



July 17, 2008

Mrs. Catherine Lazorko  
Town Information Officer  
Town of Chapel Hill  
405 Martin Luther King Jr., Blvd.  
Chapel Hill, NC 27514

Dear Catherine:

At the June 9, 2008 regular business meeting of the Chapel Hill Town Council, the Council had a few questions specifically in the areas of signal strength, infrastructure and construction, and customer satisfaction. I promised to look into these matters and report back to you, and wanted to follow-up to provide information that will address those areas of concern.

To address the areas of concern regarding signal strength, a summary is provided of the new construction process. By outlining this process, most of the questions the Council asked are addressed. In most cases, Time Warner Cable is notified of new construction or a new subdivision by the power company. The new construction notification can be for as few as two homes and can be as many as 200 homes. The power company and the cable company often joint trench these projects. The power company provides us with a base map, plotting out the site. It contains information such as street cuts, lot sizes, number of homes, etc. From that point, we develop a cable route, usually on both sides of the street, with a pedestal located at every other house. The route map then goes to design, and based on lot size the type of drop needed is determined. This is usually determined by the distance from the side of the house to the street, not the size of the home. Once the joint trenching is completed, the cable is then spliced and activated. Before Time Warner Cable turns over any address, quality control technicians are sent out to check the construction project. All new construction projects have a standard tap level. Once a customer moves into the home, an installation is scheduled. The service level is checked before the technician leaves to make sure the signal strength is appropriate for the home.

Like the installations described above, signal strength is also tested on all service calls. Each of our technicians is equipped with a device to test the signal strength. It only takes one call from one customer for a service call to be made. If the issue is not completely handled by the agent taking the call, a service call is scheduled.

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There also seemed to be some concern regarding the number of customer complaints reported in the Town of Chapel Hill annual report and the actual number of Chapel Hill customer complaints. Unfortunately, our customer service call center system is not set up to segment out video (cable television) calls from one local franchising authority or one category. For measurement purposes, it is also difficult to define what a customer complaint is. A service call or an equipment issue call is not necessarily a complaint. Our division serves over 700,000 residential customers and customers call us for many reasons that are not complaints at all. We do experience higher call volume in the summer months because of thunder storms. Much like the power company, lightening and cable don't like each other very much and power and cable outages will occur in severe weather. We do everything we can to restore service as soon as humanly possible when an outage occurs.

The best indicator of customer satisfaction is the telephone survey conducted every other year specifically for Chapel Hill customers, and this is a survey year. You and I are currently working on the advance work that needs to be completed before the survey can be done. We have contracted an independent research firm to conduct the survey and have provided a copy of the questionnaire to you for review. We will provide a copy of names, addresses and phone numbers for both Chapel Hill franchises, and the research firm will randomly select the names to be called and conduct the survey. Once the survey is complete, Time Warner Cable will be provided with the survey results. We in turn, will meet with you to review them. Once the survey process begins, it only takes a few weeks for the results to be returned to us. This survey is conducted at Time Warner Cable's expense. The Town of Chapel Hill does not pay for any of the survey expenses.

The request was to have the results for the September Town Council meeting, but unless there is an unforeseen delay, I feel quite sure the results will be available before the town before then. If you need any additional information, please feel free to give me a call.

Sincerely,



Cindy Ray Keene  
Director, Public and Government Affairs

Cc: Roger Stancil