

**From:** Patrick G. Eddington  
**Sent:** Friday, March 19, 2004 1:04 PM  
**To:** CONTACTLENSRULE  
**Subject:** FW: Please Add to Response on Contact Lens Release Rule

-----Original Message-----

From: Phyllis Butler  
Sent: Monday, March 15, 2004 5:46 PM  
To: Patrick G. Eddington  
Subject: Please Add to Response on Contact Lens Release Rule

Dear Mr. Eddington:

I am the Office Manager for an Ophthalmology Practice in \_\_\_\_\_ North Carolina and I have some documentation that I would like to fax you showing that 1-800-Contacts sells contact lenses without following the guidelines that were set forth in The Fairness Act. I personally have ordered from 800-Contacts and even though my eyecare provider faxed them back within the 8-hour period and marked the prescription expired and incorrect my order was filled.

Our practice finds that 95% of the request that we receive from 1-800-Contacts and Lens Express are on patients that have not had a eye exam in years. We have even followed up on some of these patients and find that just like my request the eyecare provider replied that the prescription was not valid and the patient had already received their contacts. It is very clear that these mail order contact lens companies have no intention of abiding by the law. We also had a patient a few weeks ago who came in with a severe case of Iritis, wearing contacts from 1-800-Contacts, and had not seen an eye doctor in 5 years.

Unfortunately I do not have a scanner available so if you would like this documentation please call our office and ask for Pam Hughes, supervisor of our Contact Lens Department, and she will be more than happy to fax you the information. I will not be back in the office till Thursday, March 18. I hope this information will be helpful.

Best Regards,

Phyllis Butler  
Office Manager