

Customer Service

Summary of Complaints:

See attached

2006 Chapel Hill Complaint Log

Date Received	From	Routed To	Regarding	Resolution	Date Resolved
4/4/06	Louise Law - per Catherine Lazorko	Jill Sullivan - Customer Service	Billing Error	Billing error corrected and customer satisfied with resolution	4/5/06
4/19/06	Carolina Harrell - per Catherine Lazorko	Kim Reed - Construction	Unburied cable at Meadowmont	Cable buried	4/20/06
5/31/06	Julia Thornton - per Catherine Lazorko	Jill Sullivan	Billed for movies that had been ordered and customer said they did not order them. Thought someone may be tampering with equipment.	Credited account, switched out equipment. Suggested to customer that we set up a PIN number or disable the Pay per View so if anyone wants to order PPV, they must call in. Customer declined.	6/6/06
6/1/06	David Work - per Catherine Lazorko	Keith Kersey	Cable needed to be buried	Cable Buried	6/16/07
6/27/06	James Jennings - per Catherine Lazorko	Customer Service	Needed assistance with internet service and was having trouble navigating through our voice mail.	Customer service contacted customer and helped him with the problems he was having with AOL firewall	06/27/06

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8/14/06	Peter Winkler – per Catherine Lazorko	Service	Poor response time	Replaced some cable and some connectors – Modem appeared to be working well. Supervisor left direct phone number if the customer experienced any additional problems.	8/17/06
8/22/06	Francis Whang – per Catherine Lazorko	Kim Reid – Construction/Installation	Incomplete installation and damage to a customer's house	Installation completed, damage to house corrected. Apologized to the customer for his inconveniences and assured him this was not the type of behavior that we endorse. Conducted an internal review of the installer and provided the appropriate disciplinary action.	8/22/07
10/19/06	Mr. Fudge – per Catherine Lazorko	Construction – Ashley Grimes	Location of a pedestal	Even though we were within the utility right of way, we decided to relocate pedestal to eliminate future concerns	10/20/06
10/25/06	Joanne Kagan – per Catherine Lazorko	Richard Lester - Maintenance	Continual service problems	Supervisor went to customer's house and checked equipment inside and outside of the home. Re-spliced new cable inside home. Customer satisfied and not experiencing any problems	10/25/06

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 2006