

October 21, 2014

Special Meeting

Public Comment

Supervisor Stump

Info. Regarding

AT&T Response to

Complaint



Response to Notice of Informal Complaint (NOIC)

October 7, 2014

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: Nate Greenberg on behalf of
Agency File Number: 14-C00613194-1
Response Type: Other
Service Date: September 24, 2014
Company File Number: CM20140925_94400315

AT&T Mobility ("AT&T") is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. Nate Greenberg, on behalf of _____, states he is having service issues in Chalfant Valley, CA. Mr. Greenberg requests to have his concerns addressed.

The coverage at the billing address on the account is moderate to good. The area should be sufficient for on-street or in the open coverage, most in vehicle coverage and possible in-vehicle coverage and possibly some in- building coverage. In-building coverage can and will be adversely affected by the thickness/construction type of walls, or your location in the building (i.e., in the basement, in the middle of the building with multiple walls, etc.). To increase the coverage area, Network Engineering has proposed a site in 2016 that will supply additional coverage to the location. However, as for now, there are no other coverage plans in her home area.

Michael McCool, an AT&T Office of the President Specialist, attempted to contact _____ by phone without success. Contact attempts were made on September 25, September 29 and October 6, 2014. On each call, a voice message was provided. To date, _____ has not contacted the specialist. _____ may contact the specialist for further assistance regarding this matter. The number is provided below.

AT&T regrets any inconvenience caused by this matter. We trust this letter addresses your concerns regarding this complaint. If you have any questions regarding this case, please contact Michael McCool at 916-979-7436. For all other matters, please use your normal channel.

Sincerely,

Sherri Baker
AT&T Office of the President

cc: