

# Proof of Delivery

Dear Customer,

This notice serves as proof of delivery for the shipment listed below.

## Tracking Number

1Z1723W73698849648

## Weight

2.00 LBS

## Service

UPS 2nd Day Air®

**Shipped / Billed On**

05/09/2022

Delivered On

05/11/2022 10:56 A.M.

**Delivered To**

208 S AKARD ST  
DALLAS, TX, 75202, US

### Received By

JAMES

Left At

## Mail Room

**Reference Number(s)**

LTR TO ATT JEFF MCELFRESH

Thank you for giving us this opportunity to serve you. Details are only available for shipments delivered within the last 120 days. Please print for your records if you require this information after 120 days.

Sincerely,

IJPS

Tracking results provided by UPS: 05/13/2022 2:44 P.M. EST

DDM Consulting  
22357 Columbia Street  
Dearborn, MI 48124-3431  
313-277-5095  
pvsheridan@att.net

9 May 2022

VIA UPS 1Z1723W73698849648

Mr. Jeff McElfresh  
AT&T Communications  
208 South Akard Street  
Dallas, TX 75202  
201 - 821 - 4105

**Subject 1: Job Performance of AT&T Staff – AT&T Fiber Internet Installation**

**Subject 2: Product Performance of 300/300 Internet Service –  
Upload Speed Browser Dependent?**

Dear Mr. McElfresh:

Congratulations on your recent promotion; well-deserved and may you enjoy the best of fortune!

Regarding Subject 1, installation for my home office occurred on Saturday, 23 April 2022. Leading to that installation I interacted with four AT&T employees (by first name: Alex, Salma, Christian and John), all of whom performed flawlessly. My sincerest praise to these fine people; well done!

However, regarding Subject 2, the first part of this issue was detected at initial boot-up. I say ‘first part’ because on Saturday 23 April 2022 there was no explanation or fix for the very disappointing upload speed. The installer made several calls to AT&T personnel; all of whom also had no ideas/solution. I was promised a follow-up and fix, but in the last two-plus-weeks none has occurred.

I deciphered the second part of Subject 2 **on my own** post-install. Attached are screen-shots of the **speed tests** I have run to detect a pattern that may lead to an AT&T fix. These tests were run on two PCs: A powerful home-build that I use for DDM Consulting work, and the living room Dell PC for casual browsing/streaming. The home-build uses a dedicated 100m/1G/2.5G card; the Dell uses a 10m/100m/1G motherboard port. All Ethernet cabling is CAT-7 or higher. Both PCs have the following browsers:

Google Chrome

Microsoft Internet Explorer (legacy)

Brave

Firefox

My primary browser is Chrome. The speed test results are the same regardless of PC. **The only browser that consistently offers solid 300/300 download/upload performance is Firefox.**

Perhaps the most compelling/validating are the first two attachments. When I connect to my AT&T Account page **using Chrome**, I get poor upload speed results (as when I run the test directly). When I connect to my AT&T Account page **using Firefox**, I get good upload speed results.

The other attachments show the *direct* results for the four browsers. To maintain consistency I used the same speed test server (changing servers or PCs had no effect).

Please also note that the Android results, or more precisely **the Wi-Fi performance is as-advertised**. This detail was confirmed during installation. When I run a speed test on my Samsung S10+ cell phone, I get Firefox wired-levels of performance. This same result also occurred from the Wi-Fi output of the BGW-320-500 modem/router on the installer's cell phone (John). But the wired non-Firefox upload performance is very disappointing. Download is good in all scenarios.

**My primary utility for switching to the AT&T Fiber service is the DDM Consulting PC, and the promise of great 300+ upload speeds** (many of my crash test videos are LARGE files, and take a very long time to upload).

Again, from my testing on two difference PCs, the poor upload speed appears to be browser dependent.

At this point I am disappointed in two regards:

- (1) The not-as-promised upload speeds that appears to be browser dependent . . . this should not be the case, and/or AT&T should be aware / be able to resolve,
- (2) The lack of follow-up/resolution by AT&T.

Respectfully yours,

Paul V. Sheridan



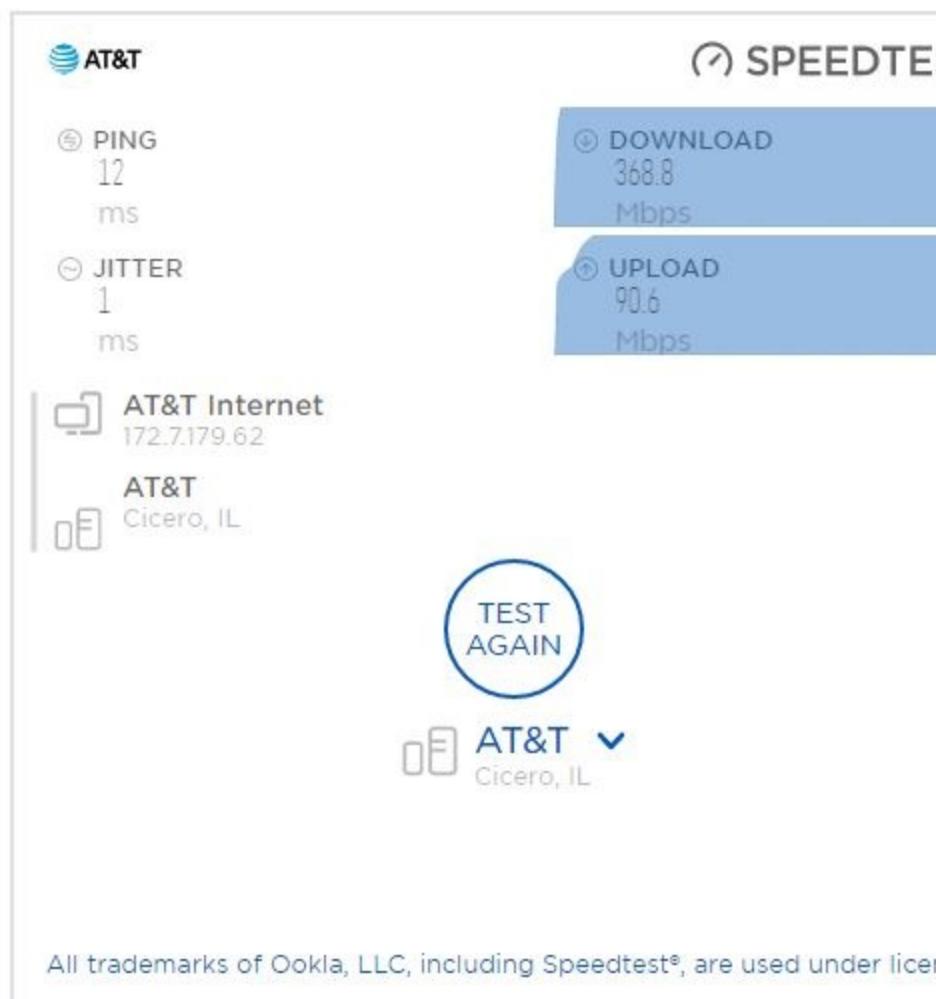
Home / Support / Speedtest

## AT&T Account CHROME Test

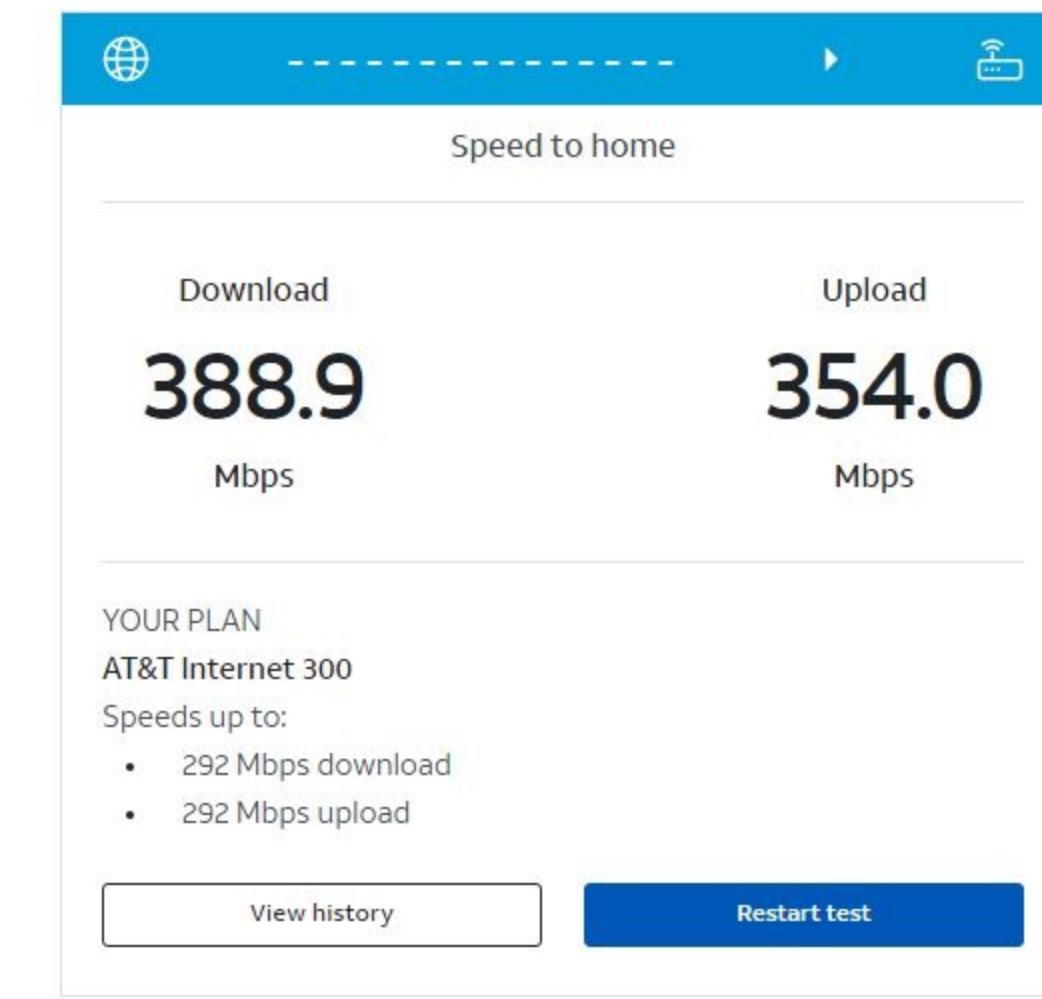
# Internet speed tests

Check the upload and download speeds of your connected devices or home Wi-Fi® gateway.

### Device test



### Wi-Fi gateway test





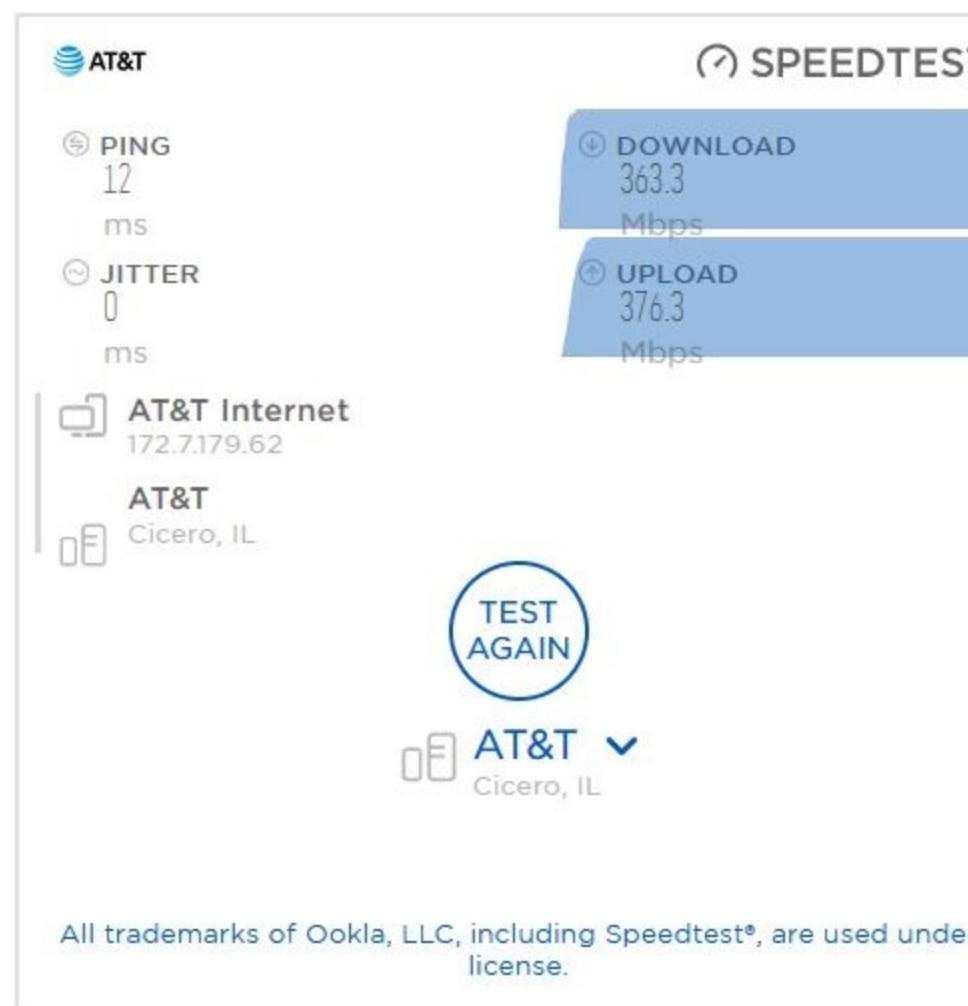
Home / Support / Speedtest

## AT&T Account FIREFOX TEST

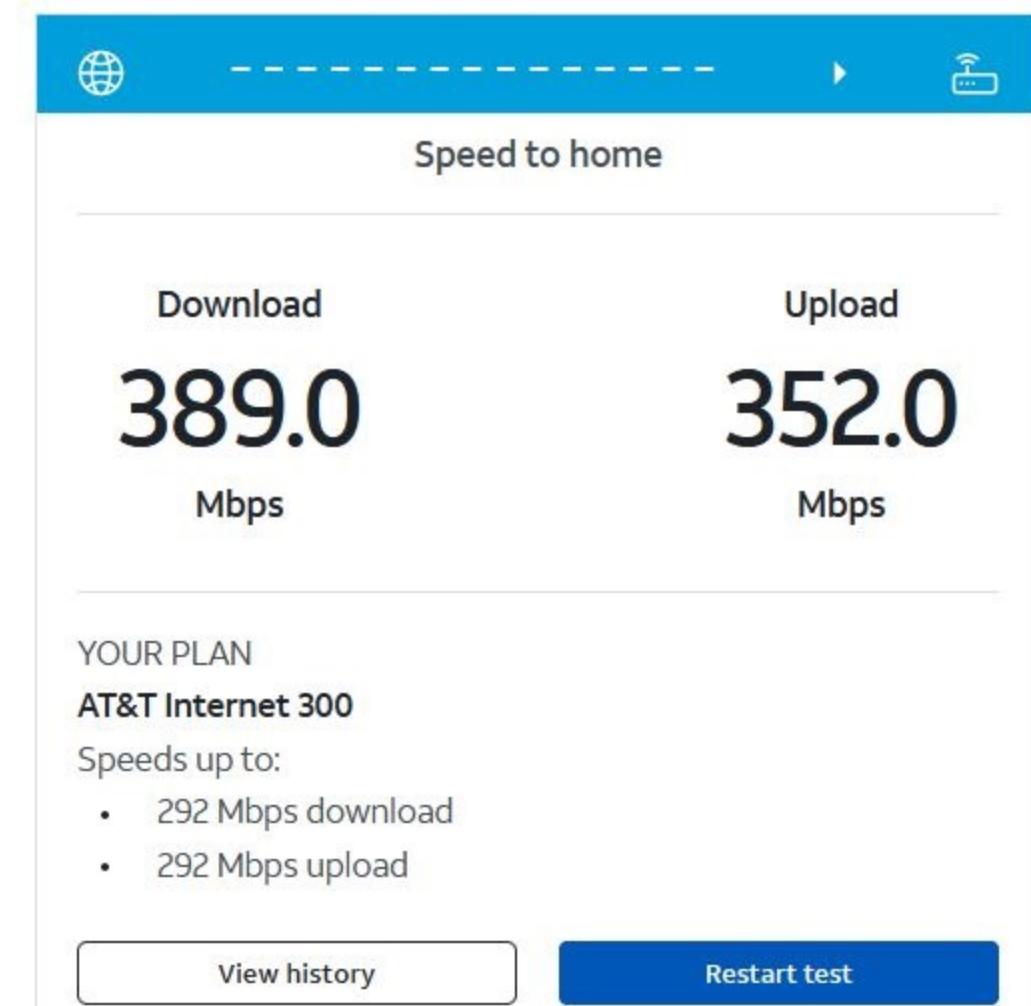
# Internet speed tests

Check the upload and download speeds of your connected devices or home Wi-Fi® gateway.

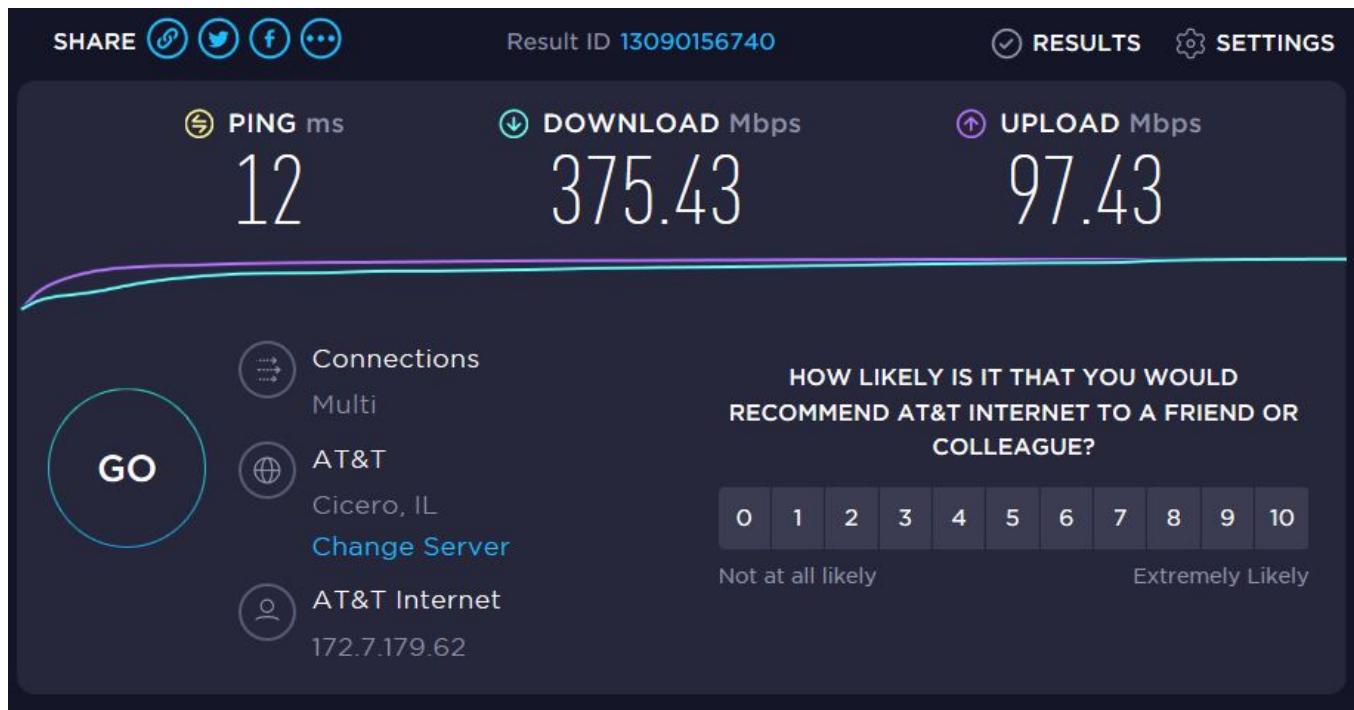
### Device test



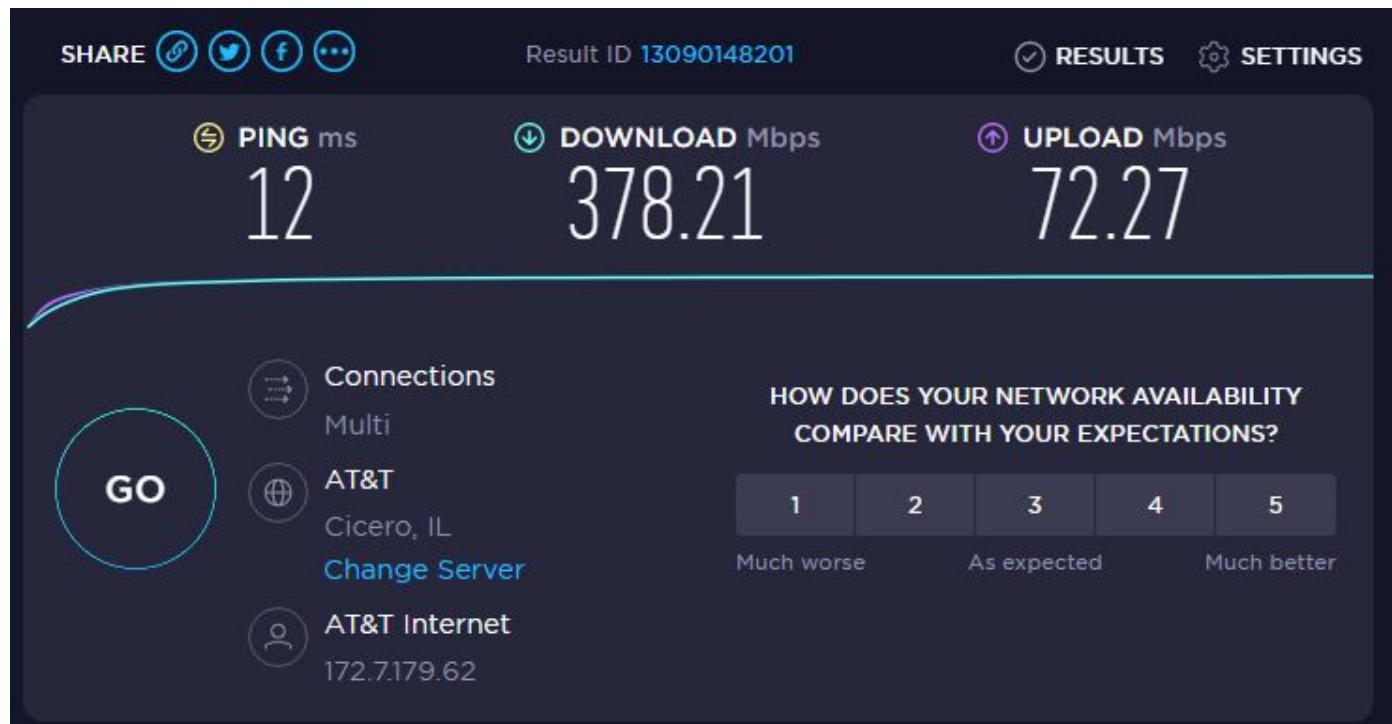
### Wi-Fi gateway test



## Microsoft Internet Explorer



## Brave



## Chrome



## Firefox

