



# Sprint ORIGINAL

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Executive and Regulatory Services  
P. O. Box 8077  
London, KY 40742 6 PM 12:56

August 10, 2004

SECRETARY'S BUREAU

A-310183

Pennsylvania Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17120-3265

**DOCKETED**  
OCT 06 2004

Re: Sprint Executive and Regulatory Services  
*Toll-free Number Change*

To Whom It May Concern:

Sprint's Executive and Regulatory Services Department (ERS) handles escalated customer inquiries on behalf of the executives of Sprint and responds to inquiries filed with regulatory agencies concerning Sprint's wireless, long distance, or UNE-P services. In an effort to improve our handling of customer issues from your organization, we have determined that changes must be made to our current processes.

Whereas referrals to Sprint for wireless issues previously were directed to one location and referrals for long distance or UNE-P issues were directed to another location, each of these types of inquiries will now be forwarded to a single location. Additionally, our toll-free number has changed. To ensure that your customers' concerns are handled as effectively as possible, beginning August 23, 2004, please refer Sprint customer inquiries to the following contact mediums:

- By phone: 1-877-291-5717.
- By fax: 1-800-327-5182.
- By mail: Sprint Executive & Regulatory Services  
P. O. Box 8077  
London, KY 40742

DOCUMENTED

This contact information is provided to your agency as a direct means of forwarding your customers' concerns to our prompt attention. We appreciate your assistance with this transition to ensure that we are able to maintain the level of service to which we are committed.

If you have any questions pertaining to this process, you can reach me by calling (817) 215-3033 or contact DJ Huston at (817) 698-2109. We are available Monday through Friday from 8 a.m. to 5 p.m., Central Time.

Sincerely,

Janie Grubbs  
Executive and Regulatory Services Supervisor

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