

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 13th August 2012, sent to me by Fed Ex and delivered to me on the 16th August 2012. Your contention that the "issue appears to be with your phone equipment" is without any basis, because you have made the statement without any knowledge about my equipment. You have made a wild guess, but your guess is nowhere near the mark. My phone equipment is brand new and it is working 100%. I have tested it. It is a human nature to find fault with others. There is something wrong outside the building with your connection or may be inside the building also.

2. If you had exercised a little caution in reading my letter addressed to the CEO of RCN Corporation, you should have sent your technician to check your wiring from outside and inside the building complex first. I think you missed that point.

3. Your technician missed two appointments – on the 14th and again on the 17th July 2012 to correct the problem and wasted my whole days. Since then I am using Public telephone to make all my calls and the inconvenience I am suffering since then. So far I have incurred more than \$112 on pay phones. I have other issues with RCN also about Life Line assistance, which RCN has denied to me illegally.

4. I have called RCN several times since 13th July 2012, sent few emails, responded to your emails but of no avail. I am extremely disgusted and frustrated with RCN Customer Service. Simply put, they do not care and your phones keeps on wringing and then automated message starts playing. Nobody bothers to pick up the phone. I have patiently waited for more than a month for RCN response. My patience and perseverance is exhausted.

OFFICIAL FILE

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

Ksp Exhibit No. H

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Witness _____

Date 10/29/13 Reporter _____

RCN EXHIBIT H

10. Further, in terms of your letter dated the 13th August, 2012 I again called on Friday the 17th August 2012 at about 11:45 a.m. and again at 11:50 a.m. to talk to you, and as usual the recorded message starts playing : “we are unable to take your call right now, please leave.....”and I think that is last call from my side on this subject.

Thanks

Very truly,

Arun K. Bhattacharya