



William B. Jack
District Manager
Federal Systems

1120 20th Street, N.W.
Washington, DC 20036
Phone (202) 457-2906

May 28, 1987

Mr. Edward J. Maloney
Office of Information Technology
Room 2D00
Washington, DC 20505

Dear Mr. ^{EC}Maloney:

I appreciated the opportunity to meet with you and your organization to discuss your recent dissatisfaction with AT&T service. As promised in the meeting, I have attached an escalation procedure and organization chart for future reference.

AT&T appreciates CIA's dependence on reliable communications and prompt corrective action of service anomalies. I assure you our entire team is dedicated to providing you with the best service that can be had thus our motto "AT&T - the right choice."

I am personally dedicated to your satisfaction and support of meeting your critical national security needs.

Feel free to call me day or night if I can assist you in anyway.

Sincerely,

A handwritten signature in cursive script, appearing to read "W.B. Jack".

Central Intelligence Agency



Washington, D.C. 20505

19 MAY 1987

Mr. William Jack
District Manager/Special Accounts
American Telephone and Telegraph
1120 20th Street, N.W.
Washington, D.C. 20036

Dear Mr. Jack:

I am writing to express my extreme dissatisfaction with the service we have been receiving from AT&T. On 17 April 1987 the responsibility for our T-1 connection from the CIA Headquarters Building to another facility was transferred, per divestiture regulations, from Bell Atlantic to AT&T. Since that transfer of responsibility, we have been experiencing a complete outage of this carrier-provided communications.

I fully understand that there have been problems associated with the T-1 circuits at issue, [redacted] However, in the interest of good customer relations and national security, I expected a very aggressive AT&T posture and a responsive restoration of service. Instead, I have seen a less aggressive posture and a prolonged communications outage.

This Agency is heavily invested in AT&T for communications carrier services. We rely on good communications and prompt, responsive correction of communications anomalies. Our experience with AT&T service in the past has been very positive, reflecting a corporate commitment to meeting our communications needs. Inasmuch as this particular outage continues, I would like to meet with you personally to review your planned actions to resolve this matter and receive your assurance that future outages of circuits critical to our mission will be escalated to the appropriate level in your management chain much sooner than in this instance. I look forward to our meeting.

[Redacted Signature]

Edward J. Maloney
Director of Information Technology

C/USNA/CSG/OIT [redacted]

(18May87)

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Explanatory Notes

Subject: Self-explanatory - include ODP number if applicable.

Purpose: What will action accomplish, e.g., "Reply to letter from OMB," "Obtain DDA approval to spend \$100M," "Comply with periodic reporting requirements," etc.

Action Officer: Name, organization, extension.

References: List of pertinent references. Copies should be attached in order listed.

Resource Package and Costs: Identify the Resource Package and total costs for each fiscal year if the action involves funds.

Routing: Who should see the action, whether for information, comment, concurrence, or signature/approval. The individual reviewing the action should initial and date where indicated. Place an "x" under the appropriate column for each component. If concurrences are contained on record copy of action, simply refer to the action.

Discussion: Narrative discussion of action - what led up to the action, why is it necessary, what do you want done. The pertinent references should be explained insofar as they relate to this action. If the action itself contains all this information, simply refer to the action.

Signature of Action Officer: Sign and date form.

Classification: Mark at the top and bottom of page, as appropriate.