

May 30, 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,

We received your FAX dated 5/29/03.

X We regret to inform you that we will not keep the appointment for Saturday May 31, 2003 at 11:00 a.m. because of the following reasons:

1) You never agreed to our terms where BOTH we and Cox sign a document showing that we and Cox agree with what is stated within it. The document would state the diagnosis and remedy of our cable problem.

★ 2) In paragraph #3 of our letter to you that you received via FAX on 5/27/03, we asked you to terminate our Cox cable at the end of the same paragraph which began with our offer for Cox to come to our home to diagnose and remedy our cable problem. This made it perfectly clear that first Cox was to evaluate the cable problem and afterwards disconnect our cable. But you went ahead and disconnected our cable BEFORE your Cox technicians are supposed to come out on Saturday 5/31/03. Why didn't you wait until AFTER the Cox technician did his evaluation of our cable and then shut off our cable as we had requested? This would have made much more sense. Now that our cable is turned off if you don't turn it back on again BEFORE our meeting with Robert Van Horn, Field Service Supervisor, on Saturday 5/31/03 at 11:00 a.m., how do we know that it has not been tampered with? In your letter dated 5/29/03 you state that you have the authority to disconnect our cable but that you cannot reconnect it, especially since you said that Robert Von Horn is fully capable of reactivating the line once he arrives on Saturday. If he can do it, why can't you? We find this impossible to believe.

3) (a) We do not understand your last minute request, to which it was too late for us to respond, that Alize Apartment maintenance crew be a part of our meeting with Cox this Saturday, 5/31/03 at 11:00 a.m. Three months ago, when our problem with Cox began, we requested that the Alize Apartment staff make a five minute call to their Cox contact to fix our cable. But they refused and stated that our cable problem is between Cox and us. So under no circumstances are we now going to allow Alize Apartment maintenance crew to become involved with our problem with Cox!

★ (b) We do not see any reason why Alize apartment maintenance crew needs to be at our apartment Saturday, 5/31/03 at 11:00 a.m. All we have to do is open our apartment door to let your Cox employee come in and lead him to the cable box inside of our closet.

(c) If, for any reason, you felt that you might need the presence of Alize Apartment maintenance crew, then you should have already discussed this with us earlier. You have not yet even evaluated our cable problem, so how do you know if you would even need their services? Since you suddenly want them to be a part of our meeting with Cox, we believe that you are not really interested in resolving our cable problem with integrity.

★ As a former customer of Cox for four years with excellent credit, there would be no other reason that we would report a cable problem to Cox other than there is one. We desired to accommodate Cox by allowing you the opportunity of coming into our home, for the THIRD time now, to evaluate once and for all what the truth is regarding your cable in Alize apartment #8316. This was for your benefit. But because of your unwillingness to accommodate us on the points we mentioned above, we are now no longer willing to accommodate Cox in discovering what the cable problem is.

★ Please do not correspond with us any more as we will not read or acknowledge anything further from Cox. Good bye,

Michael and Elana Laham

NO.	COMM.	PAGES	FILE	DURATION	X/R	IDENTIFICATION	DATE	TIME	DIAGNOSTIC
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
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

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NO.	COMM.	PAGES	FILE	DURATION	X/R	IDENTIFICATION	DATE	TIME	DIAGNOSTIC
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	C50FC0008BDD0
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	0507C0000A070
43	OK	001	142	00:00:49	RCV		MAY-09	11:08	0507C0000A070
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	0000000000000
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	0000C00000000
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
72	OK	001/001	172	00:00:27	XMT	25556	MAY-27	13:35	C007A2009A030
73	STOP	000/001	171	00:00:00	XMT	15629825556	MAY-27	13:37	0000000000000
74	OK	007	173	00:02:17	XMT	815625935847	MAY-27	13:57	C107A2009A030
75	420	000	174	00:00:42	RCV		MAY-27	20:16	0000C00000000
76	OK	001/001	175	00:00:22	XMT	817147418389	MAY-28	13:05	0107A2000A070
77	OK	001	176	00:00:18	RCV	949 546 2399	MAY-28	15:20	050FC0000ADC0
78	OK	005	177	00:00:33	XMT	27462	MAY-29	09:33	C107A2008BDD0
79	OK	001	178	00:00:42	RCV		MAY-29	09:36	0507C0000A070
80	OK	001/001	179	00:00:22	XMT	817147418389	MAY-29	09:38	0107A2000A070
81	OK	003/003	180	00:00:51	XMT	813104794382	MAY-29	10:36	2007A2000B070
82	OK	001	181	00:00:29	RCV	714 741 8389	MAY-29	19:31	050FC0000A070
83	OK	001/001	182	00:00:34	XMT	819495463306	MAY-30	07:03	0107A20008030
84	OK	001/001	183	00:00:34	XMT	819495463306	MAY-30	07:38	0107A20008030
85	OK	001	184	00:00:17	RCV	949 546 2399	MAY-30	10:11	050FC0000ADC0
86	STOP	000	185	00:00:00	XMT	819498595050	JUN-02	06:18	0000000000000
87	OK	001/001	186	00:00:51	XMT	819495463306	JUN-02	07:10	0107A20008030
88	OK	001/001	187	00:00:51	XMT	819495463306	JUN-02	07:18	0107A20008030

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