



Sprint Nextel - Executive & Regulatory Services
TXFTWD0101
4701 Mercantile Dr
Fort Worth, TX 76137

May 23, 2012

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MAY 29 2012
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

South Dakota Public Utilities Commission
Capitol Building, 1st floor
500 E. Capitol Ave.
Pierre, SD 57501-5070

Dear Agency:

Effective today, Sprint's Executive and Regulatory Services team will be changing the contact information that your office has used to refer customer complaints to our office. In the future, please direct customer complaints regarding Sprint Wireless, Sprint Long Distance, Boost Mobile, Virgin Mobile USA, and Assurance Wireless to our attention using any of the following methods:

- E-mail - executive.offices@sprint.com
- Phone toll-free - 1-866-727-0665
- Fax - 1-866-347-8988
- Written correspondence -
Sprint Executive Services,
4701 Mercantile Drive, Fort Worth, TX

Our office is also aware that there are some Commission Offices that prefer to address customer complaints directly with Sprint's state regulatory personnel. Please be assured that whatever way in which you choose to contact us with our customers' concerns, we will do everything we can to address those concerns as quickly and completely as possible. Should you have any questions or would like to speak with me directly, your office can also contact me at (817) 215-3020. I am available Monday through Friday between 7 am and 4 pm, Central Time.

Sprint Executive & Regulatory Services is committed to cooperating with your office to resolve our customer complaints and inquiries.

Sincerely,

Lincoln Korfanty
Executive Services Supervisor