

From: Yvonne Ingram
Sent: Saturday, August 25, 2012 12:07 PM
To: 'ARUN BHATTACHARYA'
Subject: RE: Issues With RCN Services

Importance: High

Arun,
The technician will be at your home today from 3:00to 5:30PM today.

Thank You
Yvonne

From: ARUN BHATTACHARYA [<mailto:arunb46@gmail.com>]
Sent: Saturday, August 25, 2012 11:39 AM
To: Yvonne Ingram
Subject: Re: Issues With RCN Services

Chicago Illinois Date: 25th August 2012

Please refer to my letters dated the 18th August 2012.

25th August 2012 - Saturday - Home from 3 to 5:30 p.m.
26th August 2012- Sunday - Home till 10:30 a.m.

On Thu, Aug 23, 2012 at 9:06 AM, Yvonne Ingram <Yvonne.Ingram@rcn.net> wrote:
Mr. Bhattacharya

I have read your reply and I will speak with you concerning the other issues such as life line but my main concern at this time is that the phone line is still not working.

I am able to see a problem that would require a technician to come out to your home.

Please call me at 1-866-283-3829 Monday to Friday 9:00AM to 5:00PM EST.
to set up an appointment.

If you call after the hours above or on a Saturday or Sunday please leave a message.
In the message let me know a date and a time frame that you will be available for an RCN technician to come out and fix your issue.

OFFICIAL FILE

Thank You
Yvonne

I.C.C. DOCKET NO. 13-0481
Kusp Exhibit No. K

Yvonne Ingram
ERT Executive Resolution Team

Witness _____
Date 10/29/13 Reporter _____

1-866-283-3829

703-434-8200 Option 4

572-270-1852