



Starbucks Coffee Co.
P.O. Box 93490
Albuquerque, NM 87109

Donna Rice Hughes
Enough is Enough
PO Box 1532
Great Falls, VA 22066 US

Re: Reference Number 180531-011198

Dear Donna,

Thank you for contacting Starbucks. We are in the process of evaluating a global protocol to address this in all of our company-operated stores, and are in active discussions with organizations on implementing the right, broad-based solution that would remove any illegal and other egregious content. Once we determine that our customers can access our free WiFi in a way that also doesn't involuntarily block unintended content, we will implement this in our stores.

In the meantime, we reserve the right to stop any behavior that interferes with our customer experience, including what is accessed on our free WiFi, as part of our commitment to ensuring that our stores remain a safe and welcoming environment.

We welcome feedback from our customers and I have shared your concerns with the appropriate team for their attention.

If you have any further questions or concerns, please don't hesitate to contact us at CustomerService@Starbucks.com.

Sincerely,

Nicole C.
Starbucks Customer Care