

(VJ)

March 7, 2003

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Leo Brennan, General Manager  
Cox Communications  
29947 Avenida De La Banderas  
Rancho Santa Margarita, CA 92688  
FAX (949) 679 5001

Dear Mr. Brennan,

\* We would like to bring to your attention that we currently we have a substandard quality Cox cable serving our television and are therefore in a billing dispute with Cox. We have already called Cox technicians out to our home repeatedly, but the problem remains, due to outrageously poor customer service.

\* During February 2003 we called Cox and requested service to our home because Channel 19 was not coming in clearly. We asked Cox to send us a technician who would amplify the signal on our TV in order to make Channel 19 come in.

\* On 2/20/03, Cristian, Cox Employee #76503, was dispatched to our home. He told us that he could NOT fix channel 19 because he said there was a faulty cable inside of the building where we live. (Please see enclosed note from Cristian, Cox Employee #76503). He did NOT amplify our signal as we had requested. After he left channels 2, 5, 7, 8, 12, 16, 20, 22, 25, 36 and 58 all suddenly went bad. We discovered that this was because Cristian had left the connectors loose on our TV, so we promptly tightened them, which returned our cable reception to its previous status before Cristian had come to our home.

\* We contacted Cox customer service again requesting that our signal be amplified. We did not agree with his diagnosis of our problem because we had had this same problem with channel 19 at our previous residence and a Cox technician had amplified the signal, which resulted in channel 19 coming in perfectly.

\* On 2/27/03, a Cox employee named David, who we believe is Cox Employee #76551, came to our home. At first David told us that there was not a faulty cable inside of the building where we live. He then went to the cable box inside our apartment and started changing the connectors. After that, we turned on the TV, and suddenly every single channel was so bad that all we could see was faint images and lots of snow. When we made David aware of this, he left our apartment and came back a few minutes later with a man whom he identified as his supervisor Ray. They both looked at our TV screen. Then David and Ray went to the building's main cable box. They came back to our home about 15 minutes later. We then turned on the TV and now all of the channels had become so horrible that all you could see was snow. Now David and Ray claimed that 15 feet inside the building was a faulty cable. David and Ray claimed that the only way now to fix the cable reception was to break into the wall inside of the building where we live. We asked David and Ray how our cable reception suddenly became horrible. They claimed that they may have accidentally yanked on the faulty cable inside of the wall. We responded by telling them that this could not be so because the faulty cable inside of the building is unreachable so it could not become tampered with from the outside of the building. Furthermore, all the channels went very bad RIGHT AFTER David changed the connectors in the cable box INSIDE OUR APARTMENT. To our response they had no explanation.

\* We then requested their business cards because we wanted to report this incident to Cox. In addition to being overall very rude to us by making such comments as we the customer were creating negativity and we the customer did not want to be confused with the facts, because we did not believe their above explanation, they both flat out refused to give us any.

\* On 2/28/03, at 10:30 in the morning, I was shocked awake by thirty extremely loud and forceful bangs on our door. The knocking sounded angry, so I looked through the peephole and I discovered that it was a Cox employee who looked like Cristian. I did not open the door because the knocks were very inappropriate and sounded hostile. Later, I opened the door thinking, if Cox had business with us, they would leave a note letting us know why they were there, as Dann Reese had done when he installed our cable. There was nothing. At 2:30 in the afternoon on the same day I discovered that all of our cable channels were once again operative, but reception was clearly unsatisfactory and significantly less than what it was BEFORE we ever had called out any of Cox's technicians to fix it. This was after we had absolutely no reception for 24 hours. We were told by Alize Apartments Management where we live that Cox had come out that morning and broke inside of their wall to fix a faulty cable.

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Leo Brennan, General Manager, Cox Communications

**A picture speaks more than a thousand words, so we invite you to VERIFY THAT OUR CLAIM IS TRUE by coming out to our home and seeing for yourself that our cable reception is most unacceptable.**

IF THE PROBLEM WAS, AS YOUR THREE ABOVE COX TECHNICIANS CLAIM, THAT THERE WAS A FAULTY CABLE INSIDE OF THE BUILDING, THEN

1) WHY IS OUR CABLE CURRENTLY AT 70% RECEPTION WITH MANY CHANNELS, ESPECIALLY AT THE LOW FREQUENCY END, NOT COMING IN PROPERLY, AND THE SOUND VARIES GREATLY AND SOMETIMES DOES NOT EVEN COME IN CLEARLY FROM CHANNEL TO CHANNEL? BEFORE ANY OF YOUR COX TECHNICIANS EVER CAME TO OUR HOME, IT WAS AT 97% RECEPTION, WITH ONLY CHANNEL 19 NOT COMING IN PROPERLY AND THE SOUND WAS PERFECT. (please see note from Cristian Cox employee # 76503 enclosed to verify this).

2) WHY, WITHIN THE HOUR THAT DAVID AND RAY WERE AT OUR HOME, DID OUR CABLE RECEPTION FALL TO 0%, ESPECIALLY SINCE THE FAULTY CABLE INSIDE OF THE BUILDING IS UNREACHABLE SO IT COULD NOT HAVE BEEN TAMPERED WITH FROM THE OUTSIDE?

3) WHY IS OUR CABLE CURRENTLY AT 70% RECEPTION, WHEN OUT TV WORKS JUST FINE? YOU ARE WELCOME TO PLUG OUR TV INTO ANY OTHER WORKING CABLE OUTLET TO VERIFY THAT THIS IS TRUE.

The answer should be obvious to anyone that the problem with our cable was NEVER a faulty cable inside of a wall.

**COX SPENDS A LOT OF MONEY RUNNING ADVERTISEMENTS CLAIMING THAT CUSTOMER SERVICE IS VERY IMPORTANT TO COX. SO WHAT ARE YOU GOING TO DO TO SUPPORT YOUR ADVERTISEMENT CLAIMS THAT WE, YOUR CUSTOMERS, ARE VERY IMPORTANT TO YOU AND THAT YOU VALUE OUR BUSINESS?** Or are you the kind of business that spends its money on fraud advertisements to get customers to come to Cox only to lose them because of outrageously poor customer service because you don't care that the customer gives you a business?

We have always paid well in advance every penny we have ever owed Cox. But because the above incident occurred during the middle of our previous billing cycle, which we had already ahead of time fully paid for, which included an additional installation charge, and because our cable is presently operating most unacceptably, we refuse to pay our next bill. **We are not interested in hearing statements from you that imply that, "The customer is always wrong and the employee is always right". We are only interested in proactive solutions.** We have a legitimate complaint so we are NOT the bad guys. **Come and see our cable television for yourself, if you don't believe us.** We will not pay any more Cox bills unless the problem is rectified. If the problem is not remedied, then we will become satellite dish customers of Direct TV. If we do not hear a response from you, or we receive a non-proactive one, then you will be communicating to us that you wish us to terminate our business with you. We will then terminate our account with Cox.

If this letter seems long, your Cox employees made it that way.

Most Sincerely Yours,

Michael and Elana Laham  
2 Enterprise #8316  
Aliso Viejo, CA 92656  
FAX (562) 982 5711

Enclosed: Note from Cristian, Cox Employee #76503

EMPLOYEE NUMBER

76503

"CRISTIAN"  
~~XXXXXXXXXX~~

2/20/03

COX

SERVICE RPT

Customer has Bad Line coming  
from premise to TV.

Can not fix problem. Is in the  
line thru the Building

COX can not fix this problem.

Affecting channels 19 and a little bit

20. Channels are OK. AT

premise. I have check channels

outside with my own equipment

every thing look OK outside.

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NO.	COMM.	PAGES	FILE	DURATION	X/R	IDENTIFICATION	DATE	TIME	DIAGNOSTIC
55	OK	001/001	055	00:00:43	XMT	812133463739	APR-09	09:16	E100A20001030
56	BUSY	000/001	054	00:00:00	XMT	12133463739	APR-09	09:32	0000000000000
57	OK	002	056	00:00:22	XMT	815625931569	APR-09	10:26	C107A2008BCD0
58	OK	006	057	00:00:49	XMT	27462	APR-09	13:23	C107A2008BDD0
59	OK	001/001	058	00:00:25	XMT	818182229608	APR-10	13:20	0007A2000A070
60	OK	001/001	059	00:00:14	XMT	27462	APR-11	17:02	C107A2008BDD0
61	OK	002	060	00:00:47	RCV	1 562 630 8141	APR-14	10:51	0507C0000A070
62	OK	002	061	00:00:57	RCV		APR-14	12:52	0407C0000A070
63	OK	001/001	062	00:01:03	XMT	818182229608	APR-14	13:02	0007A2000A070
64	OK	001/001	063	00:00:14	XMT	27462	APR-14	15:16	C107A2008BDD0
65	OK	001/001	064	00:00:17	XMT	27462	APR-14	15:18	C107A2008BDD0
66	OK	013	065	00:05:35	XMT	99161379	APR-15	08:38	4107A2000A070
67	OK	013	066	00:05:35	XMT	99161379	APR-15	08:52	4107A2000A070
68	OK	002	067	00:01:20	RCV	714 639 7191	APR-15	12:11	0507C00001030
69	BUSY	000/003	068	00:00:00	XMT	818136633055	APR-15	13:49	0000000000000
70	OK	003	069	00:00:28	XMT	818136633055	APR-15	16:59	6107A2000BDC0
71	OK	002	070	00:00:22	XMT	27462	APR-15	17:03	C107A2008BDD0
72	OK	002	071	00:00:19	XMT	27462	APR-16	10:06	C107A2008BDD0
73	OK	002	072	00:00:19	XMT	27462	APR-16	10:22	C107A2008BDD0
74	OK	001	073	00:00:19	RCV	562 384 2527	APR-16	14:47	C507C0008BDB0
75	OK	001	074	00:00:44	RCV	LARRY TELLIER	APR-17	07:54	C40FC0009A070
76	OK	005	075	00:01:38	XMT	818663859516	APR-17	11:37	0107A20001070
77	OK	001	076	00:00:16	RCV	BOEING C-17 SE	APR-17	13:33	C50FC0008BDD0
78	OK	001/001	077	00:00:24	XMT	818182229608	APR-18	08:23	0007A2000A070
79	OK	003	078	00:00:47	XMT	812536579488	APR-18	08:47	0107A2000A070
80	OK	002	079	00:00:37	XMT	819783701930	APR-18	10:34	6107A2000A070
81	OK	002	080	00:00:19	RCV	714 513 7984	APR-18	10:44	C507C0008BCB0
82	OK	009	082	00:02:03	RCV	BOEING C-17 SE	APR-18	11:05	C50FC0008BDD0
83	OK	002/002	081	00:00:18	XMT	27462	APR-18	11:10	C107A2008BDD0
84	OK	001/001	083	00:00:30	XMT	92201048	APR-21	07:45	0107A20008030
85	OK	001/001	084	00:00:30	XMT	92201048	APR-21	08:04	0107A20008030
86	OK	001	085	00:00:42	RCV	909 655 5743	APR-21	08:19	0507C0000A070
87	OK	002/002	086	00:00:37	XMT	817607756192	APR-21	08:34	0007A20008030
88	OK	001	087	00:00:15	RCV	BOEING C-17 SE	APR-21	09:36	C50FC0008BDD0
89	OK	005	088	00:00:47	RCV	LARRY TELLIER	APR-21	09:48	C407C0009A070
90	OK	008	089	00:01:19	RCV	LARRY TELLIER	APR-21	09:50	C407C0009A070
91	OK	004	090	00:00:36	RCV	BOEING C-17 SE	APR-21	10:28	C50FC0008BDD0
92	OK	003	091	00:00:41	RCV	BOEING C-17 SE	APR-21	10:30	C50FC0008BDD0
93	OK	001	092	00:00:33	RCV	BOEING C-17 SE	APR-21	13:09	C50FC0008BDE0
94	OK	001/001	093	00:00:34	XMT	819783706175	APR-21	13:37	2007A2000A070
95	OK	002	094	00:00:20	RCV	BOEING C-17 SE	APR-21	16:08	C50FC0008BDD0
96	OK	005	095	00:01:02	RCV	BOEING C-17 SE	APR-21	16:10	C50FC0008BDD0
97	OK	001	096	00:00:19	RCV	BOEING C-17 SE	APR-21	16:12	C50FC0008BDD0
98	OK	001	097	00:00:19	RCV	BOEING C-17 SE	APR-22	08:10	C50FC0008BDD0
99	420	000	098	00:00:42	RCV		APR-22	10:18	0000C00000000
00	OK	016	099	00:01:42	XMT	95930357	APR-22	13:54	F007A2000ADD0
01	OK	002	100	00:01:25	RCV	B850 BOEING	APR-22	16:43	C407C0009A030
02	OK	002	101	00:00:20	XMT	27462	APR-23	09:44	C107A2008BDD0
03	OK	002	102	00:00:19	XMT	27462	APR-23	11:44	C107A2008BDD0
04	OK	002	103	00:00:39	XMT	812535835630	APR-23	13:34	C107A2009A070

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NO.	COMM.	PAGES	FILE	DURATION	X/R	IDENTIFICATION	DATE	TIME	DIAGNOSTIC
05	OK	002	104	00:00:38	RCV	C17 MTA AV/FC	APR-24	13:24	C407C0009A030
06	OK	008	105	00:01:19	RCV	LARRY TELLIER	APR-24	13:36	C407C0009A070
07	OK	005	106	00:00:47	RCV	LARRY TELLIER	APR-24	13:39	C407C0009A070
08	OK	007	107	00:01:28	XMT	819497246045	APR-25	08:09	2007A2000BDA0
09	STOP	000/007	108	00:00:00	XMT	99497246045	APR-25	08:47	0000000000000
10	OK	007	109	00:01:27	XMT	819497246045	APR-25	08:47	2007A2000BDA0
11	OK	007/007	110	00:02:23	XMT	819497247101	APR-25	09:31	2107A2000A070
12	OK	007	111	00:02:22	XMT	819497247101	APR-25	09:35	2107A2000A070
13	OK	012	112	00:04:19	XMT	815625935847	APR-28	14:00	C107A2009A030
14	OK	002	113	00:00:43	XMT	819497165610	APR-29	09:01	0107A2000A070
15	OK	002	114	00:00:43	XMT	819497165610	APR-29	09:10	0107A2000A070
16	OK	001/001	115	00:00:13	XMT	27462	APR-29	10:51	C107A2008BDD0
17	OK	002	116	00:00:22	XMT	27462	APR-29	10:52	C107A2008BDD0
18	OK	002	117	00:00:31	XMT	27462	APR-29	10:53	C107A2008BDD0
19	OK	005	118	00:00:40	XMT	27462	APR-29	10:54	C107A2008BDD0
20	OK	005	119	00:00:46	XMT	27462	APR-29	11:12	C107A2008BDD0
21	OK	009/009	120	00:02:49	XMT	818662922554	APR-30	07:54	0107A20001070
22	OK	002	121	00:00:20	XMT	27462	APR-30	12:56	C107A2008BDD0
23	OK	002	122	00:00:39	XMT	817607756192	MAY-01	09:18	0007A20008030
24	STOP	001	123	00:00:21	XMT	95930357	MAY-01	10:59	F807A2000ADC0
25	OK	008	124	00:00:52	XMT	95930357	MAY-01	11:00	F007A2000ADC0
26	OK	008	125	00:01:53	XMT	94969175	MAY-01	11:02	C107A2009A030
27	OK	001/001	126	00:00:27	XMT	817144790790	MAY-01	11:18	0107A2000B070
28	OK	001	127	00:00:49	RCV		MAY-01	13:03	0507C00000070
29	OK	001/001	128	00:00:14	XMT	27462	MAY-01	15:48	C107A2008BDD0
30	OK	012	129	00:00:59	XMT	27462	MAY-01	15:49	C107A2008BDD0
31	OK	002	130	00:00:36	RCV	9042493399	MAY-05	08:34	0507C0000A070
32	OK	006	131	00:03:53	XMT	819497165610	MAY-05	08:50	0107A2000A070
33	OK	006	132	00:03:47	XMT	819497165610	MAY-05	09:03	0107A2000A070
34	OK	003	133	00:01:00	XMT	817143757181	MAY-05	09:36	0007A20000070
35	OK	003	134	00:00:21	XMT	27462	MAY-06	08:17	C107A2008BDD0
36	OK	002	135	00:00:43	XMT	814084514360	MAY-06	10:07	0107A2000A030
37	OK	001/001	136	00:00:31	XMT	814084514360	MAY-06	10:11	0107A2000A030
38	OK	001/001	137	00:00:30	XMT	819162632246	MAY-07	08:23	2107A2000A070
39	OK	010	138	00:02:29	RCV	BOEING C-17 SE	MAY-07	08:53	C50FC0008BDD0
40	OK	001	139	00:00:15	RCV	BOEING C-17 SE	MAY-07	10:39	C50FC0008BDD0
41	OK	002	140	00:00:18	XMT	93842312	MAY-07	12:38	A107A2000ADB0
42	OK	001	141	00:00:40	RCV	619 230 0535	MAY-09	02:07	0507C00008070
43	OK	001	142	00:00:49	RCV		MAY-09	11:08	0507C00000070
44	OK	003	143	00:00:26	XMT	27462	MAY-12	10:23	C107A2008BDD0
45	OK	002	144	00:00:34	RCV	LARRY TELLIER	MAY-12	11:46	C407C0009A070
46	OK	001	145	00:00:46	RCV	214 975 1814	MAY-13	02:49	0507C0000A070
47	OK	002	146	00:01:07	RCV	LARRY TELLIER	MAY-13	11:06	C407C0009A070
48	OK	001/001	147	00:00:14	XMT	27462	MAY-14	10:32	C107A2008BDD0
49	OK	004	148	00:00:40	XMT	819056086187	MAY-15	09:20	A107A2000ADB0
50	OK	001	149	00:00:31	RCV		MAY-15	10:07	0507C0000A070
51	OK	004	150	00:01:29	XMT	819496795001	MAY-16	06:55	0107A2000A070
52	OK	004	151	00:01:29	XMT	819496795001	MAY-16	07:06	0107A2000A070
53	OK	004	152	00:01:30	XMT	819496795001	MAY-16	07:52	0107A2000A070
54	OK	004	153	00:01:30	XMT	819496795001	MAY-16	08:09	0107A2000A070

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