

DRAFT

VIA OVERNIGHT MAIL and U.S. MAIL

March 31, 2010

Mr. A Dickan
26 Richardson Avenue
Utica, NY 13502-6108

Re: Termination of Service
Mobile Number: XXX-XXX-3370

Dear Mr. Dickan:

Your conduct in AT&T's Commercial Drive store in New York Mills has intimidated and threatened our sales representatives and will not be tolerated. You have made racial slurs against 2 AT&T representatives and have displayed a gun in this store while making threatening comments about "getting rid of people." In addition, you visit the store multiple times per week and make disparaging comments about AT&T representatives and make repeated statements that they should all be fired. You also disrupt the store by making calls on speakerphone so that the entire store can hear.

You have been told on many occasions by AT&T management at this store to stop this behavior. Unfortunately, this behavior has continued despite the verbal warnings.

Your threats and intimidation, harassment, business disruption, and abusive and unreasonable behavior are unfair to the AT&T representatives who are working to satisfy you in a professional manner. In addition, your behavior constitutes a breach of your Service Agreement with AT&T. As a result your AT&T service for the above-referenced wireless phone number will terminate on Tuesday, April 6, 2010. AT&T will not charge any early cancellation fee, but you will be responsible for all charges on this account.

In addition, as of the date of this letter, you are no longer permitted to enter this AT&T retail store or any other AT&T retail store. If you enter AT&T's store at 4874 Commercial Drive in New York Mills, NY, or any other AT&T branded store or facility, this will be considered an Act of Trespass against AT&T and the police will be called.

Any further questions or issues regarding your account to AT&T should be made to the Office of the President at 866-220-8446 as your sole point of contact with AT&T. Do not contact anyone at any AT&T retail store.

Regards,

AT&T Mobility
Director