

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

May 29, 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 29, 2003. Thank you for your reply.

x I have coordinated the schedules of our Field Service Supervisor; Robert Van Horn and the building maintenance crew for your apartment complex to meet there at your home on Saturday, May 31, 2003 at 11:00am. I do hope you will be available at this time to finally come to an agreement as to what is to be done to remedy the reception problem here.

x I do not understand why you request your service to be reactivated today, as Mr. Van Horn is fully capable of activating the line once he arrives on Saturday. I cannot accommodate this request as I have already disrupted our normal dispatching procedures on Wednesday, May 28th by accommodating your prior requests to disconnect service.

It is again my hope that these actions meet your request. I also remain confident 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