



South Dakota - 2006 Agency Customer Complaints Report

Public – Redacted Version

Alltel Communications, Inc. f/k/a Western Wireless Corporation

| Date Rcv'd | Agency | Customer Name | Billing Account Number | Complaint Type | Complaint Summary | Resolution Summary | Date Resolved | Resolution Interval |
|------------|--------------------------|---------------|------------------------|----------------------|--|--|---------------|---------------------|
| 3/20/2006 | Other Agency | [REDACTED] | [REDACTED] | Billing | Customer states they were misinformed about the coverage area. Customer states he looked over the information that was given to him by Cellular One and it stated roaming in Canada was .99 cents a min. but no reference to what it cost to call Canada. Customer is requesting an explanation and an adjustment. | We researched Summit and he had 643 minutes of calls to Canada ranging from .98 to 1.27 per minute and these calls added up to \$819.55. I agreed to credit the account \$500 which makes him responsible for the remaining. I encouraged him to come into the store and get switched over to an Alltel rate plan and add the \$4 feature which drops the calls to Canada down to .10 a minute. He seemed very appreciative when we were done and will remain a happy Alltel customer. | 3/22/2006 | 2 |
| 4/3/2006 | Other Agency | [REDACTED] | [REDACTED] | Non-Alltel Error | Customer states she is going through a divorce and wants her husband's name removed from the account. Customer wants to cancel 2 lines without penalty. | Customer has 4 lines with us. We will allow her to disconnect 2 and keep the other two rather than losing the entire acct. | 4/3/2006 | 0 |
| 4/4/2006 | Attorney Generals Office | [REDACTED] | [REDACTED] | Billing | Customer states that she requested for services to be disconnected by writing on bill. States that phone was inoperable. Customer states that services were suspended and charged a reconnect fee. | Mailed letter advising customer of adjustment for current billing. Customer requested disconnect by mail. | 4/18/2006 | 14 |
| 4/7/2006 | Other Agency | [REDACTED] | [REDACTED] | Representative Error | Customer states that son was authorized to change plan to one that included roaming. Customer states that the representative changed the wrong cell phone causing roaming charges. | Mailed letter advising that roaming charges had been adjusted and plan corrected. | 5/4/2006 | 27 |

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|-----------|--------------|----------|----------|----------|---|---|-----------|----|
| 4/11/2006 | Other Agency | ████ | ████████ | Policies | Customer states that they moved to an area that did not offer services. Received credit from Cellular One for early disconnect penalty for one line and is requesting that the second early disconnect penalty be waived. | Mailed letter advising of early disconnect penalty. Customer received credit for one early disconnect penalty. Customer has ported service to a new service provider. Customer was also offered a Nokia to try to see if he would receive a better signal. Customer declined option. | 4/27/2006 | 16 |
| 4/13/2006 | Other Agency | ████ | ████████ | Billing | Customer states that he lost minutes that were available when he transferred from Cellular One. | Customer did not lose promo minutes. Will verify information and send letter. | 4/28/2006 | 15 |
| 4/13/2006 | Other Agency | ████ | ████████ | Billing | Customer is upset because she was credited a portion of her charges and she stated that she shouldn't have been charged at all because her sister has Alltel service in Florida and the minutes of use should have been free. | Customer has been contacted. Her issue was resolved in Feb. We credited all of her overage due to her misunderstanding of when Alltel customers would be included as a mobile to mobile call. | 5/17/2006 | 34 |
| 4/18/2006 | Other Agency | ████████ | ████████ | Billing | Customer states that he requested that services be disconnected and he received additional billing. | Adjusted for current billing by 21.70 dollars. Customer requested disconnect; no usage on current bill. Customer responsible for past billing and usage. | 5/3/2006 | 15 |
| 4/21/2006 | Other Agency | ████ | ████████ | Billing | Customer states that her previous coverage area with Cell One is now a roaming area with Alltel. She is requesting an update on any changes made to her coverage area. | Apologized for the situation and explained the bill so the customer understood that the balance was correct. | 5/8/2006 | 17 |
| 4/24/2006 | Other Agency | ████ | ██ | Policies | Customer is being deployed to another area for the Air Force and he started his contract on 5/12/05. Customer wants to know what we can do about his contract. | Contact cellular phone is disconnected. Home phone number as listed on account is disconnected. If customer had contacted us when he was active, he would have been eligible for Alltel's deployment or change of duty policies, which assist military personnel in making changes more smoothly. | 5/5/2006 | 11 |
| 4/27/2006 | Other Agency | ████████ | ████████ | Billing | Customer states the text message charge is invalid. Customer is requesting an adjustment. | A trouble ticket was already submitted so the adjustment was given due to the limited number of credits issued to this account | 4/27/2006 | 0 |
| 4/28/2006 | Other Agency | ████ | ████████ | Billing | Customer is disputing roaming charges. | Customer area was covered under the rate plan. Roaming charges were credited. | 4/28/2006 | 0 |

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|----------|--------------------------|----------------|--------------------|----------|---|--|-----------|----|
| 5/1/2006 | Other Agency | ██████████ | ██████████ | Billing | Customer states that she is receiving roaming from North Dakota while in Eureka, SD. States that she has not experienced roaming until the last 3-4 months. | Customer issues have been addressed. Customer received notification that roaming is valid. Changed to the National Freedom Plan. | 5/30/2006 | 29 |
| 5/1/2006 | Other Agency | ██████████ | ██████████ | Policies | Customer is requesting to disconnect services due to transition from Cellular One to Alltel. | Will advise of contract expiration. Customer refuses to try and correct issues with phone. | 5/31/2006 | 30 |
| 5/2/2006 | Attorney Generals Office | ██████████ | ██████████████████ | Billing | Customer is disputing roaming. He contends his daughter was in their home area of Hills, MN and picked up a tower 90 miles away in Iowa. | Customer has spoken to Customer Service rep and Supervisor. He has been informed that all charges are valid and no adjustments are warranted. | 5/2/2006 | 0 |
| 5/2/2006 | Other Agency | ██████████ | ██████████ | Billing | Customer is requesting a rate plan close to what he had with his other rate plan | Sent letter explaining options available to customer to update plan or contact Technical Support | 5/31/2006 | 29 |
| 5/3/2006 | Attorney Generals Office | ██████████ | ██████████ | Policies | Customer states that he was told at the time of sale that he could change his plan and have it backdated if he went over his allotted minutes and/or incurred roaming charges. Customer states since the transition, he was informed that Alltel does not support this particular policy. Customer is requesting to be released from the contract as a result of this policy. | No account information disclosed in the complaint documentation. Will send an e mail to the customer requesting he provide me with this information. Closing complaint until I hear from customer. Also, sending a letter to the agency, requesting an extension seeing that no account information was disclosed in the complaint correspondence. | 6/1/2006 | 29 |
| 5/4/2006 | Other Agency | ██████████ | ██████████ | Billing | Per Rep ██████████ customer stated she shouldn't be charged roaming and would very much like her account credited for the roaming charges. | Customer was advised to upgrade the rate plan to include this area. Customer is in a fringe area. | 6/1/2006 | 28 |
| 5/8/2006 | Other Agency | ██████████████ | ██████████ | Billing | Customer was originally on pooled rated plan, was not placed back on pooled plan after conversion, mobiles have since been combined on pooled plan, will investigate for specific measures taken to remedy customer complaint. | Mobile phones were combined on pooled rate plan and billing is currently being rerated. | 5/22/2006 | 14 |

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|-----------|--------------------------|------------|------------|----------------------|--|---|-----------|----|
| 5/9/2006 | Other Agency | [REDACTED] | [REDACTED] | Policies | Customer states that reservation tax appears to be duplication of South Dakota Gross Receipts. | | 5/31/2006 | 22 |
| 5/16/2006 | Other Agency | [REDACTED] | [REDACTED] | Policies | Customer is interested in knowing the contract expiration date on the account. | Customer was mailed letter to notify of when contract expires and that early disconnect penalty is valid. | 6/5/2006 | 20 |
| 5/19/2006 | Other Agency | [REDACTED] | [REDACTED] | Misinformation | Customer is upset about being misinformed from indirect agent about call-forwarding feature. Customer request to have some or all of his overage charges associated with this adjusted. | Sent letter to customer that charges explaining charges are valid. Also explained term and conditions. Adjusted 25% of customer's overage as a courtesy. | 5/23/2006 | 4 |
| 5/22/2006 | Attorney Generals Office | [REDACTED] | [REDACTED] | Policies | Customer states that he is receiving unwanted calls from an individual in Florida. Customer contacted customer service and requested assistance to have the calls stopped. Customer is dissatisfied with the representative's response, who advised him to contact his local police station. Per the complaint info, appears that there is a lack of communication between his local PD and FL PD. Both states indicate that the other PD is responsible for initiating the process. | Sending a letter to the AG explaining that we are unable to provide phone records of another Alltel customer without the proper documentation (subpoena, etc.). | 5/30/2006 | 8 |
| 5/23/2006 | Other Agency | [REDACTED] | [REDACTED] | Representative Error | Customer states that a line of service was added to their account without their authorization. Customer is requesting immediate removal of this line and credit to offset the charges they incurred. | Business Sales resolved this matter a few days after the customer filed this complaint (5/25). Per notes, resolution was communicated to the customer. Business Sales disconnected this line and issued the necessary adjustments. Will send a letter to the PUC advising them of this. | 6/10/2006 | 18 |
| 5/25/2006 | Other Agency | [REDACTED] | [REDACTED] | Policies | Customer details his dissatisfaction with the deposit amount required before establishing services. Customer states that he does not have a blemished credit history; therefore, he is | Will send a letter to the PUC advising that the deposit amounts are based on the customer's credit history. Customer should also receive a letter from activations advising why a deposit was required. | 6/12/2006 | 18 |

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| | | | | | requested we lower the deposit amount. | | | |
| 6/2/2006 | Other Agency | ██████████ | ██████████ | Billing | Customer is upset about bills - rate plan was incorrect, there were misapplied payments and roaming, and the account was eventually hotlined. Agency requests roaming charges and reconnect fees refunded. Agency also requests the accounts be set up correctly. | Sent letter to PUC explaining all changes have been made. Apologized for inconvenience and gave \$50.00 courtesy adjustment. | 7/5/2006 | 33 |
| 6/5/2006 | Other Agency | ██████ | ██████████ | Misinformation | Customer states that he was misinformed of the rate plan pricing at the point of sale. Customer is requesting to disconnect his service without incurring any penalty/charges, etc. | Customers early disconnect penalties are being waived and all associated fees. Customer contract was misrepresented. For the partner line to be charged \$20 it states "per CSA" in amount column. Due to the documentation being incorrect customer has been released from contract. | 6/26/2006 | 21 |
| 6/6/2006 | Other Agency | ██████ | ██████████ | Policies | Customer states that upon transitioning to Alltel, her off peak times have been changed to begin at 9pm instead of 8pm. Customer is requesting that we reinstate her off peak to 8pm. | Customer was able to have start time reset back to 8pm for off peak/night calling | 7/24/2006 | 48 |
| 6/12/2006 | Other Agency | ██████████ | ██████████ | Billing | Customer states his services were suspended for non payment. He pays his bill on time every month and sent in a check June 28th that has not been posted. Customer called in a credit card payment on 7/12 and was charged a reconnect fee. Customer is requesting a courtesy credit for the reconnect fee. | Waived reconnect fee. Account history shows it was the only time it was interrupted. | 7/19/2006 | 37 |
| 6/15/2006 | FCC | ██████ | ██████████ | Billing | Customer is disputing charges and minutes of use on his account. | Resolved - all overage charges are valid | 6/21/2006 | 6 |
| 6/16/2006 | Better Business Bureau | ██████████ | ██████████ | Non-Alltel Error | Customer states Alltel is taking duplicate payments out of her account. Customer requests \$105.36 (two payments of \$52.68) be credited back to her account. | The customer will receive a check by mail for the 105.36 which was drafted for a prepaid account that should have been disconnected. | 7/7/2006 | 21 |

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|-----------|------------------------|------------|------------|------------------|--|---|-----------|----|
| 6/20/2006 | Other Agency | ██████ | ██████████ | Billing | Customer is disputing the charges on her bill. | Resolved: Customer did not understand how proration would affect her minutes. | 6/21/2006 | 1 |
| 6/21/2006 | Other Agency | ██████ | ██████████ | Policies | Customer's account was interrupted for non-payment. Customer states that she was told the balance was comprised of taxes that were to be credited to her account. Per notes, a representative advised that customer that the taxes were already credited...it appears that customer misunderstood the information given by the representative. | I contacted the PUC and informed them that the balance is comprised of past due charges instead; therefore, a payment should be paid to restore the service. Advised the customer that the past due balance should be paid to avoid disconnection. As a courtesy, restored the service and placed a 10-day hold on the account to give her an opportunity to pay the balance. | 6/26/2006 | 5 |
| 6/26/2006 | FCC | ██████ | ██████████ | Policies | Customer is disputing the early disconnect penalty. He contends his equipment was not properly programmed at the time he transitioned from Cellular One to ALLTEL. | During the merger with Western Wireless and Alltel his phone was deprogrammed 3 different times. This caused him lost wages and time. He was with us since 2000. He now is with Verizon. | 7/6/2006 | 10 |
| 6/26/2006 | Other Agency | ██████ | ██████████ | Policies | CUSTOMER STATES THAT THEY WERE BILLED INCORRECTLY. | Advised customer that when making a payment please make sure that checks have each account number listed to insure that each account is paid correctly. | 7/3/2006 | 7 |
| 6/27/2006 | Better Business Bureau | ██████████ | | Non-Alltel Error | Customer states she was not notified that she would be placed under contract if she purchased a new phone. | This is not an Alltel complaint. Problem occurred while customer was a Cell One customer. This customer is not an Alltel customer. | 7/14/2006 | 17 |
| 7/1/2006 | Other Agency | ██████ | ██████████ | Billing | Customer says since switching to Alltel from Cellular One have been billed roaming. Also says roaming in coverage area. | Sent letter to PUC explaining how we can troubleshoot the issue for the customer. Received email from PUC requesting one month of free service for inconvenience. Informed ██████████ by phone that no adjustments would be due at this time and the customer can call Technical Support or visit a retail location for assistance with this matter. | 7/13/2006 | 12 |
| 7/1/2006 | Other Agency | ██████ | ██████████ | Misinformation | Customer states that she was never informed that her night and weekend minutes would change to 9pm from 7pm | Prior to the receipt of this complaint a resolution was finalized. Customer did contact us about her online billing issue. We were able to correct all billing issue; we also did to contact customer in return on July 12, 2006 to insure that all billing issues were corrected. | 7/12/2006 | 11 |

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|-----------|--------------------------|--------|--------|----------------|--|---|-----------|----|
| 7/5/2006 | Other Agency | ██████ | ██████ | Policies | Customer states she received a letter stating that the account was past due. Customer also states that she sent copies of cancelled checks as proof. | Payment investigation submitted on 06/12/2006, resolution on 07/05/2006, corrected payments applied to customers account | 7/5/2006 | 0 |
| 7/11/2006 | Other Agency | ██████ | ██████ | Billing | Customer says is experiencing roaming in areas didn't have roaming when with other carrier. Switched phones and still has same problem. | Reviewed account and notes detail trouble ticket were resolved. Low service in this area. Offered to waived early disconnect penalty in the event the customer disconnects. | 7/27/2006 | 16 |
| 7/14/2006 | FCC | ██████ | ██████ | Policies | Customer states when they switched to Alltel, they had a nation wide plan with no roaming and requested the same. Customer states this was not done. Customer states they received roaming charges and went through numerous rate plan changes. Customer wants refund of overcharges. | Review amount of roaming incurred by customer and amount of adjustments submitted and adjusted the difference of \$299.24 for the remaining roaming. | 7/25/2006 | 11 |
| 7/14/2006 | FCC | ██████ | ██████ | Misinformation | Customer states they were charged roaming in their local area. Customer states they were informed that their call was picked up off a tower in Watertown, SD which is 35-40 miles from their home. Customer states they were not roaming and requests for the charges to be deducted from their account. | Customer was given credit for overages charged incorrectly. Customer was contacted. | 8/14/2006 | 31 |
| 7/18/2006 | Attorney Generals Office | ██████ | ██████ | Billing | Customer states that she is handicapped and was not able to use the services provided by Alltel and was not able to use the phone in emergency. Requests that Alltel adjust the balance for services not provided. | Customer account has been credited to zero balance and account has been closed. | 7/29/2006 | 11 |

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| 7/19/2006 | Other Agency | ██████ | ██████ | Billing | Customer states that he gets roaming charges in his local area. | After thoroughly researching the account we find that he has an outdated Cellular One rate plan which gives him a limited coverage area. Unfortunately, we would be unable to give customer an extended coverage area without a rate plan change. At any time we will be more than happy to perform a rate plan analysis for customer to insure that he gets the most cost effective rate plan | 8/3/2006 | 15 |
| 7/19/2006 | Other Agency | ████ | ██████ | Billing | Customer disputes bill saying that he didn't have service and doesn't want to pay because of it. | Sent letter to PUC explaining early disconnect penalty is valid as customer didn't meet his contractual obligation. No issues were reported regarding customer's lack of service. | 7/28/2006 | 9 |
| 7/20/2006 | Other Agency | ██████ | ██████ | Policies | Customer states he is roaming and doesn't want to sit down every month with Alltel to have them removed - wants to be let out of his contract | Sent letter to PUC stating contract will not be waived because of roaming charges. | 8/16/2006 | 27 |
| 7/25/2006 | Other Agency | ██████ | ██████ | Billing | Customer is upset about roaming charges billed to account within service area. | A trouble ticket was previously opened regarding this issue which indicates the charges customer is disputing were incorrect. Adjusted past 3 months of roaming from those areas and sent letter with resolution. | 8/3/2006 | 9 |
| 7/27/2006 | Better Business Bureau | ██████ | ██████ | Billing | Customer expressed his concerns regarding his current rate plan with ALLTEL and the previous one with Cellular One. He feels that because ALLTEL purchased the service, he should have the same plan. | Customer wanting to fax in offer from CELLONE where offered offpeak minutes @7pm, 1st incoming minute free and other type of text package and rerate bill. Apologized to customer - advised not possible. Explained that when Cellone was bought out by ALLTEL cell one informed customers of the changes and gave customers option to buy out contract for \$200 on lines under contract. Charges on account are valid. | 7/27/2006 | 0 |
| 8/1/2006 | Attorney Generals Office | ██████ | ██████ | Policies | Customer states that we billed him incorrectly for taxes in the City of Groton...states that Alltel owes him 1.10 for previous billings. | Mailed letter advising customer that he should receive charge for tax based on address provided by him. Requested tax department to correct the account so that customer will be charged the correct tax. Advised customer that if address is not within city limits to provide the documentation. | 8/17/2006 | 16 |
| 8/1/2006 | Attorney Generals Office | ██████ | ██████ | Billing | Customer states that she is billed for a state tax while her brother (same address) is not. | Advised customer on policy for address. Per tax department, the address is located within city limits and tax is billed correctly. | 10/9/2006 | 69 |

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| 8/1/2006 | Other Agency | | | Billing | Customer says bills have been incorrect since he requested changes be made to the account. Wants early termination fee waived because of the billing errors. | Sent letter to agency explaining every error customer has specified has been corrected and this doesn't warrant us waiving the early termination fees. The early termination fees are valid. Received call from PUC regarding resolution. No changes made. Sent a record of conversation for both our records and hers. | 8/17/2006 | 16 |
| 8/8/2006 | Other Agency | | | Network/Service Quality | Customer states she's not able to receive calls from landlines with the area code 605 | No contact when we called customer; left message to contact technical support to troubleshoot issue on 08.15.2006, 08.17.2006, 08.28.2006, and 09.06.2006. Customer has not returned calls. Customer needs to speak with technical support to resolve. Customer needs to give example numbers. | 9/13/2006 | 36 |
| 8/8/2006 | Other Agency | | | Billing | Customer says he requested to disconnect service on 6/14/06 but phone was still on until 8/8/06. Wants to ensure will not be billed for service. | Sent letter to PUC explaining charges billed to customer are valid and he will continue to receive bills as long as the balance is unpaid. Customer never requested to disconnect on June 14, 2006 and called in July upset that services had been suspended due to non-payment. | 8/22/2006 | 14 |
| 8/17/2006 | Other Agency | | | Billing | CUSTOMER STATES THAT THEY WERE BILLIED INCORRECTLY WITH THEIR RATE PLAN. | After careful review the customer account he was billed a prorated amount 23.00 (06/23/06 - 07/15/06) and a month in advance of 30.00 (06/16/06 - 06/20/06). I tried once more to talk with customer and he indicated once more that he never filed this complaint. Therefore, we are considering the matter resolved and the complaint has been closed. | 9/12/2006 | 26 |
| 8/18/2006 | FCC | | | Billing | Customer says has been getting roaming for past three months although he was told he wouldn't be billed for roaming. Also says when placing and receiving phone calls is experiencing dropped calls. Customer requests to disconnect service with no early termination fees. | Customer was asked to send the equipment back and given the opportunity to disconnect without early termination fees. | 8/27/2006 | 9 |
| 8/24/2006 | Other Agency | | | Billing | Customer is requesting a payment investigation for her account | We were able to locate all misapplied payments, at this time all credits have been issued to each account as of September 26, 2006. Again we would like to apologize for any undue stress that this issue may have caused. | 9/28/2006 | 35 |

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| 8/28/2006 | Attorney Generals Office | ██████ | ██████ | Billing | Customer states that his rate plan was changed to the Greater Freedom 1000 49.99 additional line 20.00. Customer states that he was suppose to have the Greater Freedom 1000 for 39.99 with an additional line for 20.00. | We show that customer added an additional line of services on May 24, 2006. Unfortunately, as of May the 3, 2006 customer no longer had the option of adding additional lines to older Cell One rate plans. In order to add any additional lines to the account the rate plan would have to be changed. If customer chooses to terminate service prior to the contract end date, the Early Termination fees would apply. | 9/28/2006 | 31 |
| 8/29/2006 | Attorney Generals Office | ██████████ | ██████ | Billing | Customer states that when she was with Cell One she did not get roaming charges. Since becoming an Alltel customer she now receives roaming charges. | Prior to the receipt of this complaint a resolution was finalized. Customer did contact us regarding her Alltel account and at this time any account issue that customer was experiencing we did address and correct. | 9/11/2006 | 13 |
| 8/29/2006 | Attorney Generals Office | ██████ | ██████ | Billing | Customer states that she was charged the incorrect amount for her equipment from red dot wireless. | Customer paid full retail price for her V3c razor back in April, has receipt from purchase: purchase price \$318.00. Because customer didn't receive promo pricing, she shouldn't have had service commitment extended. Adjusted the service commitment to end today. | 8/29/2006 | 0 |
| 8/29/2006 | Other Agency | ██████ | ██████ | Network/Service Quality | Customer states service in home area is poor and wants to cancel with no early termination fee. | Sent letter to PUC that early termination fees are waived. | 9/8/2006 | 10 |
| 8/29/2006 | Other Agency | ██████ | ██████ | Billing | Customer disputes premium Access charges billed on daughter's phone. Says he didn't consent to these charges. Requested refund for charges, and any derogatory information reported to be removed from his credit file. | Sent letter to PUC explaining premium services were established with customer and agreed upon terms when service was used. Informed we have submitted a request to stop these charges and also how the customer can stop them by replying STOP. Also provided website if customer would like more information. | 9/13/2006 | 15 |
| 8/30/2006 | Other Agency | ██████ | ██████ | Network/Service Quality | Customer states the service is bad in her home area. She states she is not getting cell phone service or receiving messages until 1-4 days later. Customer states that she gets little or no service on Hwy 12 and 27; customer also states that she gets little or no service in PIERPONT SD. | We look forward to addressing customer's concerns. However, Alltel Technical Support has made several attempts to contact customer. However, these attempts have been unsuccessful if customer would please give Alltel Technical Support a call at 1-800-255-8351 and from here we will be better able to assist her with her account. | 11/2/2006 | 64 |

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| 8/31/2006 | Other Agency | | | Billing | Customer states that he lost job and was not able to pay Alltel bill. States that billing increased although he was not using services. Customer was billed early termination fee and also disputes contract penalty due to he disconnected services after contract ended. | Verified contract time frame for early termination fee.; charges are valid. Customer account was disconnected for non-payment. Charges are valid. Customer was unable to make payments and did not keep payment arrangements. | 9/11/2006 | 11 |
| 8/31/2006 | Other Agency | | | Billing | Customer states that she was billed for roaming and a number from Texas is showing on account; requested review of billing. | Rochester is on fringe area. Wiill advise customer to pay attention to roaming indicator. The calls to Texas are for customer's VM; it has been forwarded to this number. Charges are correct and roaming is valid. Advised to upgrade her rate plan to more coverage area. | 9/9/2006 | 9 |
| 9/6/2006 | Other Agency | | | Network/Service Quality | Customer states that text messages are not transmitted for 24 hrs after submission. He states that he has dropped calls and tower is 10 miles away. | Customer did not transfer services to Alltel; not able to view in system. | 9/16/2006 | 10 |
| 9/7/2006 | Other Agency | | | Network/Service Quality | Customer states that they live 1/2 mile from North Dakota and 12 miles from Minnesota. Customer states that they get little or no service in there area. | We look forward to addressing your concerns. However, we have been unsuccessful in contacting customer to obtain additional information to research your account and provide a response or a resolution. If you or customer would please respond with an account number or mobile number, once we have this information we will be more than happy to assist you further. | 9/20/2006 | 13 |
| 9/11/2006 | Attorney Generals Office | | | Billing | Customer states that she wrote on her last billing statement to cancel service. Customer also states that money was taken from here account with her permission. | Prior to the receipt of this complaint a resolution was finalized. Customer did contact us and at this time we did terminate service effective June 23, 2006 as well as the last month billing statement was adjust to a zero balance. | 9/21/2006 | 10 |
| 9/11/2006 | Attorney Generals Office | | | Billing | Customer contests last bill since disconnecting. Says he doesn't feel he should have to pay for full month when they had service for a few days. | Issue resolved in house. Sent letter to AG explaining according to terms charges are valid. Customer already received courtesy credit of \$30.00. No more adjustments are due. | 9/21/2006 | 10 |

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|-----------|--------------------------|--|--|-------------------------|--|--|-----------|----|
| 9/13/2006 | Better Business Bureau | | | Policies | Customer no longer wants to be a customer of Alltel and is requesting to disconnect service and wants the early termination fee waived. | If customer still chooses to terminate service with Alltel we would be willing to prorate the early termination fee. Instead of customer having to pay of Early Termination Fee in the amount of \$200.00. She would only be responsible for \$50.00. | 10/6/2006 | 23 |
| 9/13/2006 | Other Agency | | | Policies | Customer expresses her concerns about a reconnect fee and the qualifications for available promotions. | It is policy to charge a \$35 reconnect fee if service is interrupted due to non-pay. However, this fee was waived as a courtesy to the customer. | 9/28/2006 | 15 |
| 9/14/2006 | Attorney Generals Office | | | Billing | Customer says he inquired with customer service regarding his contract end dates and requested to disconnect once they expired. Says phones should have disconnected in June of 2006. Customer then received another bill and requested again to disconnect. Customer received billing reflecting monthly charges and early termination fee. Customer request assistance with this matter. | Sent letter to AG explaining no one accessed the customer's account on 6/6/06 to disconnect service. Based on our research, charges are valid. | 9/21/2006 | 7 |
| 9/14/2006 | Other Agency | | | Other | Inquiry regarding tower locations and ownership in Meade county South Dakota. Customer states there have been some communication problems in the area. Wants to get them resolved. | Sent letter to agency with tower locations. All owned by Alltel. | 10/2/2006 | 18 |
| 9/14/2006 | Other Agency | | | Non-Alltel Error | Customer recently ported to Alltel and is unable to receive incoming calls. Wants issue resolved. | Sent letter to agency explaining trouble ticket was opened. Technical Support called customer and was unable to get a response. Ticket was then closed. Informed customer that we would be more than happy to research within our Technical Support team if problem continues. | 9/20/2006 | 6 |
| 9/15/2006 | Better Business Bureau | | | Network/Service Quality | Customer says she has been experiencing dropped calls and poor service. Would like to be released from contract with no early termination fee. | Sent letter to BBB explaining we will honor customer's request to disconnect without early termination fee or continue to research her issue if she would contact Technical Support or visit a retail location. | 9/26/2006 | 11 |

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|-----------|--------------------------|------------|------------|-------------------------|--|---|-----------|----|
| 9/18/2006 | Other Agency | ██████████ | ██████████ | Billing | Customer has charges on her bill for \$270.46 that she is disputing and she says that other people have opened additional lines on her account without her permission. Accounts have been disconnected. | Prior to the receipt of this complaint a customer did contact us at this time a payment investigation was opened. Normally our payment investigation process takes about 15-20 business days. Once this process has concluded we will at that point contact the customer to inform her of our findings. | 9/28/2006 | 10 |
| 9/20/2006 | Attorney Generals Office | ██████████ | ██████████ | Non-Alltel Error | Customer says she has submitted her rebate information twice and hasn't been able to redeem her rebate. | Sent letter to AG explaining we understand her situation and have adjusted 30.00 on her next month's bill. Also issued 100 promo minutes for both of her lines. | 10/4/2006 | 14 |
| 9/26/2006 | Other Agency | ██████████ | ██████████ | Billing | Customer is upset about having to pay for entire cycle. Requested assistance since she disconnected mid-cycle. | Sent letter to PUC explaining charges are valid according to our terms. As a courtesy, issued credit prorating customer's bill. | 10/3/2006 | 7 |
| 9/27/2006 | Other Agency | ██████████ | ██████████ | Network/Service Quality | Customer stated she has been a customer with Alltel for 6 years. Throughout this time the customer stated she been trying to get better services, and still no results. Therefore the customer stated she wants to disconnect all four phones without having to pay the \$200.00 early termination fees. | Customer contracts were cancelled due to poor coverage area. | 10/2/2006 | 5 |
| 9/29/2006 | Attorney Generals Office | ██████████ | ██████████ | Billing | Customer says she was a previous Cellular One customer and requested to disconnect. Says service was future dated to disconnect in May of 2006 however when mobile transitioned to Alltel, phone was never disconnected. Says Alltel has no record of her request. | Sent letter to AG explaining we have credited account for balance in full although there was no request to disconnect. | 10/5/2006 | 6 |
| 9/29/2006 | FCC | ██████████ | ██████████ | Representative Error | Customer is upset because Alltel is continuing to use her number after she ported to Verizon. | The number was a Western Wireless number that ported out prior to us taking ownership. We had problems getting the port out indicator placed on the number. The number was marked as a port out on 9/7/06. This should not happen again. | 10/3/2006 | 4 |

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|------------|--------------------------|--|--|-------------------------|---|--|------------|----|
| 10/2/2006 | Other Agency | | | Network/Service Quality | Customer is having several issues with equipment. Customer states she is unable to receive long distance calls. Customer states she is not receiving calls from certain numbers. Customer states calls will not come through if the other party is roaming. Customer is requesting her early termination fee be waived. | Customer contract will be deleted once the equipment is returned. | 10/17/2006 | 15 |
| 10/4/2006 | Other Agency | | | Non-Alltel Error | Customer states he is unable to port his number to Tracfone. | Sent letter to customer informing that the number would have to be in active status in order to port number. | 10/19/2006 | 15 |
| 10/4/2006 | Other Agency | | | Equipment | Customer states that he was advised that his phone would be repaired in 1 week...was taken into retail on the 7th...is requesting update. | Will advise customer and authorized user it takes approximately 6 weeks for repair. Customer should have a loaner phone. Sent email advising of 6-8 week turnaround for repairs on equipment. | 10/5/2006 | 1 |
| 10/6/2006 | Attorney Generals Office | | | Policies | Customer asks that if the service is reconnected would we agree to waive the early termination fee. | Alltel billing system allows customer the ability to reconnect within a 145 days after interruption. After thoroughly researching customer's account we show as of 10/06/2006 this account was 146 days past due. In order for customer to reestablish service with Alltel the entire balance of \$351.15 would have to be paid. Once this balance is taken care customer would then need to contact our Sales Department at 1/800-255-8351 option number 2 or visit one of our local retail store locations | 10/17/2006 | 11 |
| 10/6/2006 | Other Agency | | | Policies | Customer says he was charged \$600.00 in early termination fees but his contract had already expired. Customer would like this issue resolved. | Sent letter to agency explaining we would require additional information such as mobile or account number. Received additional account information. Determined early termination fees are valid as customer failed to meet his contractual obligation to January of 2007. Informed agency charges billed are correct. | 10/12/2006 | 6 |
| 10/11/2006 | FCC | | | Policies | Customer states that he has not been able to use the services since the conversion of Cellular One to Alltel. | Advised customer charges are valid and all payments have posted to account. Customer's services were disconnected due to non-payment. Billing conversion was completed in March and services were disconnected in May. | 10/11/2006 | 0 |

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|------------|--------------------------|--|--|------------------|--|--|------------|----|
| 10/12/2006 | Better Business Bureau | | | Equipment | Customer expresses his concerns about the battery for his new equipment. He contends we have refused to exchange or replace the battery. Therefore, he has requested a refund for the equipment and monthly access. | ALLTEL does not manufacture equipment. However, new equipment comes with a 1-year manufacturer's warranty, which does not cover water or physical damage. Our records indicate that the equipment was repaired by Motorola on 09/20/2006. The Early Termination Fee is applied in the event the service is disconnected prematurely. Therefore, if the service is disconnected prematurely, all penalties will be applied. | 10/13/2006 | 1 |
| 10/12/2006 | Other Agency | | | Non-Alltel Error | The customer says she has had her number for 4 years and found her number is published in the phone directory under another name. Says her caller ID on her phone says the same name as what is listed in the phonebook. | Sent letter to PUC via email. Explained we do not release proprietary information about our customers. Explained we have submitted an update for caller ID and provided www.whitepages.com info to remove customer's listing. | 10/18/2006 | 6 |
| 10/12/2006 | Other Agency | | | Policies | Customer states that because daily rating suspended the account they should not have to pay the early termination fee. | Two alternatives to omit the 12 or 24 month contractual obligation. The first alternative occurs if the customer purchases our prepaid package allowing them to pay as they use the service. The second alternative is if the customer purchases the equipment at full retail price. Your client did not choose either of these alternatives. Customer chose to upgrade equipment at a discounted price. Our records show that the upgrade was performed on November 25, 2005, for a contract period of 24 months. | 10/26/2006 | 14 |
| 10/16/2006 | Attorney Generals Office | | | Billing | CUSTOMER STATES THAT THEY PURCHASED EQUIPMENT IN THE LOCAL RETAIL STORE AND CUSTOMER STATES THAT THEY PAID FOR THE EQUIPMENT AND AT NO TIME WAS THE EQUIPMENT SERVICE BILLED TO THE ACCOUNT. | WAS ABLE TO SPEAK WITH CUSTOMER; ADVISED THAT I WOULD NEED A COPY OF THE CANCELLED CHECK THAT WAS USED TO PAY FOR THE EQUIPMENT. 84.41 CR APPROVED PER MARK KOUPAL CUSTOMER WAS NOT SUPPOSE TO BE CHARGED FOR THE ADDITIONAL LG5000.....DID ISSUE AN ADJUSTMENT BASED ON THIS INFOMATION | 10/27/2006 | 11 |
| 10/17/2006 | Attorney Generals Office | | | Equipment | Customer expressed her concerns about an equipment promotion (in April 06) that stated the equipment was free with a new contract. | Customer is a transitioned Western Wireless customer that did not qualify for new equipment because she was under contract. She upgraded her service with Western Wireless on 10/05/2005. | 10/17/2006 | 0 |

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|------------|--------------------------|--|--|-------------------------|---|---|------------|---|
| 10/18/2006 | Other Agency | | | Billing | Customer says he thought he owed \$100 and is getting collection calls. Inquired what balance is for. | Sent PUC letter via email. Explained all charges on the bill and payments customer has made. This leaves a past due balance. | 10/20/2006 | 2 |
| 10/18/2006 | Other Agency | | | Equipment | CUSTOMER STATES WHEN HIS PHONE WAS RETURNED FROM REPAIR HE WAS TOLD THE PART NEEDED WAS TOO EXPENSIVE. CUSTOMER STATES HE THEN ASKED FOR THE PHONE TO BE REPLACED UNDER WARRANTY. CUSTOMER STATES HE WAS THEN TOLD THE PHONE WOULD NEED TO BE RE-SENT TO FOR REPAIR. CUSTOMER IS QUESTIONING WHY. | I spoke with the customer's wife. She informed me that he was out working in the fields, and that she would have him call me back. Customer has yet to call me | 10/26/2006 | 8 |
| 10/19/2006 | FCC | | | Network/Service Quality | CUSTOMER STATES HE IS WANTING ALLTEL TO CHANGE THE CELLULAR TRANSMITTER ON #37. CUSTOMER STATES CURRENTLY IT IS AN ANALOG TOWER AND HE NEEDS FOR THE TOWER TO BE DIGITAL. | I contacted the Network Operations Manager for the Rapid City, SD area regarding this request. He stated that certain areas in the customers market, (Black Hawk) is analog only, but the area should be able to receive digital service in various areas. The site this customer stated as #37 is actually site number #437, and provides 3 technologies out of this site, CDMA 800, TDMA, and Analog. This tower is actually located in the south side of black hawk. | 10/27/2006 | 8 |
| 10/20/2006 | Other Agency | | | Network/Service Quality | Customer says she experiences dropped calls, static or the inability to place calls. Says she contacted Alltel and was told to change her plan. Says didn't have the problem when she was with Cellular One and wants help. | Sent letter to PUC via email. Explained complainant isn't authorized on the account. Informed to contact technical support as well as area mentioned is a fringe area. Apologized if customer was told to change rate plan. | 10/20/2006 | 0 |
| 10/25/2006 | Attorney Generals Office | | | Billing | Customer states that she is being incorrectly billed. Customer states that she was not suppose to be billed for any downloads. | Customer states that she lost her phone and someone downloaded ringtones on the account while it was lost. Prior to the receipt of this complaint a resolution was finalized. We did issue an adjustment on 09/18/06 in the amount of \$150.33 for all unauthorized downloads. | 10/31/2006 | 6 |

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|------------|--------------------------|--------|--------|-------------------------|--|---|------------|---|
| 10/27/2006 | Other Agency | ██████ | ██████ | Billing | Inquiry regarding 911 service fees billed to his account. | Sent letter to PUC via email. Informed one fee is to recover government fees for providing 911 service and the other is billed from Alltel to recover some of our cost in providing service, maintenance, upgrades, construction, etc. | 10/30/2006 | 3 |
| 10/30/2006 | Attorney Generals Office | ██████ | ██████ | Billing | Customer states that she was sold a phone that did not work. Customer states that she left equipment on the counter retail store and left. | The Guarantee period begins the day of purchase and ends fifteen (15) days from the purchase date. This means that the customer could have exchanged any equipment purchased for any reason with the exception of visible abuse. After reviewing customer's account we show that the equipment was returned well past the 15-Day Satisfaction Guarantee. All charges are valid. | 11/6/2006 | 7 |
| 10/30/2006 | Attorney Generals Office | ██████ | ██████ | Network/Service Quality | Customer says they are experiencing poor service at their home and would like to disconnect with no early termination fee. | Contacted ██████ for additional information. She provided address and telephone number. Attempted to reach customer and left voicemail. Sent letter to AG by fax. Informed considering customer's long service and good pay history, we will waive the early termination fees on all lines. | 11/6/2006 | 7 |
| 10/31/2006 | Other Agency | ██████ | ██████ | Billing | Customer states for the past several months my Alltel cellular telephone bill has reflected several monthly roaming charges. These charges are listed on my bill even though the cell calls made were made to numbers within Sioux Falls from Sioux Falls. All of the roaming charges are associated with incoming calls that are noted as "while in MT. RUSHMORE, MN SID 01367. I have determined that all of these calls were received on my cellular phone while we were parked in the Walmart parking lot. | Prior to the receipt of this complaint a resolution was finalized. Customer did contact us on November 1, 2006 regarding his Alltel account and at this time we did issue an adjustment for all roaming charges | 11/6/2006 | 6 |

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|-----------|--------------------------------|--------|--------|----------------------------|---|--|------------|----|
| 11/1/2006 | Attorney Generals Office | ██████ | ██████ | Billing | Customer states in his complaint that about 3 months ago he was charged an additional \$100. He has been attempting to get a copy of this bill so he can see what these charges are for. He states he had called and made the request and was told he would receive the information. After not receiving it he called back and was told there was no record of the request. | ADV. AGENCY THAT THIS CUSTOMER IS NOT LISTED ON THIS ACCOUNT. ADV. AGENCY IN ORDER FOR ME TO ASSIST CUSTOMER PLEASE HAVE THE ACCOUNT HOLDER TO GIVE ME A CALL. | 11/10/2006 | 9 |
| 11/2/2006 | Other Agency | ████ | ██████ | Policies | Customer states his deposit was to be refunded to him. He states he called and was informed his deposit would not be refunded | Customer deposit was refunded to his account due to good paying history before and after incident. | 11/10/2006 | 8 |
| 11/3/2006 | Other Agency | ██████ | ██████ | Network/Service Quality | Customer states she is unable to get service while traveling hwy 147 & 212. She states the areas are Seneca, Onaka and Tolstoy area. Customer states while traveling home she is unable to get service for about 15 minutes. Customer request information on status of coverage in area. | Customer was explained the tower distance and given the option to disconnect without fee. | 11/28/2006 | 25 |
| 11/6/2006 | Other Agency | ████ | ██████ | Non-Alltel Error | Customer says he had an account with Alltel and closed it in June of 2006. Says he is still getting bills. Wants issue resolved. | Sent response to PUC via email. Issued credit of \$5.00 for late payment fee. Account closed and paid in full. | 11/6/2006 | 0 |
| 11/7/2006 | Attorney Generals Office | ████ | ██████ | Equipment | Customer states the equipment they purchased is defective. Customer request refund. | Sales manager tried contacting customer on numerous occasions and has been unable to reach customer. | 11/17/2006 | 10 |

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|------------|------------------------|--|--|------------------|--|--|------------|---|
| 11/7/2006 | Better Business Bureau | | | Other | CUSTOMER PURCHASED ALLTEL BROADBAND CARD AND SERVICE BUT IT WAS NOT COMPATIBLE WITH HIS LAPTOP. CUSTOMER STATES HE REQUESTED TO HAVE SERVICE DISCONNECTED AND TO RETURN EQUIPMENT BUT DID NOT RECEIVE RETURN LABEL. | Customer's broadband account has been disconnected and an adjustment for the Early Termination Fee and monthly access has been submitted. We have also submitted an adjustment for a refund check in the amount of \$106.99 to be mailed to the customer. The check should take approximately 4 to 6 weeks to be processed and sent to the customer. We apologize for the length of time associated with the refund check, but without having the equipment returned in house, this is the fastest process available. The customer has agreed to pursue his equipment issues through Alltel's third party insurance, Assurion. | 11/15/2006 | 8 |
| 11/10/2006 | Other Agency | | | Policies | CUSTOMER STATES HE HAS REQUESTED A COPY OF A HIGH BILL TO REVIEW AND POSSIBLY DISPUTE, BUT HAS NOT RECEIVED IT. | SENT AUTHORIZED USER BILLING TO ADDRESS ON BILLING ACCOUNT. | 11/10/2006 | 0 |
| 11/14/2006 | Other Agency | | | Non-Alltel Error | Customer states his account was interrupted for non-payment after he called to make payment arrangement. Customer requests for his account to be restored based on the information previously given by representative. | Customer account was not interrupted | 11/20/2006 | 6 |
| 11/20/2006 | Other Agency | | | Policies | Customer's mother and legal guardian contacted me today to make me aware of a situation that has been going on with her son's account for several months. She has made several attempts to resolve the issue to no avail. When she calls to make a payment via telephone she is redirected to customer service and told she is not authorized to gain access to his account. She has faxed necessary paperwork on 2 occasions. | If you would please have customer's guardian fax all paper work to me, I will then add her to her sons account so that she will be able to make payments as well as any changes to the account in question. Please fax all information to 501-906-9673 once I receive this information I will then update customer's account. | 11/21/2006 | 1 |

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|------------|--------------------------|--|--|-------------------------|--|--|------------|---|
| 11/20/2006 | Other Agency | | | Policies | CUSTOMER STATES THAT HE DISCONNECTED SERVICE 9 DAYS AFTER HIS BILLING CYCLE. CUSTOMER STATES THAT HE WISHES TO HAVE THE FINALLY BILLING PRORATED. | It is our normally practice not to prorate the final bill due to the disconnection date. Access charges are billed in advance and will not be deducted from your bill or refunded in the event of disconnection. However as a one-time courtesy we have adjusted customer's account to a zero balance. | 11/21/2006 | 1 |
| 11/22/2006 | Other Agency | | | Network/Service Quality | CUSTOMER STATES THAT THEY DO NOT HAVE CELL SERVICE IN SELBY ON THE EAST SIDE OF TOWN | AFTER REVIEWING THE CUSTOMER COMPLAINT AND SPEAKING WITH THE PUC THE CUSTOMER DID NOT OFFER ANY ACCOUNT INFORMATION. WE WERE UNABLE TO FIND THE CUSTOMER WITH THE ALLTEL BILLING SYSTEM. CUSTOMER APPEARS TO BE NOT TO BE AN ALLTEL CUSTOMER. | 11/22/2006 | 0 |
| 11/22/2006 | Other Agency | | | Other | CUSTOMER LIVES IN SELBY, SD AND HAS BEEN AN ALLTEL CUSTOMER FOR 8 YEARS CUSTOMER STATES THAT THEY CAN NOT GET ANY SERVICE OUTSIDE. CUSTOMER STATES THAT THEY ONLY GET SERVICE WHEN THEY ARE CLOSE TO MOBRIDGE OR BOWDLE,SD | Technical support representative previously talked to customer regarding this issue: I talked to customer about his service and explained to him that he is 12 miles away from any tower in town. He lives in Selby, South Dakota 57472. Currently there are no plans for the area | 11/28/2006 | 6 |
| 11/29/2006 | Attorney Generals Office | | | Representative Error | Customer states he is due a refund from his deposit when he was a customer of Western Wireless. | customer deposit was submitted on 12.1.2006 | 12/1/2006 | 2 |
| 11/29/2006 | Attorney Generals Office | | | Policies | Customer says she renewed her contract in August of 2005 for two years and later added a second line. She says she called to disconnect and was told her contract expired in November of 2007. Customer requested to disconnect with no early termination fee. | Sent letter to AG by fax. Informed that customer added secondary line in November of 2005 and that required a two-year service agreement. Informed that per Terms and Conditions, customer cannot disconnect prior to her service agreement with no early termination fee. | 11/29/2006 | 0 |

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|------------|------------------------|---|---|-------------------------|--|--|------------|----|
| 11/30/2006 | Better Business Bureau | █ | █ | Network/Service Quality | Customer is upset because he is not able to receive incoming calls and was told problem would be fixed in 15 days. | Customer was able to exchange his equipment due to him having equipment problems | 12/13/2006 | 13 |
| 11/30/2006 | Other Agency | █ | █ | Network/Service Quality | Customer says that they are unable to place or receive calls on phone. Also stated caller ID feature doesn't work on either of their accounts. Requested assistance. | Coordinated with Revenue Assurance. Determined customer is ineligible for added features until his account balance has been paid in full. Sent letter by email explaining our findings to PUC. | 12/19/2006 | 19 |
| 12/1/2006 | Other Agency | █ | █ | Policies | CUSTOMER STATES THAT SHE IS RECEIVING COLLECTION CALLS IN ERROR. | Numbers were removed from our system as contact numbers | 12/4/2006 | 3 |
| 12/4/2006 | Other Agency | █ | █ | Policies | CUSTOMER STATES THAT THEY HAVE ALREADY PAID THE EARLY TERMINATION FEE. CUSTOMER STATES THAT THEY ARE STILL GETTING BILLING STATEMENT. | After careful reviewing customer's account we show that only one Early Termination Fee was paid. We show that at the time of termination customer had two active lines of service and in the event that they were terminated he would have been billed the \$200.00 early termination fee per line of service. | 12/6/2006 | 2 |
| 12/4/2006 | Other Agency | █ | █ | Network/Service Quality | CUSTOMER STATES THAT THEY GET LITTLE OR NO SERVICE IN THERE AREA. | INFORMED CUSTOMER THAT IF HE WOULD SEND THE EQUIPMENT BACK WE WOULD WAIVE THE EARLY TERMINATION FEE | 12/8/2006 | 4 |
| 12/5/2006 | FCC | █ | █ | Billing | Customer requested compensation for phone being suspended while traveling. Customer got stranded and was put in poor circumstances. Apologized for inconvenience and offered 100 minutes for inconvenience. Customer requested to speak with daily rating group. | Resolved: Customer disputes total airtime and roaming detail also reconnect fee. Advised customer that airtime used is total which includes peak, off peak and mobile to mobile minutes. Customer still doesn't believe he used that much airtime. Advised I could sent out the air detail; customer added detailed billing to both lines. Advised how to watch roaming indicator and adjusted roaming as a courtesy. Adjusted reconnect fee as courtesy since daily rating interrupted service. | 12/12/2006 | 7 |

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|------------|--------------------------|--|--|-------------------------|--|--|------------|----|
| 12/5/2006 | Other Agency | | | Network/Service Quality | Customer says they purchased a handheld phone and returned it within 15 days. Says they were unable to get good service and have since requested to disconnect. Says they were told about an early termination fee and they were assured that they would no longer be under contract when they returned the equipment. Customer would like to disconnect with no early termination fee | Reviewed account and found customer is not under any service agreement. If customer chooses to disconnect, no early termination fee will apply. | 12/15/2006 | 10 |
| 12/7/2006 | Better Business Bureau | | | Equipment | Customer contends he visited a local office to purchase a 512 memory chip. However, when he got home he contends he only had a 256 megabyte chip. Once he discovered that it was not what he requested he contends he called to inquire about returning, but was told that he couldn't. Customer is requesting a refund for the amount paid. | Resolved. Talked to customer and agreed to adjust charge of \$49.99 once the memory chip is returned. | 12/12/2006 | 5 |
| 12/12/2006 | Attorney Generals Office | | | Equipment | CUSTOMER STATES THAT THEY PURCHASED EQUIPMENT AT A LOCAL AUTHORIZED AGENT AND WHEN SHE TRIED TO RETURN IT THEY WERE TOLD THAT THEY ONLY GIVE IN STORE CREDITS. | Considering Cellular Plus is an agent of Alltel service, the equipment and policies pertaining to equipment would be at the sole discretion of the agent due to the fact the agent purchases their own equipment to sell to customers. Customers purchasing service through an authorized agent, reseller or Wal-Mart Connect should be directed back to the original place of activation/purchase for any cancellation of service or return of equipment. | 12/22/2006 | 10 |
| 12/12/2006 | Attorney Generals Office | | | Misinformation | CUSTOMER STATES THAT SHE WAS TOLD THAT SHE NO LONGER HAD A SERVICE AGREEMENT WITH ALLTEL. | JACKIE KONOP FOR THE AG CALLED IN QUESTION WHY THE CUSTOMER WAS BILLED AN EARLY TERMINATION FEE. ADVISED MS. KONOP THAT CUSTOMER RECEIVED A PROMO OFFER WITH CELL ONE AND AT THAT TIME SHE EXTENDED HER SERVICE AGREEMENT. | 12/21/2006 | 9 |

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|------------|--------------------------|------|----------|-------------------------|---|--|------------|----|
| 12/13/2006 | Other Agency | ████ | ████████ | Network/Service Quality | Customer says they don't feel they should have to pay early termination fees because they were unable to use their phone except for 1/4 of the time. Customer says they also experienced a lot of dropped calls. | Sent resolution via email. Explained that customer had long tenure and as courtesy, we have agreed to waive his early termination fees. | 12/26/2006 | 13 |
| 12/15/2006 | Other Agency | ████ | | Network/Service Quality | CUSTOMER STATES THAT HE IS UNABLE TO USE HIS TWO CELLULAR PHONES FROM ALLTEL. CUSTOMER STATES THAT HE HAS VERY POOR OR NO SERVICE. CUSTOMER ALSO STATES THAT HE IS UNABLE TO RECEIVE CALLS AND EXPERIENCES SEVERAL DROPPED CALLS. | CUSTOMER HAS AGREED TO RETURN ALL EQUIPMENT. ONCE I RECEIVE ALL EQUIPMENT I WILL BE DISCONNECTING ACCOUNT WITHOUT ANY EARLY TERMINATION FEES. | 12/29/2006 | 14 |
| 12/15/2006 | Other Agency | ████ | ████████ | Non-Alltel Error | CUSTOMER STATES THAT HE HAS BEEN RECEIVING CALLS STATING THAT HE NEEDS TO GIVE UP HIS NUMBER. | Customer states that he has been receiving calls from Qwest about his number. Customer states that Qwest is telling him that they are going to take the number back, so he made a complaint with FCC and the Public Utilities commission. Customer also stated that that the complaint was suppose to be sent to Qwest for harassing him for the number not Alltel. Therefore, we are considering the matter resolved and the complaint has been closed. | 1/2/2007 | 18 |
| 12/18/2006 | Attorney Generals Office | ████ | ████████ | Non-Alltel Error | Customer says she is unable to redeem her rebate. Says she received letter from company requesting copy of the UPC code and she sent the original. Requested assistance with rebate. | Sent letter to AG by fax explaining our position. Issued \$50.00 courtesy credit and 100 promotional minutes for each of the customer's three mobiles. Contacted █████ at SD AG. Explained rebates are honored through a third party. Provided rebate contact information as well as our website to check the status of rebate submissions. Informed that we issued credit and promotional minutes as a courtesy for the customer. | 1/10/2007 | 23 |

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|------------|------------------------|------------|--------|-----------------------------|--|---|-----------|----|
| 12/18/2006 | Other Agency | ██████ | ██████ | Representative Error | Customer states that he mailed in a payment to our Phoenix location. Customer escalated because his service was interrupted for non-payment. Customer has ported his numbers to another carrier and is disputing the early termination fees. | Contacted the customer to resolve complaint, the customer stated he would prefer we call him another day. Resolved: After extensive review of customer's complaint, an agreement was met with customer and Alltel on 6.30.06, in which half of all termination would be credited, totaling an full adjustment of \$600. Customer was contacted to confirm this resolution, and was well satisfied without any other concerns. | 1/11/2007 | 24 |
| 12/18/2006 | Other Agency | ██████ | ██████ | Non-Alltel Error | Customer states her voicemail messages are delayed and wants a resolution. | Customer was able to receive voicemail notification and he was advised to visit the retail store to check equipment | 1/4/2007 | 17 |
| 12/20/2006 | Other Agency | ██████ | ██████ | Billing | Customer says since she took over her grandson's line she has been being charged for extra things. Says she was charged for long distance and overage. Requested assistance. | Sent letter to PUC by email. Informed that customer exceeded minutes included in her rate plan and also paid bill following the due date as reason for additional charges. Also provided number to financial services if customer will be late and how to check minutes of use. | 1/3/2007 | 14 |
| 12/22/2006 | Better Business Bureau | ██████ | ██████ | Representative Error | The customer stated that an independent retailer accessed his account to start a new plan. The customer stated when the representative tried to correct the mistake he applied two \$200 early termination fees. The customer stated he has contacted Alltel numerous times and was told we could not correct the problem. | Resolved: Customer's account was credited for both termination fees. | 1/8/2007 | 17 |
| 12/26/2006 | Better Business Bureau | ██████ | ██████ | Billing | Customer is disputing early termination fees charged after she cancelled. Customer also stated that she did not have good service with Alltel. | Sent letter to BBB stating charges are valid. | 1/8/2007 | 13 |
| 12/22/05 | State Commission | ██████████ | ██████ | Residential Service Request | Consumer requests better cell phone coverage in Mina, SD. | Sent general letter thanking the customer for submitting service concerns. For specific concerns, have the individual customers contact us. This is a business contacting us on behalf of its employees and patients concerning cell phone coverage in Mina Lake, SD. | 01/03/06 | 12 |
| 01/12/06 | State Commission | ██████ | ██████ | Residential Service Request | Customer requests that we improve service or waive the | Sent letter to complainant on 1/23: Explained account was activated between customer and | 01/23/06 | 11 |

early termination fee for her to cancel

WWC. The current commitment expires in 4/06. Because complainant is an authorized user, we will assist her as we would customer. customer did not meet WWC's return requirements. Advised that Alltel's service in SD meets or exceeds the FCC's standards. Alltel does not guarantee any other service level. Customers are asked to report any difficulties to Tech Support. Alltel thanks complainant for her time in reporting as early as 7/04 what she indicated were significant service difficulties. Despite her claims of poor network quality the Account successfully accumulated an average of 2,350 minutes per month. Regardless, based on the info she provided we determined the difficulties were likely the result of inherent transmission limitations. There will likely not be a significant change to the network quality until Alltel's applicable system is modified or upgraded. Any changes or upgrades are not announced until completion. Although Alltel would hate to lose them as customers, customer may cancel the Account by providing 30 days notice. As a final courtesy, Alltel will waive the cancel fee if he requests the cancellation by contacting me within 30 days of the date of the letter. Electronic copy to PUC. Received written request from customer to cancel. Cancelled effective 2/14, waived early termination fee. Talk to complainant 1/31 and explained action taken. Discussed inherent system limitations.

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| 12/29/05 | State Commission | ██████ | ██████████ | Policies | Customer set up a pre-paid account with a collect calls service provider and doesn't understand why his cell can't receive calls from the pre-paid account. | Customer upset that his friend in prison set up prepaid account to call him collect on cell phone and we will not allow him to accept collect calls. Explained account activation. 2 lines, in contract until 9/3/07 - \$200 cancel fee per phone will apply. Customers agree certain types of calls may be restricted such as collect calls. It is a standard practice for wireless industry. Collect calls whether pre or post paid are provided by the local service provider such as Evercom as he refers to in his complaint, allow consumers to reach LD carriers for such phones as pay phones regulated by the FCC, Alltel is not a local service provider. For more info regarding collect calls and inmate service, he should contact FCC. If he has any outstanding concerns with Prepaid account, he should contact Evercom. | 01/11/06 | 13 |
| 12/30/05 | State Commission | ██████ | █ | Network/Service Quality | Individual offering to lease his land and tower in Onida, SD to Alltel for use as a repeater. | Customer contacted SD PUC offering tower of his for possible cell site location in Onida, SD. Sent response to customer and copied to commission. Advised we appreciate him offering his location. Due to nature of inquiries, can not guarantee a call back. Requested additional information to be forwarded to Alltel to keep on record such as address/long/lat, etc. | 01/05/06 | 6 |
| 01/04/06 | State Commission | ██████ | ██████████ | Network/Service Quality | Customer upset she was without service for 3 days due to ice storm when Verizon got their service restored in less time. Wants to know what we will do to prevent lengthy outages in the future. | She contacted CC on 1/4 requesting a credit for service during this time, it was denied. Review – there was a service outage in the area at the end of November 2005 due to weather. A generator was brought up and service was functioning again. Response to customer directly – explained we thank her for forwarding concerns to SD PUC. Customer agreed service subject to transmission limitations/not guaranteed. Service meets/exceeds standards set by FCC. Records show she failed to report a single service concern. Despite claims that she was unable to make/receive calls, records show she completed more than 50 calls from 11/27 to 11/29. We did receive reports from some customers about their service concerns at the end of Nov. Based in part on routine reporting and feedback, we identified site | 01/11/06 | 7 |

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| | | | | | | concerns and ordered equipment to fix at that time. New generator ordered. Changes completed by 12/8 that likely resolved service concerns. As courtesy, 1MFREE added to account to be reflected on January 2006 bill. In the future, if she has any service concerns, she should report them. | | |
| 12/22/05 | State Commission | ██████ | ██████ | Residential Service Request | Customer requests that we provide the service they are paying for in Mina, SD. | Placed outbound call to customer - advised her I received her complaint filed through the SD PUC regarding coverage in Mina, South Dakota. Offered her the opportunity to cancel without fee if she is dissatisfied with our service or lack there of as she indicates. She explained Verizon is no better and really, just needs better cell phone service. | 01/24/06 | 33 |
| 01/17/06 | Attorney General | ██████ | ██████ | Residential Service Request | Customer requests that we improve service or waive the early termination fee for her to cancel | Sent letter to AG explaining we already responded through SD PUC. | 01/24/06 | 7 |
| 01/13/06 | State Commission | ██████ | ██████ | Residential Service Request | She is a WWC/Alltel landlord but is unable to get service. Wants early termination fee waived for remaining line. | Account was canceled for non pay, so zeroed balance by crediting \$165.24 and left canceled without early termination fee. Emailed Jodi Reinert at SD PUC to advise of actions. | 01/30/06 | 17 |

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| 01/20/06 | State Commission | ██████ | ██████ | Policies | Customer claims she is receiving calls daily from Cell One but she hasn't had an account for 10 years. | Email sent to █████ at the SD PUC. Advised I found two accounts with complainant's home number listed as a contact number. When that customer's account(s) fell past due we placed automated calls to complainant's phone number. Contrary to her claims, our records show we placed twelve dialer calls to her number in the past 4 months and no more than five in any one month. Because she claims she has no affiliation with any CellOne account, we removed her number from the identified accounts. In general, it takes one day for the dialer to up date and during that time she may receive additional calls. Furthermore, it is possible she may receive calls from Alltel in the future if someone again provides Alltel her home phone number as a contact number for their account. | 01/23/06 | 3 |
| 01/18/06 | State Commission | ██████ | | Residential Service Request | Residents of Campbell, Co., SD signed petition for placement of cell tower in Campbell Co. | Sent letter to complainant who coordinated petition and sent it to SD PUC and copied SD PUC. Explained Alltel appreciated customer feedback and requests and can better assist customers if they individually contact customer relations about a residential service request. Also applied 1 mo free to all lines on accounts identified as Alltel customers who signed petition totaling \$1,952.35. | 02/01/06 | 14 |
| 02/06/06 | Attorney General | ██████ | ██████ | Residential Service Request | Customer wants early termination fees waived due to poor service at his new home and he believes the contract was 12 not 24 months. | Placed outbound call to customer - Advised customer I reviewed account in response to SD AG complaint. Based on the info he listed, appears he wants to cancel service with Cellular One without early termination fee. He said Yes. Advised him I would honor that request. Asked if he was porting numbers, he said YES, tomorrow. Explained Port Process, and I will follow up on account to remove cancel fees that apply. He understood. Also advised, just in case he does not port tomorrow, will give him 14 days. He understood. Rec'd SD AG complaint: Sent response explaining as a courtesy, offered to cancel w/o penalty. He has 14 days to port numbers to a new service provider. (I will follow up and remove cancel fees from account) 2 lines, both lines in contract - Also, he remains responsible for all charges | 02/14/06 | 8 |

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| | | | | | | through cancellation. | | |
| 02/14/06 | State Commission | ██████ | ██████ | Network/Service Quality | Customer claims service is very poor in all of rural SD. Wants to know if they will ever get bag phones again. | The first email to representative with the SD PUC was that he has service with Cellular One and Verizon. Coverage in all of SD is poor. Service in towns is usually fair but in the country its poor. He provides an address of in Aberdeen, SD but the account lists a ND address. He uses the phone in both SD and ND. Then, he sent another email to the SD PUC wanting to know if there is a chance to use a bag phone. "is there anyway to pull a string and get me a bag phone" he asks. Says he gets poor or no service. Wants help activating a bag phone. Customer has an account with a collection agency. Sent response: Addressed current account, activated 8/03/05, 72 hour return provision, 15 day SG, failed to meet return requirements. Advised failed to report any service concerns and have used nearly 1000 minutes per month on average since activation. Alltel may choose to upgrade service, based on FCC standards, not announced until completed. Advised we are unable to activate bag phones, due to E911 requirements. If he has further service concerns, contact us. \$200 fee for early termination. Separately, reminded him about 118564497 (account 1) and 505668802 (account 2). Account 1 cancelled with zero balance. Account 2, market transfer activated in January 2002. Monthly billing statements sent with due date, agreed to pay all charges or were in breach of service agreement. In 12/02, the account fell 30 days past due then cancelled for non pay. Eventually sold to a collection agency; needs to contact agency for account 2 info. (Upheld cancel fee on new account and \$242.28 collection account) | 02/23/06 | 9 |

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| 01/31/06 | State Commission | | | Residential Service Request | Customer claims there is a lack of service in the Gettysburg area. They have no service even within a 1/2 mile of the tower. | He asked that I call back after dinner time to further discuss. Advised him Gettysburg is a low coverage spot. May not receive optimal service there. He has a bag phone on the account, asked him how that works, says he doesn't use it that much. Asked him if another carrier offered better service there. He said he heard Verizon does. Asked him if he was considering going to them, I would be willing to cancel Cellular One account w/o fee. He said he doesn't want to cancel with Cell1 yet, just wants compensation for service last few months. Offered to credit monthly access per line past 2 months, he accepted. Removed monthly access charges for January 06 and December 05 bill. Advised him of credit balance on account. Asked him if he was interested in new equipment, he could contact me to arrange. | 02/14/06 | 14 |
| 02/06/06 | State Commission | | | Roaming | Customer claims he should have no roam charges in the National Freedom network. | As a courtesy, Alltel changed the plan effective 12/11. Because he had made calls in a roaming area included in the XNFP50 coverage area prior to using a handset with the correct preferred roaming list, he was charged for roaming on the 1/06 bill. He has not incurred any roaming charges for the XNFP50 coverage area since he started using a phone with correct preferred roaming list. When he called to dispute the charges, Alltel immediately issued courtesy credits for the total amount. The credits will be on his 2/06 bill. He is not due any more credits. | 02/09/06 | 3 |
| 02/07/06 | State Commission | | | Contract Dispute | Customer wants the early termination fee waived due to poor reception at his office building. | Contacted customer and advised he may cancel without penalty. On 2/10/06 he ported out 2 lines and account canceled. Credited 2 early termination fees plus tax on 2/13/06. | 02/13/06 | 6 |
| 02/21/06 | Attorney General | | | Residential Service Request | Customer claims there is no service at her home so she cancelled. Claims she never signed contract for the renewal. | The customer wants phone cancelled without a fee. Says she has had an on going issue since she bought a small phone, no reception, finally got phone cancelled without fee. Says now bag phone in contract, she did not renew contract. She cancelled and doesn't want to pay a fee. Sent response: Advised cancel fee waived as courtesy, \$216.32 credit. Remaining balance of \$43.95 now due. Gave new Alltel payment center address. | 02/28/06 | 7 |

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| 02/02/06 | State Commission | | | Contract Dispute | Customer disputes the early termination fee because the phone was stolen and he filed a police report. | Customer is due neither Account credits nor a refund. Nonetheless, Alltel asked collection agency to halt all collection efforts and removed the remaining balance. Customer will not receive any more bills for the Account. Sent a copy to collection agency. | 02/16/06 | 14 |
| 02/06/06 | State Commission | | | Network/Service Quality | Customer believes our cell site does not meet FCC regulations because a registration number is not listed at the site and is mad the analog tower drains his battery. | 1st Alltel response sent 2/22/06: Alltel denies that it violated any FCC regulations regarding its tower near Black Hawk, SD and despite customer's claims, Alltel is not required to display a registration number on its cell site there. Regardless, all necessary info was in fact displayed. 2nd response sent 2/28/06: Account activated 11/18/04. Since then customer has added a 2nd line and renewed his commitment which is scheduled to expire 2/10/07. He has not properly reported a single service concern, and despite his claims of poor service, he has recently upgraded his price plan to a plan with more minutes. Based on the information in his complaint, his service issues are caused by inherent transmission limitations and the fact that using a digital handset w/ analog tower will drain the battery at a faster rate. Alltel may choose to modify or upgrade its network, but generally does not announce such things until completion due to possibilities of delay. | 02/22/06 | 16 |
| 02/21/06 | State Commission | | | Billing Issue | Customer disputes overages, says would not have signed contract if knew would be charged \$.39/min overage. | Alltel reviewed the account in response to complaint. Account billed accurately. She is due no credits. Balance of \$347.40 due by March 4, 2006. Recommend a better value plan – Alltel's commitment to customer, no renewal required for new plan. She should contact Alltel for new plan info. Upheld overage charges of \$439.55 customer is disputing. Feb 06 bill \$239.55 overage and \$200 cancel fee | 02/28/06 | 7 |

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| 02/23/06 | State Commission | █ | █ | Residential Service Request | Customer claims she can't get signal at home since she moved. Wants to cancel without penalty. | 1. Placed outbound call to the customer in response to SD PUC complaint – no service at home. Wanted to work something out with Cell One but they just keep saying \$200. Talked to customer, hard of hearing, has hearing aids, put user on the phone. Talked to user, she said she can't get service at house. She can get it ¾ mile away. Asked if she wanted the account cancelled without fee. She said she just wants to work something out. She would like to keep one phone on a minimum plan. Offered to reconnect one line, and permanently cancel service to the other line without a fee. This is what she wanted and accepted this offer. Wanted to know how much she had to pay, advised \$305.76 (4 months worth of charges). She said she will make 2 separate payments. Advised that would be fine. Recommended she pay within the next 2 weeks though to avoid further late fees, collection efforts, etc. (Account actions – manual credit evaluation – resumed both lines. She wants to keep 3334 active. Permanently cancelled 2694 – waived cancel fee as this is an RSR. Removed reconnection fees. | 02/28/06 | 5 |
| 02/20/06 | Attorney General | █ | █ | Billing Issue | Customer claims he is no longer receiving the anytime minutes reflected on his Service Agreement. | Sent response to AG – explained activation in July 2001-DAP with FTR200 and OP750/750 – Customer has not changed price plan since activation. Month to month contract since 7/02. Explained how DAP/DDA bill. In 0106, customer called disputing the overage, advised they were valid. Alltel has reviewed the account in response to the complaint and determined account billed accurately. As a courtesy \$51.89 applied to account to cover overage. Remaining balance of \$12.02 is due by 3/8/06. Explained since he activated the account, WWC, now Alltel has better value airtime price plans. Recommended he change to better plan, no service commitment renewal required for better plans. | 03/06/06 | 14 |

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| 02/21/06 | Attorney General | █ | █ | Contract Dispute | Customer claims Red Dot Wireless (dealer) altered their copy of the service agreement. Her copy shows 12 mo and Red Dot's shows 24. She wants early termination fee refunded. | Alltel received copies of the agreements from Red Dot which reflected 24 months. So WWC upheld the contract term and early termination fee. Customer later provided her copy of the service agreement and it conflicted with Red Dot's copy they had provided. The contract term had been altered but Alltel was unable to conclusively determine when it was altered or by whom. Alltel upheld the 24 month contract because the price plan and promotions she received required a 24 month term. Alltel referred customer to Red Dot to address her claim that a Red Dot employee altered the service agreement after activation. On 1/12/06 customer submitted a payment of 218.31 for the outstanding Account balance in full. As a courtesy to customer because there is a discrepancy in the service agreements, Alltel refunded her final payment electronically. Customer should contact her financial institution to find out what their refund and settlement timelines are. | 03/09/06 | 16 |
| 02/23/06 | State Commission | █ | █ | Roaming | Customer is disputing \$350 roaming charges on 2/06 bill from home area while on National Freedom plans | Explained Alltel's service agreement and coverage maps explain service may vary. There may be spots where Alltel does not have service and phones roam. In these spots, roaming charges apply. Explained roaming indicator and steady vs. flashing on national freedom plans. If her equipment has not stayed on steady roaming indicator while accessing Commnet's tower, phone is malfunctioning. She should get it fixed, contact manufacturer. Nonetheless, as courtesy, \$601.23 in courtesy credits previously applied. I applied additional credits of \$401.39 – she is due no further credits for valid charges. She may cancel but cancel fees will apply per phone. – previously paid some charges, account now reflects credit balance of \$3.21 | 03/08/06 | 13 |

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| 02/27/06 | State Commission | | | Coverage Representation | <p>Customer claims he received a notification that his "roaming places" have changed in the conversion to Alltel.</p> | <p>On 7/23/04 updated the account plans. Explained merger. Alltel has reviewed the account and determined that it has been billed accurately according to customer's airtime price plans. To avoid any confusion his last billing statement reflects no roaming charges. Alltel has not altered the coverage are for the West Home 45 and the West Home Family Chat plans. However, Alltel has advertised its new price plans that do have a different coverage area, but it is up to customers to select those plans. The account was then recently canceled when the cell numbers on the account were ported out on 3/1/06. Because one line's service commitment was not scheduled to expire until 7/23/06, a \$200 plus tax early termination fee was charged to the account and will appear on his Mar '06 bill.</p> | 03/07/06 | 8 |
| 02/27/06 | State Commission | | | Equipment | <p>Customer is dissatisfied with pricing for replacement equipment. She believes she has to pay out her contract with CellOne and sign separate contract w/Alltel. This customer wants to cancel Cell One, because: 1. not in her area anymore, Alltel replaced it, 2. New phones from Alltel not available until March 13, 2006 3. Alltel will charge for her a new contract and still obligated to pay the 11 months of CellOne contract. 4. Alltel would only offer \$75 1/2 priced phone - she went to Alltel's website and saw 9 phones that are less than \$75. Her cell phone does not charge anymore 6. she doesn't understand paying off old contract, buy a new contract but not receive service until March 13 - Account review indicates she just bought a new phone, it is the lost/stolen/broken</p> | <p>Explained account activated in 2000. Most recent service commitment expires on 1/17/07. On 8/1/05, Alltel/WWC transaction, Alltel assumed customer agreements, no opt out period. Explained Alltel still using WWC billing system. Billing system scheduled to convert in 2 days. Customers in WWC billing system may not be able to take advantage of new Alltel offers until billing conversion. In 2/06, contacted Alltel requesting new equipment. She does not have to purchase equipment through Alltel/WWC, never did have to. Explained renewal pricing may be available if qualified. We offer handset insurance; she elected not to purchase any. We also have lost/stolen/broken phone program, she declined this offer. Explained Alltel does not manufacture or warranty equipment. Do facilitate repairs as courtesy. She failed to contact Alltel for handset repairs and/or contact manufacturer. In March 06, contacted Alltel requesting new equipment, bought new phone at retail price, no service commitment renewal. Considers this matter resolved. She can cancel but there will be \$200+ tax per phone fee.</p> | 03/08/06 | 9 |

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| | | | | | replacement handset but she did not extend her contract. Notes from sales office indicate that customer wanted new phone at sale price but not eligible so gave her price at cost. | | | |
| 03/03/06 | State Commission | ██████ | ██████ | Roaming | Customer disputed roaming charges that he didn't get before his last price plan change. | The coverage map and service agreement explain that service quality and coverage may vary for different reasons. There may be spots where service is unavailable or weaker than another carrier's. In these spots phones may automatically roam, roam charges may apply. Customer's phone was manufactured with a roam indicator. Alltel had set up the roam indicator to show a steady roam indicator when in roaming area, roam charges apply. When the roam indicator is flashing the customer is in re-rated home area. If his handset did not display a steady roam indicator when roaming on Long Lines' network, his phone is malfunctioning and he should contact the manufacturer. Alltel already issued a courtesy credit for the full amount of the disputed roaming. | 03/09/06 | 6 |
| 03/07/06 | State Commission | ██████████ | ██████ | Equipment | Customer bought new phone but waited a couple months to use it and then realized it didn't work properly. Customer wants new phone. | Sent email response to SD PUC: Adv, as a courtesy, I cancelled to line of service that he was not using and removed all charges incurred on that line since service activation. He indicated to me that I satisfactorily resolved his concerns. Account now reflects a credit balance. Future charges he incurs under the account will be deducted from the credit balance until it is exhausted. | 03/08/06 | 1 |
| 10/17/05 | State Commission | ██████ | ██████ | Residential Service Request | Customer lives in McIntosh, SD and there is no service at her home. Wants to know when service will be improved. | Customer finally let me explain the plan, which she is getting for \$3.05 less than the partner she originally had and what it came with. Advised that I'd like to give her 30 days to cancel without penalty still so that she can think about it. Advised that in some areas one provider has better service; in other areas, its someone else. Advised we would hate to lose her as a customer, but that I really wanted to do what it would take to make it right for her and that allowing her to cancel without penalty if she was this dissatisfied was the | 03/09/06 | 143 |

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| | | | | | | best we could do. Asked if I could give her my number so that she could call me if she changed her mind and she begrudgingly accepted it. | | |
| 05/09/05 | State Commission | | | Residential Service Request | Customer states that coverage at and around their residence is poor. | Discussed service concerns which are mainly at residence that include no service, dropped calls, static (?), crosstalk (?), dead air and delayed missed call notification as well as delayed message waiting indicator without the phone having rung for the call. Customers indicate that Mina is located on flat terrain and they are right on the lake, but then said that there is a little valley but its not very deep. Offered as a courtesy to allow customer to cancel service without penalty for early termination at this time as a resolution to concerns. Customer said that Verizon service is worse and that they are only other local provider and that he has read in the papers that we are making much more rapid improvements than Verizon is so he said he wants to stick it out with us and for us to try to improve the services. | 03/09/06 | 304 |
| 06/09/05 | State Commission | | | Residential Service Request | Customer no longer gets service at their cabin on Lake Oahe. Doesn't understand why they have to pay for service they cannot use. | | 03/09/06 | 273 |
| 03/07/06 | State Commission | | | Roaming | Customer is not satisfied and wants to cancel without penalty because he feels Alltel's coverage maps are inaccurate causing him to incur roaming charges. Customer claims he should have no roam charges in the National Freedom network. | Customer incurred the roaming charges solely because his handset was not programmed properly. Since he has begun using a properly programmed phone, he has not incurred any roaming charges for using service within the National Freedom coverage area. As a final courtesy to customer, Alltel will offer him the opportunity to cancel without incurring the standard \$200 plus tax early termination fee provided that he pays for the cost difference on the new handset he received with his most recent service commitment. | 03/09/06 | 2 |