LSJTNOTV

The Honorable Joseph P. Knollenberg
United States House of Representatives
Washington, DC 20510

Dear Representative Knollenberg,

16 June 2008

The purpose of this letter is to request information concerning the coupons I was supposed to receive to purchase the digital TV converter boxes.

I submitted my request about six months ago, and called the 888-388-2009 number on 7 January 2008 to determine the status of my request for the coupons. Of course, the phone was computerized, and I was informed via the computer, that my request was approved. The computerized system also told me that the boxes would be available in mid-February and the coupons would be sent out at that time. Furthermore, this computer told me that my reference number was #1290621. This, of course ended my conversation with the computer.

A subsequent call told me that my coupons were mailed out on 28 March 2008. It is now mid-June and I still do not have my coupons. Since there is no way to talk to a real person at this number, I have a dilemma. How do I find out when or if I will get my coupons? My son sent his request in several weeks after me, and he received his coupons two months ago.

If you cannot help, could you at least provide the number of a living person to talk to concerning the status of my coupons?

Sincerely,

William R. Quasney
4325 Quarton Rd.
Bloomfield Hills, MI 48302