



February 28, 2005

Dear Ms. Briesemeister:

As you know, Cingular Wireless acquired AT&T Wireless in 2004, creating the Nation's largest digital voice and data network, the Nation's largest mobile-to-mobile calling community (currently more than 48 million customers strong), and a host of other consumer benefits. As the new Cingular, we appreciate this opportunity to address the topics you've raised.

Wireless phones: When customers switch from Cingular to another wireless provider and want to use their old Cingular handset, our policy is to un-lock the handset when the customer's contract expires or under certain specific conditions. This is done by providing the un-lock code to either the customer or to an authorized representative of the new carrier. Customers may exercise this option after fulfilling their contract period or before doing so, if they have paid any applicable early termination fees.

It should be noted, however, that a wireless phone from one carrier may not work on another carrier's network due to incompatible technologies. For example, most Cingular customers are served by our GSM network, while others are served by our TDMA network. Phones designed for use on these networks simply won't work on the networks of our competitors that use other technologies, such as Verizon Wireless, Sprint PCS, and Alltel (which use CDMA technology); Nextel (which uses iDEN technology); and T-Mobile (for customers with our TDMA phones).

Of course, many consumers have no desire to use the same phone for more than a couple of years. Wireless devices evolve rapidly, and there is strong consumer demand for the latest models. We continue to believe that most consumers who switch carriers welcome the opportunity to receive a new phone at a discounted price.

Coverage maps: Cingular is proud of the extensive coverage information we make available to consumers. In 2004, we brought a sophisticated new interactive mapping tool to all our retail locations nationwide. If a customer inquires about coverage in specific locations, our trained sales representatives can provide detailed answers – ranging from a city or zip code view down to a neighborhood street-level map. In addition, our mapping tool illustrates the strength of coverage a customer can expect at a given location – that is, the likelihood of coverage inside a building, inside a vehicle, and outside. Consumers may also contact us at 1-866-CINGULAR to have a customer service representative use this mapping tool to address coverage questions by phone. Incidentally, we will continue to enhance our coverage mapping capabilities in the future.

While coverage maps are helpful, we believe that the best way for consumers to determine if a carrier's wireless service will meet their needs is through real-world experience. That is why Cingular provides a 30-day risk-free trial of our service – we are the only national provider to provide a 30-day period, which is twice as long as the de facto industry standard. Consumers have one full month to try our service in the locations they will use it most and, if our service does not meet their needs, they can return their phone for a full refund of the purchase price. Cingular waives the early termination fee during this period--the customer is responsible only for service used; Cingular also waives any activation fees if service is cancelled within three days.. We are proud to be an industry leader in this area.

Early Termination Charges: Cingular provides lower prices/rates to consumers who agree to purchase service for one or two years. Like other wireless carriers, we assess a fee for early cancellation of service in these cases. We believe our cancellation policy is simple, straightforward, and fair. During 2004, Cingular rolled out its industry-leading point-of-sale disclosure document which provides customers with personalized easy-to-understand information regarding the services purchased; on Page 1 is information regarding the Return Policy and Early Termination Fees. Additionally, any applicable Early Termination Fees are disclosed on the contract, in our terms and conditions booklet, and in our rate plan brochures, all provided to the customer at the point of sale.

We understand that some consumers may want a plan that is free from any long-term commitments and termination fees. That's why we also offer several plans that do not require a term commitment or early cancellation fees; these are GoPhone service, pre-paid "pay-as-you-go", and "no commitment" service plans that consumers can cancel at any time without an early termination fee. We recommend these options for customers who want maximum flexibility.

Thank you for providing us an opportunity to address these topics. In closing, we note that the wireless market is fiercely competitive. Thus, we have a strong interest in understanding and meeting the needs of consumers, and we remain firmly committed to this goal.

Cingular Wireless