

EXHIBIT R

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Serial #: DNQGLGMRDPON

RECEIVED

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Penelope A. Prevolos

I purchased the Apple iPhone 4 from AT&T believing that it was THE phone to have. The iPhone 4 was advertised as the latest and greatest phone available to own in the market. Perfect signal, most apps, face time and all kinds of perks only available with the iPhone. But this was hugely disappointing due to the disgustingly poor antenna reception. The signal and reception cuts in and out so horribly you cannot do any of the great things you should be able to. The bare basics of any phone is to call and communicate with people. And when you can't place a call, it frustratingly becomes just a very expensive paper weight. Calls get dropped because you lose service and cant get a decent signal due to the poor antenna. Text messages refuse to send. I not only object to the settlement but am also outraged. To offer a tiny settlement of \$15 is an insult. This settlement is offered only to keep the voices and opinions of the consumers quietly at bay. The voice needs to be heard of the little people that made Apple the company it is today and there are plenty of us who are unhappy with the service. Every person who bought an iPhone put faith and trust that it was the best. We have used the phone and it was not even close to what was advertised. All of the hardships of being out of contact with family, friends and loved ones is an unacceptable burden put on the consumer. Many of us, like myself, cannot afford a different phone and are reluctantly stuck with this one since it cost anywhere from two-hundred dollars to three-hundred dollars out of pocket. Not to mention the data plans required to even use the phones, which the settlement would not cover. The bad quality makes myself question ever purchasing another Apple product. The court should not approve the settlement.

