



December 11, 2008

Catherine Lazorko
Public Information Officer
Town of Chapel Hill
405 Martin Luther King, Jr. Blvd
Chapel Hill, North Carolina 27514-5705

Dear Catherine:

In response to your letter of November 13, 2008, I submit the following information in response to your request.

A summary of service calls for the previous 12 months identifying the number, general nature and disposition of such calls, on a monthly basis is enclosed. Please keep in mind that the reported problem code is many times not the same as the actual solution code. For example, a customer may report an equipment related problem, but the service technician may detect a problem with the internal wiring at the residence, which is corrected by a plant repair solution code, not an equipment related solution code.

The primary problem codes are summarized into three categories:

1. Equipment Issue – typically refers to reports of things such as a lost setting, lost content, converter problem, unsuccessful reboot attempts, etc.
2. Plant Issue – typically refers to reports of things such as cable outage, drop problem, cut or damaged cable, an outlet not working, etc.
3. Video – typically refers to reports of things such as poor reception, cable out in the home, audio problem, missing channel, or a pay-per-view problem, etc.

The primary solution codes are summarized into four categories:

1. Customer Issue – typically refers to things such as customer education on equipment, customer owned equipment, internal wiring issues, customer or unauthorized tampering with equipment, etc.
2. Equipment – typically refers to issues related to the equipment not functioning properly and equipment reboot or replacement is needed
3. Outage – typically refers to power company outage or cable company outage from a system failure after a thunder storm or other event causing a power or cable outage
4. Plant Repair – typically refers to anything associated with the distribution system such as, repaired leakage, replace outlet, reconfigure outlet, system construction or maintenance issues, or a problem at the headend.

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Based upon the number of customers we have in Chapel Hill, the average number of service calls represents 3.2% of the customer base.

You also requested a written report of the results of Time Warner Cable's periodic proof of performance tests conducted pursuant to Federal Communications Commission standards and guidelines. These have been provided each year to the Town of Chapel Hill as part of the annual report requirement. I have also enclosed a copy of the most recent proof of performance tests. The plant department of Time Warner Cable performs regular tests on the cable system at designated test locations to assure delivery of quality service to our customers. The testing is done in conformance with generally accepted testing procedures. The items tested are similar to those listed in section 10-100 of the franchise under the heading of Technical Performance Goals. In addition, Time Warner Cable is also required to provide certification to the Federal Communications Commission that the system meets the requirements of the FCC as related to cumulative leakage, and other technical requirements related to signal off-sets, and carrier frequency specifications. Please note Time Warner Cable is meeting the technical performance standards required by the Federal Communication Commission and the Franchise Agreement with the Town of Chapel Hill.

The last issue you wanted clarification on was phone listings for Time Warner Cable clearly state the customer service telephone numbers for Chapel Hill customers to be either 1-866-489-2669 or (919) 595-4892. I have enclosed copies of billing statements for three different Chapel Hill customers. Please note the (919) 595-4892 number is listed on each statement. I have also enclosed a copy of customer service information listed on our website, www.twcnc.com. Both phone numbers are listed.

I know this is a lot of information to sift through. I look forward to hearing from you once you have had the opportunity to review.

Sincerely,



Cindy Ray Keene
Director, Government and Public Affairs

Enclosures

Cc: Brad Phillips, TWC

Chapel Hill Cable Service Activity Analysis (November 2007)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	26	16	26	68
Equipment	59	12	17	88
Outage		5	3	8
Plant Repair	35	52	55	142
Grand Total	120	85	101	306

Chapel Hill Cable Service Activity Analysis (December 2007)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	35	22	27	84
Equipment	61	6	20	87
Plant Repair	43	56	51	150
Grand Total	139	84	98	321

Chapel Hill Cable Service Activity Analysis (January 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	40	17	23	80
Equipment	73	6	9	88
Plant Repair	38	60	69	167
Grand Total	151	83	101	335

Chapel Hill Cable Service Activity Analysis (February 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	47	25	30	102
Equipment	62	5	13	80
Plant Repair	34	48	55	137
Grand Total	143	78	98	319

Chapel Hill Cable Service Activity Analysis (March 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	61	18	32	111
Equipment	60	8	14	82
Plant Repair	56	59	60	175
Grand Total	177	85	106	368

Chapel Hill Cable Service Activity Analysis (APrimaryl 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	44	18	28	90
Equipment	59	9	20	88
Plant Repair	54	61	57	172
Grand Total	157	88	105	350

Chapel Hill Cable Service Activity Analysis (May 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	47	20	28	95
Equipment	91	14	20	125
Plant Repair	35	71	63	169
Grand Total	173	105	111	389

Chapel Hill Cable Service Activity Analysis (June 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	64	26	34	124
Equipment	106	24	26	156
Plant Repair	81	69	93	243
Grand Total	251	119	153	523

Chapel Hill Cable Service Activity Analysis (July 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	46	33	32	111
Equipment	89	18	24	131
Plant Repair	55	91	48	194
Grand Total	190	142	104	436

Chapel Hill Cable Service Activity Analysis (August 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	38	33	28	99
Equipment	67	27	22	116
Plant Repair	50	90	48	188
Grand Total	155	150	98	403

Chapel Hill Cable Service Activity Analysis (September 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	45	42	45	132
Equipment	66	17	26	109
Plant Repair	62	109	64	235
Grand Total	173	168	135	476

Chapel Hill Cable Service Activity Analysis (October 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	30	46	71	147
Equipment	22	16	77	115
Plant Repair	32	21	54	107
Grand Total	84	83	202	369

Chapel Hill Cable Service Call Activity (November 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	38	27	34	99
Equipment	44	10	24	78
Plant Repair	48	62	72	182
Grand Total	130	99	130	359

Chapel Hill Cable Service Call Activity (December 2008)

Primary Solution Code	Primary Problem Code			Grand Total
	Equip Issue	Plant Issue	Video Issue	
Customer Issue	39	17	39	95
Equipment	41	16	16	73
Plant Repair	60	54	52	166
Grand Total	140	87	107	334