

Sprint Executive Team, In response to the following email from Wayne Culp, I would like to again.....express my concerns and outline the result of each concern thus far and voice my desired resolution prior to further escalation of my unfortunate incidence with Sprint. Re-usage of Sprint Corporation's Cell phone numbers: Due to the re-usage of Sprint's cell phone numbers, my 10 yr. old daughter received sexually explicit text messages and pictures within a 1 day time frame even after my husband demanded they never contact the number as this was a 10 yr. old child's cell phone. My daughter was distraught when bringing me her cell phone...her innocence was robbed from her at 10 yrs. old due to inconsideration of SPRINT! Please stop re-using past customer cell phone numbers, this would not have occurred if you took your customers privacy into consideration..

I changed our cell phone numbers to avoid further trauma, I have a small business and now have to change my entire business profile to include, business cards, pens, website, booklets, signs, etc. The customer service I received was beyond a disgrace and your international customer service representatives do not speak English well nor communicate effectively. This was not an isolated incident as I ran in to the same brick wall after calling several times...being hung up on and put on hold for up to 30 minutes!!!

Both Iphones do not work well and you yourself could not hold a conversation with me due to the horrible reception and equipment, I had to call you from my husband's AT&T phone...I understand you stated the tower is being updated, however, this does not compensate for the calls and embarrassment encountered throughout the past 3 months with my customers and business associates. I no longer wish to execute my concerns via phone, please communicate with me via email only. Please know that an "early renewal with a 2yr. contract" will not suffice. If this is not resolved today, I will be seeking resolution through the media. Desired Resolution: (2)New Galaxy S4 for my daughter and I free of charge and tested for proper signals Please contact me via email by the end of today or not only will you lose my business, I will ensure to communicate the actions of the above message to my customers and the media and even the justice system if needed. For now, I have contacted the BBB, Federal Communications Commission's and the Attorney General for reference. A very dissatisfied customer/mother,Brenda Rodriguez

Brenda Rodriguez

Email Brenda.rodriquez2010@yahoo.com

From: "Culp, Wayne A [CK]" <Wayne.A.Culp@sprint.com>

To: "brenda.rodriquez2010@yahoo.com" <brenda.rodriquez2010@yahoo.com>

Sent: Thursday, August 1, 2013 5:36 PM

Subject: New Device offer

Ms. Rodriguez,

As we discussed earlier, I can offer you new customer pricing on the Samsung S4. The price is \$249.99. I'll waive your early upgrade fee of \$150, but will charge the \$36 activation fee and require a 2 year commitment. We can accept payment over the phone.

I appreciate you giving me the opportunity to assist you yesterday and today!

Thank you,
Wayne

Wayne Culp, Site Manager
Fort Worth Consumer Tech Support
Office: 817-953-9012

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