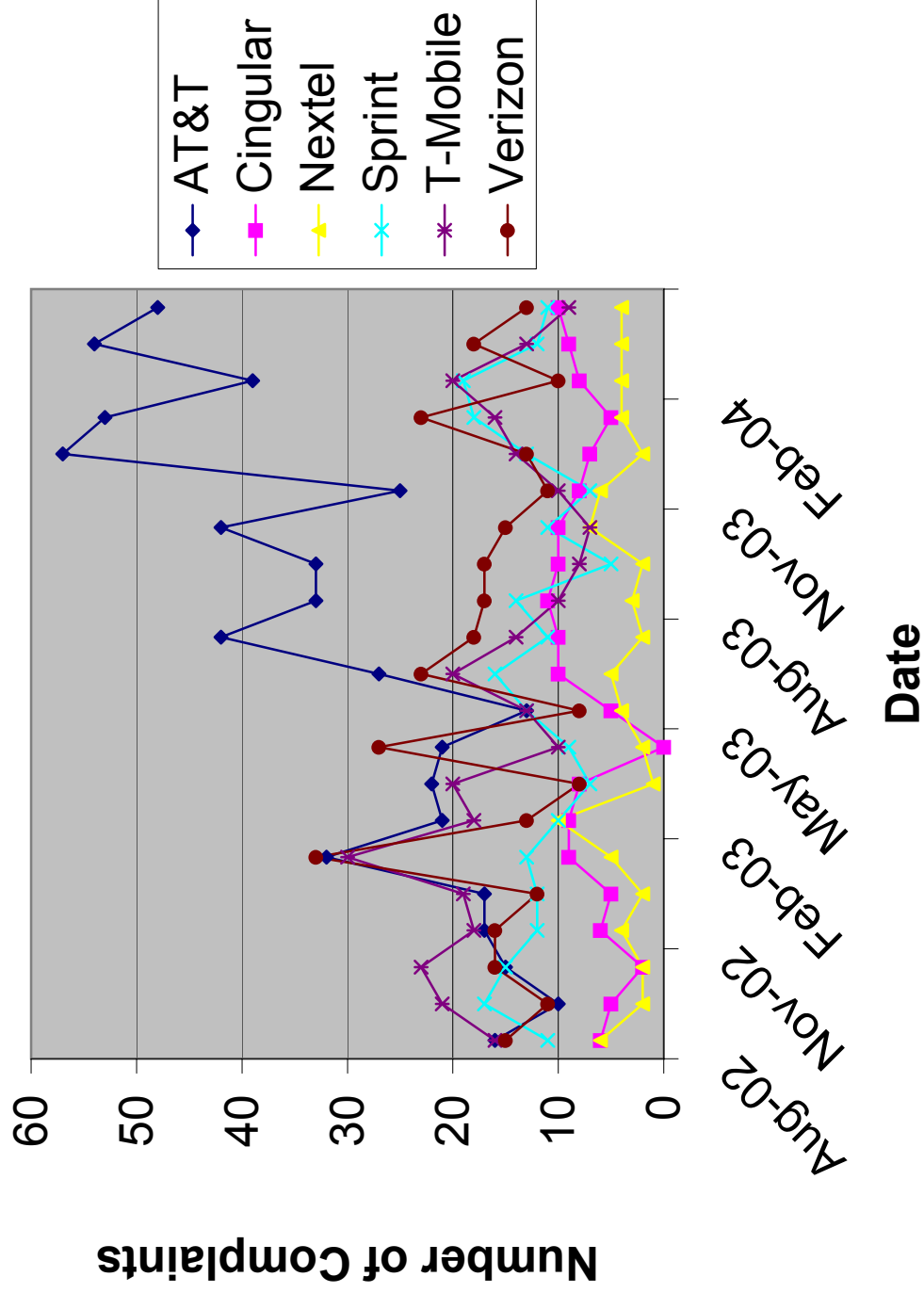


Wireless

Complaints August 2002 to January 2004

Wireless Complaints: Aug '02- Apr '04									
Date	AT&T	Cingular	Nextel	Sprint	T-Mobile	Verizon	Total		
Aug-02	16	6	6	11	16	15	70		
Sep-02	10	5	2	17	21	11	66		
Oct-02	15	2	2	15	23	16	73		
Nov-02	17	6	4	12	18	16	73		
Dec-02	17	5	2	12	19	12	67		
Jan-03	32	9	5	13	30	33	122		
Feb-03	21	9	10	10	18	13	81		
Mar-03	22	8	1	7	20	8	66		
Apr-03	21	0	2	9	10	27	69		
May-03	13	5	4	13	13	8	56		
Jun-03	27	10	5	16	20	23	101		
Jul-03	42	10	2	11	14	18	97		
Aug-03	33	11	3	14	10	17	88		
Sep-03	33	10	2	5	8	17	75		
Oct-03	42	10	7	11	7	15	92		
Nov-03	25	8	6	7	10	11	67		
Dec-03	57	7	2	13	14	13	106		
Jan-04	53	5	4	18	16	23	119		
Feb-04	39	8	4	19	20	10	100		
Mar-04	54	9	4	12	13	18	110		
Apr-04	48	10	4	11	9	13	95		
Total	637	153	81	256	329	337	1793		
Aug-Sept '02 Avg	13.7	4.3	3.3	14.3	20.0	14.0			
Nov '02- April '04 Avg	33.1	7.8	3.9	11.8	14.9	16.4			
Variance	19.4	3.4	0.6	(2.5)	(5.1)	2.4			

Wireless Complaints Aug '02 - Apr '04



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22 Months AT&T & Cingular

