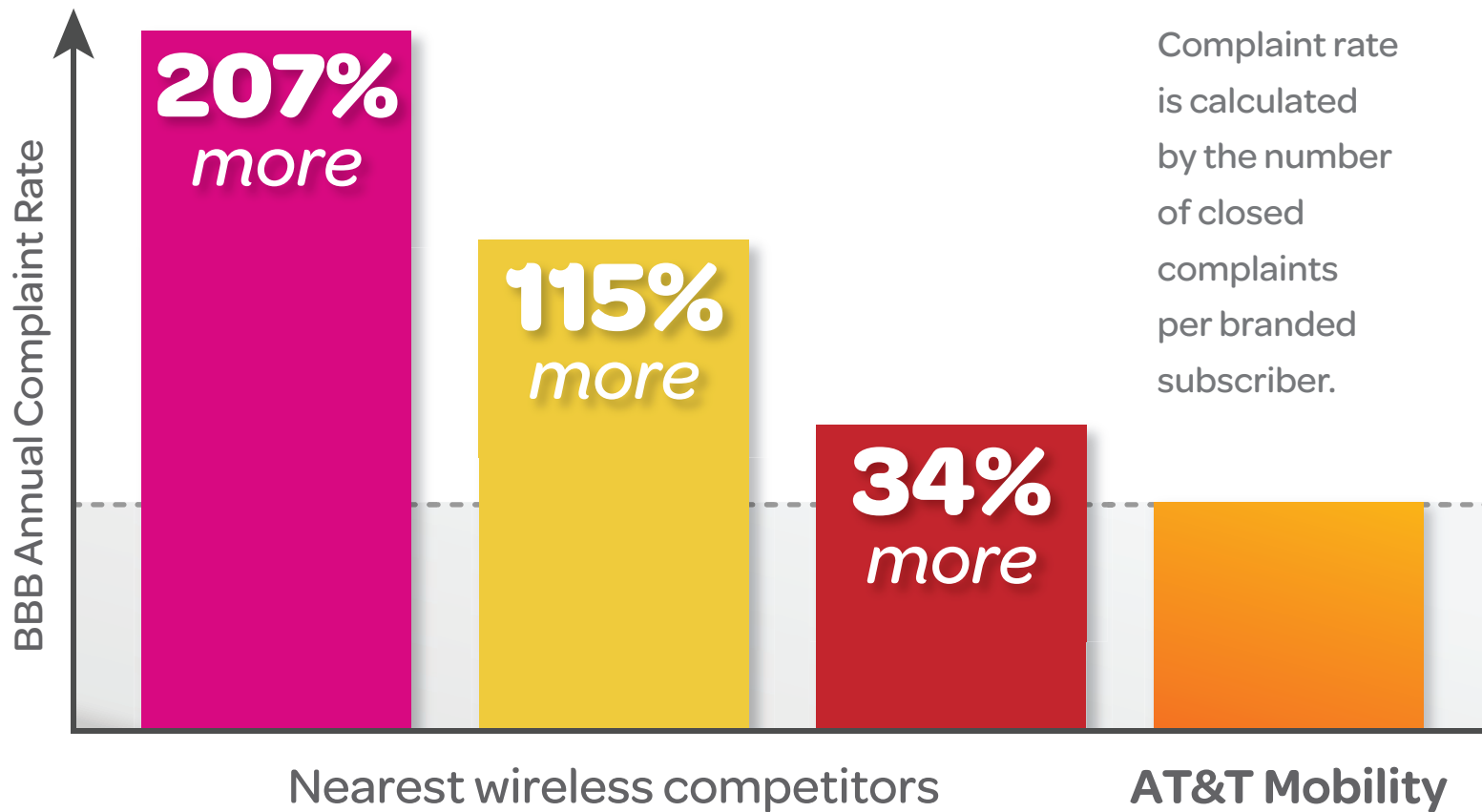


Better Business Bureau (BBB) Complaint Rate *(past 12 months)*



Complaint rate is calculated by the number of closed complaints per branded subscriber.

Over the past year, AT&T Mobility has recorded the **fewest number of BBB complaints** and received the **lowest BBB complaint rate** among the four largest national wireless carriers, contributing to an average national rating of **A+**.

Rate determined by the aggregate number of closed complaints per company as listed on Dec. 3, 2010 on the 108 local BBB Web sites divided by the average quarterly total of reported retail postpaid/retail prepaid subscribers (which does not include connected device and wholesale customers) per company over the last four reported quarters.

