

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

May 28, 2003

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



Dear Mr. and Mrs. Laham:

I am in receipt of your fax dated May 27, 2003. Thank you for your reply.

\* We will definitely accept the opportunity to evaluate the poor reception issue there at your home. The Field Service Supervisor that I am coordinating this with is on vacation until tomorrow so once I can synchronize his schedule with your availability, I will advise you. Would you be available at all this Saturday, May 31<sup>st</sup> (just in case)?

\* We will do our best to accommodate your request of a written statement listing the true reason behind this cable problem. Our technician(s) will have letterhead available and will record for you a summary of his/their diagnosis of the issue as well as what is needed to remedy the situation. The technician(s) will be able to sign this and leave you with a copy for your review.

\* Per your request, I have disconnected your service today and backdated the disconnection to February 20, 2003 when you first made us aware of the reception problem. This should result in a small credit balance on your account that will be refunded to you shortly.

It is my hope that these actions meet your request. I also hope that once all problems are finally resolved you will reconsider your decision to discontinue your relationship with Cox.

Sincerely,

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

Tracy Williams  
Customer Relations Specialist  
FAX: (949) 546-3306  
PHN: (949) 546-2306