



Sprint - Executive & Regulatory Services  
TXFTWD0101  
4701 Mercantile Dr N  
Fort Worth, TX 76137

UTAH PUBLIC  
SERVICE COMMISSION

May 8, 2009

2009 MAY 19 A 10:38

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Public Utilities Commission  
State of Utah  
160 East 300 South  
P.O. Box 146704  
Salt Lake City, UT 84114-6704

RECEIVED

Re: File 66550  
Account 699073288, Brandon Clark (Dimick)  
Case 1708620

To Whom It May Concern:

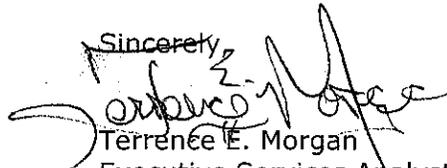
Sprint Nextel is in receipt of the above-referenced complaint of Mr. Brandon Dimick and Ms. Angel Dimick. We appreciate your assistance in bringing our customers' concerns to our attention.

In her inquiry, Ms. Dimick stated that Mr. Dimick was informed we would waive his Early Termination Fees due to the lack of coverage in his new home area. Therefore, he has requested that we apply a credit to his account to offset the Early Termination Fees applied to his account.

We regret that coverage issues led to Mr. Dimick's decision to cancel his account. We have made a serious commitment to provide the clarity and reliability our customer's expect from a wireless service by continuing the enhancement of our network throughout the nation. When our network expands to provide coverage in Mr. Dimick's area, we hope that he will again consider Sprint as his wireless service provider.

As resolution to this matter, we have applied credits totaling \$696.17 to offset the Early Termination Fees and prorated monthly service charges reflected on Mr. Dimick's September 2009 invoice. Consequently, we have processed a credit card payment to offset the remaining \$171.75 balance. As a result, Mr. Dimick's account is in a final status with a zero balance.

Should you have any additional questions regarding this matter, please contact us by calling our Executive & Regulatory Services Department toll-free at 1-866-398-4606. We are available Monday through Friday, between 8 a.m. and 5 p.m., Central Time.

Sincerely,  
  
Terrence E. Morgan  
Executive Services Analyst

c: Mr. Brandon Clark