



Mountain View Fire and Rescue

32316 148th Ave. S.E. Auburn, WA 98092 / (253) 735-0284, Fax (253) 735-0287 / web: www.mvfire.org

November 18, 2019

Hello,

Please allow me to introduce Kevin Thomas, Integrated Solutions Consultant, with AT&T. Kevin was introduced to me by one of our firefighters who had recently enrolled with FIRSTNET. Kevin worked tirelessly with me to establish the Department FIRSTNET account. Later he worked with several individual department members to migrate their personal phones to FIRSTNET and their families to the First Responder Appreciation Offer (FRAO). He helped me transition my existing personal AT&T account to FIRSTNET and my family to the FRAO because I told him I had to experience the process and results first hand before I would mention the program to firefighters.

My ability to make and receive calls and messages improved dramatically immediately after installing the black SIM card. My family did not experience the dramatic service improvement that I experienced but the FRAO allowed me to move them to a much more robust usage plan for roughly the same monthly cost as our traditional 15 GB family shared plan – ultimately, we were all pleased with the results. I was pleased too with the reports and feedback from other department members which has been unanimously positive – both about the service and Kevin's service to them.

Kevin answered questions promptly with reliable information. It was not uncommon for him to deliver answers earlier than promised and he worked as long as necessary to successfully complete the task. He promptly enlisted contacts within AT&T to provide timely assistance and insight related to billing questions and technical matters. I'm confident you will find that Kevin works as hard for you and your organization as he works for us.

Thank you for your time.

Sincerely,

Mike Barlow, Deputy Chief
Mountain View Fire and Rescue
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