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Dr. Bret Simmons
3005 Roxbury Drive
Reno, NV 89523

Dear Dr. Simmons,

Please allow me the opportunity to formally apologize for the missteps that occurred relative to your U-verse rebate and for the frustration you encountered while attempting resolution.

I truly appreciate you taking the time to share your experience with me. While we strive to make every customer interaction perfect, we occasionally miss the mark and your situation is one such instance. Your feedback is valued and an important tool that we use to improve our process.

Dr. Simmons, your satisfaction is important to AT&T and to me personally. I have enclosed a business card and ask that should you need anything additional, please contact me directly.

Sincerely,

Randy J. Brown, CPA
Director
Regulatory & Legislative Affairs
AT&T Nevada