

ATTACHMENT 3



March 31, 2008

Mr. Roger Stancil
Town Manager
Town of Chapel Hill
306 N. Columbia Street
Chapel Hill, NC 27516-2124

Re: 2007 Annual Time Warner Cable Report

Dear Mr. Stancil:

Please find attached Time Warner Cable's Annual Report to the Town of Chapel Hill for the calendar year 2007 as specified by section 2.13 of the franchise agreement. If you have any questions concerning this material, please call me at 654-4617.

Sincerely,

A handwritten signature in cursive script that reads "Cindy Keene".

Cindy Keene
Public Affairs Manager
Time Warner Cable

**TOWN OF CHAPEL HILL
2007 ANNUAL REPORT**

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Durham/Chapel Hill Packages and Prices

DIGIPiCSM Packages

DIGIPiCSM 1000	\$68.00
(Includes Basic, Standard and Digital Package)	
DIGIPiCSM 1500	\$79.50
(Includes All Services in DIGIPiC SM 1000 PLUS choice of 1 premium and corresponding Premium On Demand)	
DIGIPiCSM 2000	\$88.00
(Includes All Services in DIGIPiC SM 1000 PLUS choice of 2 premiums and corresponding Premiums On Demand)	
DIGIPiCSM 3000	\$96.50
(Includes All Services in DIGIPiC SM 1000 PLUS choice of 3 premiums and corresponding Premiums On Demand)	
DIGIPiCSM 4000	\$105.00
(Includes All Services in DIGIPiC SM 1000 PLUS all premiums and corresponding Premiums On Demand)	

High Speed Online

Road Runner High Speed Online	\$46.95
(5 Mbps download, 384 Kbps upload)	
Turbo Charged Road Runner	additional \$9.95
(8 Mbps download, 512 Kbps upload)	
Road Runner Lite	\$29.95
(1.5 Mbps download, 256 Kbps upload)	
Road Runner Lite 768	\$24.95
(1.5 Mbps download, 128 Kbps upload)	
Earthlink High Speed Internet	\$44.95

Digital Phone

Digital Phone Unlimited Nationwide	\$49.95
(Includes unlimited calling within the United States, Canada and Puerto Rico)	
Digital Phone Unlimited Carolinas	\$39.95
(Includes unlimited calling within North and South Carolina)	
Digital Phone Local	\$29.95
(Includes unlimited calling within your local calling area. Must be bundled with Cable or Road Runner service.)	
Digital Phone International OnePrice	additional \$19.95
(Includes 3000 minutes of international calling to landline phones in over 100 countries. Must be added to Digital Phone Nationwide, Carolinas or Local, in addition to Cable or Road Runner service.)	
Voice Mail	\$3.95

Bundle & Save

Road Runner High Speed Online

add to any DIGIPiCSM Package save up to \$7.00

Digital Phone - add to any DIGIPiCSM Package..... save \$5.00

add to any **DIGIPiCSM** Package with Road Runnersave \$10

DIGIPiCSM Options

Digital Programming Tiers - Choice of one included with any DIGIPiCSM Package.

Each Additional Tier \$2.95

Digital Variety Encore Movie Pak Nuestra Tele Cinema Choice

Digital Sports and Games..... \$3.50

DVR—add to any **DIGIPiCSM** Package \$7.95

HD Suite—add to any **DIGIPiCSM** Package \$6.95

Nuestra Tele

Nuestra Tele..... \$24.95

(Includes Basic Service, 14 Channels in Spanish, 46 Digital Music Channels, On-Screen Guide, Digital Box and Remote)

Nuestra Tele con HBO..... \$34.95

(Includes all services of Nuestra Tele PLUS 11 screens of HBO including HBO Latino)

A La Carte Pricing

Basic..... \$ 9.25–\$14.95

Standard (Includes Basic Service)..... \$50.60–\$53.45

Digital Box (each) \$7.21

Universal Remote Control..... \$0.31

Digital Package..... \$16.62

(Choice of Digital Programming, Music Choice, On-Screen Guide, Digital Box and Remote Control)

Digital Package on Additional Outlets (each)..... \$8.95

Choice of one Premium Service \$11.95

Each additional Premium Service \$8.50

Duplicate Premiums on Additional Outlets..... FREE

Premiums On Demand FREE

(Included with any Premium Subscriptions to HBO, CineMax and Showtime/The Movie Channel.)

Prices, packages, and programming subject to change and may vary. Basic Service is required to receive all other video services. Service prices shown are monthly and do not include sales tax, franchise fees, and FCC user fees. Basic and Standard prices vary by franchise areas. Standard Service required for Digital Package. Digital box required to receive Digital and Premium Services. Digital Package required to receive DVR Service. Digital Service and Premium channel required to receive Premiums On Demand. Currently there is not a Premium On Demand for Starz! Some channels & services not available to CableCARD customers. Maximum download speeds: Road Runner High Speed Online is 5.0 Mbps, Road Runner Lite is 1.5 Mbps, Road Runner Lite 768 is 768 Kbps. Turbo Charged Road Runner (up to 8 Mbps) can only be added to Road Runner High Speed Online. Actual Speeds may vary. Services available to residential customers in Time Warner Cable serviceable areas only. Digital Phone may not be available in all Time Warner Cable serviceable areas. Digital Phone does not include back-up power and as in the case with an electric-powered home cordless phone, should there be a power outage, Digital Phone will not be available. Additional charges apply for taxes, fees, domestic Long Distance calls outside local calling area, Directory Assistance, Operator Services and calls to international locations. Digital Phone is \$39.95 per month for nationwide service, \$29.95 per month for Digital Phone Carolinas and \$24.95 per month for Digital Phone Local Only when customers subscribe to Time Warner Cable TV and High Speed Online service. Digital Phone is \$44.95 per month for nationwide service, \$34.95 per month for Digital Phone Carolinas and \$29.95 per month for Digital Phone Local Only when customers subscribe to Time Warner Cable TV and High Speed Online service. Digital Phone Local Only is only available when subscribing to another Time Warner Cable service. Regular rate for voice Mail is \$3.95/month. With Digital Phone Unlimited Carolinas, there will be a \$0.05 rate charge for calls outside of North or South Carolina. With Digital Phone Unlimited Local there will be a \$0.07 rate charge for calls outside of local calling area. Visit www.twcnc.com for local calling area information. International OnePrice™ Calling Plan is available to customers who subscribe to any Digital Phone calling plan and Cable and/or Road Runner High Speed Online. International OnePrice applies only to calls terminating on landline phones except on calls terminating on cell phones in the following countries: Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, China, Hong Kong, India, Macau, Paraguay, St. Kitts, Thailand, Trinidad and Tobago. For participating countries visit www.twcnc.com. International calls to satellite phones, special services numbers such as toll-free or caller-paid information services such as 900-type numbers, calls to chat lines and mobile phone numbers are not included and will be charged at additional per-minute rates. The International OnePrice plan is a residential service only and is not available for commercial use. International OnePrice provides customers with 3,000 minutes of calling time per month, based upon your monthly Time Warner Cable billing cycle. Time Warner Cable reserves the right to monitor usage for possible abuse of service. More than 3,000 minutes a month of retail use is considered beyond normal residential use and may be investigated, resulting in potential termination of service. © 2008 Time Warner Cable Inc. Other restrictions may apply.

Durham/Chapel Hill 2008

Welcome to Time Warner Cable!

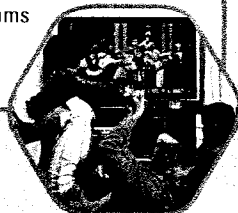
Get a world of entertainment with Digital Cable or the most popular channels in every room with Standard Cable. Surf the Internet at blazing-fast speeds when you choose Road Runner High Speed Online. Enjoy unlimited calling across the U.S. and Canada with Digital Phone service. Whatever your needs, Time Warner Cable has a package that's right for you.



Choose a package from each column to build your All The Best package.

Cable

- Standard Cable**
\$50.60 – \$53.45/month
 - Over 70 channels including all local broadcast channels and the most popular cable networks such as Comedy Central, HGTV, Fox SportsNet, E!, Hallmark Channel, Cartoon Network, Oxygen and more
 - Free Standard Service on all additional TVs and there's no need for equipment
- DIGIPiC 1000**
\$68.00/month
 - Includes Standard Cable and Choice of Digital Programming Tier
 - Over 200 Digital channels
 - 46 Music Choice channels
 - Interactive Programming Guide
 - Movies On Demand
 - Free On Demand
 - Digital box and remote
 - Home of Free HD
- DIGIPiC 2000**
\$88.00/month
 - Includes DIGIPiC 1000 package plus two Premium Channels with matching Premiums On Demand
- DIGIPiC 4000**
\$105.00/month
 - Includes DIGIPiC 1000 package plus all Premium Channels and matching Premiums On Demand



High-Speed Online

- Speeds up to 100x faster than dial-up and triple the speed of DSL's standard package
- FREE Internet security software
- Up to 10 e-mail addresses
- Constant connectivity and unlimited Internet usage using your cable line, NOT your phone line
- Road Runner High-Speed Online**
As low as \$39.95/month
 - Our most popular service! 5 Mbps download / 384 Kbps upload
- Turbo Charge your Road Runner**
Additional \$9.95/month
 - Maximize your enjoyment of speed intensive online activities such as gaming, streaming video and music downloads by Turbo Charging your Road Runner. Get download speeds up to 8 Mbps/512 Kbps upload.
- Road Runner Lite**
As low as \$29.95/month
 - 1.5 Mbps download / 256 Kbps upload
- Road Runner Lite 768**
As low as \$24.95/month
 - 768 Kbps download / 128 Kbps upload



Digital Phone

- Caller ID, Call Waiting, 3-Way Calling, Call Forwarding and more included at no additional cost
- Free installation—works with existing phones and jacks
- Keep your existing phone number
- Enhanced 911—Emergency dispatch will be able to identify your address in case of a 911 emergency
- Digital Phone Unlimited Nationwide**
As low as \$39.95/month
 - Unlimited local, in-state and long distance calls in the US, Canada and Puerto Rico
- Digital Phone Unlimited Carolinas**
As low as \$29.95/month
 - Unlimited local and long distance calling within North and South Carolina
- Digital Phone Unlimited Local**
As low as \$24.95/month
 - Make unlimited local calls. Visit www.twcnc.com for your local calling area. Plus, long distance charges are only 7¢ a minute
- Digital Phone International OnePrice™**
Additional \$19.95/month
 - Gives you access to 3,000 minutes of international calling to landline phones in over 100 countries.



Basic Service \$9.25 – \$14.95/mo (22 Channels, Installation \$42.95)



CABLE

HIGH-SPEED ONLINE

DIGITAL PHONE

Additional charge for Digipic Options. HD TV and HD Digital Box required to receive HD programming. Premium Subscription required to receive HD Premium Service. Additional fee for some HD channels. Premium On Demand is not available for SIMB? Prices do not include franchise fees and taxes. Number of channels may vary by area. Movies On Demand available for \$1.99 - \$4.99 each. DIGIPiC package prices for primary outlet only. Equipment charges will apply to additional outlets of Digital Service. Digital Service required for DTV. All rights reserved. TM & © Warner Bros. Entertainment, Inc. (S06) Digital Phone Offer valid for residential customers in Digital Phone serviceable areas only. Digital Phone does not include back-up power and, as in the case with an electric powered home cordless phone, should there be a power outage. Digital Phone will not be available. Additional charges apply for taxes, fees, Directory Assistance, Operator Services and calls to international locations (including Canada). International OnePrice™ Calling Plan is available to customers who subscribe to any Digital Phone calling plan and Digital Cable and/or Road Runner High Speed Online. Offer valid for residential customers in Digital Phone serviceable areas. International OnePrice applies only to calls terminating on cell phones in the following countries: Angola, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, China, Hong Kong, India, Macao, Paraguay, St. Kitts, Thailand and Trinidad and Tobago. Participating countries can be found at www.twcnc.com. Additional charges apply for taxes, fees, directory assistance and operator services. International calls to satellite phones, special-service numbers such as toll-free or caller-paid information services such as 900-type numbers, calls to chat lines and mobile phone numbers are not included and charged at additional per-minute rates. The International OnePrice plan is a residential service only and is not available for commercial use. International OnePrice provides customers with 3,000 minutes of calling time per month, based upon your monthly Time Warner Cable billing cycle. Time Warner Cable reserves the right to monitor usage for possible abuse of service. More than 3,000 minutes a month of retail use is considered beyond normal residential use and may be investigated, resulting in potential termination of service. Dial-up speed comparisons are based on Road Runner's maximum download speed of 5.0 Mbps versus the average of a 28k and 56k modems' maximum download speeds. Triple the speed of DSL claim is based on Road Runner's maximum download speed versus the standard DSL package's maximum download speed of 1.5 Mbps. Actual speeds may vary. **Security software is currently not available for Macintosh® computers. eTrust IML2 ArmorIT Security Suite software must be downloaded on Road Runner and registration is required. Terms and conditions of this Road Runner offer are subject to change at the discretion of Road Runner and/or Computer Associates at any time. Up to 8 Mbps Turbo Charged Road Runner claim based on download speed to Ethernet connected computers. Actual Road Runner speeds may vary. Some

Add any of the following options to your package:



Digital Programming Tiers

Choice of one tier included in your DIGIPiC package:
Additional tier only \$2.95 each month
 • Digital Variety • Cinema Choice
 • Encore Movie Pak • Nuestra Tele
Digital Sports and Games \$3.50/month

Sports Packages

Prices vary

DVR

- \$7.95/month**
- Watch one show and record another at the same time
 - Record up to 50 hours of programming
 - Pause live TV and do your own instant replays

HDTV

- Over 20 HD Channels available FREE with DIGIPiC packages
- The highest resolution picture available
- HD Suite includes MOJO, HDNet, HDNet Movies, Universal HD and access to HD Movies On Demand for \$6.95/month

BASIC

- 0/98 TV Guide Channel
- 2 WNCN (NBC)
- 3 WRAL (CBS)
- 4 Educational Programming
- 5 WRAY (IND)
- 6 WTVD (ABC)
- 7 C-SPAN2
- 8 Community Programming
- 9 WUNC (PBS)
- 10 WFLC (CW)
- 11 WUVC (Univision)
- 12 WRDC (My Network)
- 13 WRAZ (FOX)
- 14 News 14 Carolina
- 15 HSN
- 16 QVC
- 18 C-SPAN (Durham)/Gov. Access/ C-SPAN2 (Chapel Hill)
- 19 BET
- 20 Telefutara
- 21 WGN
- 22 WRPX (ION)
- 24 Carolina 24

STANDARD

- 25 USA Network
- 26 TNT
- 27 A&E
- 28 ABC Family
- 29 CNN
- 30 Discovery
- 31 ESPN
- 32 ESPN2
- 33 Lifetime
- 34 TBS
- 35 Discovery Health
- 36 Comedy Central
- 37 CNBC
- 38 AMC
- 39 TLC
- 40 Spike TV
- 41 CNN Headline News
- 42 Weather Channel
- 43 Nickelodeon
- 44 truTV
- 45 MSNBC
- 46 Animal Planet
- 47 Lifetime Movie Network
- 48 VH1
- 49 Sci-Fi
- 50 Fox Sports Net
- 51 The Golf Channel
- 53 MTV
- 54 TV Land
- 55 Oxygen
- 56 History Channel
- 57 Disney
- 58 Fox News
- 59 C-SPAN (Chapel Hill only)
- 60 Food Network
- 61 Women's Entertainment
- 62 E!
- 63 SoapNet
- 64 ShopNBC
- 65 Versus
- 66 VH1 Classic
- 67 Turner Classic Movies
- 68 Fit TV
- 69 CMT
- 70 National Geographic
- 71 FX
- 72 Inspirational Network
- 73 Hallmark Channel
- 74 ioggin
- 75 Cartoon Network
- 76 HGTV

DIGITAL VARIETY

- 100 News 14 Carolina Weather Now
- 101 TV One

DIGITAL VARIETY (cont.)

- 102 WAUG
- 110 Discovery Kids
- 111 The Science Channel
- 112 Military Channel
- 114 Discovery Times
- 115 Discovery Home Channel
- 116 BBC America
- 117 The Biography Channel
- 118 History Channel International
- 119 CNBC World
- 120 C-SPAN3
- 121 Fox Business Network
- 122 Current TV
- 123 G4
- 124 Bloomberg TV
- 125 Ovation
- 126 Sleuth
- 129 Gospel Music Channel
- 130 BET Jazz
- 131 GAC
- 132 MTV2
- 133 Fuse
- 135 MTV Hits
- 140 ESPN U
- 141 ESPN Classic
- 142 ESPN News
- 144 Fox Soccer Channel
- 148 Speed Channel
- 150 DIY
- 151 Fine Living
- 152 Travel Channel
- 155 Fox Reality
- 162 Style
- 171 Lifetime Real Women
- 180 Toon Disney
- 181 Disney (East)
- 182 Disney (West)
- 183 The N
- 185 Boomerang
- 190 AmericanLife TV Network
- 191 TBN
- 192 Daystar
- 193 The Word Network
- 194 EWTN
- 195 Inspirational Network
- 199 TV Azteca
- 200 UNC-TV
- 202 UNC Kids
- 203 UNC Educational
- 204 UNC NC
- 212 WTVD (ABC) D2
- 213 WTVD (ABC) D3
- 218 WNCN (NBC) SD
- 219 WNCN (NBC) Weather Plus
- 251 WRAZ (FOX) DT
- 252 WRAZ (FOX) Weather
- 256 WRAL (CBS) 24 Hr. News
- 257 WRAL (CBS) DT
- 265 Government Access (Chapel Hill only)
- 310 Encore (East)

HIGH DEFINITION*

- 201 UNC (PBS) HD
- 211 WTVD (ABC) HD
- 217 WNCN (NBC) HD
- 222 WFLC (CW) HD
- 228 WRDC (My Network) HD
- 250 WRAZ (FOX) HD
- 255 WRAL (CBS) HD
- 277 HGTV HD
- 278 Food Network HD
- 279 National Geographic HD
- 280 HD Theater
- 281 TNT in HD
- 282 TBS HD
- 283 Versus/Golf Channel HD
- 284 A&E HD
- 285/411 HBO HD**
- 286/451 Showtime HD**

HIGH DEFINITION* (cont.)

- 289 ESPN2 HD
- 290 ESPN HD
- 292 MHD

HD SUITE*

- 291 MOJO
- 293 HDNet
- 294 HDNet Movies
- 295 Universal HD
- 299/502 HD Movies On Demand

CINEMA CHOICE

- 190 AmericanLife TV Network
- 300 Flix (East)
- 301 Flix (West)
- 302 Sundance (East)
- 303 Sundance (West)
- 304 Fox Movie Channel
- 305 IFC

ENCORE MOVIE PAK

- 310 Encore (East)
- 311 Encore (West)
- 312 Encore Action
- 313 Encore Love
- 314 Encore Mystery
- 315 Encore Drama
- 316 Encore Westerns
- 317 Encore Wam!

DIGITAL SPORTS & GAMES

- 144 Fox Soccer Channel
- 148 Speed Channel
- 320 Fox College Sports Atlantic
- 321 Fox College Sports Central
- 322 Fox College Sports Pacific
- 324 NBA TV
- 325 Tennis Channel
- 326 Fuel
- 327 CSTV
- 328 Outdoor Channel
- 329 GSN
- 330 NHL Network

FAMILY CHOICE***

- 350 Boomerang
- 351 The N
- 352 Disney Channel
- 353 Toon Disney
- 354 Discovery Kids
- 357 The Science Channel
- 358 DIY
- 359 HGTV
- 360 Food Network
- 361 Fit TV
- 362 La Familia
- 365 CNN Headline News
- 366 The Weather Channel
- 367 C-SPAN2
- 368 C-SPAN3

NUESTRA TELE

- 380 Discovery Español
- 381 CNN Español
- 382 Canal Sur
- 383 Cine Latino
- 384 Fox Sports World Español
- 385 MTV Tr3s
- 386 TV Azteca
- 387 Puma TV
- 388 mun2
- 389 Boomerang Español
- 390 Galavisión
- 391 ESPN Deportes

PREMIUM

- 395 HBO Latino
- 400 HBO (East)
- 401 HBO2 (East)
- 402 HBO Family (East)
- 403 HBO Signature (East)
- 404 HBO Comedy
- 405 HBO Zone
- 407 HBO (West)

PREMIUM (cont.)

- 408 HBO2 (West)
- 409 HBO Family (West)
- 410 HBO Signature (West)
- 420 CineMax (East)
- 421 MoreMax (East)
- 422 ActionMax (East)
- 423 ThrillerMax (East)
- 424 WMax
- 425 @Max
- 426 5 StarMax
- 427 OuterMax
- 428 CineMax (West)
- 429 MoreMax (West)
- 430 ActionMax (West)
- 431 ThrillerMax (West)
- 440 Showtime (East)
- 441 Showtime Too (East)
- 442 Showcase (East)
- 443 Showtime Extreme
- 444 Showtime Beyond
- 445 Showtime Next
- 446 Showtime Women
- 447 Showtime Zone
- 448 Showtime (West)
- 449 Showtime Too (West)
- 450 Showcase (West)
- 460 TMC
- 461 TMC Xtra
- 470 Starz
- 471 Starz Edge
- 472 Starz InBlack
- 473 Starz Kids & Family
- 474 Starz Cinema

PREMIUMS ON DEMAND

- 412/530 HBO On Demand**
- 432/531 Cinemax On Demand**
- 452/532 Showtime On Demand**
- 462/533 TMC On Demand**
- 570 Disney Channel On Demand
- 810 Howard TV On Demand

ON DEMANDSM

- 501 Movies On Demand
- 504 Español On Demand
- 505 International Movies On Demand
- 506 Events On Demand
- 510 Here On Demand
- 511 Outrageous On Demand
- 800 Adult On Demand

FREE ON DEMAND

- 503 Free Movies On Demand
- 538 Oxygen On Demand
- 539 truTV On Demand
- 540 Entertainment On Demand
- 541 Lifestyle On Demand
- 542 Music On Demand
- 543 BBC On Demand
- 544 Cutting Edge On Demand
- 545 A&E On Demand
- 546 The Golf Channel On Demand
- 547 CNN Showcase On Demand
- 548 Music Choice On Demand Urban/Latin
- 549 Music Choice On Demand Pop/Rock - *Ch. 570 Sports on Demand*
- 551 TV Guide Spot On Demand
- 552 Kids On Demand
- 553 TNT On Demand
- 554 TBS On Demand
- 555 Preschool On Demand
- 556 Sportskool On Demand
- 557 Exercise TV On Demand
- 1100 Automotive On Demand
- 1102 Sports Illustrated On Demand
- 1103 Election '08 On Demand

FREE ON DEMAND (cont.)

- 1104 Movie Trailers On Demand
- 1107 Journey TV On Demand
- 1110 Expo TV On Demand
- 1115 CarolinaHomes On Demand
- 1233 Community Access On Demand
- 1234 Carolina On Demand

INTERACTIVE TV

- 590 TWC Customer Care
- 591 TWC News and Information
- 592 PassTime Games

IN DEMAND PPV

- 601-602 Events IN DEMAND

SPORTS PACKAGES

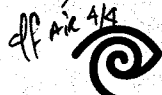
- 701-706 ESPN GAMEPLAN (Sept-Dec)
- 701-706 ESPN FULL COURT (Nov-Mar)
- 710-719 NBA LEAGUE PASS (Oct-Apr)
- 716-719 MLS DIRECT KICK (Apr-Nov)
- 731-744 MLB EXTRA INNINGS (Apr-Sep)
- 731-744 NHL CENTER ICE (Oct-Apr)

ADULT

- 800 Adult On Demand
- 801 Playboy
- 802 Playboy en Español
- 805 Playboy (Monthly Subscription)
- 806 TEN Clips
- 807 TEN
- 808 TEN Blue
- 809 TEN Blox

MUSIC CHOICE

- 900 Sounds of the Season
- 901 Today's Country
- 902 Classic Country
- 903 Bluegrass
- 904 Hip-Hop and R&B
- 905 Classic R&B
- 906 R&B Soul
- 907 R&B Hits
- 908 Rap
- 909 Metal
- 910 Rock
- 911 Arena Rock
- 912 Classic Rock
- 913 Adult Alternative
- 914 Alternative
- 915 Retro-Active
- 916 Electronica
- 917 Dance
- 918 Lite Hits
- 919 Adult Top 40
- 920 Hit List
- 921 Kidz Only!
- 922 Party Favorites
- 923 Showcase
- 924 90's
- 925 80's
- 926 70's
- 927 Solid Gold Oldies
- 928 Smooth Jazz
- 929 Jazz
- 930 Blues
- 931 Reggae
- 932 Soundscapes
- 933 Easy Listening
- 934 Big Band & Swing
- 935 Singers & Standards
- 936 Show Tunes
- 937 Contemporary Christian
- 938 Gospel
- 939 Classical Masterpieces
- 940 Lite Classical
- 941 Pop Latino
- 942 Musica Urbana
- 943 Salsa y Merengue
- 944 Mexicana
- 945 Americana



TIME WARNER CABLE
 THE POWER OF YOU™

Basic Service is required to receive all other services. Digital, Premium, PPV, On Demand, and Adult channels are available for an additional charge and require special equipment. Digital converter, remote, and access fee required to receive Digital Cable. On Demand Premium Services are available only when subscribing to the corresponding traditional Premium Channel. Some services not available to CableCARD customers. Programming is subject to change. **High Definition television and HD box required. ***Subscription to HBO and/or Showtime required to receive HBO HD and/or Showtime HD. ****While TWC has tried to select programming services for inclusion in the Family Choice tier that will be appropriate for general family audiences, individual views about such matters will vary. Also, TWC does not have direct control over the content of the programming services it carries. In addition, federal law requires that cable operators provide the Basic tier of service, which includes broadcast stations, public and leased access channels, and other programming, to all customers. Because of these factors, TWC cannot guarantee that subscribers to the Family Choice tier will find all the programming they receive appropriate for their families at all times. In order to give parents additional control over the programming viewed in their homes, TWC also provides Family Choice customers set-top boxes that include TWC's Parental Controls feature. Basic Cable service and lease of a Digital set-top box required and are an additional charge. Standard Cable Service, Premium channels, On Demand services and some interactive services are not available with Family Choice. Other restrictions apply. Channel lineup effective 1/7/08.

Make the most of your Digital Cable package. Add a DVR for only \$7.95 a month.*

With a DVR you can:

- ✓ Watch one show and record another at the same time
- ✓ Record two shows at the same time
- ✓ Pause live TV and create your own instant replays
- ✓ Pause, fast-forward and rewind your recorded programs
- ✓ Set parental controls on what can be recorded and viewed
- ✓ Save up to 50 hours of programming to watch whenever you want



DVR

*Digital service required to receive DVR service.



DID YOU KNOW?

Digital Cable

Did you know that you have Karaoke built right into your TV screen? Tune to Oxygen On Demand on Channel 538 and select "Air Karaoke," then start singing!

Did you know that you have access to 46 channels of continuous commercial-free?

High Speed Online

Did you know that Road Runner comes with 10 email accounts? Every member of the family can have a unique Road Runner email address!

Did you know about the Road Runner Extras Channel? Road Runner brings the hottest promotions, sweepstakes, contests and special offers to its customers on a regular basis!

Digital Phone

Did you know that you can check your voicemail while you're away from home by calling 919-765-0700 or by dialing your home phone number and pressing *5?

Did you know that with Time Warner Cable's Unlimited Nationwide Phone Service you receive unlimited local and free long distance calling to anywhere in the United States, Canada or Puerto Rico, and you can add our International OnePrice plan for international calling?

1-866-4-TW-NOW
www.twcn.com

 **TIME WARNER CABLE**
THE POWER OF YOU™

February 2008

Durham/Chapel Hill

Channel Lineup¹³

 **TIME WARNER CABLE**
THE POWER OF YOU™

CABLE

HIGH-SPEED ONLINE

DIG

PHONE

Durham/Chapel Hill

Basic

- 0 TV Guide Channel
- 1 ShopNBC
- 2 WNCN (NBC)
- 3 WRAL (CBS)
- 4 Educational Programming
- 5 WRAY (IND)
- 6 WTVD (ABC)
- 7 C-SPAN2
- 8 Community Programming
- 9 WUNC (PBS)
- 10 WLFL (CW)
- 11 WUVC (Univision)
- 12 WRDC (My Network)
- 13 WRAY (FOX)
- 14 News 14 Carolina
- 15 HSN
- 16 QVC
- 18 C-SPAN (Durham/ Gov. Access/C-SPAN2 (Chapel Hill))
- 19 BET
- 20 Telefutera
- 21 WGN
- 22 WRPX (ION)
- 24 Carolina 24

Standard

- 25 USA Network
- 26 TNT
- 27 A&E
- 28 ABC Family
- 29 CNN
- 30 Discovery
- 31 ESPN
- 32 ESPN2
- 33 Lifetime
- 34 TBS
- 35 Discovery Health
- 36 Comedy Central
- 37 CNBC
- 38 AMC
- 39 TLC
- 40 Spike TV
- 41 CNN Headline News
- 42 Weather Channel
- 43 truTV
- 44 ntv
- 45 MSNBC
- 46 Animal Planet
- 47 Lifetime Movie Network
- 48 VH1
- 49 Sci-Fi
- 50 Fox Sports Net
- 51 The Golf Channel
- 52 HGTV
- 53 MTV
- 54 TV Land
- 55 Oxygen
- 56 History Channel
- 57 Disney
- 58 Fox News
- 59 C-SPAN (Chapel Hill only)
- 60 Food Network
- 61 Women's Entertainment
- 62 E!
- 63 SoapNet
- 64 Cartoon Network
- 65 Versus
- 66 VH1 Clasr
- 67 Turner Cla. .ovies
- 68 Fit TV

Standard (cont.)

- 69 CMT
- 70 National Geographic
- 71 fX
- 72 Inspirational Network
- 73 Hallmark Channel
- 74 Noggin

DIGITAL VARIETY

- 100 News 14 Carolina Weather Now
- 101 TV One
- 102 WAUG
- 110 Discovery Kids
- 111 The Science Channel
- 112 Military Channel
- 114 Investigation Discovery
- 115 Discovery Home Channel
- 116 BBC America
- 117 The Biography Channel
- 118 History Channel International
- 119 CNBC World
- 120 C-SPAN3
- 121 Fox Business Network
- 122 Current TV
- 123 G4
- 124 Bloomberg TV
- 125 Ovation
- 126 Sleuth
- 129 Gospel Music Channel
- 130 BET Jazz
- 131 GAC
- 132 MTV2
- 133 Fuse
- 135 MTV Hits
- 140 ESPN U
- 141 ESPN Classic
- 142 ESPN News
- 144 Fox Soccer Channel
- 148 Speed Channel
- 150 DIY
- 151 Fine Living
- 152 Travel Channel
- 155 Fox Reality
- 162 Style
- 171 Lifetime Real Women
- 180 Toon Disney
- 181 Disney (East)
- 182 Disney (West)
- 183 The N
- 185 Boomerang
- 190 AmericanLife TV Network
- 191 TBN
- 192 Daystar
- 193 The Word Network
- 194 EWTN
- 195 Inspirational Network
- 199 TV Azteca
- 200 UNC-TV
- 202 UNC Kids
- 203 UNC Educational
- 204 UNC NC
- 212 WTVD (ABC) D2
- 213 WTVD (ABC) D3
- 218 WNCN (NBC) SD
- 219 WNCN (NBC) Weather Plus
- 251 WRAY (FOX) DT
- 252 WRAY (FOX) Weather
- 256 WRAL (CBS) 24 Hr. News
- 257 WRAL (CBS) DT

DIGITAL VARIETY (cont.)

- 265 Government Access (Chapel Hill only)
- 310 Encore (East)

HIGH DEFINITION*

- 201 UNC (PBS) HD
- 211 WTVD (ABC) HD
- 217 WNCN (NBC) HD
- 222 WLFL (CW) HD
- 228 WRDC (My Network) HD
- 250 WRAY (FOX) HD
- 255 WRAL (CBS) HD
- 277 HGTV HD
- 278 Food Network HD
- 279 National Geographic HD
- 280 HD Theater
- 281 TNT in HD
- 282 TBS HD
- 283 Versus/Golf Channel HD
- 284 A&E HD
- 285/411 HBO HD**
- 286/451 Showtime HD**
- 289 ESPN2 HD
- 290 ESPN HD
- 292 MHD
- 298 HD Showcase On Demand
- 299 HD Movies On Demand

HD SUITE*

- 291 MOJO
- 293 HDNet
- 294 HDNet Movies
- 295 Universal HD

CINEMA CHOICE

- 190 AmericanLife TV Network
- 300 Flix (East)
- 301 Flix (West)
- 302 Sundance (East)
- 303 Sundance (West)
- 304 Fox Movie Channel
- 305 IFC

ENCORE MOVIE PAK

- 310 Encore (East)
- 311 Encore (West)
- 312 Encore Action
- 313 Encore Love
- 314 Encore Mystery
- 315 Encore Drama
- 316 Encore Westerns
- 317 Encore Wam!

DIGITAL SPORTS & GAMES

- 144 Fox Soccer Channel
- 148 Speed Channel
- 320 Fox College Sports Atlantic
- 321 Fox College Sports Central
- 322 Fox College Sports Pacific
- 324 NBA TV
- 325 Tennis Channel
- 326 Fuel
- 327 CSTV
- 328 Outdoor Channel
- 329 GSN
- 330 NHL Network

FAMILY CHOICE***

- 350 Boomerang
- 351 The N
- 352 Disney Channel
- 353 Toon Disney
- 354 Discovery Kids
- 357 The Science Channel

FAMILY CHOICE*** (cont.)

- 358 DIY
- 359 HGTV
- 360 Food Network
- 361 Fit TV
- 362 La Familia
- 365 CNN Headline News
- 366 The Weather Channel
- 367 C-SPAN2
- 368 C-SPAN3

NUESTRA TELE

- 380 Discovery Español
- 381 CNN Español
- 382 Canal Sur
- 383 Cine Latino
- 384 Fox Sports World Español
- 385 MTV Tr3s
- 386 TV Azteca
- 387 Puma TV
- 388 mun2
- 389 Boomerang Español
- 390 Galavisión
- 391 ESPN Deportes

PREMIUM

- 395 HBO Latino
- 400 HBO (East)
- 401 HBO2 (East)
- 402 HBO Family (East)
- 403 HBO Signature (East)
- 404 HBO Comedy
- 405 HBO Zone
- 407 HBO (West)
- 408 HBO2 (West)
- 409 HBO Family (West)
- 410 HBO Signature (West)
- 420 Cinemax (East)
- 421 Moremax (East)
- 422 Actionmax (East)
- 423 Thrillermax (East)
- 424 Wmax
- 425 @max
- 426 5 Starmax
- 427 Outermax
- 428 Cinemax (West)
- 429 Moremax (West)
- 430 Actionmax (West)
- 431 Thrillermax (West)
- 440 Showtime (East)
- 441 Showtime Too (East)
- 442 Showcase (East)
- 443 Showtime Extreme
- 444 Showtime Beyond
- 445 Showtime Next
- 446 Showtime Women
- 447 Showtime Zone
- 448 Showtime (West)
- 449 Showtime Too (West)
- 450 Showcase (West)
- 460 TMC
- 461 TMC Xtra
- 470 Starz
- 471 Starz Edge
- 472 Starz InBlack
- 473 Starz Kids & Family
- 474 Starz Cinema

PREMIUMS ON DEMAND

- 412/530 HBO On Demand**
- 432/531 Cinemax On Demand**
- 452/532 Showtime On Demand**
- 462/533 TMC On Demand**
- 570 Disney Channel On Demand
- 810 Howard TV On Demand

ON DEMAND SM

- 501 Movies On Demand
- 502 HD Movies On Demand*
- 504 Español On Demand
- 505 International Movies On Demand
- 506 Events On Demand
- 510 Here On Demand
- 511 Outrageous On Demand
- 800 Adult On Demand

FREE ON DEMAND

- 500 Answers On Demand
- 503 Free Movies On Demand
- 538 Oxygen On Demand
- 539 truTV On Demand
- 540 Entertainment On Demand
- 541 Lifestyle On Demand
- 542 Music On Demand
- 543 BBC On Demand
- 544 Cutting Edge On Demand
- 545 A&E On Demand
- 546 The Golf Channel On Demand
- 547 CNN Showcase On Demand
- 548 Music Choice On Demand Urban/Latin
- 549 Music Choice On Demand Pop/Rock *On 570 Sports On Demand*
- 551 TV Guide Spot On Demand
- 552 Kids On Demand
- 553 TNT On Demand
- 554 TBS On Demand
- 555 Preschool On Demand
- 556 Sportskool On Demand
- 557 Exercise TV On Demand
- 558 HD Showcase On Demand*
- 1100 Automotive On Demand
- 1103 Election '08 On Demand
- 1104 Movie Trailers On Demand
- 1107 Journey TV On Demand
- 1110 Expo TV On Demand
- 1115 Carolina Homes On Demand
- 1233 Community Access On Demand
- 1234 Carolina On Demand

INTERACTIVE TV

- 590 TWC Customer Care
- 591 TWC News and Information
- 592 PassTime Games

IN DEMAND PPV

- 601-602 Events IN DEMAND

SPORTS PACKAGES

- 701-706 ESPN GAMEPLAN (Sept-Dec)

SPORTS PACKAGES (cont.)

- 701-706 ESPN FULL COURT (Nov-Mar)
- 710-719 NBA LEAGUE PASS (Oct-Apr)
- 716-719 MLS DIRECT KICK (Apr-Nov)
- 731-744 MLB EXTRA INNINGS (Apr-Sep)
- 731-744 NHL CENTER ICE (Oct-Apr)

ADULT

- 800 Adult On Demand
- 801 Playboy
- 802 Playboy en Español
- 805 Playboy (Monthly Subscription)
- 806 TEN Clips
- 807 TEN
- 808 TEN Blue
- 809 TEN Blox

MUSIC CHOICE

- 900 Sounds of the Season
- 901 Today's Country
- 902 Classic Country
- 903 Bluegrass
- 904 Hip-Hop and R&B
- 905 Classic R&B
- 906 R&B Soul
- 907 R&B Hits
- 908 Rap
- 909 Metal
- 910 Rock
- 911 Arena Rock
- 912 Classic Rock
- 913 Adult Alternative
- 914 Alternative
- 915 Retro-Active
- 916 Electronica
- 917 Dance
- 918 Lite Hits
- 919 Adult Top 40
- 920 Hit List
- 921 Kidz Only!
- 922 Party Favorites
- 923 Showcase
- 924 90's
- 925 80's
- 926 70's
- 927 Solid Gold Oldies
- 928 Smooth Jazz
- 929 Jazz
- 930 Blues
- 931 Reggae
- 932 Soundscapes
- 933 Easy Listening
- 934 Big Band & Swing
- 935 Singers & Standards
- 936 Show Tunes
- 937 Contemporary Christian
- 938 Gospel
- 939 Classical Masterpieces
- 940 Lite Classical
- 941 Pop Latino
- 942 Musica Urbana
- 943 Salsa y Merengue
- 944 Mexicana
- 945 Americana

Basic service required to receive all other services. Digital, Premium, PPV, On Demand and Adult channels are available for an additional charge. On Demand P subscribing to the corresponding Premium On Demand channel. Some services not available to CableCARD customers. Programming is subject to change. Eff vices available only when .108. * High Definition television and HD box required. ** Premium Service required. *** To receive Family Choice, Basic Cable service and lease of Digital cable box are required and are an additional charge. Standard Cable Service, Premium Channels, On Demand services and some interactive services are not available with Family Choice. Other restrictions apply.

Time Warner Cable - Chapel Hill



Channel Category Legend

- | | | |
|------------------|------------------------|------------------------|
| Basic | Standard | Digital Variety |
| High Definition | HD Suite | Cinema Choice |
| Encore Movie Pak | Digital Sports & Games | Family Choice** |
| Nuestra Tele | Premium | On Demand |
| Free On Demand | Premiums On Demand | IN DEMAND Pay-Per-View |
| Sports Packages | Adult On Demand | Music Choice |

No. Category Channel Name

- 0 TV Guide Network
- 1 Shop NBC
- 2 WNCN NBC
- 3 WRAL CBS
- 4 Educational Access
- 5 WRAY IND
- 6 WTVD ABC
- 7 C-SPAN 2
- 8 Community Programming
- 9 UNC PBS
- 10 WLFL CW
- 11 WUVC UNIVISION
- 12 WRDC MyNetworkTV
- 13 WRAZ FOX
- 14 News 14 Carolina
- 15 Home Shopping Network
- 16 QVC
- 18 C-SPAN 2
- 18 Government Access
- 19 BET
- 20 Telefutura
- 21 WGN
- 22 WRPX ION
- 24 Triangle TV
- 25 USA Network
- 26 TNT
- 27 A&E
- 28 ABC Family
- 29 CNN
- 30 The Discovery Channel
- 31 ESPN
- 32 ESPN-2
- 33 Lifetime Television
- 34 TBS
- 35 Discovery Health Channel
- 36 Comedy Central

No. Category Channel Name

- 37 CNBC
- 38 American Movie Classics
- 39 TLC: The Learning Channel
- 40 Spike TV
- 41 Headline News
- 42 The Weather Channel
- 43 Nickelodeon
- 44 truTV
- 45 MSNBC
- 46 Animal Planet
- 47 Lifetime Movie Network
- 48 VH1
- 49 Sci-Fi
- 50 Fox Sports South
- 51 The Golf Channel
- 52 HGTV: Home & Garden Television
- 53 MTV
- 54 TV Land
- 55 Oxygen
- 56 The History Channel
- 57 The Disney Channel
- 58 Fox News Channel
- 59 C-SPAN
- 60 Food Network
- 61 Women's Entertainment
- 62 E!
- 63 SoapNet
- 64 Cartoon Network
- 65 VS.
- 66 VH1 Classic
- 67 Turner Classic Movies
- 68 FitTV
- 69 CMT
- 70 National Geographic Channel
- 71 FX
- 72 Inspirational Network

No.	Category	Channel Name	No.	Category	Channel Name
553	■	TNT On Demand	916	■	Music Choice: Electronica
554	■	TBS On Demand	917	■	Music Choice: Dance
555	■	Preschool On Demand	918	■	Music Choice: Lite Hits
556	■	Sportskool On Demand	919	■	Music Choice: Adult Top 40
557	■	Exercise TV On Demand	920	■	Music Choice: Hit List
558	■	HD Showcase On Demand	921	■	Music Choice: Kidz Only
570	■	Disney Channel On Demand	922	■	Music Choice: Party Favorites
601	■	Events IN DEMAND	923	■	Music Choice: Showcase
602	■	Events IN DEMAND 2	924	■	Music Choice: '90s
701 - 706	■	ESPN GamePlan / ESPN Full Court	925	■	Music Choice: '80s
710	■	NBA League Pass Preview Channel	926	■	Music Choice: '70s
711 - 715	■	NBA League Pass	927	■	Music Choice: Solid Gold Oldies
716 - 719	■	NBA League Pass / MLS Direct Kick	928	■	Music Choice: Smooth Jazz
731 - 744	■	MLB Extra Innings / NHL Center Ice	929	■	Music Choice: Jazz
800	■	Adult On Demand	930	■	Music Choice: Blues
801	■	Playboy	931	■	Music Choice: Reggae
802	■	Playboy en Espanol	932	■	Music Choice: Soundscapes
805	■	Playboy (monthly subscription)	933	■	Music Choice: Easy Listening
806	■	TEN Clips	934	■	Music Choice: Big Band & Swing
807	■	TEN	935	■	Music Choice: Singers & Standards
808	■	TEN Blue	936	■	Music Choice: Show Tunes
809	■	TEN Blox	937	■	Music Choice: Contemporary Christian
810	■	Howard TV On Demand	938	■	Music Choice: Gospel
900	■	Music Choice: Sounds of the Season	939	■	Music Choice: Classical Masterpieces
901	■	Music Choice: Today's Country	940	■	Music Choice: Light Classical
902	■	Music Choice: Classic Country	941	■	Music Choice: Pop Latino
903	■	Music Choice: Bluegrass	942	■	Music Choice: Musica Urbana
904	■	Music Choice: Hip-Hop and R&B	943	■	Music Choice: Salsa y Merengue
905	■	Music Choice: Classic R&B	944	■	Music Choice: Mexicana
906	■	Music Choice: R&B Soul	945	■	Music Choice: Americana
907	■	Music Choice: R&B Hits	1100	■	Automotive On Demand
908	■	Music Choice: Rap	1102	■	Sports Illustrated On Demand
909	■	Music Choice: Metal	1103	■	Election '08 On Demand
910	■	Music Choice: Rock	1104	■	Movie Trailers On Demand
911	■	Music Choice: Arena Rock	1107	■	Journey TV On Demand
912	■	Music Choice: Classic Rock	1110	■	Expo TV On Demand
913	■	Music Choice: Adult Alternative	1115	■	Carolina Homes On Demand
914	■	Music Choice: Alternative	1233	■	Community Access On Demand
915	■	Music Choice: Retro-Active	1234	■	Carolina On Demand

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Public, Governmental and Education Access

Public, governmental and education access is no longer operated by Time Warner Cable

Customer Service

Summary of Complaints:

See attached

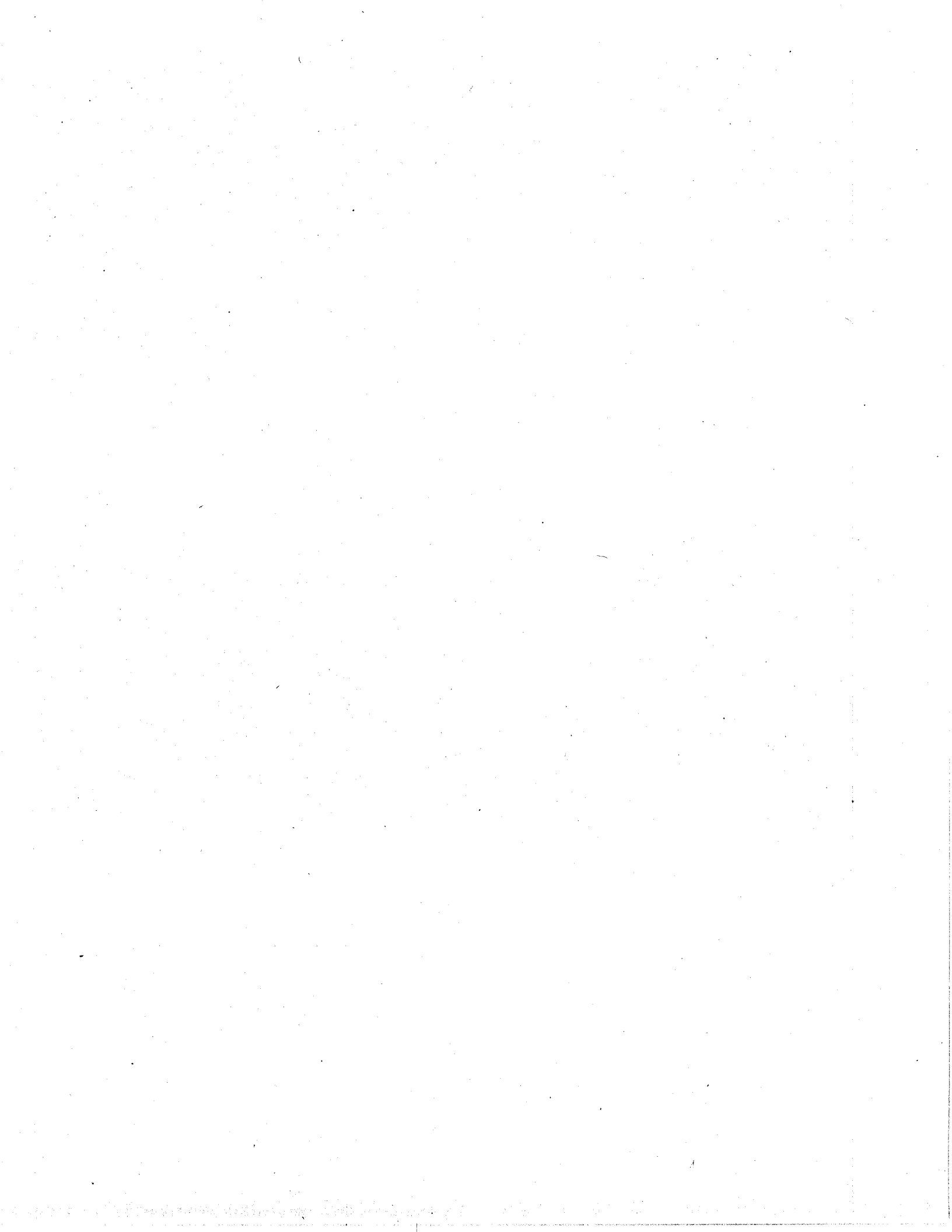


Date Reported	Reporter	Contact Name	Issue	Resolution	Date Resolved
1/18/2007	Harvey Krasny	Betty Murphy-Johnson, Customer Service	Billing questions regarding bundling pricing	Detailed billing explanation provided to customer	1/24/2007
4/19/2007	Catherine Lazorko	Betty Murphy-Johnson, Customer Service	We have a message from a Ron Glenn that states that he has lost cable service, and that "cablevision will not service their clients." His number is 932-4397. I also am trying to call him to get more info	Tried to call, received answering machine. Customer service records linked the phone number to an account listed in the name of Ronald Gallant. Last customer service contact was 11/27/03. No further calls on this issue to date.	4/19/2007
8/9/2007	Catherine Lazorko	DeWitt Russell - Service Supervisor	Customer Patty Krebs services down due to construction in area.	Services temporarily restored, contractors scheduled to do a drop/bury which will permanently fix the problem.	8/9/2007
8/29/2007	Catherine Lazorko	DeWitt Russell - Service Supervisor	Customer Brian Brooks complained about cable reception. Has reported problem to Time Warner Cable since June with no resolution.	TWC had been working with Mr. Brooks to resolve his issue. Had trouble getting customer to return call. October 14, Mr. Brooks agreed service was much better, still sees some occasional pixilation on basic and standard. He is satisfied with service and has Supervisors direct number should any future problems occur.	10/14/2007
8/29/2007	Catherine Lazorko	Richard Lester - Service Supervisor	Customer Don Grew complained a service truck careened through his front yard and destroyed a power box, disconnecting his cable and telephone service.	Tech went out the same day and replaced the tap and the drop connector. Customer came back on line	8/29/2007

Date	Agent	Customer Name	Issue	Resolution	Date Resolved
10/22/2007	Catherine Lazorko	Michele Varsano, VP Customer Service	Customer Daniel Carmichael (929-6341) completed of lengthy delays on the phone, up to 2 1/2 hours and numerous phone forwards when calling for customer service. His high speed internet service is lacking	Customer service supervisor contacted customer to address his concerns. He experienced long hold times on three occasions, 22 min, 25 min, 31 min. - combination of calls to our local call center and our National Help Desk. Supervisor apologized to customer and explained we were working through system upgrades and migration, we are working to improve hold times. When offered her direct contact information, he stated he would probably lose it before he had to call back and opted not to take it. His e-mail issues were corrected	10/23/2007
10/29/2008	Catherine Lazorko	Betty Murphy-Johnson, Customer Service	Customer Fay Culpepper having a hard time reaching TWC through customer service phone lines.	Customer Service supervisor contacted customer. Customer unsure of billing as the campaign she had been participating in had ended. She was appreciative of the explanation and thanked supervisor who gave her direct number should customer have any additional questions.	10/29/2007

2007 Chapel Hill Complaint Log

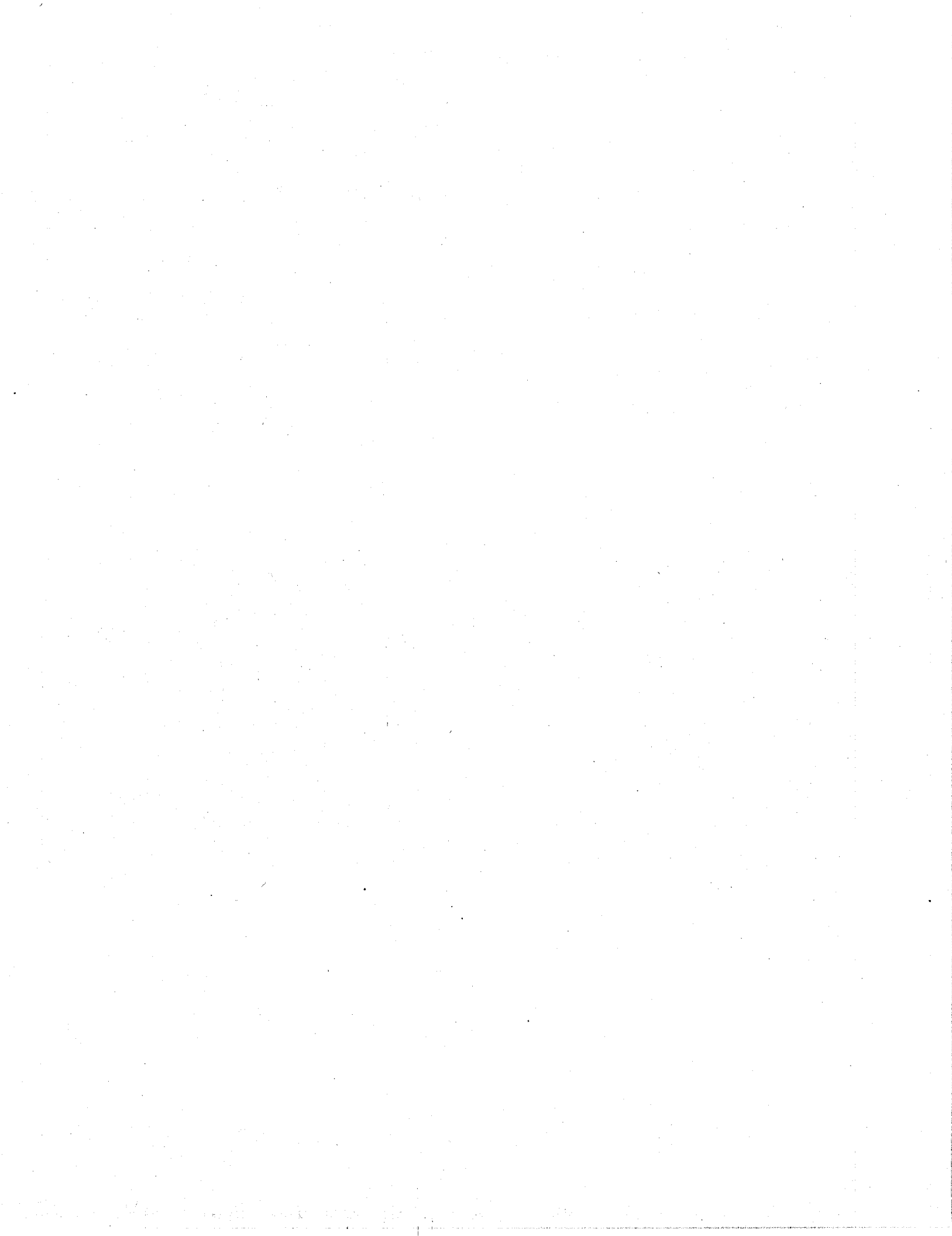
Date Received	From	Referred to	Issue	Resolution	Date Resolved
11/6/2007	Catherine Lazorko	Joan Yarbrough, Customer Service	Billing complaint from customer who had moved away from Chapel Hill	Contact made with customer and bill was explained. She understood all the charges, given a refund balance on the old account and an estimated date for the refund check to arrive at the new address. Was given direct contact information for the Supervisor she worked with	11/6/2007
12/27/2007	Catherine Lazorko	Customer Service, Marketing and Public Affairs	Customer Harvey Krasny, billing questions regarding bundling pricing	Customer contacted on several occasions by several different Time Warner Cable representatives. Thorough analysis has been performed on the account. Latest contact with customer 3/17/08 - letter from Brad Phillips, VP Government and Public Affairs addressing billing for cable services in Chapel Hill, specifically the difference in "a la carte" and Digipic 1000 services	3/17/2008



System Outage Summary:

Excluding conditions beyond Time Warner Cable's control all Service Interruptions are worked on and repaired promptly and in no event later than 24 hours after the interruption becomes known to Time Warner Cable.

Attached is the Chapel Hill Engineering Summary for 2007



Chapel Hill Outage Activity 2007

OUTAGE ID	DIV	HUB	TYPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Code	Resolution Notes	Cause Code	Cause Notes
	RAL		Outage	106/12/23	106/12/23	114	250	475.00	51			
	RAL		Outage	106/12/24	106/12/24	193	220	707.67	63			
	RAL		Outage	106/12/24	106/12/24	64	150	160.00	58			
	RAL		Outage	107/01/02	107/01/02	34	165	93.50	42			
	RAL		Outage	107/01/04	107/01/04	23	125	47.92	88			
	RAL		Outage	107/01/05	107/01/05	24	1	0.40	56			
	RAL		Outage	107/01/06	107/01/06	81	15	20.25	58			
	RAL		Outage	107/01/09	107/01/09	31	1	0.52	42			
	RAL		Maintenance	107/01/12	107/01/12	36	100	60.00	51			
	RAL		Outage	107/01/15	107/01/15	132	25	55.00	88			
	RAL		Maintenance	107/01/17	107/01/17	244	200	813.33	OKA			
	RAL		Outage	107/01/17	107/01/17	94	30	47.00	42			
	RAL		Outage	107/01/18	107/01/18	58	50	48.33	56			
	RAL		Outage	107/01/20	107/01/20	30	100	50.00	64			
	RAL		Outage	107/01/22	107/01/22	15	10	2.50	37			
	RAL		Outage	107/01/26	107/01/26	63	50	52.50	42			
	RAL		Outage	107/01/28	107/01/28	15	60	15.00	39			
	RAL		Outage	107/01/30	107/01/30	58	250	241.67	64			
	RAL		Outage	107/01/30	107/01/30	4	1	0.07	NOT			
	RAL		Outage	107/02/02	107/02/02	167	45	125.25	58			
	RAL		Outage	107/02/04	107/02/04	49	20	16.33	41			
	RAL		Outage	107/02/06	107/02/06	88	10	14.67	CON			
	RAL		Outage	107/02/06	107/02/06	132	10	22.00	41			
	RAL		Outage	107/02/08	107/02/08	92	30	46.00	41			
	RAL		Outage	107/02/10	107/02/10	30	10	5.00	61			
	RAL		Outage	107/02/12	107/02/12	131	20	43.67	42			
	RAL		Outage	107/02/15	107/02/15	36	39	23.40	62			
	RAL		Outage	107/02/18	107/02/18	118	80	157.33	63			
62869	RAL	C	Outage	2/20/07 9:27 PM	2/20/07 9:45 PM	18	144	43.96	Reset / Bounce	All data came back online for this upstream	Reboot (spontaneous - other)	All data came back online for this upstream
62845	RAL	C	Outage	2/20/07 9:27 PM	2/20/07 9:45 PM	18	110	33.43	Reset / Bounce	All data came back online for this upstream	Reboot (spontaneous - other)	All data came back online for this upstream
62999	RAL	C	Outage	2/21/07 2:24 AM	2/21/07 8:17 AM	353	214	1260.58	Hardware Replacement	Tech spliced in new trunk line	HFC Plant	Tech replaced bad trunk
63105	RAL	C	Outage	2/21/07 8:15 AM	2/21/07 8:44 AM	29	133	65.1	Hardware Replacement	Tech replaced bad node module	Node Module - Forward and	Bad Node Module
65792	RAL	E	Outage	2/23/07 9:12 PM	2/23/07 9:32 PM	20	0	0	Hardware Replacement	swap mpe reconfig	Circuit - Hardware Issue	mpe failure
65780	RAL	E	Outage	2/23/07 9:30 PM	2/23/07 11:25 PM	115	148	283.67	Hardware Replacement	swap mpe reconfig	Circuit - Hardware Issue	mpe failure
73364	RAL	C	Outage	3/3/07 8:40 AM	3/3/07 9:51 AM	71	250	295.69	Replace/Repair Power Supply	Replaced power supply	Bad Power Supply	Bad 90V power supply
73586	RAL	E	Outage	3/4/07 11:14 AM	3/4/07 11:34 AM	20	88	29.55	No Trouble Found	Tech went out and could not locate any problems. Node is back up and customers are	No Trouble Found	no problem found
73836	RAL	C	Outage	3/5/07 11:01 AM	3/5/07 1:58 PM	177	512	1510.12				
74195	RAL	C	Outage	3/6/07 2:07 PM	3/6/07 3:04 PM	57	81	77	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
74237	RAL	B	Outage	3/6/07 6:54 PM	3/6/07 8:09 PM	75	252	314.72	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
75462	RAL	E	Outage	3/9/07 1:53 AM	3/9/07 3:56 AM	123	275	563.83	Power Restored	com. power	Power Outage	power outage
75594	RAL	E	Outage	3/9/07 10:52 AM	3/9/07 12:40 PM	108	275	497.06	No Trouble Found	No Trouble Found	No Trouble Found	No Trouble Found
76257	RAL	C	Outage	3/12/07 1:34 AM	3/12/07 5:48 AM	253	51	215.33	Hardware Replacement	Replaced Tap	HFC Plant	Bad Tap
77554	RAL	C	Outage	3/13/07 12:14 PM	3/13/07 12:35 PM	21	98	34.16	Power Restored (internal problem)	Replaced power inserter	HFC Plant	Replaced power inserter
77708	RAL	C	Outage	3/13/07 2:16 PM	3/13/07 5:56 PM	220	3432	12555.4				
77724	RAL	C	Outage	3/13/07 2:53 PM	3/13/07 3:17 PM	24	428	170.72				
77753	RAL	C	Outage	3/13/07 4:01 PM	3/13/07 4:49 PM	48	178	141.11	Power Restored	Power Restored	Power Outage	Power Restored
77765	RAL	C	Outage	3/13/07 4:01 PM	3/13/07 4:49 PM	48	38	30.13	Power Restored	Power Restored	Power Outage	Power Restored
77764	RAL	C	Outage	3/13/07 4:01 PM	3/13/07 4:49 PM	48	72	57.08	Power Restored	Power Restored	Power Outage	Power Restored
77782	RAL	C	Outage	3/13/07 4:45 PM	3/13/07 5:53 PM	68	310	350.04				
77919	RAL	E	Outage	3/14/07 1:26 PM	3/14/07 3:44 PM	137	142	324.71	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
77940	RAL	E	Outage	3/14/07 2:10 PM	3/14/07 3:18 PM	69	65	74.35	Splice Feeder	Splice Feeder	HFC Plant	Splice Feeder
78329	RAL	C	Outage	3/15/07 7:09 AM	3/15/07 8:04 AM	55	171	157.23				
78632	RAL	C	Outage	3/15/07 3:54 PM	3/15/07 4:24 PM	30	371	185.71				
80769	RAL	C	Outage	3/20/07 10:08 PM	3/21/07 12:44 AM	156	299	778.4	Replace RF Module	Replaced Module	Bad RF Module	Bad RF Module
80773	RAL	C	Outage	3/20/07 11:53 PM	3/21/07 2:12 AM	139	169	392.74	Replaced Enclosure	replaced power supply	Damaged Enclosure	damaged power supply
81567	RAL	C	Outage	3/22/07 2:58 PM	3/22/07 4:04 PM	66	248	273.42	Power Restored	Tech verified power outage	Power Outage	Power outage in area
82408	RAL	E	Outage	3/25/07 12:57 PM	3/25/07 2:06 PM	69	60	68.83	Replaced PS Fuse	Tech replaced power pack and DC Fuse	Bas PS Fuse	Tech replaced power pack and DC Fuse
83009	RAL	B	Outage	3/27/07 9:17 AM	3/27/07 11:28 AM	130	239	519.09	Splice Feeder	Splice Feeder	HFC Plant	Splice Feeder
83332	RAL	C	Outage	3/27/07 10:06 PM	3/27/07 11:31 PM	85	52	73.62	Commercial Power Restored	Commercial Power Restored	Power Outage	Power
83342	RAL	C	Outage	3/27/07 10:58 PM	3/28/07 12:41 AM	104	588	1015.28	Other	Replaced Fuse	Other	Blown Fuse
83699	RAL	C	Outage	3/28/07 4:43 PM	3/28/07 5:11 PM	28	76	35.68	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power per Marsha @ dispatch power outage
83775	RAL	C	Outage	3/28/07 9:54 PM	3/29/07 8:04 AM	610	101	1026.78	Power Restored	per Marsha @ dispatch power outage	Power Outage	power outage
85561	RAL	C	Maintenance	3/30/07 1:21 AM	3/30/07 1:53 AM	33	287	156.26				
87619	RAL	B	Maintenance	4/5/07 2:52 AM	4/5/07 4:34 AM	102	8	13.6				
87705	RAL	B	Outage	4/5/07 5:44 AM	4/5/07 7:25 AM	102	8	13.54	Splice Feeder	Feeder Cable	HFC Plant	Feeder Cable

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OUTAGE ID #DIV	TYPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Cod	Resolution Notes	Cause Code	Cause Not	
87903	RAL C	Outage	4/5/07 11:23 AM	4/5/07 12:11 PM	48	138	111.32	Power Restored	Power Restored	Power Outage	Commercial Outage, Power company on site upon tech arrival.
88381	RAL Y	Outage	4/6/07 2:51 PM	4/6/07 11:06 PM	495	1097	9056.95	No Trouble Found	Tech 1970 verified port upstream noise issue. cleared on its' own. issue resolved	HFC Plant	Tech 1970 verified port upstream noise issue. cleared on its' own. issue resolved
88435	RAL Y	Outage	4/6/07 9:15 PM	4/6/07 9:16 PM	1	1097	12.8	No Trouble Found	Tech 1970 verified port upstream noise issue. cleared on its' own. issue resolved	HFC Plant	Tech 1970 verified port upstream noise issue. cleared on its' own. issue resolved
90539	RAL B	Outage	4/12/07 12:26 AM	4/12/07 12:58 AM	32	279	151.13	Power Restored	storm related	Power Outage	cause by storm
91218	RAL Y	Outage	4/12/07 4:03 PM	4/12/07 4:46 PM	43	333	238	Other	Reggie called in to report tech 102 fixed a port noise issue.	Forward/Return Level	Reggie called in to report tech 102 fixed a port noise issue.
92479	RAL C	Outage	4/15/07 11:26 AM	4/15/07 12:40 PM	74	45	55.37	Power Restored (internal problem)	Power Restored (internal problem)	Power Outage	Power Restored (internal)
94189	RAL B	Outage	4/16/07 5:38 AM	4/16/07 5:54 PM	738	111	1364.47	Commercial Power Restored	Power Restored	Power Outage	Power
94214	RAL B	Outage	4/16/07 5:41 AM	4/16/07 3:01 PM	560	278	2596.75	Commercial Power Restored	Power Restored	Power Outage	Power
94395	RAL Y	Outage	4/16/07 8:52 AM	4/17/07 4:00 AM	1147	18	344.19				
94641	RAL E	Outage	4/16/07 10:20 AM	4/16/07 12:25 PM	125	258	537.72				
94961	RAL B	Outage	4/16/07 11:03 AM	4/17/07 3:54 AM	1011	106	1785.98				
95543	RAL C	Outage	4/16/07 12:07 PM	4/16/07 8:11 PM	484	427	3446.48	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
96019	RAL Y	Outage	4/16/07 1:13 PM	4/16/07 4:30 PM	197	38	124.94	no information per dispatch	no information per dispatch	HFC Plant	no information per dispatch
96582	RAL C	Outage	4/16/07 2:46 PM	4/16/07 10:00 PM	434	373	2696.79	Power Restored	Power Restored	Loss of commercial power	Loss of commercial power
96989	RAL B	Outage	4/16/07 4:32 PM	4/17/07 4:03 AM	691	379	4365.03				
97010	RAL C	Outage	4/16/07 4:43 PM	4/17/07 3:54 AM	671	259	2895.84	Commercial Power Restored	Commercial Power	Loss of commercial power	Loss of commercial power
97159	RAL B	Outage	4/16/07 5:20 PM	4/17/07 3:54 AM	634	310	3277.65	Power Restored	Power company	Power Outage	Power company
97285	RAL C	Outage	4/16/07 6:34 PM	4/17/07 3:54 AM	560	342	3194	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
97332	RAL B	Outage	4/16/07 7:19 PM	4/17/07 3:58 AM	516	240	2064.53	no information per dispatch	no information per dispatch	HFC Plant	no information per dispatch
97338	RAL C	Outage	4/16/07 7:25 PM	4/17/07 3:54 AM	509	428	3632.77	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
97365	RAL B	Outage	4/16/07 7:38 PM	4/17/07 3:54 AM	496	71	587.37				
97392	RAL C	Outage	4/16/07 8:16 PM	4/17/07 3:54 AM	458	402	3069.72	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
97766	RAL C	Outage	4/17/07 4:03 AM	4/17/07 11:57 AM	474	26	205.41	Hardware Replacement	Node Mobo replaced	HFC Plant	Node Mobo replaced
97780	RAL C	Outage	4/17/07 4:03 AM	4/17/07 1:45 PM	582	401	3889.59	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
97894	RAL C	Outage	4/17/07 4:15 AM	4/17/07 1:12 PM	537	192	1718.83	Hardware Replacement	Node Mobo replaced	HFC Plant	Node Mobo replaced
97978	RAL E	Outage	4/17/07 4:28 AM	4/17/07 11:28 AM	421	104	728.95				
97994	RAL C	Outage	4/17/07 4:33 AM	4/17/07 1:51 PM	559	141	1312.51	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
98051	RAL Y	Outage	4/17/07 4:36 AM	4/17/07 1:23 PM	526	17	149.07	no information per dispatch	no information per dispatch	HFC Plant	no information per dispatch
98100	RAL B	Outage	4/17/07 4:37 AM	4/17/07 3:02 PM	625	71	739.74				
98026	RAL E	Outage	4/17/07 4:37 AM	4/17/07 11:19 AM	402	198	1327.65				
98065	RAL E	Outage	4/17/07 4:38 AM	4/17/07 12:07 PM	450	29	217.35				
98061	RAL E	Outage	4/17/07 4:38 AM	4/17/07 6:57 PM	859	92	1316.8	Commercial Power Restored	Power Restored	Power Outage	Power
98031	RAL Y	Outage	4/17/07 4:38 AM	4/17/07 9:58 AM	320	200	1067.72	no information per dispatch	no information per dispatch	HFC Plant	no information per dispatch
98118	RAL C	Outage	4/17/07 4:48 AM	4/18/07 1:46 AM	1258	157	3291.24	Power Restored	Power Restored	Power Outage	Power Restored
98133	RAL B	Outage	4/17/07 4:49 AM	4/17/07 6:14 PM	804	106	1420.64	no information per dispatch	no information per dispatch	HFC Plant	no information per dispatch
98127	RAL C	Outage	4/17/07 4:49 AM	4/17/07 12:19 PM	451	132	991.32	Commercial Power Restored	Commercial Power	Loss of commercial power	Loss of commercial power
98096	RAL Y	Outage	4/17/07 4:49 AM	4/18/07 12:42 AM	1194	21	417.89	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
98169	RAL C	Outage	4/17/07 4:51 AM	4/17/07 12:01 PM	430	295	2115.07	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
98213	RAL C	Outage	4/17/07 5:32 AM	4/17/07 8:11 AM	159	317	841.11	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
98572	RAL E	Outage	4/17/07 11:23 AM	4/17/07 3:08 PM	225	198	742.67				
98641	RAL C	Outage	4/17/07 12:16 PM	4/17/07 3:34 PM	198	81	267.93	Power Restored	no information per dispatch	Power Outage	no information per dispatch
98642	RAL C	Outage	4/17/07 12:16 PM	4/17/07 3:42 PM	207	107	368.64	Power Restored	no information per dispatch	Power Outage	no information per dispatch
98759	RAL B	Outage	4/17/07 1:33 PM	4/17/07 6:29 PM	295	149	733.62	no information per dispatch	no information per dispatch	HFC Plant	no information per dispatch
98894	RAL C	Outage	4/17/07 3:16 PM	4/17/07 5:12 PM	116	297	576.1	Power Restored	Power related	Power Outage	Power related
99046	RAL Y	Outage	4/17/07 6:13 PM	4/18/07 3:40 AM	567	156	528.86	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
99036	RAL Y	Outage	4/17/07 6:13 PM	4/18/07 3:54 AM	581	31	300.14	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
99045	RAL Y	Outage	4/17/07 6:13 PM	4/18/07 3:21 AM	548	9	82.25	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
99055	RAL Y	Outage	4/17/07 6:14 PM	4/18/07 4:07 AM	592	16	157.93	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
99153	RAL C	Outage	4/17/07 9:58 PM	4/18/07 1:52 AM	234	31	120.8	Cleared Before Test	Cleared Before Tested	HFC Plant	SNR Noise
99265	RAL Y	Outage	4/18/07 12:56 AM	4/18/07 1:53 AM	57	25	23.59	Cancelled	refer to 40180	Duplicate Ticket	fiber cut
99293	RAL Y	Outage	4/18/07 1:18 AM	4/18/07 5:33 AM	255	2116	8989.47	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
99324	RAL Y	Outage	4/18/07 1:30 AM	4/18/07 6:30 AM	300	305	1526.1	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
99343	RAL Y	Outage	4/18/07 1:31 AM	4/18/07 6:30 AM	299	1450	7225.03	Maintenance Related	Fiber Spliced together hub services restored	Circuit - Fiber Cut	Fiber Cut on regional ring
99581	RAL C	Outage	4/18/07 4:17 AM	4/18/07 10:47 AM	390	87	566.1	Commercial Power Restored	Power Restored	Power Outage	Power
99921	RAL C	Outage	4/18/07 8:44 AM	4/18/07 10:18 AM	94	209	326.79	Hardware Replacement	replace power supply	HFC Plant	replace power supply
100136	RAL B	Outage	4/18/07 11:20 AM	4/18/07 11:35 AM	15	310	76.73	Cleared Before Test	Cleared Before Test	HFC Plant	Cleared Before Test
100750	RAL E	Outage	4/19/07 1:13 PM	4/19/07 2:17 PM	64	199	212.38	Repaired/Splice Hardline	Repaired/Splice Hardline	HFC Plant	Repaired/Splice Hardline
101094	RAL B	Maintenance	4/20/07 1:15 AM	4/20/07 2:24 AM	69	378	437.75				
101465	RAL B	Outage	4/20/07 4:51 PM	4/20/07 6:31 PM	100	42	70.18	Power Restored	Power restored	Power Outage	Power outage
101916	RAL C	Outage	4/21/07 4:14 AM	4/21/07 4:36 AM	21	333	118.12	No Trouble Found	No Trouble Found	No Trouble Found	No Trouble Found
102300	RAL Y	Outage	4/21/07 3:43 PM	4/21/07 4:06 PM	22	105	39.17	Maintenance Related	Bad lensing cap tech shut down the port	Node Module - Forward and Return	Node down head end issues per tech
103989	RAL C	Outage	4/23/07 7:00 PM	4/23/07 7:30 PM	29	399		Power Restored (internal problem)	Power Restored (internal problem)	Power Outage	Power Restored (internal)
104016	RAL C	Outage	4/23/07 8:27 PM	4/23/07 9:34 PM	67	296	332.51	Power Restored (internal problem)	Power Restored (internal problem)	Power Outage	Power Restored (internal)
104049	RAL B	Maintenance	4/24/07 1:13 AM	4/24/07 5:26 AM	253	319	1343.88				
104570	RAL B	Outage	4/24/07 8:42 PM	4/24/07 9:31 PM	49	196		Power Restored	Power Restored	Loss of commercial power	Loss of commercial power
107445	RAL E	Outage	4/25/07 3:10 PM	4/25/07 4:50 PM	101	303	508.03	Hardware Replacement	Passive Module replaced	HFC Plant	Passive Module replaced

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OUTAGE ID #DIV	YPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Cod	Resolution Notes	Cause Code	Cause Not
109155 RAL	Outage	4/25/07 9:16 PM	4/25/07 9:55 PM	40	182	119.97	Cleared Before Test	resolved, tech adjusted levels (cleared before	Node Module - Forward and	noise
112863 RAL E	Outage	4/26/07 1:29 PM	4/26/07 3:20 PM	111	54	99.92	Hardware Replacement	Tech replaced the line extender	HFC Plant	Tech had a bad Line extender
112998 RAL C	Outage	4/26/07 3:44 PM	4/26/07 4:21 PM	38	182	114.46	Hardware Replacement	Tech replaced the bad peice of hardware and did other misc repairs to node	HFC Plant	Tech had a bad peice of hardware
114520 RAL B	Outage	4/28/07 11:26 PM	4/29/07 12:53 AM	87	306	445.06	Power Restored	bad breaker	Power Outage	bad breaker
116212 RAL C	Outage	4/30/07 3:16 PM	4/30/07 3:48 PM	32	511	271.54	Splice Feeder	Tech repaired/replaced passive feeder	Cut/Damaged Feeder	Tech had the passive side of the feeder go out.
119070 RAL B	Outage	5/3/07 7:39 AM	5/3/07 8:56 AM	78	219	283.54	Other	resolved, connected cable cards	Other	CMTS line cards still showing up offline post maint window
119073 RAL B	Outage	5/3/07 7:45 AM	5/3/07 8:41 AM	56	266	248.71	Other	resolved, connected cable cards	Other	CMTS line cards still showing up offline post maint window
119137 RAL B	Outage	5/3/07 8:35 AM	5/3/07 12:26 PM	231	316	1215.11	Hardware Replacement	per Kevin @ dispatch Head end issue switching over CMTS	HFC Plant	per Kevin @ dispatch Head end issue switching over
120414 RAL Y	Outage	5/6/07 7:40 AM	5/6/07 8:08 AM	28	61	28.18				
120628 RAL C	Outage	5/6/07 2:39 PM	5/6/07 3:47 PM	68	145	164.17	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
120638 RAL C	Outage	5/6/07 3:01 PM	5/6/07 3:43 PM	42	154	108.4	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
121150 RAL E	Outage	5/7/07 3:04 PM	5/7/07 4:14 PM	70	78	90.87	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
121196 RAL E	Outage	5/7/07 3:04 PM	5/7/07 4:04 PM	60	299	297.42	Power Restored	Power Restored	Loss of commercial power	Loss of commercial power
121202 RAL E	Outage	5/7/07 3:18 PM	5/7/07 4:04 PM	46	265	203.9	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
121203 RAL E	Outage	5/7/07 3:18 PM	5/7/07 4:02 PM	44	572	416.29	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
121217 RAL E	Outage	5/7/07 4:15 PM	5/7/07 5:38 PM	83	309	429.34				
121218 RAL E	Outage	5/7/07 4:15 PM	5/7/07 5:58 PM	102	119	202.93	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
121219 RAL E	Outage	5/7/07 4:18 PM	5/7/07 5:28 PM	70	409	477.05	Power Restored	Power Restored	Power Outage	Power Outage
121312 RAL C	Outage	5/7/07 9:57 PM	5/7/07 10:34 PM	37	185	113.62	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
121527 RAL C	Outage	5/8/07 9:12 AM	5/8/07 10:30 AM	79	517	678.13	Power Restored	Power Restored	Power Outage	Power Restored
121565 RAL C	Outage	5/8/07 11:24 AM	5/8/07 12:00 PM	37	342	208.72	No Trouble Found	Power Outage	Power Outage	Power Outage
122558 RAL C	Outage	5/9/07 5:18 PM	5/9/07 6:33 PM	76	282	355.16	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
122557 RAL C	Outage	5/9/07 5:19 PM	5/9/07 6:55 PM	96	36	57.77	Power Restored	Per Kimberly in dispatch, commercial power has	Power Outage	commercial power outage
122558 RAL C	Outage	5/9/07 5:20 PM	5/9/07 6:39 PM	80	257	340.6				
122661 RAL C	Outage	5/9/07 5:24 PM	5/9/07 6:17 PM	53	183	162.41	Splice Feeder	Splice Feeder	HFC Plant	Splice Feeder
122897 RAL C	Outage	5/10/07 2:45 AM	5/10/07 8:44 AM	360	142	850.82	Power Restored	commpower	Power Outage	comm power
124137 RAL C	Outage	5/12/07 6:13 AM	5/12/07 7:23 AM	70	160	186.76	Commercial Power Restored	Power Restored	Loss of commercial power	Commercial Power outage
124199 RAL C	Outage	5/12/07 11:57 AM	5/12/07 12:18 PM	21	93	32.4	Replace RF Module	Replace RF Module	HFC Plant	Replace RF Module
124249 RAL C	Outage	5/12/07 1:44 PM	5/12/07 3:25 PM	101	55	92.69	Commercial Power Restored	Commercial Power Restored	Power Outage	Commercial Power Restored
124559 RAL E	Outage	5/12/07 4:22 PM	5/12/07 5:02 PM	41	29	19.62	No Trouble Found	No outage found.	Other	No outage found.
125077 RAL Y	Outage	5/14/07 3:24 AM	5/14/07 4:39 AM	74	415	514.72	Cleared Before Test	cleared before tested	Other	anr noise
126762 RAL C	Outage	5/16/07 8:09 AM	5/16/07 1:15 PM	306	506	2584.54	Commercial Power Restored	Commercial Power Restored	Power Outage	Commercial Power Restored
129839 RAL E	Outage	5/19/07 8:03 PM	5/19/07 9:35 PM	93	31	48.05				
131562 RAL B	Outage	5/22/07 7:27 AM	5/22/07 8:25 AM	59	253	248.78	Power Restored	Power Outage	Power Outage	Power Outage
131568 RAL B	Outage	5/22/07 7:43 AM	5/22/07 8:36 AM	54	369	332.10	Power Restored	Power Restored	Power Outage	Power Restored
132704 RAL B	Outage	5/23/07 12:57 PM	5/23/07 1:35 PM	38	59	37.37	Cleared Before Test	Cleared Before Test	No Trouble Found	Cleared Before Test
132991 RAL C	Outage	5/23/07 7:39 PM	5/23/07 10:09 PM	150	11	27.50	Replaced PS Module	Replaced PS Module	Power Outage	bad power pack
133003 RAL C	Outage	5/23/07 8:04 PM	5/23/07 9:57 PM	113	23	43.32	Replaced PS Module	Replaced PS Module	Power Outage	bad power pack
133289 RAL C	Outage	5/24/07 1:18 AM	5/24/07 6:57 AM	339	23	129.95	Power Restored	replaced	Power Outage	bad power supply
133507 RAL Y	Outage	5/24/07 9:17 AM	5/24/07 9:40 AM	23	51	19.55	Commercial Power Restored	per Lori @ dispatch power outage	Power Outage	per Lori @ dispatch power
133630 RAL E	Outage	5/24/07 12:08 PM	5/24/07 2:08 PM	121	87	175.45	Maintenance Related	Replaced AC Fuse	HFC Plant	Blown AC Fuse
134171 RAL C	Outage	5/25/07 7:18 AM	5/25/07 9:50 AM	152	93	235.60				
134732 RAL C	Outage	5/26/07 7:15 AM	5/26/07 8:55 AM	99	308	508.20				
139043 RAL C	Outage	5/31/07 10:11 AM	5/31/07 10:48 AM	37	126	77.70	No Trouble Found	no outage found possible power related tech 1074 check out area	No Trouble Found	power related tech 1074 check
141215 RAL C	Outage	6/3/07 8:42 AM	6/3/07 10:14 AM	92	338	518.27	Power Restored	Power related	Power Outage	Power related
141247 RAL C	Outage	6/3/07 8:47 AM	6/3/07 10:14 AM	87	486	704.70				
141253 RAL C	Outage	6/3/07 8:58 AM	6/3/07 10:14 AM	75	144	180.00	Power Restored	Power related	Power Outage	Power related
144647 RAL B	Outage	6/5/07 11:35 AM	6/5/07 3:29 PM	234	603	2351.70	Maintenance Related	Maintenance Related - Feeder replaced	HFC Plant	HFC Plant
146153 RAL B	Outage	6/6/07 5:35 AM	6/6/07 7:36 AM	121	71	143.18	Power Restored	Power Restored	Power Outage	Power Restored
146133 RAL Y	Outage	6/6/07 6:14 AM	6/6/07 7:56 AM	102	56	95.20	Power Restored (internal problem)	Replaced Fuse	Power Outage	Blown Fuse
148001 RAL C	Outage	6/7/07 7:25 PM	6/7/07 11:01 PM	217	119	430.38				
148012 RAL C	Outage	6/7/07 7:25 PM	6/7/07 9:05 PM	100	128	213.33				
150798 RAL E	Outage	6/8/07 6:19 PM	6/8/07 7:22 PM	63	48	50.40				
150813 RAL E	Outage	6/8/07 6:19 PM	6/8/07 7:24 PM	65	132	143.00				
150814 RAL E	Outage	6/8/07 6:20 PM	6/8/07 7:25 PM	66	185	203.50				
150800 RAL E	Outage	6/8/07 6:22 PM	6/8/07 7:22 PM	60	228	228.00				
150801 RAL E	Outage	6/8/07 6:22 PM	6/8/07 7:22 PM	60	67	67.00				
150817 RAL E	Outage	6/8/07 6:22 PM	6/8/07 7:25 PM	63	242	254.10				
150816 RAL E	Outage	6/8/07 6:22 PM	6/8/07 7:24 PM	62	386	398.87				
150818 RAL E	Outage	6/8/07 6:22 PM	6/8/07 7:25 PM	63	136	142.80				
150825 RAL E	Outage	6/8/07 6:29 PM	6/8/07 7:52 PM	83	27	37.35				
150822 RAL E	Outage	6/8/07 6:29 PM	6/8/07 7:32 PM	63	130	136.50				
151281 RAL B	Outage	6/9/07 10:29 AM	6/9/07 10:54 AM	25	334	139.17	Hardware Replacement	Replaced receiver	Circuit - Hardware Issue	Bad reciever
153363 RAL C	Outage	6/11/07 10:49 AM	6/11/07 11:19 AM	30	106	53.00	Power Restored	Power Restored	Power Outage	Total: 190 HSD:60/62 SET TOPS:60/60 VOIP:23/23
155719 RAL E	Outage	6/12/07 1:41 PM	6/12/07 2:50 PM	69	439	504.85	Splice Feeder	Splice Feeder	HFC Plant	Splice Feeder
156509 RAL C	Outage	6/13/07 9:26 AM	6/13/07 9:46 AM	20	516	172.00	Cleared Before Test	Cleared before test- power flash	HFC Plant	Cleared before test- power
156535 RAL E	Outage	6/13/07 10:02 AM	6/13/07 10:16 AM	14	209	48.77	Commercial Power Restored	Power Restored	Loss of commercial power	Commercial Power outage

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OUTAGE ID #DIV	YPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Ccd	Resolution Notes	Cause Code	Cause Not
156790RAL	Outage	6/13/07 1:43 PM	6/13/07 2:43 PM	60:28	228	228.00	No Trouble Four	n/a	No Trouble Found	n/a
156970RAL	C Outage	6/13/07 2:55 PM	6/13/07 4:26 PM	91	59	89.48	Other	locating issue with a different	Other	locating issue with a different
156976RAL	Y Outage	6/13/07 3:12 PM	6/13/07 3:46 PM	34	61	28.90	Splice Feeder	Spliced in feeder	Cut/Damaged Feeder	Tech working in field on bad feeder
157589RAL	E Outage	6/13/07 11:59 PM	6/14/07 2:00 AM	121	123	248.05	Other	balanced levels	Node Module - Forward and	bad levels
159258RAL	B Outage	6/15/07 8:57 AM	6/15/07 10:32 AM	95	43	68.08				
159484RAL	B Outage	6/15/07 3:07 PM	6/15/07 3:31 PM	24	170	68.00				
159464RAL	E Outage	6/15/07 3:15 PM	6/15/07 3:59 PM	44	282	206.80				
163390RAL	C Outage	6/20/07 9:41	6/20/07 10:26	45	515	384.82				
163528RAL	E Outage	6/20/07 11:45	6/20/07 14:38	173	32	92.11	Duplicate Ticket	Duplicate Ticket	Duplicate Ticket	Duplicate Ticket
163866RAL	E Outage	6/20/07 15:32	6/20/07 17:05	92	27	33.29				
163911RAL	E Outage	6/20/07 20:14	6/20/07 22:05	111	32	47.23				
164524RAL	B Outage	6/21/07 9:22	6/21/07 10:39	77	71	73.16				
164547RAL	E Outage	6/21/07 10:12	6/21/07 10:28	16	32	6.66				
164589RAL	E Outage	6/21/07 11:37	6/21/07 11:56	20	32	10.4				
165159RAL	E Outage	6/22/07 13:55	6/22/07 15:27	92	32	39.31				
170602RAL	B Outage	6/27/07 1:52	6/27/07 2:24	33	397	216.59				
170786RAL	E Outage	6/27/07 8:24	6/27/07 9:15	51	131	89.05				
170791RAL	E Outage	6/27/07 8:33	6/27/07 10:28	114	163	310.2				
170784RAL	E Outage	6/27/07 8:37	6/27/07 12:22	225	173	649.86				
170836RAL	E Outage	6/27/07 9:55	6/27/07 15:11	316	153	403.52				
170946RAL	E Outage	6/27/07 12:00	6/27/07 14:37	156	99	257.65				
175032RAL	Y Outage	6/30/07 4:32	6/30/07 8:12	220	116	340.19	Power Restored	comm power	Power Outage	comm power
175237RAL	Y Outage	6/30/07 9:15	6/30/07 10:23	68	180	203.65	Commercial Power Restored	Power Restored	Loss of commercial power	Power outage
175250RAL	Y Outage	6/30/07 9:15	6/30/07 10:06	51	364	311.83	Commercial Power Restored	Power Restored	Loss of commercial power	Power outage
175241RAL	C Outage	6/30/07 9:16	6/30/07 10:08	52	95	82.91	Commercial Power Restored	power restored	Loss of commercial power	loss of comm power
175255RAL	E Outage	6/30/07 9:23	6/30/07 10:14	51	106	90.36	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
175267RAL	Y Outage	6/30/07 9:27	6/30/07 10:04	38	219	136.94	Commercial Power Restored	Power Restored	Loss of commercial power	Power outage
176501RAL	C Outage	7/1/07 8:30	7/1/07 13:14	284	258	964.58	Splice Feeder	fixed feeder permanent	Cut/Damaged Feeder	cut feeder
176575RAL	C Outage	7/1/07 13:42	7/1/07 14:31	48	69	27.88	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
176565RAL	E Outage	7/1/07 14:32	7/1/07 18:00	207	464	801.69	Replaced PS Fuse	Replaced PS Fuse	Bas PS Fuse	Bad PS Fuse
176963RAL	B Outage	7/2/07 10:56	7/2/07 12:03	67	265	296.73				
177570RAL	C Outage	7/3/07 8:30	7/3/07 10:20	110	128	188.02				
180163RAL	B Outage	7/7/07 19:38	7/7/07 20:47	70	288	333.92	Power Restored	Power Restored	Loss of commercial power	Loss of commercial power
181625RAL	B Maintenance	7/10/07 1:41	7/10/07 5:10	209	332	924.8				
182591RAL	Y Outage	7/10/07 15:47	7/10/07 17:13	85	46	52.4				
182657RAL	C Outage	7/10/07 16:12	7/10/07 16:34	22	115	34.04				
182650RAL	C Outage	7/10/07 16:14	7/10/07 22:05	351	438	2563.76	Other	Replaced node fuse	Other	Blown node fuse
182745RAL	B Outage	7/10/07 16:42	7/10/07 17:40	58	298	229.13				
185485RAL	E Outage	7/11/07 20:39	7/11/07 20:43	4	195	12.57				
187162RAL	C Outage	7/12/07 22:39	7/13/07 0:01	82	403	439				
187251RAL	C Outage	7/13/07 1:41	7/13/07 2:36	55	135	123.45				
187279RAL	Y Outage	7/13/07 3:55	7/13/07 4:13	18	135	32.1				
187476RAL	C Outage	7/13/07 8:38	7/13/07 9:29	50	139	93.35				
187493RAL	C Outage	7/13/07 9:07	7/13/07 13:14	247	109	448.66				
187492RAL	C Outage	7/13/07 9:07	7/13/07 13:15	248	73	301.29				
187479RAL	C Outage	7/13/07 9:12	7/13/07 13:13	241	326	1309.34				
187512RAL	C Outage	7/13/07 9:37	7/13/07 13:12	215	90	322.3				
187570RAL	C Outage	7/13/07 11:44	7/13/07 12:30	47	253	196.29				
188703RAL	Y Outage	7/15/07 0:05	7/15/07 0:14	9	135	15.78	No Trouble Found	cleared itself	No Trouble Found	cleared itself
191640RAL	E Outage	7/17/07 14:47	7/17/07 15:05	18	208	62.75				
192132RAL	E Outage	7/17/07 21:57	7/18/07 1:31	214	196	560.26	No Trouble Found	No Trouble Found	No Trouble Found	No Trouble Found
194846RAL	C Maintenance	7/19/07 1:22	7/19/07 2:37	76	272	342.8				
195549RAL	C Outage	7/19/07 13:18	7/19/07 13:39	20	317	85.1				
196698RAL	Y Outage	7/20/07 9:10	7/20/07 18:20	549	3	27.47				
196699RAL	Y Outage	7/20/07 9:10	7/20/07 18:10	539	33	237.37				
196682RAL	Y Outage	7/20/07 9:11	7/20/07 15:25	374	192	956.16				
196709RAL	Y Outage	7/20/07 9:22	7/20/07 19:21	569	7	55.9				
196733RAL	Y Outage	7/20/07 9:22	7/20/07 20:34	672	30	268.67				
196732RAL	Y Outage	7/20/07 9:22	7/20/07 19:10	568	91	713.44				
196731RAL	Y Outage	7/20/07 9:23	7/20/07 17:49	507	360	2432.72				
196730RAL	Y Outage	7/20/07 9:23	7/20/07 21:20	718	186	1779.57				
196734RAL	Y Outage	7/20/07 9:23	7/20/07 20:48	685	307	2803.8				
196708RAL	Y Outage	7/20/07 9:23	7/20/07 18:58	575	1123	8614.16				
196710RAL	Y Outage	7/20/07 9:23	7/20/07 18:36	553	1490	10987.26				
197196RAL	Y Outage	7/20/07 15:43	7/20/07 17:04	82	340	371.58				
197176RAL	Y Outage	7/20/07 15:43	7/20/07 16:52	70	106	122.81				
197180RAL	Y Outage	7/20/07 15:49	7/20/07 15:54	5	228	14.74				
197207RAL	Y Outage	7/20/07 15:58	7/20/07 17:15	77	55	70.35				
197214RAL	Y Outage	7/20/07 16:05	7/20/07 16:36	31	620	252.55				
197649RAL	Y Outage	7/21/07 0:33	7/21/07 1:37	63	23	24.34				
198366RAL	B Outage	7/22/07 14:52	7/22/07 15:52	59	319	252.36	Power Restored	Power Restored	Node Module - Forward and Return	Node Module - Forward and Return
198543RAL	C Outage	7/23/07 0:13	7/23/07 1:16	64	75	79.71	No Trouble Found	No Trouble Found	No Trouble Found	No Trouble Found



OUTAGE ID #DIV	TYPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Cod	Resolution Notes	Cause Code	Cause Not
198544 RAL	Outage	7/23/07 0:13	7/23/07 1:16	64	115	122.06	No Trouble Four	No Trouble Found	No Trouble Found	No Trouble
198699 RAL B	Outage	7/23/07 8:18	7/23/07 8:58	40	276	91				
199281 RAL B	Maintenance	7/24/07 1:12	7/24/07 4:03	171	486	1388.07				
200998 RAL E	Maintenance	7/26/07 1:05	7/26/07 3:06	122	383	776.43				
201053 RAL C	Maintenance	7/26/07 1:22	7/26/07 2:48	86	271	311.29				
201040 RAL E	Maintenance	7/26/07 1:28	7/26/07 3:06	100	434	726.71				
201432 RAL E	Outage	7/26/07 9:51	7/26/07 11:10	79	235	308.83				
201446 RAL B	Outage	7/26/07 10:03	7/26/07 10:21	18	174	42.07				
201473 RAL E	Outage	7/26/07 11:08	7/26/07 12:21	73	98	95.69				
201961 RAL C	Outage	7/27/07 13:08	7/27/07 16:12	184	39	59.72				
202656 RAL E	Outage	7/27/07 18:36	7/27/07 20:47	131	163	356.61				
202665 RAL B	Outage	7/27/07 18:38	7/27/07 20:03	85	246	348.71				
202709 RAL B	Outage	7/27/07 18:51	7/27/07 19:49	59	158	154.75				
202754 RAL B	Outage	7/27/07 19:04	7/27/07 20:01	57	406	386.26				
202788 RAL C	Outage	7/27/07 19:18	7/27/07 19:39	21	401	110.41				
202949 RAL E	Outage	7/27/07 20:53	7/27/07 23:11	138	40	73.78				
203014 RAL Y	Outage	7/27/07 21:36	7/27/07 23:11	95	59	74.54				
203597 RAL B	Outage	7/28/07 11:18	7/28/07 12:59	101	92	77.11				
204890 RAL C	Outage	7/30/07 14:16	7/30/07 15:49	93	257	317.71	Replaced Power pack	Tech 461 replaced power pack	Power Outage	Power
205216 RAL Y	Outage	7/30/07 18:42	7/30/07 20:04	82	230	250.34	Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
205752 RAL B	Outage	7/31/07 10:59	7/31/07 11:40	41	392	134.31	Repaired/Splice Hardline	Cut cable	Cut/Damaged Hardline	Cut cable
207659 RAL B	Outage	8/1/07 10:11	8/1/07 12:39	147	266	653.62				
207768 RAL C	Outage	8/1/07 11:12	8/1/07 11:32	20	127	34.69				
208017 RAL C	Outage	8/1/07 20:51	8/1/07 22:31	100	158	211.54				
208108 RAL C	Outage	8/2/07 1:07	8/2/07 1:24	16	114	31.35				
209622 RAL C	Outage	8/2/07 4:27	8/2/07 4:38	10	114	19.44				
210589 RAL B	Outage	8/2/07 14:29	8/2/07 15:24	55	417	304.6				
210675 RAL C	Outage	8/2/07 16:12	8/3/07 8:51	999	16744	139449.61				
210797 RAL B	Maintenance	8/3/07 1:22	8/3/07 1:54	33	355	192.88				
210801 RAL Y	Outage	8/3/07 1:33	8/3/07 2:01	27	135	61.65				
211231 RAL C	Outage	8/3/07 8:30	8/3/07 9:15	45	140	105.43				
211273 RAL C	Outage	8/3/07 10:02	8/3/07 10:19	17	299	86.54				
212309 RAL Y	Outage	8/5/07 14:15	8/5/07 16:02	107	456	406.16	Power Restored	Power Restored	Power Outage	Power Restored
214182 RAL C	Outage	8/8/07 0:10	8/8/07 1:11	61	690	701.5				
214230 RAL B	Maintenance	8/8/07 1:16	8/8/07 5:38	262	417	1455.7				
215365 RAL C	Outage	8/8/07 2:50	8/8/07 5:41	171	690	1966.31				
216505 RAL Y	Outage	8/8/07 15:24	8/8/07 16:29	64	233	250.09				
216571 RAL Y	Outage	8/8/07 15:57	8/8/07 16:35	38	5	3.18				
217291 RAL B	Maintenance	8/9/07 1:22	8/9/07 6:31	309	352	1450.01				
217300 RAL B	Maintenance	8/9/07 1:22	8/9/07 2:29	66	491	543.92				
218040 RAL B	Maintenance	8/9/07 3:27	8/9/07 4:42	75	374	464.8				
219409 RAL C	Outage	8/9/07 13:13	8/9/07 13:33	20	114	30.45				
219500 RAL E	Outage	8/9/07 15:55	8/9/07 16:24	29	69	33.43				
220403 RAL B	Maintenance	8/10/07 1:05	8/10/07 2:26	81	482	652.31				
220511 RAL B	Maintenance	8/10/07 3:01	8/10/07 3:48	47	268	210.83				
220774 RAL B	Outage	8/10/07 9:42	8/10/07 9:59	17	400	92.18				
220859 RAL B	Outage	8/10/07 11:03	8/10/07 12:33	90	49	58.77				
221201 RAL E	Outage	8/10/07 17:13	8/10/07 17:52	39	38	24.75				
222642 RAL B	Outage	8/11/07 17:38	8/11/07 22:05	267	49	174.59				
222906 RAL E	Outage	8/12/07 12:04	8/12/07 13:29	84	41	46.07				
222939 RAL E	Outage	8/12/07 13:32	8/12/07 13:47	16	164	34.48				
223818 RAL B	Maintenance	8/14/07 1:06	8/14/07 6:00	294	320	1254.12				
223822 RAL B	Maintenance	8/14/07 1:14	8/14/07 2:00	46	330	200.93				
224201 RAL B	Outage	8/14/07 6:02	8/14/07 6:29	27	320	115.13				
224217 RAL B	Outage	8/14/07 6:34	8/14/07 7:22	48	320	253.87				
224701 RAL C	Outage	8/14/07 17:59	8/15/07 2:10	491	121	791.8				
224768 RAL E	Outage	8/14/07 20:39	8/14/07 21:18	38	12	7.65				
224793 RAL B	Outage	8/14/07 23:44	8/15/07 3:06	202	59	198.86				
224822 RAL B	Maintenance	8/15/07 1:05	8/15/07 2:25	81	489	527.69				
226190 RAL B	Outage	8/15/07 4:28	8/15/07 4:47	19	50	12.72				
227276 RAL B	Outage	8/15/07 7:51	8/15/07 9:29	97	489	793.54				
227352 RAL B	Outage	8/15/07 9:19	8/15/07 11:44	145	39	75.56				
228147 RAL Y	Maintenance	8/17/07 1:01	8/17/07 3:49	168	5	11.19				
228159 RAL Y	Maintenance	8/17/07 1:01	8/17/07 3:44	163	662	1441.54				
228176 RAL Y	Maintenance	8/17/07 1:14	8/17/07 2:56	101	216	364.56				
228631 RAL C	Outage	8/17/07 12:46	8/17/07 16:33	227	286	1081				
229131 RAL Y	Outage	8/18/07 3:28	8/18/07 7:41	253	61	257.3				
229439 RAL C	Outage	8/18/07 17:03	8/18/07 17:14	11	48	8.89				
229455 RAL C	Outage	8/18/07 17:03	8/18/07 17:40	37	6	2.97				
229934 RAL C	Outage	8/20/07 3:47	8/20/07 4:20	33	24	10.62	Power Restored	Power Restored	Power Outage	Power Outage
229941 RAL C	Outage	8/20/07 4:38	8/20/07 4:53	15	95	18.41	Power Restored	Power Restored	Power Outage	Power Outage
229950 RAL C	Outage	8/20/07 4:53	8/20/07 5:08	17	70	15.66	Power Restored	Power Restored	Power Outage	Power Outage
230557 RAL E	Maintenance	8/21/07 1:03	8/21/07 2:30	87	76	110.24				
230547 RAL E	Maintenance	8/21/07 1:04	8/21/07 2:04	60	67	67				

OUTAGE ID #	DIV	TYPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Coe	Resolution Notes	Cause Code	Cause Not
230546	RAL	Maintenance	8/21/07 1:04	8/21/07 2:14	70.96	112					
230558	RAL	Maintenance	8/21/07 1:04	8/21/07 2:42	98.134	175.54					
230544	RAL	Maintenance	8/21/07 1:04	8/21/07 2:55	111.65	120.02					
230579	RAL	Maintenance	8/21/07 1:15	8/21/07 5:18	243.328	1061.7					
230586	RAL	Maintenance	8/21/07 1:22	8/21/07 2:14	52.71	61.59					
230596	RAL	Maintenance	8/21/07 1:22	8/21/07 2:30	68.63	71.87					
230587	RAL	Maintenance	8/21/07 1:26	8/21/07 3:41	135.65	146.3					
231079	RAL	Outage	8/21/07 10:03	8/21/07 12:41	159.70	184.96		Maintenance Related	Passive	HFC Plant	Passive
231556	RAL	Outage	8/21/07 17:16	8/21/07 17:34	17.128	37.23		Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
232427	RAL	Outage	8/21/07 23:14	8/21/07 23:27	12.173	28.3		Power Restored	power restored	Loss of commercial power	loss of power
232747	RAL	Maintenance	8/22/07 2:22	8/22/07 3:58	96.377	481.55					
235725	RAL	Outage	8/24/07 9:50	8/24/07 11:38	107.77	137.66		Power Restored	power outage	Power Outage	power outage
236953	RAL	Outage	8/26/07 7:15	8/26/07 9:03	108.388	560.53		Power Restored	comm power	Loss of commercial power	comm power
237181	RAL	Outage	8/26/07 16:22	8/26/07 18:09	107.114	203.9					
238715	RAL	Outage	8/28/07 1:20	8/28/07 1:57	37.285	176.86		Power Restored	Power Restored	Loss of commercial power	Loss of commercial power
239369	RAL	Maintenance	8/29/07 0:49	8/29/07 1:01	12.505	80.8					
240431	RAL	Outage	8/29/07 12:00	8/29/07 12:37	37.264	129.42		Maintenance Related	Maintenance Related	HFC Plant	HFC Plant
240893	RAL	Outage	8/29/07 16:59	8/29/07 18:52	113.74	139.8		Commercial Power Restored	Commercial Power	Loss of commercial power	Loss of commercial power
241384	RAL	Maintenance	8/30/07 1:18	8/30/07 4:16	178.422	1000.61					
242450	RAL	Outage	8/30/07 13:49	8/30/07 14:36	47.265	165.24		Splice Feeder	Perm fix	Cut/Damaged Feeder	Cut feeder
243438	RAL	Outage	8/31/07 2:33	8/31/07 2:53	20.220	74.68		No Trouble Found	cleared itself	No Trouble Found	cleared itself
243943	RAL	Outage	8/31/07 14:41	8/31/07 19:25	284.113	534.96		Commercial Power Restored	Commercial Power Restored	Loss of commercial power	Loss of commercial power
244010	RAL	Outage	8/31/07 17:19	8/31/07 17:35	17.147	32.5					
244087	RAL	Outage	8/31/07 22:29	9/1/07 6:41	491.2	16.38		No Trouble Found	No Trouble Found	No Trouble Found	No Trouble Found
244087	RAL	Outage	8/31/07 22:29	9/1/07 6:41	491.2	16.38		No Trouble Found	No Trouble Found	No Trouble Found	No Trouble Found
244377	RAL	Outage	9/1/07 19:34	9/1/07 23:38	245.113	460.63		Hardware Replacement	Optical Receiver	HFC Plant	Optical Receiver
244854	RAL	Outage	9/2/07 20:27	9/3/07 8:28	721.250	3004.24		Hardware Replacement	Replaced Power Supply	Bad PS Module	90V Power Supply
245136	RAL	Outage	9/3/07 16:17	9/3/07 17:24	68.247	223.07					
245418	RAL	Outage	9/4/07 4:39	9/4/07 8:32	233.24	93.27		Hardware Replacement	Replaced	HFC Plant	Node Motherboard
245494	RAL	Outage	9/4/07 10:37	9/4/07 11:34	57.247	189.15		Hardware Replacement	Replaced Power Supply	Bad PS Module	90V Power Supply
245522	RAL	Outage	9/4/07 11:18	9/4/07 13:28	130.208	135.36		Hardware Replacement	Replaced Power Supply	Bad PS Module	90V Power Supply
245548	RAL	Outage	9/4/07 11:57	9/4/07 14:24	148.461	907.76					
245773	RAL	Outage	9/4/07 15:22	9/4/07 17:44	141.49	92.25		Maintenance Related	Intermittent CNR issues on this node sent to analytics for CNR PM	HFC Plant	Intermittent CNR issues on this node
246270	RAL	Maintenance	9/5/07 3:04	9/5/07 4:07	62.295	306.96					
246507	RAL	Outage	9/5/07 5:43	9/5/07 7:52	129.247	530.98		Replaced PS Fuse	Replaced PS Fuse	Bad PS Fuse	Bad PS Fuse
246748	RAL	Outage	9/5/07 10:24	9/5/07 11:02	38.4	2.01		Power Restored	per marsha @ dispatch cleared upon arrival	Power Outage	per marsha @ dispatch cleared upon arrival
248030	RAL	Outage	9/6/07 17:11	9/6/07 19:13	122.205	417.4		Replaced PS Fuse	Replaced PS Fuse	Bas PS Fuse	Bas PS Fuse
248546	RAL	Outage	9/7/07 12:38	9/7/07 13:23	45.338	125.44		Replace	ran temp for feeder	HW Failure	cut feeder
248577	RAL	Outage	9/7/07 14:39	9/7/07 14:45	6.157	7.35					
249730	RAL	Outage	9/10/07 10:09	9/10/07 10:53	44.412	150.78		Replace	Replace Fuse	HW Failure	Feeder Fuse Blown
250186	RAL	Outage	9/10/07 16:37	9/10/07 22:34	357.208	1238					
251183	RAL	Outage	9/11/07 10:26	9/11/07 11:48	82.235	256.36		Replace	Perm Fix	HW Failure	Cut Trunk
251337	RAL	Outage	9/11/07 13:47	9/11/07 14:28	41.71	38.55		Replace	Replace Fuse	HW Failure	AC Fuse
251713	RAL	Outage	9/12/07 1:28	9/12/07 1:42	14.93	17.28		No Trouble Found	No Trouble Found	No Trouble Found	No Trouble Found
253113	RAL	Outage	9/13/07 7:51	9/13/07 9:42	111.171	316.73		Repair	was related to the outage in node CB048	HW Failure	was related to the outage in node CB048
254089	RAL	Outage	9/14/07 12:12	9/14/07 13:22	71.298	175.57		Duplicate Ticket	resolved ticket - duplicate of 123738	No Trouble Found	resolved ticket - duplicate of 123738
254274	RAL	Outage	9/14/07 16:20	9/15/07 7:37	917.155	2368.96		Adjust	cleared @ 4:36pm...power outage	HW Failure	cleared @ 4:36pm...power
256035	RAL	Outage	9/16/07 8:11	9/16/07 9:01	50.436	181.18		Adjust	Adjusted levels	Config Issue	Bad levels at node (hot)
256047	RAL	Outage	9/16/07 9:02	9/16/07 11:38	158.126	163.77					
256308	RAL	Outage	9/16/07 16:05	9/16/07 16:20	18.89	22.15					
256804	RAL	Outage	9/17/07 12:28	9/17/07 14:28	120.380	608.51		Repair	Tech 1994 repaired fiber.	HW Failure	Cut fiber
257581	RAL	Outage	9/18/07 11:22	9/18/07 11:44	21.234	66.92		cleared before tested	cleared before tested	cleared before tested	cleared before tested
257581	RAL	Outage	9/18/07 11:22	9/18/07 11:44	21.234	66.92		cleared before tested	cleared before tested	cleared before tested	cleared before tested
257624	RAL	Outage	9/18/07 11:47	9/18/07 12:00	13.234	40.77		cleared before tested	cleared before tested	cleared before tested	cleared before tested
257624	RAL	Outage	9/18/07 11:47	9/18/07 12:00	13.234	40.77		cleared before tested	cleared before tested	cleared before tested	cleared before tested
257702	RAL	Outage	9/18/07 14:38	9/18/07 14:59	20.209	69.96					
257702	RAL	Outage	9/18/07 14:38	9/18/07 14:59	20.209	69.96					
258039	RAL	Outage	9/18/07 22:11	9/18/07 23:18	67.275	245.79		Replaced 90v power supply	Replaced 90v power supply	Bad 90v power supply	Bad 90v power supply
258039	RAL	Outage	9/18/07 22:11	9/18/07 23:18	67.275	245.79		Replaced 90v power supply	Replaced 90v power supply	Bad 90v power supply	Bad 90v power supply
258131	RAL	Outage	9/19/07 1:48	9/19/07 2:15	27.434	198.07		Repair	resolved, maint completed, spliced cable	HW Failure	maint
258304	RAL	Outage	9/19/07 11:06	9/19/07 12:15	68.494	562.34		Repair	replaced modulator at headend	HW Failure	replaced modulator at
258452	RAL	Outage	9/19/07 14:40	9/19/07 16:49	130.181	312.93		Replace	replaced ac fuse	HW Failure	replaced ac fuse
258586	RAL	Outage	9/19/07 16:47	9/19/07 17:17	29.60	23.37		Repair	No problem found	No Trouble Found	No problem found before tech arrived
258910	RAL	Outage	9/20/07 1:33	9/20/07 4:35	182.79	239.48		Replaced power supply	Replaced power supply	HW Failure	HW Failure
259603	RAL	Outage	9/20/07 8:38	9/20/07 9:19	41.127	86.08					
260169	RAL	Outage	9/21/07 0:12	9/21/07 0:55	43.110	78.28		changed jumpers	replaced	HW Failure	bad jumpers
260315	RAL	Outage	9/21/07 4:12	9/21/07 9:42	330.494	2173.6					
260871	RAL	Outage	9/21/07 17:42	9/21/07 21:28	226.54	101.76		Repair	replaced.	HW Failure	bad le and bad feeder
261201	RAL	Outage	9/22/07 18:12	9/22/07 20:19	128.44	74.87		commercial power restored.	commercial power restored.	loss of commercial power	loss of commercial power

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OUTAGE ID #DIV	YPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Cod	Resolution Notes	Cause Code	Cause Not	
261498	RAL	C	Outage	9/23/07 9:56	9/23/07 10:24	27 151	54.8				
261989	RAL	C	Outage	9/23/07 20:08	9/23/07 22:25	138 151	173.08	Replace	Tech 9860 replaced power supply.	HW Failure	Bad power supply
262222	RAL	E	Outage	9/24/07 3:42	9/24/07 4:43	61 230	186.1				
262955	RAL	C	Outage	9/24/07 19:31	9/24/07 21:30	118 178	351.5	Repair	Commercial Power Restored	HW Failure	Commercial Power Loss
263582	RAL	C	Outage	9/25/07 2:19	9/25/07 3:41	82 288	392.96				
263944	RAL	C	Outage	9/25/07 3:49	9/25/07 3:58	8 58	6.39				
263982	RAL	C	Outage	9/25/07 4:08	9/25/07 4:38	30 58	23.28				
264121	RAL	C	Outage	9/25/07 4:52	9/25/07 5:14	22 288	106.08				
264846	RAL	B	Outage	9/25/07 11:12	9/25/07 13:50	158 397	522.99	Replace	perm fix	HW Failure	Cut feeder
264911	RAL	C	Outage	9/25/07 11:54	9/25/07 13:07	74 282	346.78				
265229	RAL	B	Outage	9/25/07 15:14	9/25/07 17:35	141 207	145.57	repaired cable	repaired cable	feeder cable	feeder cable
265287	RAL	E	Outage	9/25/07 16:08	9/25/07 16:39	31 64	32.62	Replaced Power Supply	Replaced Power Supply	Damaged Power Supply	Damaged Power Supply
267312	RAL	C	Outage	9/28/07 2:51	9/28/07 3:10	19 287	90.64	maint	maint	No Trouble Found	maint
267392	RAL	E	Outage	9/28/07 7:13	9/28/07 7:58	45 18	10.9	comm power	comm power	HW Failure	comm power
267410	RAL	E	Outage	9/28/07 7:13	9/28/07 8:12	59 101	99.23	comm power	comm power	HW Failure	comm power
267394	RAL	E	Outage	9/28/07 7:13	9/28/07 8:08	54 136	122.97	comm power	comm power	HW Failure	comm power
267409	RAL	E	Outage	9/28/07 7:13	9/28/07 8:08	54 64	57.83	comm power	comm power	HW Failure	comm power
267404	RAL	E	Outage	9/28/07 7:24	9/28/07 8:20	56 26	24.09	Repair	Power Related - Resolved ticket	HW Failure	Power Related - Resolved
267398	RAL	E	Outage	9/28/07 7:24	9/28/07 8:13	49 51	41.76	Replace	Power Related - Resolved ticket	HW Failure	Power Related - Resolved
267841	RAL	C	Outage	9/29/07 1:05	9/29/07 1:38	33 115	62.8	cleared itself	cleared itself	No Trouble Found	cleared itself
267842	RAL	C	Outage	9/29/07 1:08	9/29/07 1:38	30 77	37.88	cleared itself	cleared itself	No Trouble Found	cleared itself
268344	RAL	B	Outage	9/30/07 3:49	9/30/07 8:14	265 148	523.62	Adjust	Adjusted SNR (now at 28)	HW Failure	low Port SNR (at arrival at 13)
268432	RAL	E	Outage	9/30/07 9:14	9/30/07 11:10	116 381	369.04				
268481	RAL	C	Outage	9/30/07 12:14	9/30/07 12:33	19 246	76.6				
268750	RAL	C	Outage	10/1/07 5:04	10/1/07 5:34	30 468	230.49	Maintenance on node	Maintenance on node	Maintenance on node	Maintenance on node
269218	RAL	C	Outage	10/1/07 10:36	10/1/07 10:58	22 139	51.7				
269304	RAL	E	Outage	10/1/07 13:17	10/1/07 14:26	68 155	176.96	Replace	Tech 1923 replaced power pack.	HW Failure	Bad power pack
269488	RAL	C	Outage	10/1/07 16:40	10/1/07 18:47	126 51	107.34	Repair	Commercial Power Restored	HW Failure	Commercial Power Loss
269821	RAL	Y	Maintenance	10/2/07 1:05	10/2/07 1:19	14 45	10.55				
269804	RAL	B	Maintenance	10/2/07 1:06	10/2/07 1:36	30 170	83.82				
274107	RAL	C	Outage	10/2/07 17:47	10/2/07 18:35	48 284	182.52	Spliced piece of fiber	Spliced piece of fiber	Bad piece of fiber	Bad piece of fiber
274252	RAL	C	Outage	10/2/07 20:41	10/2/07 22:09	88 284	415.03	Spliced piece of fiber	Spliced piece of fiber	Bad piece of fiber	Bad piece of fiber
274300	RAL	C	Outage	10/2/07 22:08	10/2/07 22:49	41 140	96.13	Duplicate Ticket	Duplicate Ticket	Duplicate Ticket	Duplicate Ticket
274653	RAL	E	Outage	10/3/07 8:03	10/3/07 9:15	73 273	330.33	n/a	Replaced power supply	Config Issue	Replaced power supply
276646	RAL	C	Outage	10/4/07 14:07	10/4/07 15:06	59 167	130.3	Repair	Cleared on its own	No Trouble Found	Cleared on its own
276644	RAL	C	Outage	10/4/07 14:07	10/4/07 14:58	50 163	109.14				
276963	RAL	B	Outage	10/5/07 1:02	10/5/07 1:36	34 236	106.41	comm power	comm power	HW Failure	comm power
278882	RAL	C	Outage	10/6/07 12:14	10/6/07 13:14	60 180	180.85	Repair	Per dispatch cleared on its own, no tech rolled.	No Trouble Found	Per dispatch cleared on its own, no tech rolled.
278872	RAL	C	Outage	10/6/07 12:18	10/6/07 13:28	70 246	229.93	Power Outage	Power Outage	Power Outage	Power Outage
278890	RAL	C	Outage	10/6/07 12:19	10/6/07 13:14	55 443	326.64	Power Outage	Power Outage	Power Outage	Power Outage
278883	RAL	C	Outage	10/6/07 12:19	10/6/07 13:14	55 266	194.18	Repair	commercial power outage	HW Failure	commercial power outage
278895	RAL	C	Outage	10/6/07 12:23	10/6/07 13:14	51 261	177.65	Repair	commercial power outage	HW Failure	commercial power outage
278896	RAL	C	Outage	10/6/07 12:58	10/6/07 13:08	10 471	61.65				
278897	RAL	C	Outage	10/6/07 12:58	10/6/07 13:18	20 287	94.47	Power Outage	Power Outage	Power Outage	Power Outage
278904	RAL	C	Outage	10/6/07 13:13	10/6/07 14:14	61 148	147.38	Repair	commercial power restored	HW Failure	commercial power out
278887	RAL	C	Outage	10/6/07 13:14	10/6/07 17:07	233 471	914.59				
279777	RAL	E	Outage	10/8/07 18:09	10/8/07 19:36	87 303	437.33				
280038	RAL	C	Outage	10/8/07 20:54	10/8/07 23:28	154 79	203.1				
280026	RAL	C	Outage	10/8/07 20:54	10/8/07 23:34	160 266	711.18				
280024	RAL	C	Outage	10/8/07 20:54	10/8/07 23:43	169 331	744.97				
280163	RAL	C	Outage	10/8/07 21:53	10/8/07 23:36	103 121	208.49				
282847	RAL	E	Outage	10/10/07 5:16	10/10/07 5:35	19 171	42.75	maintenance on SNR Noise problem	maintenance on SNR Noise problem	maintenance on SNR Noise problem	maintenance on SNR Noise problem
283252	RAL	B	Outage	10/10/07 9:49	10/10/07 10:13	24 237	74.63				
283639	RAL	C	Outage	10/10/07 15:14	10/10/07 15:44	30 283	111.82	Repair	Tech #: 426 was on site working on node	HW Failure	Tech #: 426 was on site working on node
283962	RAL	C	Outage	10/10/07 21:22	10/10/07 22:43	81 338	366.39				
284052	RAL	B	Outage	10/11/07 1:26	10/11/07 3:13	107 189	270.65	Repair	resolved, customers were moved to another node, via node split	No Trouble Found	resolved, customers were moved to another node, via
284108	RAL	B	Outage	10/11/07 3:05	10/11/07 3:24	20 237	62.62				
285076	RAL	B	Outage	10/11/07 10:13	10/11/07 12:47	154 61	125.33	no cable in complex anymore	maint tech we no longer have cable in this apt complex	HW Failure	maint tech we no longer have cable in this apt complex
285365	RAL	C	Outage	10/11/07 14:35	10/11/07 14:55	20 283	75.09	Repair	tech repaired	HW Failure	passive feeder issue
289744	RAL	C	Outage	10/12/07 7:57	10/12/07 9:18	80 471	315.05				
290525	RAL	E	Outage	10/12/07 14:19	10/12/07 14:26	7 431	47.29				
290905	RAL	E	Outage	10/12/07 20:59	10/12/07 21:29	30 40	16.02	node cleared on its own	node cleared on its own	node cleared on its own	node cleared on its own
290971	RAL	E	Outage	10/13/07 2:11	10/13/07 2:48	37 40	19.95	cleared when creating ticket.	cleared when creating ticket.	No Trouble Found	cleared when creating ticket.
293473	RAL	E	Maintenance	10/16/07 1:02	10/16/07 4:04	182 304	738.31				
293612	RAL	E	Outage	10/16/07 6:42	10/16/07 7:24	42 86	48.52	Repaired Trunk cable	Repaired Trunk cable	Trunk cable	Trunk cable
293651	RAL	B	Outage	10/16/07 8:27	10/16/07 12:19	232 367	1137.05				
293880	RAL	Y	Outage	10/16/07 12:52	10/16/07 15:45	173 324	279.77	Repair	Balanced FNB	HW Failure	FNB needed balancing
293901	RAL	E	Outage	10/16/07 13:39	10/16/07 16:28	169 431	364.45	Repair Cable	Repaired Cable	Cut/Camaged Cable	Cut Cable
294360	RAL	E	Maintenance	10/17/07 1:07	10/17/07 3:30	143 299	714.36				

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OUTAGE ID #	DIV	TYPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Cod	Resolution Notes	Cause Code	Cause Noi	
294367	RAL	Maintenance	10/17/07 1:19	10/17/07 3:30	131	230	503.57					
294388	RAL	Maintenance	10/17/07 1:29	10/17/07 3:30	121	7	14.17					
294376	RAL	Maintenance	10/17/07 1:37	10/17/07 3:30	113	262	492.05					
296222	RAL	B	Outage	10/17/07 19:05	10/17/07 19:35	30	376	190.3	Repair	commercial power came back on to node	HW Failure	commercial power came back on to node
296448	RAL	E	Maintenance	10/18/07 1:01	10/18/07 5:59	298	142	704.48				
296482	RAL	E	Maintenance	10/18/07 1:17	10/18/07 6:00	283	3	14.17				
300286	RAL	B	Outage	10/21/07 5:55	10/21/07 7:24	89	259	382.82	Repair	Commerical Power Restored	Power - External	Commerical Power Outage
300279	RAL	B	Outage	10/21/07 5:55	10/21/07 7:24	88	58	85.26				
300278	RAL	B	Outage	10/21/07 5:55	10/21/07 7:24	88	398	583.95	Repair	Commerical Power Restored	Power - External	Commerical Power Outage
300290	RAL	E	Outage	10/21/07 6:17	10/21/07 7:24	66	396	437.36	Adjust	power company related	Power - External	power company related
300323	RAL	B	Outage	10/21/07 8:27	10/21/07 9:27	60	294	58.54	Repair	Commerical Power Restored	Power - External	Commerical Power Outage
300532	RAL	E	Outage	10/21/07 17:43	10/21/07 18:06	23	58	22.04	cleared before test	cleared before test	HFC - Coax	cleared before test
301124	RAL	E	Outage	10/23/07 1:51	10/23/07 3:58	127	273	577.85	Replaced Power Supply	Replaced Power Supply	HFC - Coax	Bad Power Supply
302639	RAL	B	Outage	10/24/07 11:33	10/24/07 15:08	215	263	471.28	replaced power pack	replaced power pack	Hardware	replaced power pack
302824	RAL	E	Outage	10/24/07 13:46	10/24/07 17:36	229	123	234.98				
302994	RAL	E	Outage	10/24/07 15:47	10/24/07 17:43	116	76	73.49				
303125	RAL	B	Outage	10/24/07 17:18	10/24/07 19:03	104	263	137.07	Replace	Tech 8402 replaced power pack	HFC - Coax	Tech 8402 replaced power
303214	RAL	C	Outage	10/24/07 19:24	10/25/07 1:58	394	263	1381.57	Repair	ok on arrival	HFC - Coax	ok on arrival
303355	RAL	E	Outage	10/24/07 21:31	10/24/07 22:39	68	43	38.96	node cleared on its own	node cleared on its own	HFC - Coax	node cleared on its own
303563	RAL	C	Outage	10/25/07 1:58	10/25/07 2:19	21	168	59.5				
305090	RAL	Y	Outage	10/26/07 6:42	10/26/07 13:42	420	289	1617.31	Replace	Fiber cut effecting nodes CY009 and CY125 has been cleared per Troy Smith, repaired with two spans of truck, feeder, and fiber over 500ft. Re spliced the whole node. As of 16:05 system is	Transport - Fiber	fiber cut
305092	RAL	Y	Outage	10/26/07 6:43	10/26/07 15:53	550	107	980.12	Replace	Fiber cut effecting nodes CY009 and CY125 has been cleared per Troy Smith, repaired with two spans of truck, feeder, and fiber over 500ft. Re spliced the whole node. As of 16:05 system is	Transport - Fiber	fiber cut
305336	RAL	Y	Outage	10/26/07 13:41	10/26/07 16:09	148	171	421.89				
305359	RAL	E	Outage	10/26/07 14:08	10/26/07 17:41	213	151	160.64	Replace	replaced splitter	HFC - Coax	DC Splitter filled with water, causing a short
305383	RAL	E	Outage	10/26/07 14:32	10/26/07 17:42	190	67	106.13				
305372	RAL	E	Outage	10/26/07 14:32	10/26/07 17:38	186	196	182.53				
305384	RAL	B	Outage	10/26/07 14:41	10/26/07 17:32	171	151	128.9	Replace	replaced power supply	Power - External	Power supply failure
305455	RAL	C	Outage	10/26/07 17:05	10/26/07 17:19	15	347	67.47	Repair	temporary feeder spliced in	HFC - Coax	temporary feeder spliced in
305518	RAL	B	Outage	10/26/07 19:12	10/26/07 20:18	66	434	240.27				
305899	RAL	B	Outage	10/27/07 14:32	10/27/07 20:27	355	452	801.77	Replace	Replace Trunk Connector	HFC - Coax	Replace Trunk Connector
306125	RAL	B	Outage	10/28/07 12:49	10/28/07 15:33	164	428	937.61	Adjust	reset breaker	Power - Internal	circuit breaker
306303	RAL	E	Outage	10/29/07 2:34	10/29/07 3:33	59	273	268.91	Replace	Replaced power supply	HFC - Coax	Bad power supply
306341	RAL	E	Outage	10/29/07 3:51	10/29/07 4:07	16	273	72.88	Replace	Replaced power supply	HFC - Coax	Bad power supply
306617	RAL	B	Outage	10/29/07 14:21	10/29/07 16:34	133	434	192.94	Repair	Temp feeder	HFC - Coax	Cut Feeder
306671	RAL	C	Outage	10/29/07 21:32	10/29/07 21:49	18	78	18.27	Repair	Outage cleared itself	HFC - Coax	Outage cleared itself
306674	RAL	C	Outage	10/29/07 22:02	10/29/07 22:41	40	103	54.64				
307154	RAL	E	Outage	10/30/07 20:29	10/30/07 21:55	85	306	435.2				
307366	RAL	C	Maintenance	10/31/07 3:53	10/31/07 4:07	14	699	163.29				
307518	RAL	B	Outage	10/31/07 8:39	10/31/07 10:10	91	295	223.75	Repair	Tech 1994 coded out prob as a head end problem	HFC - Coax	Tech 1994 coded out prob as a head end problem
307519	RAL	B	Outage	10/31/07 8:40	10/31/07 10:11	91	275	208.16	Repair	Tech 1994 coded out prob as a head end problem	HFC - Coax	Tech 1994 coded out prob as a head end problem
307521	RAL	B	Outage	10/31/07 8:41	10/31/07 10:10	89	235	348.65	Repair	Tech 1994 coded out prob as a head end problem	HFC - Coax	Tech 1994 coded out prob as a head end problem
307542	RAL	B	Outage	10/31/07 8:41	10/31/07 10:11	89	322	239.93	Repair	Tech 1994 coded out prob as a head end problem	HFC - Coax	Tech 1994 coded out prob as a head end problem
307543	RAL	B	Outage	10/31/07 8:42	10/31/07 10:11	88	130	95.62	Repair	Tech 1994 coded out prob as a head end problem	HFC - Coax	Tech 1994 coded out prob as a head end problem
307545	RAL	B	Outage	10/31/07 8:44	10/31/07 10:11	87	428	308.93	Repair	Tech 1994 coded out prob as a head end problem	HFC - Coax	Tech 1994 coded out prob as a head end problem
307550	RAL	B	Outage	10/31/07 9:17	10/31/07 10:10	53	451	119.67	Repair	Tech 1994 coded out prob as a head end problem	HFC - Coax	Tech 1994 coded out prob as a head end problem
307682	RAL	B	Outage	10/31/07 12:40	10/31/07 13:51	72	56	33.41	Repair	Tech 497 repaired feeder.	HFC - Coax	Cut/Damaged feeder.
307815	RAL	C	Outage	10/31/07 22:57	11/1/07 1:53	177	28	65.95	Repair	comm power	Power - External	comm power
311136	RAL	C	Outage	11/1/07 8:39	11/1/07 9:32	53	194	136.32	Repair	power company related	Hardware	power company related
311280	RAL	C	Outage	11/1/07 14:50	11/1/07 15:22	32	71	29.9	Repair	tech #: 6026 repaired trunk/feeder cable	HFC - Coax	damaged trunk/feeder cable
311301	RAL	B	Outage	11/1/07 17:08	11/1/07 17:54	46	299	68.92	Replace	replaced power supply	HFC - Coax	power supply failure
311324	RAL	B	Outage	11/1/07 18:21	11/1/07 18:39	18	328	29.49	Replace	tech replaced blown fuse	HFC - Coax	blown fuse
316037	RAL	B	Outage	11/4/07 12:46	11/4/07 14:12	87	335	145.19	Repair	Outage back up@14:02 power supply failure	HFC - Coax	Outage back up@14:02 power supply failure
318065	RAL	B	Outage	11/4/07 14:14	11/4/07 15:21	68	219	247.65				
317764	RAL	C	Outage	11/6/07 14:24	11/6/07 15:13	49	69	56.37	Repair	Commercial Power Restored	Power - External	Commercial Power Outage
321962	RAL	C	Outage	11/7/07 5:07	11/7/07 6:56	109	220	320.03	Repair	SNR Noise issue	HFC - Coax	SNR Noise issue
323474	RAL	E	Outage	11/7/07 17:14	11/7/07 20:50	216	100	108.02	Repair	Commercial Power Restored	Power - External	Commercial Power Loss
323521	RAL	C	Outage	11/7/07 18:04	11/7/07 20:55	171	292	831.23	Repair	No Trouble Found	HFC - Coax	No Trouble Found
323637	RAL	C	Outage	11/7/07 20:55	11/7/07 21:32	36	115	55.71	Repair	Cleared itself before tech rolled	HFC - Coax	Cleared itself before tech

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OUTAGE ID #DIV	YPE	START	FINISHED	Duration	#SUBS	Sub Hours Out	Resolution Coc	Resolution Notes	Cause Code	Cause Not	
323652	RAL	Outage	11/7/07 21:23	11/7/07 22:42	80	77	30.73				
328475	RAL C	Outage	11/12/07 12:20	11/12/07 14:46	147	187	228.32	Repair	Repair Trunk/Feeder Cable as of 14:20.	HFC - Coax	Repair Trunk/Feeder Cable as of 14:20.
328709	RAL C	Outage	11/12/07 16:28	11/12/07 16:39	11	119	16.2	Add	Node cleared on it's own	HFC - Coax	Node cleared on it's own
328888	RAL C	Outage	11/12/07 21:00	11/13/07 6:11	551	10	27.53	Repair	repair	HFC - Coax	repair
329659	RAL C	Outage	11/13/07 18:11	11/13/07 18:29	19	321	99.42	Repair	Tech identified a power outage. Duke Energy is on-site. Tech placed the node power supply on generator at 18:25.	HFC - Coax	Tech identified a power outage. Duke Energy is on-site. Tech placed the node power supply on generator at
330180	RAL C	Maintenance	11/14/07 1:08	11/14/07 1:25	17	412	115.59				
330235	RAL C	Maintenance	11/14/07 1:31	11/14/07 6:52	321	123	658.08				
332993	RAL C	Outage	11/14/07 14:19	11/14/07 15:03	43	290	63.05	Repair	Per dispatch, tech 2795 ran temp feeder to resolved issue	HFC - Coax	Per dispatch, tech 2795 ran temp feeder to resolved issue
336182	RAL Y	Outage	11/15/07 18:27	11/15/07 21:12	165	3	6.61	Duplicate Ticket	Per dispatch cleared itself	HFC - Coax	Per dispatch cleared itself
336446	RAL B	Outage	11/16/07 12:17	11/16/07 17:10	293	346	845.68	Replace	replaced temp feeder	HFC - Coax	temp feeder
337436	RAL B	Outage	11/18/07 16:16	11/18/07 18:20	123	110	226.23			HFC - Coax	
338983	RAL B	Outage	11/20/07 15:26	11/20/07 19:43	257	345	443.1	Repair	tech 587 replaced a power supply	HFC - Coax	tech 587 replaced a power
339086	RAL C	Outage	11/20/07 16:37	11/20/07 17:33	56	184	85.2	Replace	power pack	HFC - Coax	power pack
339560	RAL B	Outage	11/21/07 11:03	11/21/07 12:24	81	113	76.2	Repair	temp feeder	Hardware	temp feeder
339981	RAL C	Outage	11/22/07 6:49	11/22/07 7:34	45	254	192.62	Add	No Trouble Found	HFC - Coax	No Trouble Found
340131	RAL E	Outage	11/22/07 17:38	11/22/07 18:01	23	178	54.55	Repair	Power Restored	HFC - Coax	Power Outage
340471	RAL C	Outage	11/23/07 16:31	11/23/07 17:42	72	252	90.57	Repair	tech repaired feeder	HFC - Coax	tech repaired feeder
341367	RAL E	Outage	11/25/07 20:30	11/25/07 23:03	154	147	376.52	Add	No Trouble Found	HFC - Coax	No Trouble Found
341372	RAL E	Outage	11/25/07 20:30	11/26/07 1:07	277	37	136.8				
341369	RAL E	Outage	11/25/07 20:30	11/25/07 22:48	138	56	128.96	Adjust	Power restored	Power - External	Power outage related
341362	RAL E	Outage	11/25/07 20:30	11/25/07 21:26	56	65	60.7	Adjust	Power restored	Power - External	Power outage related
341396	RAL E	Outage	11/25/07 20:48	11/25/07 21:37	49	64	41.54	Replace	Power restored/Fuse replaced	Power - Internal	Power outage related/Blown
341418	RAL E	Outage	11/25/07 21:37	11/26/07 1:07	210	65	227.81				
341419	RAL E	Outage	11/25/07 21:37	11/26/07 1:07	210	28	98.13				
341536	RAL E	Outage	11/25/07 22:58	11/26/07 0:48	110	249	457.26	Add	No Trouble Found	HFC - Coax	No Trouble Found
341552	RAL E	Outage	11/25/07 23:37	11/25/07 23:48	11	97	14.16				
343006	RAL C	Outage	11/26/07 7:03	11/26/07 8:23	80	185	247.18				
350519	RAL B	Outage	11/28/07 12:47	11/28/07 18:10	323	271	437.51	Replace	maint replaced feeder	HFC - Coax	cut feeder
350796	RAL C	Outage	11/28/07 15:43	11/28/07 18:19	156	147	114.89				
352142	RAL Y	Outage	11/29/07 10:00	11/29/07 10:05	5	170	14.88				
352364	RAL C	Outage	11/29/07 13:31	11/29/07 21:34	483	145	1167.93				
353020	RAL B	Outage	11/30/07 10:47	11/30/07 14:18	210	242	848.48	Replace	Replace power supply	Power - Internal	Power supply failure
354490	RAL E	Outage	12/2/07 21:17	12/2/07 23:53	156	61	79.08	Replace	resolved, replaced Power pack	HFC - Coax	resolved, replaced Power
358528	RAL E	Outage	12/4/07 19:35	12/4/07 20:58	83	347	239.38	Replace	Per disatch, Power supply failure; tech replaced power supply	HFC - Coax	Per disatch, Power supply failure; tech replaced power supply
358568	RAL E	Outage	12/4/07 20:35	12/4/07 21:00	25	190	39.19	Duplicate Ticket	Duplicate Ticket	HFC - Coax	Duplicate Ticket
360819	RAL C	Outage	12/5/07 15:31	12/5/07 16:11	40	278	147.83	Repair	Per dispatch, power related	HFC - Coax	Per dispatch, power related
360845	RAL C	Outage	12/5/07 15:47	12/5/07 15:54	6	251	26.49	Repair	Per dispatch, power related	HFC - Coax	Per dispatch, power related
362010	RAL E	Outage	12/6/07 9:21	12/6/07 17:49	508	0	0	Replace	replaced fittings	Hardware	replaced fittings
362212	RAL B	Outage	12/6/07 12:36	12/6/07 13:08	32	73	39.44	Repair	commercial power restored	Structure	commercial power failure
363562	RAL B	Outage	12/7/07 10:19	12/7/07 11:50	90	223	167.99	Adjust	Adjusted RF levels	HFC - Coax	RF levels out of range
364796	RAL E	Outage	12/9/07 13:47	12/9/07 14:01	13	82	9.17	Adjust	Power restored	Power - External	Power company outage
365364	RAL B	Outage	12/10/07 10:40	12/10/07 10:55	16	47	6.08	Adjust	Power	Power - External	Power
365537	RAL B	Outage	12/10/07 13:46	12/10/07 14:03	17	44	12.47	Repair	Commercial Power Restored	Power - External	Commercial Power Loss
365542	RAL E	Outage	12/10/07 13:56	12/10/07 17:20	204	41	139.47	Repair	tech spliced fiber	HFC - Coax	tech spliced fiber
365543	RAL E	Outage	12/10/07 13:57	12/10/07 17:28	212	10	35.28	Repair	Tech 1531 spliced fiber.	HFC - Fiber	Cut fiber
365552	RAL E	Outage	12/10/07 14:16	12/10/07 14:33	17	26	5.73	Repair	Troy Smith spliced fiber.	HFC - Fiber	Cut fiber
365562	RAL E	Outage	12/10/07 14:49	12/10/07 15:05	17	26	5.73				
365568	RAL E	Outage	12/10/07 15:10	12/10/07 20:26	316	28	68.47	Replace	cut repaired	HFC - Fiber	fiber cut
365573	RAL E	Outage	12/10/07 15:24	12/10/07 17:41	137	103	188.4				
366406	RAL C	Outage	12/11/07 11:47	12/11/07 13:26	99	9	7.44	Power Restored (internal problem)	replace power pack	Module	power pack failure
366452	RAL C	Outage	12/11/07 14:59	12/11/07 15:56	57	9	2.59	Adjust	No Trouble Found	HFC - Coax	No Trouble Found
369695	RAL Y	Outage	12/15/07 16:28	12/15/07 17:40	72	19	6.81	Replace	tech replaced a blown fuse and then temped the feeder	Feeder Cable	initially a blown fuse and then a cut feeder
369804	RAL Y	Outage	12/15/07 18:45	12/15/07 22:18	212	19	53.82	Replace	tech replaced a blown fuse and then temped the feeder	Feeder Cable	initially a blown fuse and then a cut feeder
369807	RAL C	Outage	12/15/07 18:58	12/15/07 19:24	26	4	1.72	Repair	Power Restored	HW Failure	Power Outage
369828	RAL C	Outage	12/15/07 19:40	12/15/07 21:43	123	14	22.97	Repair	Tech ran temp feeder	HW Failure	Feeder Line
371424	RAL Y	Outage	12/16/07 14:12	12/16/07 14:35	23	154	47.43	Repair	Per dispatch, outage resolved; commercial power related.	HW Failure	Per dispatch, outage resolved; commercial power related.
372698	RAL E	Maintenance	12/18/07 1:03	12/18/07 1:49	46	278	171.5				
375327	RAL B	Outage	12/18/07 8:30	12/18/07 10:08	97	100	162.36	Repair	splice feeder	Feeder Cable	cut feeder
375447	RAL C	Outage	12/18/07 10:46	12/18/07 14:40	235	54	105.59	Repair	Repair Feeder Cable	Feeder Cable	Feeder Cable

OUTAGE ID #DIV

TYPE	START	FINISHED	Duration (MINS)	Sub Hours Out	Resolution Cdc
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PLANNED OUTAGES 51 RESOLUTION N: 24245.52

UNPLANNED OUTAGES 549 RESOLUTION N: 359965.71
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TOTAL OUTAGES 549

TOTAL RESOLUTION N: 414234.23

Resolution Notes	Cause Code	Cause Not
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**FCC FORM 1240
UPDATING MAXIMUM PERMITTED RATES FOR REGULATED CABLE SERVICES**

Cable Operator:

Name of Cable Operator TIME WARNER CABLE		
Mailing Address of Cable Operator 101 Innovation Ave., Suite 100		
City Morrisville	State NC	ZIP Code 27560

1. Does this filing involve a single franchise authority and a single community unit? YES NO

X	
----------	--

If yes, complete the franchise authority information below and enter the associated CUID number here:

NC-0234

2. Does this filing involve a single franchise authority but multiple community units? YES NO

	X
--	----------

If yes, enter the associated CUIDs below and complete the franchise authority information at the bottom of this page:

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3. Does this filing involve multiple franchise authorities?

If yes, attach a separate sheet for each franchise authority and include the following franchise authority information with its associated CUID(s):

Franchise Authority Information:

Name of Local Franchising Authority TOWN OF CHAPEL HILL		
Mailing Address of Local Franchising Authority 306 N. COLUMBIA STREET		
City CHAPEL HILL	State NC	ZIP Code 27516
Telephone number	Fax Number	

4. For what purpose is this Form 1240 being filed? Please put an "X" in the appropriate box.

a. Original Form 1240 for Basic Tier	X
b. Amended Form 1240 for Basic Tier	
c. Original Form 1240 for CPS Tier	
d. Amended Form 1240 for CPS Tier	

5. Indicate the one year time period for which you are setting rates (the Projected Period). TO

02/07	1/08	(mm/yy)
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6. Indicate the time period for which you are performing a true-up. TO

10/05	09/06	(mm/yy)
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7. Status of Previous Filing of FCC Form 1240 (enter an "x" in the appropriate box)

	YES	NO
a. Is this the first FCC Form 1240 filed in any jurisdiction?		X
b. Has an FCC Form 1240 been filed previously with the FCC?		X

If yes, enter the date of the most recent filing:

	(mm/dd/yy)
--	------------

c. Has an FCC Form 1240 been filed previously with the Franchising Authority? YES NO

X	
----------	--

If yes, enter the date of the most recent filing:

12/05/05	(mm/dd/yy)
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8. Status of Previous Filing of FCC Form 1210 (enter an "x" in the appropriate box)

YES NO

a. Has an FCC Form 1210 been previously filed with the FCC?

X	
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If yes, enter the date of the most recent filing:

05/25/95	(mm/dd/yy)
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b. Has an FCC Form 1210 been previously filed with the Franchising Authority?

YES	NO
X	

If yes, enter the date of the most recent filing:

05/25/95	(mm/dd/yy)
----------	------------

9. Status of FCC Form 1200 Filing (enter an "x" in the appropriate box)

a. Has an FCC Form 1200 been previously filed with the FCC?

YES	NO
X	

If yes, enter the date filed:

08/11/94	(mm/dd/yy)
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b. Has an FCC Form 1200 been previously filed with the Franchising Authority?

YES	NO
X	

If yes, enter the date filed:

08/11/94	(mm/dd/yy)
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10. Cable Programming Services Complaint Status (enter an "x" in the appropriate box)

a. Is this form being filed in response to an FCC Form 329 complaint?

YES	NO
	X

If yes, enter the date of the complaint:

	(mm/dd/yy)
--	------------

11. Is FCC Form 1205 Being Included With This Filing

YES	NO
X	

12. Selection of "Going Forward" Channel Addition Methodology (enter an "x" in the appropriate box)

Check here if you are using the original rules [MARKUP METHOD].

Check here if you are using the new, alternative rules [CAPS METHOD].

If using the CAPS METHOD, have you elected to revise recovery for channels added during the period May 15, 1994 to Dec. 31, 1994?

YES	NO

Headend Upgrade Methodology

*NOTE: Operators must certify to the Commission their eligibility to use this upgrade methodology and attach an equipment list and depreciation schedule.

Check here if you are a qualifying small system using the streamlined headend upgrade methodology.

Part I: Preliminary Information

Module A: Maximum Permitted Rate From Previous Filing

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
A1	Current Maximum Permitted Rate	\$9.4556				

Module B: Subscribership

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
B1	Average Subscribership For True-Up Period 1	12,811				
B2	Average Subscribership For True-Up Period 2					
B3	Estimated Average Subscribership For Projected Period	13,003				

Module C: Inflation Information

Line Description		
	Unclaimed Inflation: Operator Switching From 1210 To 1240	1.0000
C2	Unclaimed Inflation: Unregulated Operator Responding to Rate Complaint	1.0000
C3	Inflation Factor For True-Up Period 1 [Wks 1]	1.0355
C4	Inflation Factor For True-Up Period 2 [Wks 1]	
C5	Current FCC Inflation Factor	1.0417

Module D: Calculating the Base Rate

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
D1	Current Headend Upgrade Segment					
D2	Current External Costs Segment	\$1.3413				
D3	Current Caps Method Segment					
D4	Current Markup Method Segment					
D5	Current Channel Movement and Deletion Segment					
D6	Current True-Up Segment	\$0.0479				
D7	Current Inflation Segment	\$0.2584				
D8	Base Rate [A1-D1-D2-D3-D4-D5-D6-D7]	\$7.8080				

**Part II: True-Up Period
Module E: Timing Information**

Line	Line Description	
E1	What Type of True-Up Is Being Performed? (Answer "1", "2", or "3". See Instructions for a description of these types.) If "1", go to Module 1. If "2", answer E2 and E3. If "3", answer E2, E3, E4, and E5.	2
E2	Number of Months in the True-Up Period 1	12
E3	Number of Months between the end of True-Up Period 1 and the end of the most recent Projected Period	3
E4	Number of Months in True-Up Period 2 Eligible for Interest	
E5	Number of Months True-Up Period 2 Ineligible for Interest	

Module F: Maximum Permitted Rate For True-Up Period 1

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
F1	Caps Method Segment For True-Up Period 1 [Wks 2]					
F2	Markup Method Segment For True-Up Period 1 [Wks 3]					
F3	Chan Mvmnt Deletn Segment For True-Up Period 1 [Wks' 4/5]					
F4	True-Up Period 1 Rate Eligible For Inflation [D8+F1+F2+F3]	\$7.808				
F5	Inflation Segment for True-Up Period 1 [(F4*C3)-F4]	\$0.2768				
F6	Headend Upgrade Segment For True-Up Period 1 [Wks 6]					
F7	External Costs Segment For True-Up Period 1 [Wks 7]	\$1.311				
F8	True-Up Segment For True-Up Period 1	\$0.0499				
F9	Max Perm Rate for True-Up Period 1 [F4+F5+F6+F7+F8]	\$9.4457				

Module G: Maximum Permitted Rate For True-Up Period 2

	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
G1	Caps Method Segment For True-Up Period 2 [Wks 2]					
G2	Markup Method Segment For True-Up Period 2 [Wks 3]					
G3	Chan Mvmnt Deletn Segment For True-Up Period 2 [Wks' 4/5]					
G4	TU Period 2 Rate Eligible For Inflation [D8+F5+G1+G2+G3]					
G5	Inflation Segment for True-Up Period 2 [(G4*C4)-G4]					
G6	Headend Upgrade Segment For True-Up Period 2 [Wks 6]					
G7	External Costs Segment For True-Up Period 2 [Wks 7]					
G8	True-Up Segment For True-Up Period 2					
G9	Max Perm Rate for True-Up Period 2 [G4+G5+G6+G7+G8]					

Module H: True-Up Adjustment Calculation

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
Adjustment For True-Up Period 1						
H1	Revenue From Period 1	\$1,351,754.1777				
H2	Revenue From Max Permitted Rate for Period 1	\$1,452,100.8666				
H3	True-Up Period 1 Adjustment [H2-H1]	\$100,346.6889				
H4	Interest on Period 1 Adjustment	\$8,625.5035				
Adjustment For True-Up Period 2						
H5	Revenue From Period 2 Eligible for Interest					
	Revenue From Max Perm Rate for Period 2 Eligible For Interest					
	Period 2 Adjustment Eligible For Interest [H6-H5]					
H8	Interest on Period 2 Adjustment (See instructions for formula)					
H9	Revenue From Period 2 Ineligible for Interest					
H10	Revenue From Max Perm Rate for Period 2 Ineligible for Interest					
H11	Period 2 Adjustment Ineligible For Interest [H10-H9]					
Total True-Up Adjustment						
H12	Previous Remaining True-Up Adjustment					
H13	Total True-Up Adjustment [H3+H4+H7+H8+H11+H12]	\$108,972.1924				
H14	Amount of True-Up Claimed For This Projected Period	\$108,972.1924				
H15	Remaining True-Up Adjustment [H13-H14]	\$0.0000				

Part III: Projected Period
Module I: New Maximum Permitted Rate

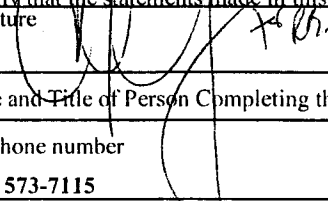
Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
I1	Caps Method Segment For Projected Period [Wks 2]					
I2	Markup Method Segment For Projected Period [Wks 3]					
I3	Chan Mvmnt Deletn Segment For Projected Period [Wks 4/5]					
I4	Proj. Period Rate Eligible For Inflation [D8+F5+G5+I1+I2+I3]	\$8.0848				
I5	Inflation Segment for Projected Period [(I4*C5)-I4]	\$0.3371				
I6	Headend Upgrade Segment For Projected Period [Wks 6]					
I7	External Costs Segment For Projected Period [Wks 7]	\$1.343				
I8	True-Up Segment For Projected Period	\$0.6984				
I9	Max Permitted Rate for Projected Period [I4+I5+I6+I7+I8]	\$10.4633				
I10	Operator Selected Rate For Projected Period	\$9.3533				

Note: The maximum permitted rate figures do not take into account any refund liability you may have. If you have previously been ordered by the Commission or your local franchising authority to make refunds, you are not relieved of your obligation to make such refunds even if the permitted rate is higher than the contested rate or your current rate.

Certification Statement

WILLFUL FALSE STATEMENTS MADE ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

I certify that the statements made in this form are true and correct to the best of my knowledge and belief, and are made in good faith.

Signature 	Date 10/15/2008
Name and Title of Person Completing this Form: Richard Bennett, Raleigh Division Vice President of Finance	
Telephone number (919) 573-7115	Fax Number (919) 573-7042

Worksheet 1 - True-Up Period Inflation

For instructions, see Appendix A of Instructions For FCC Form 1240

Line	Period	FCC Inflation Factor
101	Month 1	1.67%
102	Month 2	1.67%
103	Month 3	1.67%
104	Month 4	4.17%
105	Month 5	4.17%
106	Month 6	4.17%
107	Month 7	4.17%
108	Month 8	4.17%
109	Month 9	4.17%
110	Month 10	4.17%
111	Month 11	4.17%
112	Month 12	4.17%
113	Average Inflation Factor for True-Up Period 1	1.0355
114	Month 13	
115	Month 14	
116	Month 15	
117	Month 16	
118	Month 17	
119	Month 18	
120	Month 19	
121	Month 20	
122	Month 21	
123	Month 22	
124	Month 23	
125	Month 24	
126	Average Inflation Factor for True-Up Period 2	

Worksheet 7 - External Costs True-Up Period

For instructions, see Appendix A of Instructions For FCC Form 1240

True-Up Period	Projected Period
X	
	12

Question 1. For which time period are you filling out this worksheet? [Put an "X" in the appropriate box.]

Question 2. How long is the first period, in months, for which rates are being set with this worksheet?

Question 3. How long is the second period, in months, for which rates are being set with this worksheet?

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
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Period 1

External Costs Eligible for Markup						
701	Cost of Programming For Channels Added Prior to 5/15/94 or After 5/15/94 Using Markup Method For Period	\$175,610.93				
702	Retransmission Consent Fees For Period					
703	Copyright Fees For Period	\$12,071.16				
704	External Costs Eligible For 7.5% Markup	\$187,682.10				
705	Marked Up External Costs	\$201,758.2521				
External Costs Not Eligible for Markup						
706	Cable Specific Taxes For Period					
707	Franchise Related Costs For Period					
708	Commission Regulatory Fees For Period	(\$219.3708)				
709	Total External Costs For Period	\$201,538.8813				
710	Monthly, Per-Subscriber External Costs For Period 1	\$1.3110				

Period 2

External Costs Eligible for Markup						
711	Cost of Programming For Channels Added Prior to 5/15/94 or After 5/15/94 Using Markup Method For Period					
712	Retransmission Consent Fees For Period					
713	Copyright Fees For Period					
714	External Costs Eligible For 7.5% Markup					
715	Marked Up External Costs					
External Costs Not Eligible for Markup						
716	Cable Specific Taxes For Period					
717	Franchise Related Costs For Period					
718	Commission Regulatory Fees For Period					
719	Total External Costs For Period					
720	Monthly, Per-Subscriber External Costs For Period 2					

Worksheet 7 - External Costs Projected Period

For instructions, see Appendix A of Instructions For FCC Form 1240

True-Up Period	Projected Period
	X
	12
	0

Question 1. For which time period are you filling out this worksheet? [Put an "X" in the appropriate box.]

Question 2. How long is the first period, in months, for which rates are being set with this worksheet?

Question 3. How long is the second period, in months, for which rates are being set with this worksheet?

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
Period 1						
External Costs Eligible for Markup						
701	Cost of Programming For Channels Added Prior to 5/15/94 or After 5/15/94 Using Markup Method For Period	\$172,877.69				
702	Retransmission Consent Fees For Period					
703	Copyright Fees For Period	\$12,252.23				
704	External Costs Eligible For 7.5% Markup	\$185,129.93				
705	Marked Up External Costs	\$199,014.6713				
External Costs Not Eligible for Markup						
706	Cable Specific Taxes For Period					
707	Franchise Related Costs For Period					
708	Commission Regulatory Fees For Period	\$10,548.5897				
709	Total External Costs For Period	\$209,563.2609				
	Monthly, Per-Subscriber External Costs For Period 1	\$1.3430				

Worksheet 8 - True-Up Rate Charged

For instructions, see Appendix A of Instructions For FCC Form 1240

Question 1. How long is the True-Up Period 1, in months?

12

Question 2. How long is the True-Up Period 2, in months?

Line	Line Description	a Basic	b Tier 2	c Tier 3	d Tier 4	e Tier 5
801	Month 1	\$8.7930				
802	Month 2	\$8.7930				
803	Month 3	\$8.7930				
804	Month 4	\$8.7930				
805	Month 5	\$8.7930				
806	Month 6	\$8.7930				
807	Month 7	\$8.7930				
808	Month 8	\$8.7930				
809	Month 9	\$8.7930				
810	Month 10	\$8.7930				
811	Month 11	\$8.7930				
812	Month 12	\$8.7930				
813	Period 1 Average Rate	\$8.7930				

814	Month 13					
815	Month 14					
816	Month 15					
817	Month 16					
818	Month 17					
819	Month 18					
820	Month 19					
821	Month 20					
822	Month 21					
823	Month 22					
824	Month 23					
825	Month 24					
826	Period 2 Average Rate					

Time Warner Cable - Raleigh Division

FCC 1240 - Basic Tier Service (BST) Lineup

**System: Chapel Hill, Orange Cnty, Granville Cnty, Durham Cnty,
Chatham County, Pittsboro, Carrboro, Hillsborough**

**2005 True-up
Channel Lineups
per 2006 FCC 1240**

10/04-03/05

- 0 TV Guide Channel
- 2 WNCN-TV(NBC)
- 3 WRAL-TV (CBS)
- 4 Educational Programming
- 5 WRAY-TV (IND)
- 6 WTVD-TV (ABC)
- 7 Home Buyers Channel
- 8 Community Programmng
- 9 WUNC-TV (PBS)
- 10 WLFL-TV (WB)
- 11 WUVC-TV (UNI)
- 12 WRDC-TV (UPN)
- 13 WRAZ-TV (FOX)
- 14 NEWS-14
- 15 HSN
- 16 QVC
- 18 Gov. Access/C-SPAN2
- 19 BET
- 21 WGN
- 22 WRPX-TV (PAX)
- 24 Triangle TV

**2006 Projected
Channel Lineups
per 2006 FCC 1240**

04/05-09/05

- 0 TV Guide Channel
- 2 WNCN NBC
- 3 WRAL CBS
- 4 Educational Access
- 5 WRAY IND
- 6 WTVD ABC
- 7 Home Buyers Channel
- 8 Community Programming
- 9 UNC PBS
- 10 WLFL WB
- 11 WUVC UNIVISION
- 12 WRDC UPN
- 13 WRAZ FOX
- 14 News 14 Carolina
- 15 Home Shopping Network
- 16 QVC
- 18 C-SPAN 2
- 19 BET
- 20 Telefutera
- 21 WGN
- 22 WRPX i
- 24 Triangle TV

10/05-9/06

- 0 TV Guide Channel
- 2 WNCN NBC
- 3 WRAL CBS
- 4 Educational Access
- 5 WRAY IND
- 6 WTVD ABC
- 7 Home Buyers Channel
- 8 Community Programming
- 9 UNC PBS
- 10 WLFL WB
- 11 WUVC UNIVISION
- 12 WRDC UPN
- 13 WRAZ FOX
- 14 News 14 Carolina
- 15 Home Shopping Network
- 16 QVC
- 18 C-SPAN 2
- 19 BET
- 20 Telefutera
- 21 WGN
- 22 WRPX i
- 24 Triangle TV

FCC FORM 1205 **43**
 DETERMINING REGULATED EQUIPMENT AND INSTALLATION COSTS
 "EQUIPMENT FORM"

Community Unit Identifier (CUID) of cable system TIME WARNER CABLE CONSOLIDATED		Date of Form Submission (mm/dd/yy) 09/30/07
Name of Cable Operator TIME WARNER CABLE		
Mailing Address of Cable Operator 101 Innovation Avenue, Suite 100		
City Morrisville	State NC	ZIP Code 27,560
Name and Title of person completing this form: Richard K. Bennett - VP of Finance		
Telephone number 919-573-7115	Fax Number 919-573-7042	

Name of Local Franchising Authority See attached CUID Listing		
Mailing Address of Local Franchising Authority		
City	State	ZIP Code

1. This form is being filed: [Enter an "x" in the appropriate box]

In conjunction with FCC Form 1200, FCC Form 1220, or FCC Form 1225
 Attach the completed FCC Form 1200, FCC Form 1220, or FCC Form 1225 to the front of this form.
 OR

In order to fulfill FCC rules requiring an annual filing of this form
 Enter the date on which you last filed this form: (mm/dd/yy)

Note: This should be the date on which the rates last justified, by using either FCC Form 393 or the prior filing of this form, were in effect.

or the date on which you closed your books for the fiscal year reflected in this form: (mm/dd/yy)

Note: This will indicate the end of the 12-month fiscal year for which you are filing this form.

3. Indicate the corporate status of your cable system [Enter an "x" in the correct box]

- C-Corporation
- Subchapter S corporation
- Partnership
- Sole Proprietorship
- Other [Please explain below]

::

SCHEDULE A: CAPITAL COSTS OF SERVICE INSTALLATION AND MAINTENANCE OF EQUIPMENT AND PLANT						
A	Equipment and Plant	Vehicles	Tools	Maintenance Facilities	Other 1. (Specify below)	Other 2. (Specify below)
B	Gross Book Value	101,329,882	45,544,054	80,516,200	32,809,929	8,815,965
	Accumulated Depreciation	\$67,957,477	29,536,951	24,696,201	20,797,814	6,125,889
	Deferred Taxes	2,267,892	2,294,309	1,000,130	429,865	-33,558
E	Net Book Value [B-(C+D)]	31,104,513	13,712,794	54,819,870	11,582,250	2,723,633
F	Rate of Return	11.25%				
G	<i>Calculation of Gross-up Rate</i>					
G1	Federal Income Tax Rate	35.00%				
G2	State Income Tax Rate	5.66%				
G3	Net Total Income Tax Rate [(G1+G2)-(G1 x G2)]	38.68%				
G4	Adjustment to Reflect Interest Deductibility					
G4a	Actual Interest Amount	646,000,000				
G4b	Total Net Assets	40,139,678,000				
G4c	Base Return on Investment Amount [G4b x F]	4,515,713,775				
G4d	Interest Deductibility Factor [G4a/G4c]	14.31%				
G5	Effective Tax Rate [G3 x (1-G4d)] [C-Corps skip to G7]	33.15%				
G6	Adjustments for Non-C Corporations					
G6a	Base Return on Investment Amount [G4c]	4,515,713,775				
G6b	Distributions	31,000,000				
G6c	Contributions (may not exceed G6b)	0				
G6d	Returns Subject to Income Tax [G6a-G6b+G6c]	4,484,713,775				
G6e	Returns Percentage Subject to Income Tax [G6d/G6a]	99.31%				
G7	Gross-Up Rate [C-Corps: 1/(1-G5) Other: 1/(1-(G5 x G6e))]	1.49				
H	Grossed-Up Rate of Return [F x G7]	16.77%				
I	Return on Investment Grossed-Up for Taxes [E x H]	5,216,439	2,299,729	9,193,667	1,942,422	456,772
J	Current Provision for Depreciation	14,144,014	6,191,754	3,636,469	4,345,795	981,638
K	Annual Capital Costs [I+J]	19,360,453	8,491,483	12,830,136	6,288,217	1,438,410
L	GRAND TOTAL [sum of Line K entries]	48,408,699				

Box 1.

Specify: Other 1. Test Equipment, Computers, Office Furniture, Radios

Specify: Other 2. Leasehold Improvements

SCHEDULE B: ANNUAL OPERATING EXPENSES FOR SERVICE INSTALLATION AND MAINTENANCE OF EQUIPMENT							
A	Annual Op. Expenses for Service Install. and Maint. of Equip.	Salaries & Benefits	Supplies	Utilities	Other Taxes	Other 1. (Specify below)	Other 2. (Specify below)
				293,389,368	21,785,007	11,801,039	6,703,082
GRAND TOTAL (sum of Line A entries)		401,096,083					

Box 2.

Specify: Other 1. Vehicle Lease and Maintenance, Converter Control, Converter Rrepair, R&M, Contract Labor

Specify: Other 2. Office Rent, Customer Service, MIS, Supplies, Buildings, Insurance, Equipment Rent

SCHEDULE C: CAPITAL COSTS OF LEASED CUSTOMER EQUIPMENT								
A	Equipment	Remote 1	Remote 2	Remote 3	Converter 1	Converter 2	Converter 3	Other Equip.
B	Total Maint/Service Hours	256,756	0	0	6,685	2,398,486	0	2,049
C	Total # of Units in Service	7,171,956	0	0	101,679	7,495,268	0	17,780
D	Gross Book Value	48,369,102	0	0	3,978,766	2,434,475,824	0	1,464,552.83
E	Accumulated Depreciation	28,691,523	0	0	3,763,180	1,578,906,909	0	630,425
F	Deferred Taxes	-902,193	0	0	47,144	65,631,402	0	-12,982
G	Net Book Value [D-(E+F)]	20,579,772	0	0	168,441	789,937,513	0	847,110
H	Grossed-Up Rate of Return [From Sched. A, Line H]	16.77%						
I	Return on Investment Grossed-Up for Taxes [G x H]	3,451,368	0	0	28,249	132,477,919	0	142,066
J	Current Provision for Depreciation	10,394,447	0	0	19,204	399,322,732	0	419,638
K	Annual Capital Costs [I + J]	13,845,815	0	0	47,452	531,800,651	0	561,704
L	GRAND TOTAL (sum of Line K entries)	546,255,623						

Box 3.

SCHEDULE D: AVERAGE HOURS PER INSTALLATION		
A.	Average Hours per Unwired Home Installation (attach an explanation)	1.19
B.	Average Hours per Pre-Wired Home Installation (attach an explanation)	0.82
C.	Average Hours per Additional Connection Installation at Time of Initial Installation (attach an explanation)	0.55
D.	Average Hours per Additional Connection Installation Requiring Separate Installation (attach an explanation)	0.85
E. Other Installation (by Item Type):		
Item 1.	Truck Trip	
	Average Hours per Installation (attach an explanation)	0.00
	.2. (Specify)	
	Average Hours per Installation (attach an explanation)	0.00
Item 3.	(Specify)	
	Average Hours per Installation (attach an explanation)	0.00



WORKSHEET FOR CALCULATING PERMITTED EQUIPMENT AND INSTALLATION CHARGES		
STEP A. Hourly Service Charge		
1	Total Capital Costs of Installation and Maintenance [Schedule A, Box 1]	48,408,699
2	Total Annual Operating Expenses for Installation and Maintenance [Schedule B, Box 2]	401,096,083
Total Capital Costs and Operating Expenses for Installation and Maintenance [Line 1 + Line 2]		449,504,782
Customer Equipment and Installation Percentage (attach an explanation)		93.90%
5	Annual Customer Equipment Maintenance and Installation Costs, Excluding Costs of Leased Equipment (Line 3 x Line 4)	422,078,547
6	Total Labor Hours for Maintenance and Installation of Customer Equipment and Services	8,691,431
7	Hourly Service Charge (HSC) (Line 5/Line 6)	48.56

ACTIONS (place an "x" in the appropriate box)	
<input type="checkbox"/>	Installations billed by the hour based on the HSC calculated in Line 7.
<input checked="" type="checkbox"/>	Installations billed as a standard charge.

STEP B. Installation Charge		
8	Uniform HSC for all installations (From Step A, line 7)	n/a
OR		
9	Average Charge for Installation Types	
a. Unwired Home Installation		
a1.	HSC [Line 7]	48.56
a2.	Average Hours per Unwired Home Installation (Schedule D, Line A)	1.19
a3.	Charge per Unwired Home Installation [a1 x a2]	57.74
b. Pre-wired Home Installation		
b1.	HSC [Line 7]	48.56
b2.	Average Hours per Pre-wired Home Installation (Schedule D, Line B)	0.82
b3.	Charge per Pre-wired Home Installation [b1 x b2]	39.61
c. Additional Connection Installation at Time of Initial Installation		
c1.	HSC [Line 7]	48.56
c2.	Average Hours per Additional Connection Installation at Time of Init. Install. [Schedule D, Line C]	0.55
c3.	Charge per Additional Connection Installation at Time of Initial Installation [c1 x c2]	26.53
d. Additional Connection Installation Requiring Separate Installation		
d1.	HSC [Line 7]	48.56
d2.	Avg. Hours per Additional Connection Installation Req. Separate Installation [Schedule D, Line D]	0.85
d3.	Charge per Additional Connection Installation Requiring Separate Installation [d1 x d2]	41.26
e. Other Installations (As specified in Schedule D, Line E):		
e1.	HSC [Line 7]	48.56
e2.	Average Hours per Installation of Item 1 [Schedule D, Line E, Item 1]	0.00
e3.	Charge per Installation of Item 1 [e1 x e2]	0.00
e4.	HSC [Line 7]	48.56
e5.	Average Hours per Installation of Item 2 [Schedule D, Line E, Item 2]	0.00
e6.	Charge per Installation of Item 2 [e4 x e5]	0.00
e7.	HSC [Line 7]	48.56
e8.	Average Hours per Installation of Item 3 [Schedule D, Line E, Item 3]	0.00
e9.	Charge per Installation of Item 3 [e7 x e8]	0.00

Costs for leased Remotes				
(Calculate separately for each significantly different type)				
	a	b	c	
	Remote 1	Remote 2	Remote 3	
10	Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	256,756	0	0
11	HSC [Line 7]	48.56	48.56	48.56
12	Total Maintenance/Service Cost [Line 10 x Line 11]	12,468,742	0.00	0.00
13	Annual Capital Costs [Corresponding column from Schedule C, Line K]	13,845,815	0.00	0.00
14	Total Cost of Remote [Line 12 + Line 13]	26,314,557	0.00	0.00
15	Number of Units in Service [Corresponding column from Schedule C, Line C]	7,171,956	0	0
16	Unit Cost [Line 14/Line 15]	3.67	0.00	0.00
	Rate per Month [Line 16/(12)]	0.31	0.00	0.00

for Leased Converter Boxes (Calculate separately for each significantly different type)		a Converter 1	b Converter 2	c Converter 3
18	Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	6,685	2,398,486	0
19	HSC [Line 7]	48.56	48.56	48.56
	Total Maintenance/Service Cost [Line 18 x 19]	324,647	116,476,725	0.00
	Annual Capital Costs [Corresponding column from Schedule C, Line K]	47,452	531,800,651	0.00
22	Total Cost of Converter [Line 20+ Line 21]	372,100	648,277,376	0.00
23	Number of Units in Service [Corresponding column from Schedule C, Line C]	101,679	7,495,268	0
24	Unit Cost [Line 22/Line 23]	3.66	86.49	0.00
25	Rate per Month [Line 24/(12)]	0.30	7.21	0.00

Other Leased Equipment		
26	Total Maintenance/Service Hours [Corresponding column from Schedule C, Line B]	2,048.95
27	HSC [Line 7]	48.56
28	Total Maintenance/Service Cost [Line 26 x Line 27]	99,502.51
29	Annual Capital Costs [Corresponding column from Schedule C, Line K]	561,704.34
30	Total Cost of Equipment [Line 28+Line 29]	661,206.85
31	Number of Units in Service [Corresponding column from Schedule C, Line C]	17,780
32	Unit Cost [Line 30/Line 31]	37.19
33	Rate per Month [Line 32 / (12)]	3.10

METHOD OF BILLING FOR CHANGING SERVICE TIERS OR EQUIPMENT [place an "x" in the appropriate box]	
<input checked="" type="checkbox"/>	as a Nominal Charge (Enter the nominal charge in Line 34)
<input type="checkbox"/>	as a Uniform Hourly Service Charge
<input type="checkbox"/>	as an Average Charge (Enter the Average Hours for Changing Service Tiers in Line 36b.)

STEP F. Charges for Changing Service Tiers or Equipment		
34	Nominal Charge for Changing Service Tiers	2.00
If you use an escalating scale of charges, place an "x" in the box at the right.		
OR		
35	Uniform Hourly Service Charge	n/a
OR		
36	Average Charge for Changing Service Tiers	
	36a. HSC [Line 7]	48.56
	36b. Average Hours to Change Service Tiers	
	36c. Average Charge for Changing Service Tiers [Line 36a x Line 36b]	n/a

WORKSHEET FOR CALCULATING TOTAL EQUIPMENT AND INSTALLATION COSTS		
1	Total Capital Costs of Installation and Maintenance [Schedule A, Box 1]	48,408,699
2	Total Annual Operating Expenses for Installation and Maintenance [Schedule B, Box 2]	401,096,083
3	Total Annual Capital Costs of Installation and Maintenance [Line 1 + Line 2]	449,504,782
4	Customer Equipment and Installation Percentage (attach explanation).	100%
5	Annual Customer Equipment Maintenance and Installation Costs, Excluding Costs of Leased Equipment [Line 3 x Line 4]	449,504,782
6	Total Capital Costs of Leased Customer Equipment [Schedule C, Box 3]	546,255,623
7	Annual Customer Equipment and Installation Costs [Line 5 + Line 6]	995,760,404
8	Percentage Allocation to Franchise Area (see instructions)	100%
9	Allocated Annual Equipment and Installation Cost [Line 7 x Line 8]	995,760,404
10	Monthly Equipment and Installation Cost [Line 9 / (12)]	82,980,034
11	Number of Basic Subscribers in Franchise	9,422,058
12	Monthly Equipment and Installation Cost per Subscriber [Line 10 / Line 11]	8.81
13	Inflation Adjustment Factor [See Instructions]	100%
14	Adjusted Monthly Equipment and Installation Cost per Subscriber [Line 12 x Line 13]	8.81

SUMMARY SCHEDULE

Current Equipment and Installation Rates		Permitted	Actual
1. Charges for Cable Service Installations			
a. Hourly Rate [Step A, Line 7]		n/a	
b. Average Installation Charges:			
1. Installation of Unwired Homes [Step B, Line 9a3]		57.74	42.95
2. Installation of Prewired Homes [Step B, Line 9b3]		39.61	29.95
3. Installation of Additional Connections at Time of Initial Installation [Step B, Line 9c3]		26.53	19.95
4. Installation of Additional Connections Requiring Separate Install [Step B, Line 9d3]		41.26	29.95
5. Other Installations (specify) [Step B, Lines 9e3, 9e6, 9e9]			
a. Truck Trip		0.00	0.00
b.		0.00	0.00
c.		0.00	0.00
2 Monthly Charge for Lease of Remote Controls [Step C, Line 17, columns a-c]			
Remote Control Type 1:		0.31	0.31
Remote Control Type 2:		0.00	0.00
Remote Control Type 3:		0.00	0.00
3 Monthly Charge for Lease of Converter Boxes [Step D, Line 25, columns a-c]			
Converter Box Type 1: Non-Addressable		0.30	0.25
Converter Box Type 2: Addressable/Digital		7.21	7.21
Converter Box Type 3:		0.00	0.00
4 Monthly Charge for Lease of Other Equipment [Step E, Line 33]			
Other Equipment (Cable Card)		3.10	2.50
5 Charge for Changing Tiers (if any) [Step F, Line 34, 35 or 36c]		2.00	2.00

LABOR COST AND POLICY CHANGES

Indicate your answer to the following three questions by placing an "x" in the appropriate box

1. Have you included the labor costs associated with subscriber cable drops in your charges for initial installation?

YES
 NO

a. Have you capitalized the labor costs associated with subscriber cable drops?

YES
 NO

3. If you have filed this form before, have you changed any policy, e.g., cost accounting or cost allocation that causes an increase in the costs included in the computation of equipment and installations charges?

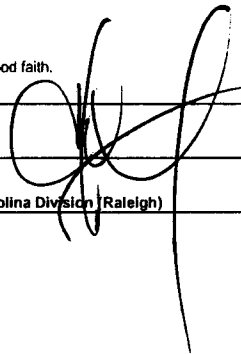
YES (You must attach a full explanation)
 NO

CERTIFICATION STATEMENT

WILLFUL FALSE STATEMENTS MADE ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE TITLE 18, SECTION 1001), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

I certify that the statements made in this form are true and correct to the best of my knowledge and belief, and are made in good faith.

Name of the Cable Operator TIME WARNER CABLE	Signature Richard K. Bennett
Date 09/30/2007	Title VP of Finance - Eastern Carolina Division (Raleigh)



<u>Community</u>	<u>CUID#</u>
Fayetteville	NC0001
Fort Bragg	NC0002
Dunn	NC0008
Erwin	NC0009
Lumberton	NC0013
Chadbourn	NC0017
Whiteville	NC0018
Raleigh	NC0028
Aberdeen	NC0043
Southern Pines	NC0044
Pinehurst	NC0045
Selma	NC0063
Smithfield	NC0064
Clayton	NC0065
Fuquay-Varina	NC0066
Apex	NC0067
Hillborough	NC0068
Garner	NC0069
Hope Mills	NC0075
Garner-Wake Co.	NC0078
Cumberland County	NC0081
Spring Lake	NC0082
Durham	NC0087
Goldsboro	NC0096
Red Springs	NC0100
St. Pauls	NC0101
Raeford	NC0102
Wilson	NC0110
Carboro	NC0130
Cary	NC0136
Seymour Johnson AFB	NC0145
Wayne County	NC0763
Pembroke	NC0207
Fairmont	NC0218
Mt. Olive	NC0226
Chapel Hill	NC0234
Pinebluff	NC0245
Elm City	NC0250
Fremont	NC0251
Pikeville	NC0252
Pine Level	NC0253
Johnson Co	NC0255
Orange County	NC0256
Wilson County	NC0257
Wake Co-Cary/Apex	NC0259
Granville County	NC0263
Hoke County	NC0271
Robeson County	NC0272
Orange County	NC0276
Morrisville	NC0277
Wake Co-Holly Springs	NC0278

<u>Community</u>	<u>CUID#</u>
Johnson County	NC0293
Zebulon	NC0303
Knightdale	NC0304
Creedmoor	NC0305
Stem	NC0307
Wake Forest	NC0314
Moore County	NC0315
Farmville	NC0322
Pitt County	NC0324
Four Oaks	NC0325
Franklinton	NC0331
Franklin County	NC0331
Windell	NC0341
Durham County	NC0343
Rolesville	NC0345
Pope Air Force Base	NC0370
Wake Co (Windell)	NC0416
Wake Co (Wake For	NC0417
Brunswick	NC0422
Wake Co (Rolesville	NC0449
Holly Springs	NC0451
Wake Co - Morrisvill	NC0452
Black Creek	NC0457
Saraloga	NC0458
Statonsburg	NC0460
Chatham County	NC0468
Pittsboro	NC0470
Stedman	NC0472
Wake County - Raleigh	NC0512
Columbus County	NC0566
Robeson County	NC0567
Parkton	NC0572
Autryville	NC0573
Robeson County - St	NC0580
Foxfire	NC0612
Carrboron	NC0649
Durham County	NC0650
Robeson County	NC0760
Wake County - Zebu	NC0783
Wake County - Knigl	NC0784
Godwin	NC0785
Wade	NC0786
Falcon	NC0788
TaylorTown	NC0891
Hillsborough	NC0936
Lumber Bridge	NC0942
Rennert	NC0969
Wake Co - Fuquay-V	NC0970

Time Warner Cable
Eastern Carolina Division – Raleigh
2008 FCC Form 2005 – Equipment Form

General – The attached FCC Form 1205 is a company wide consolidated form for all the consolidated TV Operations by Time Warner Cable. The following explanation represents the methodology used by the Time Warner Cable Raleigh Division as part of this Consolidated 1205 calculation.

1. Schedule C (Line B) Total maintenance / Service Hours – Represents total Time Warner Cable Raleigh employee hours dedicated to spending time physically handling converter boxes or remotes, or talking on the phone to customers regarding converter/remote sales or service issues. These hours typically include time spent by TWC installers and service technicians, warehouse employees, dispatch and customer service agents.
2. Schedule D: Average hours per Installation – Represents time spent on average by installer for unwired and wired installations for primary and additional outlets. Includes total time spent at customer home plus the drive time to and from the customer home.
3. Step A: Hourly Service Charge (Line 4) – Represents total time spent on installation, service, and maintenance which specifically relates to the installations service, and maintenance of customer equipment (converters and remotes) based on current experience.

Completion of Construction:

There was no new build in the Town limits of Chapel Hill in 2007.

