

29947 Avenida De Las Banderas
Rancho Santa Margarita, CA 92688
(949) 546-2000

May 20, 2003

Michael and Elana Laham
2 Enterprise #8316
Aliso Viejo, CA 92656



Dear Mr. and Mrs. Laham:

Thank you for taking the time to inform us of your unsatisfactory experiences with our Video product and our employees.

On behalf of Cox Communications, I would like to convey to you my sincere apologies for any inconvenience you experienced with respect to the poor reception and substandard service you reported in your letter dated March 7, 2003. I also apologize for not responding earlier as we have no record of that letter.

It is apparent from your history with Cox that prompt payments are extremely important to you and our automated letter mailed to your home was sent with no intent to harm you or to insult your fine payment history with us. I understand that you wish to dispute your billing due to the unsatisfactory reception and service you feel you have received from our company.

* To resolve this issue, I have taken the liberty of scheduling a service appointment for today between 3:00pm – 5:00pm. I don't have a phone number on file to confirm this with you but I can assure you that I have two very fine senior technicians ready to determine once and for all, the cause of the reception problem there. Please call me at 949-546-2306 to confirm whether or not this works for you.

Mr. and Mrs. Laham, let me assure you that what has happened in your case is not typical of Cox Communications' level of customer service. We continue in our quest to provide legendary world-class service to you and all of our customers. Again, thank you for bringing your concerns to our attention. We look forward to continuing to serve you in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Tracy Williams", with a circular flourish at the end.

Tracy Williams
Customer Relations Specialist
FAX: (949) 546-3306