

May 27, 2003

Tracy Williams, Customer Relations Specialist
Cox Communications
29947 Avenida De Las Banderas
Rancho Santa Margarita, CA 92688
FAX (949) 546-3306

Dear Ms. Williams,

Thank you for your FAX to us dated 5/20/03 at 11:00 AM. Unfortunately, there was not enough time to coordinate our schedule with the appointment you took the liberty of setting up for us on 5/20/03 between 3:00 p.m. and 5:00 p.m. It is true that we do not have a home phone number. However, we would have been more than happy to call you to coordinate an appointment time if you had given us more than a few hours to do so, as your FAX to us went to our work FAX number.

Your memo left on our door on 5/20/03 states that your technicians **may** have to come into our home to access the wiring there in order to resolve our cable problem. It is **obvious** that our cable problem lies within our apartment unit cable box; otherwise, your technicians would have already rectified the problem from the outside when they came out to our home at 3:20 PM on 5/20/03. **This should make it perfectly clear that we told you the truth** that all three technicians, Cristian, Dave and Ray misdiagnosed our cable problem. We also had to insist that Cristian put in writing his diagnosis of our cable problem because he was not willing to do so. In addition, we very strongly believe, Dave and Ray deliberately messed up our cable to try to make it appear that the problem was a faulty wiring inside of the wall of the Alize apartment complex.

However, if you insist on evaluating the problem with our cable in order to verify that what we have stated is the TRUTH, you are welcome to do so, but your technicians do not have to repair the malfunction. Our trust in Cox has become permanently destroyed for the following reasons: 1) The gross unprofessional and abusive manner in which the three employees we mentioned to you dealt with us back on 2/20/03, 2/21/03, and 2/27/03. 2) You did not inform us if Cox intends to make them accountable for what they did. 3) A lot of time has elapsed since we first reported this problem to Cox and we did not hear from Cox until now. Therefore, in fear that this outrageous and shocking behavior may happen to us again, **we will no longer be a customer of Cox.** So again we request disconnection of our service and termination of our account with Cox at your earliest convenience.

You may enter our home only if **Cox employees do so with respect**, for example, by not knocking on our door in a threatening manner as was the case back on 2/21/03, as we already wrote you about, or damaging us or any of our property. We are available any time after 5:00 p.m. during the weekdays. We insist on a 24 hours notice as to which day and time you plan to come, which you may do via the FAX number that we have given you.

We insist that both we and the Senior Technicians of Cox you plan to send to our home sign a written agreement stating what the **TRUTH** is regarding our cable problem. The document will have to include a list of all the channels that are not operating properly and a description of their symptoms, channel by channel. The document will also have to include the professional evaluation from your technicians as to what they need to do in order to fix the problem. Both we and the Cox technicians that come to our home must sign this document in order for it to be valid. **A signed copy of this document must be left with us at our home at the time of completion of your Cox technician's evaluation of our cable.** The document needs to be on your letterhead. We insist on this document due to the deceiving and abusive manner in which the previous three Cox employees dealt with us for no reason.

We look forward to your response.

Most Sincerely Yours,

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

NO.	COMM.	PAGES	FILE	DURATION	X/R	IDENTIFICATION	DATE	TIME	DIAGNOSTIC
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	C50FC000BBDD0
92	OK	003	091	00:00:41	RCV	BOEING C-17 SE	APR-21	10:30	C50FC000BBDD0
93	OK	001	092	00:00:33	RCV	BOEING C-17 SE	APR-21	13:09	C50FC000BBDE0
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	C50FC000BBDD0
96	OK	005	095	00:01:02	RCV	BOEING C-17 SE	APR-21	16:10	C50FC000BBDD0
97	OK	001	096	00:00:19	RCV	BOEING C-17 SE	APR-21	16:12	C50FC000BBDD0
98	OK	001	097	00:00:19	RCV	BOEING C-17 SE	APR-22	08:10	C50FC000BBDD0
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
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

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NO.	COMM.	PAGES	FILE	DURATION	X/R	IDENTIFICATION	DATE	TIME	DIAGNOSTIC
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	C50FC000BBDD0
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	0507C00000070
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
55	OK	001	154	00:00:43	RCV		MAY-18	02:15	0507C00000030
56	BUSY	000/002	155	00:00:00	XMT	7145368942	MAY-20	06:29	000000000000
57	OK	002	156	00:00:36	XMT	817145368942	MAY-20	07:00	0107A2000A070
58	OK	001/001	157	00:00:27	XMT	66064	MAY-20	09:48	C107A2009A070
59	OK	001	158	00:00:22	RCV	949 546 2399	MAY-20	11:14	050FC0000ACC0
60	OK	001	159	00:00:28	RCV		MAY-20	11:38	0507C0000A070
61	OK	001	160	00:00:44	RCV	604 608 4809	MAY-21	17:13	0507C0000A070
62	OK	002	161	00:00:30	RCV	ROR CHS	MAY-22	05:20	C507C0008BCB0
63	OK	002	162	00:00:16	RCV	ROR CHS	MAY-22	05:21	C507C0008BCB0
64	OK	005	163	00:01:12	RCV	SUP EQUIP/AS	MAY-22	12:51	C407C0009A070
65	OK	003	164	00:00:40	XMT	27462	MAY-22	13:46	C107A2008BDD0
66	OK	001	165	00:00:44	RCV	604 608 4809	MAY-22	19:44	0507C0000A070
67	OK	001	166	00:00:23	RCV	949 546 2399	MAY-23	08:48	050FC0000ACC0
68	OK	001	167	00:00:44	RCV		MAY-23	10:52	0507C00009030
69	420	000	168	00:00:42	RCV		MAY-23	12:53	0000C0000000
70	OK	001/001	169	00:00:52	XMT	819495463306	MAY-27	08:29	0107A20008030
71	OK	001/001	170	00:00:52	XMT	819495463306	MAY-27	09:01	0107A20008030

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