

From: Roger Neal
Sent: Thursday, March 18, 2004 3:52 PM
To: CONTACTLENSRULE
Subject: support of the Fairness to Contact Lens Consumers Act of 2003

To whom it may concern:

I support the Fairness to Contact Lens Consumers Act of 2003. Last year's incident, with my OD [redacted] should give a good indication as to why this act is vital. I saw my Dr. [redacted] OD during March 2003. Causal conversion took place during the examination...Dr. [redacted] informed me that he was doing quite well, how he had a really nice house on 40 acres, etc. He also told me that his office offered lasik surgery through an [redacted] doctor at a price of \$2,500 per eye...I told him that was way too expensive. Dr. [redacted] office, as I paid the examination bill, provided me the prescription for eyeglasses. However, I was not provided a prescription for contact lenses. I contacted 1800CONTACTS shortly after the examination and was advised that I needed a prescription (other than that used for eyeglasses). I telephoned Dr. [redacted] office to get the prescription and was advised (by one of his employees) that I could not have the prescription...that I had to buy the contacts from Dr. [redacted] (may I add, at a much greater price). I refused this order, finally got Dr. [redacted] on the phone, and he told me that he would provide the prescription and refund the examination fee with the understanding "that I could no longer use him". I think it unfair that Dr. [redacted] stipulated "that I could no longer use him" basically because I wanted to purchase contacts at a lower price from 1800CONTACTS. It took 20 years to find an OD that finally gave me a correct prescription...now I have to suffer through the time and trials required to find a capable OD that can resolve my eye problems as well as Dr. [redacted]

In essence, one has the freedom to choose an OD...shouldn't freedom exist as to where contact lenses will be purchased without the threat of not being able to see that OD again?

My health (eyes) has been jeopardized by Dr. [redacted] selfishness!

Sincerely, Roger Neal