

From: Thompson, Douglas
Sent: Wednesday, March 17, 2004 2:23 PM
To: CONTACTLENSRULE
Cc: 1-800 CONTACTS
Subject: Regarding the proposed waiting time to receive contact lenses

I just went through the process of getting a new prescription so I could have my contacts renewed – what a horrible experience!

With my travel schedule it is hard for me to take time out of my day to go to the doctor when I am in town, so convenience is very important to me. I buy my contacts from 1 800 Contacts because they get me my lenses fast and at a good price, and they are easy to get hold of if I have a question. My eye doctor and his staff acted like I was doing something wrong when I told them I wouldn't be buying my lenses from them. They went out of their way to make the process difficult. I had to pay to go back several times to get re-examined to make sure the contacts "fit". Because of the multiple visits it was literally months between the time I first went in to get a prescription and when I actually got the prescription. The prescription is now only good for 10 months instead of a year because my first visit was two months earlier.

I am upset that the ophthalmologic lobby has made it harder and more expensive for me to buy a product I want, to their own advantage. I vehemently oppose any further inconvenience such as a waiting period for contact buyers.

Thank you,

Doug Thompson

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