

May 15, 2003

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

Dear Mr. Brennan,

On 3/7/03 we sent you a letter to bring to your attention that we have a substandard quality Cox cable serving our television due to outrageously poor customer service and are therefore in a billing dispute with Cox. (Please see enclosed letter addressed to you dated 3/7/03). We never heard any response from you. Instead, on 5/14/03, we received in the mail a notice from Cox to either pay our outstanding bill or our service will be disconnected 15 days after 5/6/03 which is the date posted on the notice!!!

Since this is apparently your response to our letter dated 3/7/03, then, as we stated in our letter dated 3/7/03, we are now demanding that you do indeed disconnect our service and terminate our account with Cox! We will not pay for services not rendered as reflected in our unacceptable Cox cable and outrageously poor customer service by the three Cox technicians, of which one of them claimed to be a supervisor, about whom we spoke in our letter dated 3/7/03.

Most Sincerely Yours,

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

cc: James O Robbins,  
President & Chief Executive Officer  
Cox Communications, Inc.  
1400 Lake Hearn Drive  
Atlanta, Georgia 30319

7002 2030 0000 5996 9558

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RANCHO SANTA MARGARITA CA 92688

Postage	\$ 0.37
Certified Fee	\$2.30
Return Receipt Fee (Endorsement Required)	\$1.75
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$ 4.42



Sent To  
**COX COMMUNICATIONS** ATTENTION: LEO BRENNAN  
GENERAL MGR.  
Street, Apt. No.,  
or PO Box No. **29947 AVENIDA DE LAS BANDERAS**  
City, State, ZIP+4  
**RANCHO SANTA MARGARITA, CA 92688**

PS Form 3800, June 2002

See Reverse for Instructions

SENDER: <span style="background-color: green; color: white;">PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE</span>		ACTION ON DELIVERY	
<ul style="list-style-type: none"> <li>■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.</li> <li>■ Print your name and address on the reverse so that we can return the card to you.</li> <li>■ Attach this card to the back of the mailpiece, or on the front if space permits.</li> </ul>		<p>A. Signature  <i>S/C W. Williams</i> <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee</p>	
		B. Received by (Printed Name)	C. Date of Delivery <i>5/17</i>
<p>1. Article Addressed to:</p> <p><i>COX COMMUNICATIONS</i>  <i>29947 AVENIDA DE LAS BANDERAS</i>  <i>RANCHO SANTA MARGARITA, CA 92688</i>  <u><i>ATTENTION: LEO BRENNAN</i></u>  <u><i>GENERAL MANAGER</i></u></p>		<p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes          If YES, enter delivery address below: <input type="checkbox"/> No</p>	
		<p>3. Service Type</p> <p><input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail  <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise  <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p>	
		<p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>	
<p>2. Article Number          (Transfer from service label)</p>		<p><b>7002 2030 0000 5996 9558</b></p>	

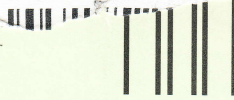
PS Form 3811, August 2001

Domestic Return Receipt

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SEND TO:

MICHAEL AND ELANA LAHAM  
2 ENTERPRISE, APT. #8316  
ALISO VIEJO, CA 92656

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