

To: Michelle Brukwicki, Senior Vice President – Finance & CFO
Cc: Kristen Jacoboski, Human Resources Director

Dear Ms. Brukwicki and Ms. Jacoboski,

I'm writing regarding my TDS account associated with the Mooresville, NC service area (local office: 435 South Broad Street, Mooresville, NC 28115).

It's unfortunate that this situation has required escalation. I recognize this is well below your pay grade; however, I want to ensure you're aware of the time and expense this has caused on my side and to request a prompt resolution.

Summary of issue

On August 18, 2025, your offshore representative confirmed on a recorded call that my account balance was \$0.00 and that the account was resolved/closed.

Despite that assurance, I have spent significant time addressing follow-up items related to returning equipment and clarifying the account status. I've attached my letter detailing the sequence of events and the equipment return.

My professional hourly rate is \$150.00, and I have already spent five (5) hours dealing with this matter.

What I'm requesting

Written confirmation that my account is closed with a \$0.00 balance.

Confirmation that all returned equipment has been received and my account reflects no pending obligations.

Consideration of a goodwill credit or reimbursement reflecting my time spent due to process errors/miscommunication (~~5 hours x \$150/hr = \$750.00~~), 7 hours x \$150.00 = \$1,050 (Two extra hours for social media campaign to get a response or apology).

Please also review the August 18, 2025 call recording in which the representative states the balance and status noted above.

Frankly, it is a shame and a disgrace to our country, the United States of America, and as a Veteran of the United States Army (Armed Forces), I find it especially disappointing that American companies like TDS rely on offshore representatives or H1B workers to handle U.S. customer support. How in the "Sam Hill" could this not be handled properly and immediately at your Mooresville, NC office? SMH.

I appreciate your attention and a swift resolution. If you need any additional information (account number, return tracking, or dates are in the attached letter).

Thank you for your time.

Attachments:

Letter -

<https://drive.google.com/file/d/1etRoI-mXHO-712MNxbH3-Vc5zmSe461p/view?usp=drivesdk>

Call Recording -

[Call recording 17042356325_250818_094115.m4a](#)

https://drive.google.com/file/d/1o_aojnBPn6TuC3Y_Xz2Q_GjS5C1pjx2A/view?usp=drivesdk

Robert Dannelly, Jr. US Army Veteran

Linda transferred from off shore