

November 5, 2002

Ms. Gloria Osorio
28 Keystone Street, #R
West Roxbury, Massachusetts 02132

Dear Ms. Osorio:

This letter confirms that Sprint has taken all required actions to fulfill the commitments specified in our settlement agreement. This letter confirms that your credit information has been withdrawn from the OSI Collection Services. Included in this package is the original letter from Michael Napp, OSI Collection Services, confirming that all collection efforts have ceased.

Sprint also confirms that your credit information has been withdrawn from the National Consumer Telecommunications Data Exchange and removed from the National Credit Bureaus. Enclosed in this package is a letter from Victoria Gooden with the EQUIFAX Credit Reporting agency confirming that your account information has been removed from the EQUIFAX credit file.

Sprint has credited your account, 463059500, in the amount of \$437.17. This account has a zero balance and you will not receive any further bills for long distance charges from Sprint for this account.

Check number 6794574 in the amount of \$1,000 was sent directly to you on November 5 via overnight mail. In the event that you do not receive this check by Friday, please call me immediately at the number that appears on this letter.

If acceptable, please sign and return the settlement letter dated November 6, 2002, to Mr. Dingwall at his facsimile and mailing address noted on the letter. The settlement must be filed with the Department by November 6, 2002 per Mr. Penders' instructions.

Sprint sincerely regrets the inconvenience and distress this matter has caused you and your family. Please accept our apology.

Sincerely,

Lilli Taylor
Sprint Regulatory Manager
6450 Sprint Parkway
Overland Park, Kansas 66251
Voice – 913-315-9053
Fax – 913-315-0761