

ICG. DOCKET NO. 13-0781
EXHIBIT NO. 1
WITNESS *[Signature]*
Date 10/29/13 Reporter

OFFICIAL FILE

Arun K. Bhattacharya

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Ms. Yvonne Ingram, ERT
C/O. RCN Corporation
East Mountain Corporate Center
One hundred Baltimore Drive
Wilkes-Barre, PA 18702

Date: August 18, 2012

Ms. Yvonne Ingram:

This is response to your letter dated the 8th August 2012, sent to me by Certified Mail and delivered to me on the 17th August 2012.

2. Referring to paragraph 2 of your letter, I did not know that you lie also. There are three type of lies. a) black lies. b) white lies and c) rainbow of lies. Your statement easily fits in the third category. My telephone is without connection since 12th July 2012 and you state that you left a message on 8/6/2012 and again missed speaking with me on 8/7/2012. How come ? I have replied to your all emails.

3. Referring to paragraph 3 of your letter under reference I called you for the last time twice on the 17th August 2012 at about 11:45 a.m and then again at 11:50 a.m. and as usual, I received your following recorded message: "we are unable to take your at this time, please leave your name number etc." I again left the information as per your recorded message, both the times.

4. Referring to paragraph 4 your letter your statement is contradictory. Please refer to RCN letter dated 06/27/2012. RCN customer service stated that "this program is offered to those subscribers with RCN cable" to watch T V ? and you stated that "Life Line Assistance is not offered by RCN in Illinois at this time."

5. Life Line Program is intended for telephone users and not cable TV viewers. Lifeline is a government benefit program that provides discounts on monthly telephone service for eligible low-income consumers to help ensure they have the opportunities and security that telephone service affords, including being able to connect to jobs, family, and 911 services. Lifeline is supported by the federal Universal Service Fund (USF). The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands.

6. All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their end-user telecommunications revenues. These companies include wireline telephone companies, wireless telephone companies, and certain Voice over Internet Protocol (VoIP) providers.

7. The Lifeline program is administered by the Universal Service Administrative Company (USAC). USAC is responsible for data collection and maintenance, support calculation, and disbursement for the low-income program.

8. On January 31, 2012, the Commission adopted comprehensive reform and modernization of the Lifeline program. As a universal service program that fulfills Congress's mandate to ensure the availability of communications to all Americans, Lifeline for the past 25 years has helped tens of millions of low-income Americans afford basic phone service. Access to telephone service is essential for finding a job, connecting with family, or getting help in an emergency.

9. RCN is discriminating between its cable users and telephone users. Discrimination in any form is against the law of the land. You said that because of the Illinois Commerce Commission Order, RCN does not offer this program in Illinois.

10. Under the freedom of information act, I am asking you to provide me with a copy of Illinois Commerce Commission order to enable me to take a look and seek clarification from ICC and also refer the matter to Federal Communication Commission (FCC) and Equal Opportunity Commission (EOC). If that is ICC order then how other companies doing business in Illinois providing Life Line Assistance to their customers? Are they immune to ICC order or are they in violation of ICC order? You are providing Life Line Assistance to your cable subscribers. Life Line Assistance is not meant for cable subscribers.

Very truly,

Arun K. Bhattacharya