3094 Springhill Rd.

Bozeman, MT 59718

September 6, 2020

AT&T

1459 N 19th Ave

Bozeman, MT 59718

Attention: Director of Technology and Development

There were many years, when AT&T was the most reliable provider throughout the Northwest, but over the past two years it has degraded severely. I was once happy-camper under AT&T’s coverage, but know I cannot say the same. It is time, as a loyal customer I feel entitled to know or to best understand what has been happening.

Other residents and myself in the Gallatin Valley are finding issues in the once-loved services of AT&T. It is nearly impossible to maintain connected to a phone call without having the call drop, or the signal becoming so weak and spotty that one cannot decipher what the other person is trying to tell them. I have been made aware of some suggestions to fix this problem, like a booster to strengthen the signal. Where I live, it would not make a lot of difference due to the directional signal from the towers.

My reasons for contacting AT&T, and more specifically the Technology and Development Department, is to ask; Is a plan in place to improve the service in the Gallatin Valley, and Bozeman, MT area? I have heard that 5G service is proving to be successful in other parts of the country. With increased numbers due to the growing number of 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