

**MR. DONALD G. EVERIST  
2699 CENTENNIAL COURT  
ALEXANDRIA, VA 22311**

Received & Inspected  
SEP 7 X 2011  
FCC Mail Room

August 30, 2011

Ms. Marlene Dortch  
FCC Secretary  
Federal Communications Commission  
The Portals  
445 12<sup>th</sup> Street, S.W.  
Room TW-B204  
Washington, DC 20554

Re: WTB Docket No. 11-65

Dear Ms. Dortch:

This filing is neither to support nor oppose the acquisition by AT&T of the T-mobile licenses and equipment. This letter requests that AT&T be more transparent about their cell products and the ability to receive cell signal and claimed service area maps.

It further requests that the Commission address the current AT&T representation, whereby AT&T vends its current cell phone products.

We are currently subscribers of AT&T cell phone service. Initially, we began with an earlier network provider, that subsequently was absorbed into the AT&T network. Within the past three years, we have not found the AT&T service to fulfill its promises and claims of superior service.

For example during the past several years, I have written letters<sup>1</sup> to Mr. Ralph Delavega, President and CEO of AT&T Mobility. These letters were an attempt to rectify the AT&T shortcoming of service and reception near my home. According to an AT&T representative, cell service is predicted for the entire area in which we live. For the past several years, it is and has been woefully inadequate.

While we received responses from AT&T representatives including replacing the SIM component, this dire service situation remains unchanged. The fact remains even after participating with AT&T in drop calls. We were then told by an AT&T representative that field measurements had been performed and that adequate signal was confirmed in the area. I believe that continued lack of service in and near Centennial Court in the Alexandria area is indefensible. We note that shortly BRAC will be moving 6400 persons to Mark Center in Alexandria (within 0.5 miles of Centennial Court).

No. of Copies rec'd 0+4  
List ABCDE

---

<sup>1</sup> According to my records, certified return receipt letters were sent on May 5, 2008, September 28, 2008, August 7, 2009, and February 8, 2010.

MR. DONALD G. EVERIST

Ms. Marlene Dortch  
August 30, 2011  
Page 2

The AT&T representation of service in our area is an interesting claim. Therefore, after several years of trying to engage AT&T representatives about this cell service shortfall<sup>2</sup> the following may be occurring:

- AT&T vends a cell phone<sup>3</sup> product that does not meet minimum AT&T reception requirements based on AT&T's service map
- AT&T provides an overly optimistic cell phone service map
- Both of the above may be true

As recently as the past two weeks (prior to the Hurricane Irene), cell phone service outside 2699 Centennial Court and towards Echols Avenue was at best intermittent.<sup>4</sup>

Therefore, I urge that as one of the FCC's conditions of the AT&T acquisition of T-mobile that AT&T should address and resolve the above. We do not wish to use a phone with broadband service, but a cell phone that provides reliable service. I recently visited an AT&T store and they claim that a replacement phone with 3G capabilities would provide the relief. I am not only dubious, but this suggests that AT&T as it upgrades its cell sites to new modulation schemes is not fully backward compatible.

Thank you for your attention in this matter.

Sincerely,



Donald G. Everist

DGE:mcw

cc: Chairman Julius Genachowski  
Commissioner Michael J. Copps  
Commissioner Robert McDowell  
Commissioner Mignon Clyburn

---

<sup>2</sup>A friend who also has AT&T cell service reports similar intermittent service at variance with AT&T service claims in and near Columbia, Missouri and Williamsburg, Virginia.

<sup>3</sup>Not only drop calls, we find regularly that the network is busy and other discrepancies such as "Network Error".

<sup>4</sup>I was led to believe the site at Dowden Terrace was to remedy this service lapse.