

Gary D. Forsee,  
President and CEO  
Sprint Nextel

Dear Mr. Forsee,

I am writing you concerning my Sprint-Nextel PCS phone bill for the billing period ending Nov. 30th. During this billing period, I went over my anytime minutes by 340 minutes (approximately 5 and a half hours). The charge for this usage was \$138.50 at a whopping .40 cents a minute. I take full responsibility for all of the calls during this period. I write because I feel my reaction and insight as a customer has value and that a dialogue between customers and business can be of immense value to both parties and the community as a whole.

My initial reaction was shock and then outrage that my phone company would so willingly extort such an unreasonable amount per minute. My cable/internet access costs me \$65.00 a month, and I receive unlimited access to sounds AND video! Yet, my wireless company is charging \$138 dollars for 5 and a half hours of air-time. According to the Sprint Nextel website, a charge your company even agrees is unfair:

Excerpt from the Sprint PCS Website:

Or, call to switch to our new Sprint PCS Fair & FlexibleSM plan , which automatically adds low-cost extra minutes when you need them, so you never pay unfair overages.

This excerpt begs the following questions: Why wouldn't Sprint Nextel be fair and flexible all of the time? Could I be provided with list the other times I can expect Sprint to be unfair, so that I am not again surprised and can make an educated decisions?

Has the time come in our society when honest and fair practice are only on a limited basis? Corporations should always be guiding the best interests of their customers and the community while being efficient and profitable experts in their fields. As President and CEO, I am sure this is a challenge you relish. We must have positive corporate examples to erase the negative impact of the Enron and Arthur Andersons debacles. I look to Sprint Nextel to lead the way, providing expertise and a quality service at an reasonable price.

Your new chairman, Tim Donahue, was quoted as stating: "We are confident that Sprint Nextel will generate efficiencies that will benefit customers, shareholders and employees." I could not agree more and would be the first to suggestion Sprint Nextel to be "Fair and Flexible" all of the time. Imagine the efficiency and clarity that would be created, not to mention the further increase in customer loyalty.

As for now, I do have further options which I will be exploring, due to the unreasonable billing practices and confusing messaging of Sprint Nextel. I cannot imagine that I am the only one shocked at such over the top charges – and there must be others - or else the ill conceived "fair and flexible plan" would not have been born. I hope you find my suggestions and input helpful. I write with only good intentions and I wish you the best as you guide your company forward through this holiday season..

Best regards,

Monkeyspit