

## Comment # 167

**From:** Frank F Aulicino  
**Sent:** Monday, March 08, 2004 2:32 PM  
**To:** CONTACTLENSRULE  
**Subject:** 1 800 contacts

This is to notify you that 1 800 contacts does not acknowledge a fax reply to an Rx verification request that the RX IS EXPIRED/ DO NOT FILL. The reply is ignored and they will again request again verification and note that the "rx expired" reply is not in compliance with FCLCA. They do not provide "Rx expired" as an option and will lead to you dead ends and make every effort to wear you down or finally ignore your reply and fill the Rx anyway. Their business tactics are very deliberate and deceitful.

Please address this issue as 1-800 continue their very deliberate and deceitful business tactics.