

## **Complaints Per 1,000 Handsets**

### **Customer Complaints**

T-Mobile works directly with Washington customers to resolve any concerns they may have. On occasion, some customers seek outside assistance in resolving their issues, including contacting the Consumer Protection Division of the Office of the Attorney General or the Federal Communications Commission.

In general, customers' concerns primarily involve billing issues, handset upgrades, terms and conditions, and company policies. T-Mobile responds to concerns that are forwarded through these agencies just as it would if customers had contacted it directly, and works with customers to identify the issues and implement the most appropriate and (if possible) mutually satisfactory resolution.

### **Complaints Per 1,000 Handsets**

The number of complaints per 1,000 handsets filed with the Federal Communications Commission that T-Mobile addressed for the period of January 2010 through December 2010 for the state of Washington was \*\*\*redacted\*\*\*

The number of complaints per 1,000 handsets filed with the Consumer Protection Division of the Office of the Attorney General that T-Mobile addressed for the period of January 2010 through December 2010 for the state of Washington was . \*\*\*redacted\*\*\*