



September 16, 2008

Mr. Roger Stancil
Manager
Town of Chapel Hill
405 Martin Luther King Jr. Blvd.
Chapel Hill, NC 27514

Dear Roger,

I spoke with Catherine Lazorko yesterday and she indicated because of vacation schedules and other priorities you all have not had a chance to discuss the results of the Time Warner Cable Chapel Hill Customer Satisfaction Survey I sent to you both on August 29th. I thought I would send you a letter to address the findings of the survey, and will be available to meet with either or both of you for further discussion should you desire.

There were several areas we received favorable marks; courteous and respectful interactions with customers, easy to understand billing statements and readily available contact information for customer concerns. Although there is always room for improvement, we are pleased that those areas represent positive interactions with our customers.

That being said, there were also some areas we had lower scores since the 2006 survey, mostly stemmed from technical problems, outages and ease of getting through by phone to our customer service representatives. Although we understand where the root of the problem lies, these ratings are not acceptable to us. I want to provide information to you that accounts for the majority of the technical problems customers have been facing and make you aware of what we have done to address them.

Time Warner Cable launched an upgrade of the guide (MDN/Navigator) in 2008. While that may sound simple, the new guide actually creates a platform that allows us to install new applications and enhanced services into a very complex communications system. This upgraded platform will provide our customers exciting interactive products and many more high definition channels they want and expect.

Rolling out new technology is challenging. There are software and equipment bugs that need to be worked out and we are in the process of doing this. We are aware of the problems and continue to test upgrades and patches to resolve the issues so we can get them to our customers very quickly. Although not all of our customers are experiencing these issues, we have about 50% digital customer penetration, so a significant number of customers are impacted.

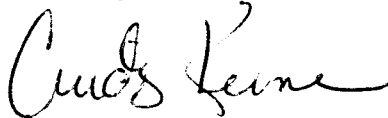
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These issues have resulted in much higher call volumes for our customer service representatives. This survey was also conducted during the time of the year our call volume can almost double because of thunderstorms related power outages resulting in sporadic interruptions. Although we acted immediately to hire more employees to answer customer calls, the hiring and training process takes some time. More than 100 new lines were added to our phone system. On August 18th, 61 new customer service employees were in place. Since that time, we have seen a great improvement.

I want to reassure you and Town Council members that customer service is an ongoing priority for Time Warner Cable. We are always trying to improve our customer experience. Again, I will be happy to meet with you for further discussion and can bring members of the management team with me to address any specific areas of concern, should you want me to. I look forward to talking with you soon.

Sincerely,



Cindy Keene

Director, Government and Public Affairs

Cc: Catherine Lazorko, Town of Chapel Hill
Brad Phillips, TWC