

OFFICIAL FILE
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EXHIBIT NO. 7
Witness K. J. P.
Date 9/20/13 Reporter



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Ms. Ingram:

This is in response to your email dated the 23rd August 2012. I have already responded to your earlier emails and letters vide my letters dated the 18th August 2012 and explained in detail everything. Repeating the same again and again will not make any sense. Therefore, I will invite your attention to the various paragraphs in my above letters once again.

2. "10. Further, in terms of your letter dated the 13th August, 2012, I again called you 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." I called this number 1-866-283-3829 that you have listed in your email.

3. "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."

4. "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." You did not care to do that yet to expedite in solving the problem.

5. I am tired of calling RCN hundred times, and listen to the recorded messages, when the customer complaint and problems should have been

resolved on the first call itself. Do you want RCN customers keep on calling you day in and day out like the bill collectors before you think of responding them.?

6. "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."

Even if I give you the date and time, I want your technician to call me first to ensure that I am home. After giving you date and time, if by chance, suppose, I go across the street to buy a newspaper or a pop and away from the building for 5 minutes, your technician may come and go during that five minutes interval. Since the phone is not working he will not be able to call me. Anyway, I will be at home between 3 to 5 P.M. today and till 10:30 A.M. on Sunday.

7. Remember, it is the mandate of the congress to provide life line assistance to eligible telephone consumers by the telecom companies and not to their cable subscribers for watching T.V. You need to rethink once again whether your company is in compliance or in violation of that mandate. Congress has not left it to discretion of such companies and State Commerce Commissions to override their mandate.

9. I am still without the connection and spending money on pay phones, the inconvenience and the emotional distress for not able to receive calls especially from my relatives overseas, not able to reach emergency services, not able to call for part-time jobs etc. It is certain, I am going to claim damages from RCN for all these problems. Please keep Jim Holanda informed about this.

Arun K. Bhattacharya