

2005 Complaint Log

Date Received	From	Routed To	Regarding	Resolution	Date Resolved
1/20/2005	Town of Chapel Hill David Levine 1209 B. Hillsborough Rd	Eric Laber Chapel Hill Service	Cable line is lying on the ground outside customers home	The drop was buried on 1/28/2005	1/28/2005
3/7/2005	Town of Chapel Hill Jim Komish 202 Pebble Spring Rd	Ian Dickey Service	Customer called to complain about poor service.	Changed a breaker in a power supply. Contacted Mr. Kornish and let him know what the issues with his service were. Customer is satisfied now.	3/8/2005

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Date Received	From	Routed To	Regarding	Resolution	Date Resolved
3/16/2005	Catherine Lazorko Town of Chapel Hill	Kim Reid Engineering	<p>A citizen called to complain that Time Warner has dug a trench in his yard to lay cable, and the crew encountered numerous problems. First, when they went to refill the trench they did not use enough infill dirt, so the ground sunk several inches. When they returned (after the resident complained), they packed it down and laid straw - but no grass seed. Later, the resident realized that the crew had broken a drainage pipe that was causing considerable problems.</p> <p>He has discussed these problems with Bob Fugette (?) of Time Warner, but is extremely aggravated. When he called to have them fix the pipe, he was notified that the crew dug an 11-foot trench through his yard trying to find the pipe. He would have been able to show them where, but they went in unannounced and made a mess of things. This resident is extremely and rightly frustrated.</p> <p>His name is John O'Neill of 818 Church Hill Drive. Phone in day: 967-3100.</p>	<p>03/25/05 Contact was made with Mr. O'Neill by phone this morning at approximately 8:20am. Mr. O'Neill gave permission for Ron Dillon and I to go by his home and look at the work site and he agreed to meet with us at his business afterwards. At 818 Churchill Drive, Dillon and I found the ground to be wet, some areas with old wheat straw, some areas with new wheat straw, and a very small amount of "new grass" coming up in the trench line.</p> <p>Mr. O'Neill is requesting a third party landscaper restore his drain, place a drain pipe to replace one that he placed himself 23 years ago, and rake and reseed the area. His choice of landscaper is The Potted Plant in Chapel Hill.</p> <p>I spoke with Don Levine of "The Potted Plant" and requested that he check the property and provide an estimate to me. Mr. Levine will go by early next week and call me back with the estimate. He will also call Mr. O'Neill and keep him informed.</p>	3/25/2005

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Date Received	From	Routed To	Regarding	Resolution	Date Resolved
3/24/2005	Catherine Lazorko Town of Chapel Hill	Kent Evans Construction	The director of Airport Gardens Housing Complex on the 800 block of Airport Road has called to complain about aboveground cable wires that are causing a public safety hazard to residents. The director desires that these be buried, and has made such requests to Time Warner to no avail. Can you assist with this problem? In addition to being an obstacle to pedestrians, the lines and wires are unsightly. For additional information, please contact Tina Vaughn: 968-2850.	Catherine, I know that Kent has left you a voicemail as well, but I wanted to let you know we have resolved the customer issue at Airport Gardens. We have buried our drops, and cleaned up our lockboxes. Kent also left messages with Bell South regarding their hazardous drops. Please let me know if you need other information. Thanks, Andi	3/24/2005
6/2/2005	Dr. Harvey Krasny 120 Woodbridge Lane Chapel Hill, NC 27514 Catherine Lazorko Town of Chapel Hill	Duane Grotheer	May 2005 payment for service returned by Time Warner Cable as "damaged by the US Postal Service"	Letter was mailed to Dr. Krasny explaining his bill. Copied to Catherine Lazorko.	6/2/2005

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Date Received	From	Routed To	Regarding	Resolution	Date Resolved
7/25/2005	Catherin Lazorko Town of Chapel hill	Cindy Ray	<p>Mr. Jennings just purchased an HD television. When he called to see what he needed to do to get his box changed out, he was told if our people came out to switch it out, it would be an \$18 charge, but if he came and picked it up himself it would be no charge. He was told it was very easy to change out. According to Mr. Jennings it was not easy at all and he was thankful he had a son that knew about computers and technology so he helped him. He didn't think we should tell people things were easy if they weren't. Also, while he was there, he asked for a Chapel Hill programming listing. He was given a slick pamphlet and went home. Once he got home, and had his son hooked up the new box, none of the channels lined up with the programming guide. He looked down and discovered he was given Canboro programming not Chapel Hill. He tried to call the office back several times, and has been receiving a constant busy signal for a while. He looked in the directory for another number and the number he called was a fax machine. He was frustrated and called the LFA to tell the</p>	<p>Talked with Mr. Jennings and apologized. He is okay and glad I called. Getting him the correct programming listing is an easy fix and I will take care of it. As we all try to take steps to put our customers first, I would recommend publishing the 1-866 number in local directories so we get the call and it is logged and people don't feel they are getting the run around. Catherine L didn't have the 4TWCNOW number. I have given it to her as well.</p>	7/25/2005

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Date Received	From	Routed To	Regarding	Resolution	Date Resolved
7/25/2005	Catherine Lazorko Town of Chapel Hill	Ian Dickey and Richard Lester	I need some assistance if you can help. I had wireless internet installed 7/13, and it still fails periodically on a regular basis. I've had a couple of technicians out, but it always works when they are here. I really need to get it to be reliable 100% of the time. Do you have any suggestions?	We made several attempts to reach Mr. Plow yesterday. Contact was finally made in the late evening arrangements were made to meet this morning. Customer contact was made the router was working fine it has an online percentage of 99.9%. He wanted the router changed anyway so we exchanged the router. Checked all computers they are working, educated customer on how wireless works. Informed him the operating systems on the computers are older versions and not as fast as newer versions. Customer was pleased with tech work.	7/26/2005

2005 Complaint Log

Date Received	From	Routed To	Regarding	Resolution	Date Resolved
7/19/2005	Catherine Lazorko Town of Chapel Hill	Construction\ Kent Evans and Tom McQuarrie	<p>Frank Deruyter, 19 Silo Drive Acct. 410780-02 (in name of Ann Deruyter) 907-2595 home 970-3061 pager 684-6271 office</p> <p>Mr. Deruyter complains that he has had Internet connection problems and a poor cable signal for about three months. Crews dropped new cable line about two months ago, but this is about 600 feet from the junction box -- and this still has not resolved his poor service. The cable is strewn around his house, down a driveway and into the street causing a nuisance and a hazard. He wants TWC to install a new junction box so the cable does not need to be so long. He also wants to be reimbursed for service that he has not received due to signal/connection problems.</p>	<p>The plant extension to feed this house was completed this morning. The drop crew sat over the drop to the new pedestal and there was good signal at the splitters at the rear of the house. Tom McQuarrie has a meeting later today with the resident to make sure there are no issues with the pictures inside. The technician who spliced and activated this extension found a slight rolloff in the low frequencies that originates further back upstream. It is not enough to affect the service at this house, but we have forwarded this information to the TWC maintenance department to investigate and repair. Unless there are problems with the internal wiring, I don't expect to find any issues inside when Tom meets with the customer later today.</p>	7/26/2005

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 know to Time Warner Cable.

Attached is the Chapel Hill Engineering Summary for 2005

Chapel Hill Engineering Summary 2005

PLANNED	5	103	20.83%	20.89%
UNPLANNED	19	390	79.17%	79.11%
	24	493	100.00%	100.00%
B	8	108	33.3%	21.9%
C	0	28	0.0%	5.7%
E	14	320	58.3%	64.9%
Y	2	37	8.3%	7.5%
	24	493	100.0%	100.0%

35	BRIDGER MODULE	0	1	0.0%	0.2%
36	LINE EXTENDER MODULE	0	10	0.0%	2.0%
37	FUSE FEEDER LINE	0	2	0.0%	0.4%
39	TAP/TAP FACE PLATE	2	7	8.3%	1.4%
40	REPLACE CONNECTOR DUE TO SUCK OUT	0	4	0.0%	0.8%
41	REPAIR FEEDER / LAY TEMP	0	28	0.0%	5.7%
42	REPAIR FEEDER / PERMANENT	1	29	4.2%	5.9%
44	DC POWER SUPPLY	0	6	0.0%	1.2%
45	SPLITTER / PASSIVE FEEDER	0	9	0.0%	1.8%
50	FNT MODULE	1	4	4.2%	0.8%
51	FNB MODULE	0	9	0.0%	1.8%
52	POWER PACK	3	21	12.5%	4.3%
53	90V POWER SUPPLY	3	36	12.5%	7.3%
54	AGC MODULE	0	5	0.0%	1.0%
55	DC FUSE	0	4	0.0%	0.8%
56	A/C FUSE	2	72	8.3%	14.6%
58	REPAIR CABLE PERM	1	10	4.2%	2.0%
59	LAY TEMP TRUNK	1	17	4.2%	3.4%
60	SEIZURE BLOCK/INSERT ASSEMBLY	1	3	4.2%	0.6%
61	PASSIVE	0	22	0.0%	4.5%
62	CONNECTOR	1	9	4.2%	1.8%
63	POWER COMPANY RELATED	3	31	12.5%	6.3%
64	POWER SUPPLY A/C BREAKER	0	18	0.0%	3.7%
65	E72CLPA / PK MODULE	0	0	0.0%	0.0%
68	PAD	0	0	0.0%	0.0%
69	EQUALIZER	0	0	0.0%	0.0%
81	REPAIR FIBER	0	3	0.0%	0.6%
82	OPTICAL CONNECTOR	0	0	0.0%	0.0%
83	OPTICAL RECEIVER	0	4	0.0%	0.8%
84	OPTICAL TRANSMITTER	0	1	0.0%	0.2%
85	NODE MOTHERBOARD	0	8	0.0%	1.6%
86	NODE DC FUSE / POWER PACK	0	0	0.0%	0.0%
87	NODE / SET LEVELS	0	2	0.0%	0.4%
88	NODE MISC REPAIR	0	2	0.0%	0.4%
89	HUB/ CEV	0	2	0.0%	0.4%
91	VANDALISM	0	2	0.0%	0.4%
93	INTERMITTENT PROBLEM	0	2	0.0%	0.4%
94	HEADEND	0	3	0.0%	0.6%
97	HOTEL HEADEND	0	0	0.0%	0.0%
CUP	CONSTRUCTION UPGRADE RELATED	0	0	0.0%	0.0%
CON	CONSTRUCTION	4	82	16.7%	16.6%
OKA	OK UPON ARRIVAL	0	2	0.0%	0.4%
TWC	CABLE MAINTENANCE REPAIR	1	23	4.2%	4.7%
STR	STATE ROAD CONSTRUCTION	0	0	0.0%	0.0%

	1047:33:00	34085:02:00
	0:02:12	1:11:29
	2:14:01	72:40:24
	2.56	52.56
	100.0000	100.0000
	0:48:15	0:57:14
	43:38:52	69:08:17
	126:46:00	4602:20:00
	12.50%	6.29%
	92:20:00	6239:18:00
	12.50%	17.04%
	28,610	
	60,883	
	938	

Subscriber Survey:

Time Warner Cable conducted a random customer service survey of a sampling of its subscribers within Chapel Hill by telephone interview in 2003. A copy was provided to the Town. Time Warner Cable plans to complete another survey of this type in 2006. Once completed Time Warner Cable will forward the results to the Town.