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8/23/2010

United States Government
Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaint Division
445 12th Street, SW, CY-B523
Washington, DC 20554

RE: Customer Name: Myles Yamada
IC Number: 10-C00222505-1

To Whom It May Concern:

I am writing in response to the complaint received on behalf of Myles Yamada, Vonage account number XXXXXXXXXX. This complaint is in regard to a disconnection request.

I have reviewed the details of the complaint and the notes in the account. Based on Mr. Yamada's apparent desire to cancel service, Vonage has agreed to waive the outstanding balance on the account (\$144.64), and any related termination fees, and terminate his service. To finalize the disconnection, Mr. Yamada must fax to me (732-333-4349) a Letter of Authorization allowing me to terminate his service no later than Monday August 30, 2010. Upon receipt, I will waive all fees associated and disconnect Mr. Yamada's service.

In addition, Vonage has agreed to issue a refund of the collected invoices dating back to his original disconnection request in April 2010 in the amount of \$139.82. However, if we do not receive the aforementioned documentation by August 30th, Mr. Yamada's account will remain active and he will be responsible for all future bills invoiced to him as well as any related termination fees. The refund will be issued via check and will be mailed within 20 business days from the receipt date of the LOA to terminate his account.

I am confident that this information will be helpful in resolving this matter.

Sincerely,

Robert H.

Regulatory Response Team

Cc: Myles Yamada