

Hello,

My name is Paul Suscavage and I am an Optometrist in Pennsylvania.

My office staff and I have difficulty reaching i-800-CONTACTS by return fax at their 1-800-557-9520 number and at the automated 1-866-361-4702 number.

These telephone numbers are always busy resulting in my inability to verify their requests for contact lens prescription information by paper or by voice. The result is probably that sometimes expired contact lens information for my patients is not blocked in their transaction process.

I feel that 1-800-CONTACTS needs an enhanced fax system capable of dealing with a high volume of incoming telephone traffic from doctors across the country. Thank you.

Dr. Paul Suscavage