

ORIGINAL

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8/22/98

MAIL ROOM  
AUG 24 AM 9:10  
FBI - TAMPA

To Whom It May Concern:

I'm writing to express dissatisfaction with Sprint. There are no other choices for local telephone service in our area. Whenever I place a call outside of Crestview, they charge anywhere from \$0.08 per minute to \$0.20 per call, sometimes more depending on the distance. But as far as I know, the Fort Walton Beach area isn't charged these fees for calls outside their city (i.e.: Destin or Niceville). Can you please explain that to me?

Over a year ago, customers were notified of several office closings. Eventhough the Crestview office was not listed, I called to verify its status. I was assured that our office would remain open. Well, it closed along with the other ones, much to my dismay. Sprint representatives were confident in the convenience of payment centers at First National Banks and Tom Thumb stores. But, due to the hassle involved in accepting these payments, both companies discontinued the service. The only choices that Sprint offered for payment were 1) credit card authorization, 2) automatic debit authorization, or 3) postal service. Despite the fact that technicians were still working out of the centers, the drop-off boxes were also closed. This left all Sprint customers in a dilemma. I made several phone calls, and encouraged those who felt the same, to ask for reconsideration. However, "Management had taken all relevant factors under advisement". They refused to listen to our requests, based on the financial commitment required to staff the centers. But, I feel there is no reason not to leave the drop-off boxes open for non-cash payments. Merely for those customer's convenience who choose to use this option.

Another point of contention I have deals with the advertising tactics of Sprint. They have exclusivity to our business. So why do they bombard us with full color glossy brochures offering everything under the sun? Frankly, I'm getting tired of throwing their expensive literature in the garbage. They could save a tremendous amount of money, and use it to open our payment centers. At least the drop-off boxes would be satisfactory.

So with all this out in the open, I would like to advise you that I have started a petition. It simply asks that our payment centers be opened. I will compile all completed forms and forward them to you ASAP. I considered going to a public hearing, but the closest one listed is in Tallahassee. That is much too far for one individual to travel, when hundreds of signatures will speak much louder. If you have any suggestions or information that would assist my endeavor, please notify me. I can be reached at (850) 682-5979 Monday through Friday from 10 to 4, Saturday 10 to 6, CST or (850) 689-2111 any other time.

Thank you,

*Shelly L. Witt*  
Shelly L. Witt



Ms. Shelly Witt  
380 John King Rd.  
Crestview, FL 32539

- ACK \_\_\_\_\_
- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
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FBI - TAMPA RECORDS/REPORTING

With these great deals on Sprint products and services, you're already a winner.

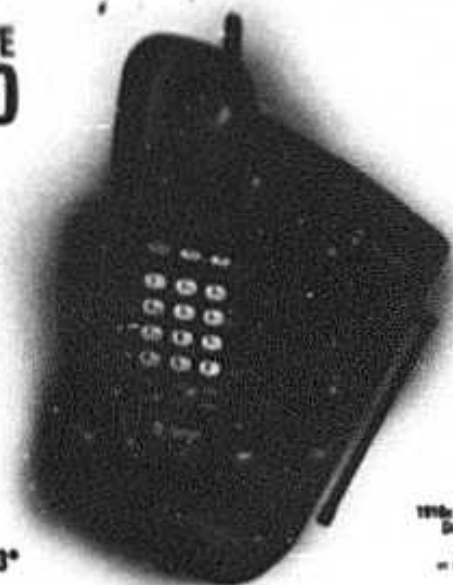
SAVE  
**\$30**

## A cordless phone with no static? Now that's a good call!

### 900 MHz Digital Call Waiting ID Cordless Phone

- Digital transmission eliminates static and background noise.
- Digital Voice Privacy encodes your voice signal preventing others from intercepting your conversations.
- Display screen built into the handset tells you the name and number of incoming calls. And with Call Waiting ID service,\*\* you can see who's calling even when you're on the phone.

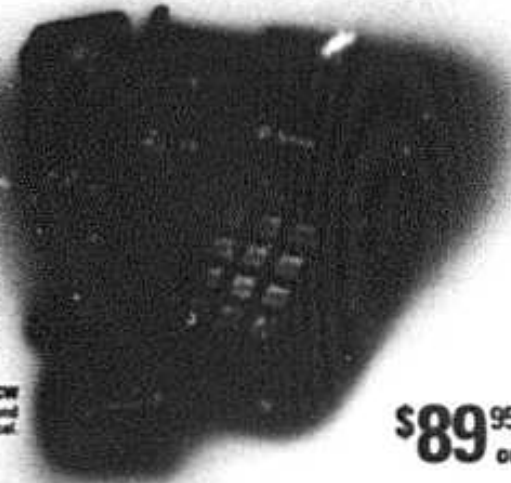
**\$149<sup>95</sup>** (Regular price: \$179.95)  
or 12 INTEREST FREE  
payments of approximately \$13\*



1910: 900 MHz  
Digital CW  
Available  
in charcoal

SAVE  
**\$10**

Maestro 1500 CW  
Available in almond  
or charcoal.



## You can pass on unwanted calls, even if you're already on the phone.

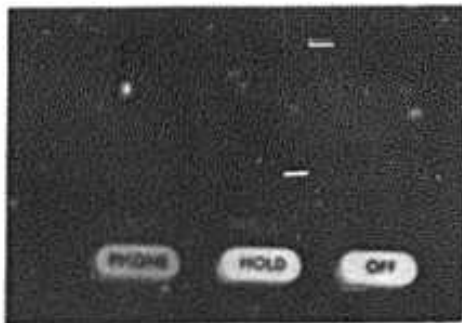
### Call Waiting ID Phone

- Display screen shows caller's name, number, date and time of call. And with Call Waiting ID service,\*\* you can see who's calling even while you're on the phone.
- 25-name call log stores the names, numbers, dates and times of incoming callers even while you're on the phone.
- One-button access to features like Return Call, Repeat Dialing, Three-Way Calling and MessageLine® Voice Mail.\*\*

**\$89<sup>95</sup>** (Regular price: \$99.95)  
or 12 INTEREST FREE payments of approximately \$8\*

## With Caller ID, you get to do some intercepting of your own. Caller ID

With Caller ID, you can eliminate unnecessary interruptions, because you choose who you want to talk to and when. In addition to showing you the name and number of each caller before you even pick up the phone, Caller ID also logs calls. Which means that when you're ready to turn your attention to something besides the game, you can scroll through a list of who called, and call them back.



© Copyright 1998 Sprint Corporation. All rights reserved. www.sprint.com. \*Sprint local telephone customers may pay 12 equal interest free payments that will be added to their monthly phone bill. Monthly installment prices are as follows: 1910: 900 MHz Digital CW, \$13.49; Maestro 1500 CW, \$9.49. Certain credit restrictions apply. Sales tax and shipping not included. Major credit cards accepted for equipment purchases. Allow three to five business days for delivery. \*\*Network calling features must be purchased separately. Services not available in all areas. Maestro is a registered trademark of Northern Telecom. Contact your local business office regarding delivery concerns. Limited time offer. Certain restrictions apply. NFL, Super Bowl and their respective logos are registered trademarks of the National Football League. Team names, logos and uniform designs are registered trademarks of the teams indicated. The National Football League player featured in this advert is Earllet Stewart of the Pittsburgh Steelers. 2549254

CALL TO ORDER  
1.888

# If great communications products and services aren't enough, now Sprint is bringing you a chance to win an NFL trip!

Look in your daily newspaper the week of August 23rd for a special Sprint insert featuring products and services that make it easy to keep in touch this season. Plus, if you find my autograph, you could win a trip to see your favorite NFL team play.

Don't forget to watch for other Sprint promotions this season featuring NFL prizes. All from Sprint, the official telecommunications provider to the NFL.



**Sprint**

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The Official Telecommunications Provider to the NFL

PC9805

**CALL 1-888-866-0325 TODAY!**

Some items purchased with your Sprint card only.

For a limited time, so order one now!

our helmet phone. Made from an actual Riddell helmet, it's a real collector's item. And it's available for any NFL team or even your favorite Division I college team. Mounted on a solid oak base, this phone features a big-button lighted keypad, redial button and tone/pulse switch. They're offered for a limited time, so order one now!

**Your favorite team helmet phone.**

**The helmet phone: a sure sign of a true fan.**



**SAVE \$10**

**\$249.95**  
(Regular price \$259.95)