

AT&T Grievance
PO Box 515188
Los Angeles, CA 90051-5188
March 11, 2008

Dear AT&T Grievance,

This complaint is in regards to account #436046187013. I have been an AT&T user for over eight years. Over the majority of this time frame, I was suspecting that someone was listening to my cell phone calls. I know for a fact that this concern took place at my location of business. I referred to AT&T several times about this intrusion and they assured me that it was not possible. Then when repeated conversations came back to me that took place over my cell phone. I knew that someone was listening. It took some time to figure out who could have access, but when I called AT&T again with more information clarifying that one of the persons involved was an X-employee of AT&T with equipment. Your customer service still defended AT&T's phone security having no way of correcting the problem nor did they have an interest in trying to keep me as a customer or respect for my loss of privacy.

The results of the listening of my conversations interrupted business dealings I was working on and lead into numerous roomers that have affected my daily life. Need I remind you that personal information such as Social Security numbers, passwords, credit cards numbers and confidential business information was shared over this cell phone.

Over the past few months I have put the final pieces together in figuring out who is behind this act and that they have friends within your company. I asked for the FBI for assistance. They advised me that cell phone listening frequently takes place they told me to change my SIM card to help in deterring the listener, but it only worked for a short period of time and I changed my SIM card three more times. This has resulted in me leaving AT&T and

changing my number that is highly used for business and personal communications around the world. I am taking this matter very seriously and am requesting total compensation. I am not going to pay for a service that has misrepresented it self as being a reliable tool for business.

I am requesting that all current billing be cleared and that you highly consider reviewing your security measures in your company and with ex-employees. If my request is ignored I will be taking legal action and public notice on the matter.

Sincerely,

Robert B. Foster