3094 Springhill Rd.

Bozeman, MT 59718

September 6, 2020

AT&T Store

1459 N 19th Ave

Bozeman, MT 59718

Attention: Director of Technology and Development

Understanding that AT&T is a large company with outlet stores all over the world I realize that it is difficult to direct a letter to a specific person. Because of this I am directing this to a local outlet store in hopes it can be escalated to those in the upper offices who may be able to answer my concerns.

We in the Gallatin Valley who love and use the services AT&T provides are finding issues in the service we are currently receiving. It has become nearly impossible to maintain a phone call to other individuals without having the call drop or becoming so varied in signal that one cannot understand what the other person is trying to tell them. A booster has been suggested, but where I live it would not make a lot of difference due to the directional signal from the towers.

My reason for contacting your company, and specifically the Technology and Development Department, is to ask if there is a plan in place to increase the service in the Gallatin Valley, and Bozeman, MT area to the 5G service that is proving to be successful in other parts of the country. With our increased numbers due to the many University students that are here during the winter and spring months we have an extreme loss of bandwidth that deteriorates our service and coverage to nearly impossible use in the valley.

The overall service I have received from AT&T throughout Colorado, Wyoming, and Montana over the past eleven plus years has been very satisfactory. I plan to continue to use your services but am hoping for a possible response as to when we may expect to be upgraded and expanded to improved service here in our area.

Sincerely,

Dana P. Melcher

Dana Melcher