

**From:** Yvonne Ingram  
**Sent:** Monday, August 13, 2012 9:58 AM  
**To:** 'ARUN BHATTACHARYA'  
**Subject:** RE: Issues With RCN Phone Services

Mr. Bhattacharya,

To fix the issues you are having with the phone services RCN will need to send a technician to your home. This office is open Monday to Friday 9:00AM to 5:00PM EST. Please call me to in the time frames above to set up an appointment?

Thank You  
Yvonne

Yvonne Ingram  
ERT Executive Resolution Team  
703-434-8200 Opt 4

**OFFICIAL FILE**

I.C.C. DOCKET NO. 13-0481

Resp Exhibit No. E

Witness \_\_\_\_\_

Date 10/29/12 Reporter \_\_\_\_\_

**RCN EXHIBIT E**