

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
<p>1/3/03</p> <p>See next Page</p> <p>Completed</p>	<p>Bill Stockard from the Town of Chapel Hill referred:</p> <p>Mr. James Jennings 411 Sharon Road (919) 942-7285</p> <p>Final Resolution:</p> <p>1/7/03 Lennon emailed: Mr. Jennings has been taken care of – the contractors went out the next day for completion and he now has digital services.</p>	1/3/03	1/7/03	<p>P. Stinemire referred to Lennon Shaw and copied Virginia Yopp and Dee-Dee Endicott.</p> <p>Bill emailed Virginia and Chris:</p> <p>Customers are becoming highly frustrated that they have apparently lost reception if they didn't make a switch to digital by Dec. 31. They were under the impression -- as I was -- that they had some flexibility to make this required change. Here is the latest customer:</p>	<p>Mr. Jennings had an appointment set up for Jan. 7 for a technician to switch his analog to digital. He was told by customer service that he would not have service until then unless he could hook in with a cable-ready TV, and that he would not receive credit for his time without service. Mr. Jennings is upset by this and has called me.</p> <p>Virginia emailed Dee-Dee: Dee, Can we get someone to help this customer. I spoke with Bill Stockard with the Town earlier and told him we would. Thanks</p>	<p>P. Stinemire emailed Lennon Shaw: Since Dee-Dee has probably already left for the day. Would you please handle this escalated complaint. Thank you.</p> <p>Lennon emailed: I called Mr. Jennings and he will have someone from world link go and switch converters for him on 1/4/03 between 10:30 or 11:00am</p> <p>P. Stinemire replied: Thank you. Please let me know once completed.</p>
<p>1/8/03</p> <p>Completed</p>	<p>Mr. James Jennings 411 Sharon Road (919) 942-7285</p>	1/8/03	1/10/03	<p>P. Stinemire referred to Dee-Dee Endicott and copied: Chris Van Name, Mark Clark, Lennon Shaw and Laurene Wahl-Meglio.</p>	<p>We have just a received a letter from Mr. Jennings addressed to Chris Van Name regarding his service call. According to Mr. Jennings the technicians we sent to change out his box. After they left Mr. & Mrs. Jenning checked the Cinemax and Showtime</p>	<p>1/8/03 Lennon emailed: I called and left a message 7:28pm / I will call the customer back later .A service tech went out today and reconnected the DVD and VCR .I spoke with the tech who completed the</p>

Chapel Hill Complaints 2003

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					<p>Channels and they were not working. They had to call to have the channels reinstalled. Then they tried to watch a DVD. Apparently it had not been reconnected properly. He then checked the VCR and it also has not been wired back properly. They cannot view or record on the VCR.</p> <p>Please have an in-house technician not a contractor run a service call at the customer's convenience to this home and before he leaves make sure all the equipment is operating and the customer has been educated on usage.</p> <p>Please copy me with the resolution.</p>	<p>reconnection. I will call the customer again around 8:30pm.</p> <p>1/9/03 P. Stinemire responded:</p> <p>Were you able to reach this customer and confirm satisfaction. Please advise. Thank you.</p> <p>1/9/03 Joe Pilkerton emailed:</p> <p>I sent tech 1485 out here last evening. He met with Mr. Jennings and got all of the customer's concerns corrected. He indicated Mr. Jennings was very pleased when he departed last night. We should be good on this concern at this time. Thanks.</p>
1/2/03 Completed	Email from Bill Stockard from the Town of Chapel Hill Harvey Krasny	1/3/03	1/10/03	Chris referred to Virginia Yopp Analog Converter Eradication	P. Stinemire emailed Chris Van Name: Virginia advised that she talked with Bill Stockard last week and that as suspected he misunderstood. Customer still needs to be contacted.	1/10/03 Chris Van Name called Dr. Krasny to discuss his issues. We will switch out the selector on January 17 at the customer's request.

Chapel Hill Complaints 2003

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1/8/03 Completed	Bill Stockard Town of Chapel Hill referred to Virginia Yopp: Betty Whitehead 4 Davie Lane (919) 960-7671	1/8/03	1/13/03	Virginia referred to Joe Pilkerton. Virginia, Joe, can you please help this customer with this issue. Pat emailed: Joe Please copy Dee-Dee, Virginia and I with the resolution. Thank you. Ms. Whitehead reports that service technicians have come to her home three different times to correct a reception problem she's having on her HBO stations. Someone was supposed to come last night, but she didn't see them. Could you check on this? She hopes to get this fixed today because she's having company.	Please advise once Completed. 1/13/03 Joe Pilkerton emailed: I made contact with Betty Whitehead today to followup as we had a call scheduled for last Thursday. The call was still in the service pool when I looked for it. Mrs. Whitehead explained that she went out of town that day. I rescheduled the call for this afternoon. The customer was happy with this. I noticed an intense buzzing on the telephone line and this could be related to her problem. I left the customer my phone number should she have any additional questions. I will notify all once this call is resolved today. Thanks.	1/13/03 Dee-Dee emailed: This was a problem with a low signal, problem has been taken care of and customer is happy. 1/13/03 P. Stinemire emailed the Town of Chapel Hill the resolution.
1/9/03 Completed	Bill Stockard referred to Virginia Yopp: Mr. Tim Kimrey 4003 Oak Hill Road (919) 408-0207	1/9/03	1/20/03	P. Stinemire referred to James Contakos: Virginia emailed: Pat, can you please have someone contact this	Mr. Kimrey has had inconsistent cable reception and frequent outages with his Road Runner service. His Road Runner was disrupted for the fourth time	1/10/03 James Contakos emailed: Mr. Kimrey was contacted by one of our technical specialists about

Chapel Hill Complaints 2003

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1/16/03 Completed	Bill Stockard referred to Tish Bracey: Carol Martell 126 Ridge Trail (919) 929-9519 (home phone) (919) 962-8713 (work phone)	1/16/03	1/17/03	customer and see if his RR is back up or if we need to send someone out there. Thanks!! P. Stinemrie emailed James Contactkos: Please contact customer and see if his cable is back up and if not please assist him in getting his service restored. Please copy Virginia and I with the resolution. Thank you. Tish Bracey referred to Dee-Dee Endicott	in five days today. He said that he could not get through to Customer Service. Can you help him? Mr. Kimrey is wheelchair bound and is particularly dependent on his service. Ms. Martell said that she has minimal signal strength and has tried to report her problem to Time Warner since last Thursday, but has been unable to get through by telephone. She keeps getting a busy signal and was finally able to get through this morning. She has had two no-shows, and had to go to the Glen Lennox office to get her on-time guarantee because a technician came too early and left a tag on her door.	his ongoing issues yesterday. It appears that this customer is having a connectivity issue with a second computer in his home. In talking with Mr. Kimrey he acknowledged that the problem was with his equipment and he stated to us that with his other computer, he has no connectivity issues. Please consider this issue closed. 1/16/03 Dee-Dee emailed Tish: This was completed and taken care of 1/15/03, ended up being problems with the rr install. I have given her credit for cable and rr from 12/30/02 (upgrade date) and 01/16/03 to total \$45.14. 1/17/03 Tish emailed Bill Stockard: Bill, Carol Martell's cable concerns have been taken care of. Please let me know if we can be any further assistance.

Chapel Hill Complaints 2003

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<p>1/23/03</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p>	<p>Bill Stockard from the Town of Chapel Hill referred:</p> <p>Gordon Kramon 7620 Justin Place (919) 408-0141</p>	<p>1/23/03</p>	<p>1/24/03</p>	<p>Bill emailed: Mr. Kramon objected to an increase in his cable bill by 30% since Dec. 1999. He says that he experienced two increases in 2001. Would you please investigate and get back to me?</p> <p>Tish Bracey referred to: Lois Martin and Betty-Murphy Johnson and copied Pat Stinemrie and Virginia Yopp:</p> <p>Please contact this customer in regard to his billing concerns. Copy Pat and I on the resolution. Thanks. Tish.</p>	<p>P. Stinemrie emailed Tish: Yesterday Mary Ann Holmes asked to screen print this account for Tom. Customer had called to speak to Tom and Tom wanted some background before calling the customer. You may want to check with Mary Ann as to the outcome and can then advise Bill Stockard that the customer has already spoken with our President, Tom Adams and the outcome.</p> <p>After you speak with Mary Ann, please let me know if you want Laura or Jill to call this customer or if it can be closed out. Thank you for your assistance.</p>	<p>Thanks.</p> <p>1/24/03 Tish advised that she is gathering information for Virginia Yopp. Virginia will be calling customer back. Tish will advise once this can be closed out or if it needs further attention from Central District.</p> <p>1/24/03 Mary Ann emailed: We took care of this matter today. Thanks.</p> <p>1/27/03 According to Virginia: Tom Adams spoke with Mr. Kramon and Virginia advised Bill Stockard of the Town of Chapel Hill.</p>
<p>1/24/03</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p>	<p>Bill Stockard from the Town of Chapel Hill referred:</p> <p>Blake and Stephanie Dickinson 109 Harrison Ct. (919) 932-9830</p>	<p>1/24/03</p>	<p>1/30/03</p>	<p>Tish emailed Dee-Dee: Please contact this customer and resolve their RR concerns. Copy Pat and I when resolved. Thanks.</p> <p>Dee-Dee emailed Joe Pilkerton: Joe, Could you</p>	<p>Mr. Dickinson said that his Road Runner service has been unreliable and that he has gotten different responses from customer service. He should also receive a refund for time without reliable service, which has been two weeks.</p>	<p>1/29/03 According to Dee-Dee this has been turned over to Maintenance Anthony Hatchel and we will follow-up with him tomorrow for an update.</p> <p>1/30/03 Dee-Dee emailed: Per Anthony Hatchell,</p>

Chapel Hill Complaints 2003

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				<p>please contact customer and let me know the resolution? Thanks</p>	<p>He also can't get an idea of where the crews are so he can plan to be home</p>	<p>this was a problem on the lines at the street. This has been fixed but they have not been able to get a hold of customer to confirm satisfaction., They have left several messages and left their direct no if there is still a problem.</p>
1/27/03	<p>Bill Stockard referred: John Jenkins 1435 Old Lystra Road Lot L Called in by employer: Jean Earmhardt (929-4884) 1/30/03 Final Resolution Dee-Dee emailed a copy of the letter she is mailing Mr.</p>	1/27/03	1/30/03	<p>Tish Bracey referred to Dee-Dee Endicott. Dee-Dee referred to Joe Pilkerton: Joe, Please have someone contact this customer or his employer as noted below. Mr. Jenkins apparently</p>	<p>1/29 Tish emailed: Bill Stockard called this morning and is under the impression that this is a problem that affects more than one home in this trailer park. He says the trouble call isn't scheduled until Friday but thought we should check sooner. Can you let me know the status of this so I can call Bill</p>	<p>1/20/03 Tish Bracey emailed Dee-Dee: Is a credit being issued on the customers account? 1/30/03 Dee-Dee emailed Tish: I just issued them credit for 1 mo rr credit of 44.95</p>
						<p>1/29/03 P. Stinemirre emailed: Candia McKenzie-Perry and/or Alice Murphy: Can we please have this address corrected in the data base. Please let Tish and I once corrected. Thank you. Pat Stinemire and emailed Dee-Dee: Please credit the account and advise the customer or</p>

Chapel Hill Complaints 2003

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	<p>Jenkins to advise him of the credit: I am writing in response to your complaint to the Town of Chapel Hill. I would like to apologize for the inconvenience that you experienced since December 4th with the interruption in your service. We have taken care of the problems you were experiencing and want to thank you for your patience. I have credited your account for 2 months service in the amount of \$25.66.</p> <p>We look forward to continuing to have you as one of our valued customers and hope that you will continue to allow us to provide you with the best in twenty-four hour a day news and entertainment choices. If you have any questions or if we can be of further assistance, please contact us at 573-7606.</p>			<p>does not communicate well on the phone, so his employer, Jean Earnhardt (929-4884) has called for him. Ms. Earnhardt thinks that the entire trailer park is without service, and has been so since Dec. 4. Mr. Jenkins stayed home for a past service call, but the appointment was missed. Ms. Earnhardt has scheduled technicians to visit the residence between 5-7 p.m. on Friday, Jan. 31. Ms. Earnhardt hoped to get this resolved earlier, but someone might need to be home. Note that it might be more than just the one residence. Mr. Jenkins (and other customers) will also need to receive credit for time without service. Please see what you can do and keep Ms. Earnhardt and me posted.</p>	<p>Stockard back.</p> <p>1/29/03 Joe Pilkerton emailed: Tech 102 went out here today.....there was a drop that we put back up for him.....this drop was put back up and we will also need to credit Mr. Jenkins for service back to that point. We made contact with Mr. Jenkins today and he was pleased with his service when we left. Mr. Jenkins brought up the credit issue, so that still needs to be addressed. The house information is incorrect as his lot number is actually 11 vice L. This should be changed on the account. Mr. Jenkins resides in a single wide trailer on lot 11 at the address on the account. Please remove the other description on the house account as it is misleading and incorrect. This concern is complete at this time pending the crediting of his account.</p>	<p>send a letter advising him that the account has been credited and how much. The reason a letter may be better is that his employer had to call us (Ms. Earnhardt) since Mr. Jenkins does not communicate well over the phone or you can call the employer who gave her number in the email below. Please copy Tish and I with the resolution.</p> <p>1/30 Alice Murphy emailed: I have added lot 11 to Mr Jenkins Acct and notes on the "CM" screen as well. 41046008</p> <p>1/30 P. Stinemire emailed: Thank you Alice. and Dee-Dee: Please advise once the credit has been processed and customer advised.</p>
2/4/03	Bill Stockard form the Town of Chapel Hill referred to Tish	2/4/03	2/4/03	Tish referred to Denise Dobyns and Robert	2/4/03 Robert Owen emailed: Liane responded	confirming the resolution.

Chapel Hill Complaints 2003

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<p>Completed</p> <p>2/5 P. Stinemire emailed Robert: Please have a letter prepared and sent to Virginia Yopp for her review before it is mailed and after approved send a copy to me for my file. Thank you for your assistance.</p> <p>2/10/03 Robert Owen emailed Virginia: Here's a draft letter from Liane for your review.</p> <p>2/10/03 P. Stinemire emailed Virginia: Please review the attached letter after you have approved it will be mailed to the customer. Please advise.</p>	<p>Bracey:</p> <p>Mr. James Jennings 411 Sharon Road (919) 942-7285</p> <p>2/11/03 Liane mailed letter to customer detailing resolution.</p> <p>I wanted to follow up on our telephone conversation on Tuesday, February 4, 2003. I have personally taken care of your issues with the campaign that was not applied to your account and the channel line up card that you did not receive at the time of installation.</p> <p>I adjusted your account for the amount of \$34.97 to cover the cost of your digital tier and navigator that the campaign offers free for 6 months. I quoted to your wife on Thursday, February 6, 2003 the total that would be due on the January 2003 bill as \$40.26.</p> <p>I mailed the current line up on Tuesday, February 4, 2003. If you have not received it, please call me and I assure</p>			<p>Owen.</p> <p>Analog eradication issue.</p> <p>The letter sounds like the increase he is complaining about came from having to get a digital box to replace the VCT he had in January.</p> <p>Denise emailed: It is a rate increase, not the campaign</p> <p>Robert emailed: It's both and I think that's part of the customer confusion...some of the increase is rate adjustment; some of it is due to incorrect campaign. Denise can you tell if this was a miskeyed telemarketing order.</p>	<p>to this customer today. She reviewed his account and explained which charges were related to the normal annual rate increase and which were in error.</p> <p>Campaign 4313 was used by the CSR who placed the order instead of 4316 so the customer was improperly charged for the navigator and digital tier. Liane has adjusted for the improper billing for the six month promotional period for the navigator and digital tier</p> <p>In addition, she is sending him a new channel line up; he was provided and old one at the time of installation.</p> <p>Customer is happy, enjoys the digital music, and has Liane's name and number for future reference.</p> <p>2/5/03 Virginia emailed: Is someone planning to send her a follow-up letter and copy the Town? Perhaps Liane should follow-up in writing. Please let me know. Thanks.</p> <p>2/5 P. Stinemire responded:</p>	<p>In this particular situation, we have not received the letter from Mr. Jennings to Chris Van Name except for a copy he sent to the Town of Chapel Hill. At this time this complaint is considered a Public Affairs Complaint since it was referred to TWC via Local Franchise Authority and Central District has resolved the issue and forwarded the resolution back to Public Affairs to respond to the LFA. Tish Bracey has emailed Bill Stockard at the Town of Chapel Hill the resolution.</p> <p>If you would like, I will ask Robert to have a letter written to Mr. Jennings detailing the resolution and send you a copy. Thank you.</p> <p>2/5/ Virginia emailed: That sounds fine.</p>

Chapel Hill Complaints 2003

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2/10/03 Completed	you, I will get another one to your residence immediately. Bill Sotckard referred to Tish Bracey. Helen Lineberger 2 Cobb Terrace (919) 967-3171	2/10/03	2/11/03	Tish Bracey referred to Laura Durman and Betty Murphy-Johnson Please have someone call this customer about her rates and copy Pat and I when it is resolved. Thanks.	Normally when I receive a complaint in a letter format we resolve the issue and then respond with a letter Ms. Lineberger is concerned that she has been charged incorrectly for her Basic and Standard service. She's trying to decide if she should change to a different system. Thanks for trying to help her out.	2/11/03 Jarod Page Lead CSR emailed: I spoke with Mrs. Lineberger and she is O.K. with her charges. Her previous statement was for 35.32 and her new statement was for 41.70. Mrs. Lineberger didn't realize that her previous statement was low do to the STORM OUTAGE ADJUSTMENT for 7.76. Now she is fine.
2/18/03 Completed	Bill Stockard from the Town of Chapel Hill referred: Drooping Cables at 122 Caldwell Street Chapel Hill, NC 2/26/03 P. Stinemire emailed Joe Pilkerton: Thanks for the update: Please confirm with me once Caldwell Street is completed today - so that Tish or I can advise Bill Stockard.	2/18/03	2/26/03	Tish Bracey referred to Dee-Dee Endicott. Please send someone to fix drooping cables at the Public Housing Department (122 Caldwell St.) in Chapel Hill. Bill Stockard with the Town of Chapel Hill called about it. Copy Pat and I when it is complete. 2/19 Dee-Dee emailed Joe Pilkerton and Ian Dickey: Joe/Ian, Please take care	2/20/03 P. Stinemire emailed Bill Stockard: We have investigated the drooping cables at Chapel Hill Public Housing, 122 Caldwell Street, Chapel Hill. The lines need to be buried to house Ian Dickey, Chapel Hill Technical Supervisor put in a rush today with our contractor Prince cable . Scott with Prince said he would rush the drops to get them buried asap. The cust also has an outlet running through their	2/20/03 P. Stinemire emailed Ian please keep us up-to-date and copy us with final resolution. 2/25/03 Make sure that the drop that is running through the window is not an illegal drop. 2/25/03 Joe would you please follow-up on this complaint while Ian is out this week. I would like to get all issues resolved and the complaint closed

Chapel Hill Complaints 2003

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	<p>2/26/03 Caldwell Street is complete. The techs just cut it over and the old temps have been removed by the Prince drop crew. We are all set here.</p> <p>2/26/03: P. Stinemire advised Tish Bracey – Please advise Bill Stockard that we have resolved this issue. Thanks.</p>			<p>of these cables. Please email Pat S. and I with resolutions and updates.</p> <p>2/19/03 Ian emailed: I am going to meet World Link out there tomorrow. To see if he can take care of the problem at hand. I will email you tomorrow afternoon with a resolution.</p> <p>2/20/03 Ian emailed: The lines need to be buried to house I put in a rush today with Prince cable. Scott with Prince said he would rush the drops to get them buried asap. The cust also has a outlet running through their window. I will call them to set up a time to get the outlet installed correctly.</p>	<p>window. I will call them to set up a time to get the outlet installed correctly. We will keep you up-to-date and advise you upon completion. Thank you for bringing this concern to our attention and allowing us the opportunity to resolve this situation. If I can be of further assistance, please contact me.</p> <p>2/20/03 Bill Stockard emailed: Thanks, Pat. I'll let the Public Housing Department know this, too. They might want to help you with any education efforts.</p> <p>2/20/03 Ian emailed: I spoke with Bill Stockard about 122Caldwel st. Everything will be taken care of by Monday at the latest. He said that would be great.</p>	<p>ASAP. Please advise.</p> <p>2/29/03 Joe emailed: Caldwell Street is being done at this time. We are putting in 2 new feeds to this building. I met with the contractors this morning, and we had to determine an alternate route to the lockbox due to easement issues created when a new home was built next to this complex. I have the contractors putting in the new line today. I also have a maintenance tech cutting in the new drops, and he will be removing the old temps. This concern will be completed today once this work is complete.</p>
2/19/03	<p>Bill Stockard from the Town of Chapel Hill referred: Mrs. Geoghegan account number (406056-2)</p>	2/19/03	2/19/03	<p>Tish Bracey referred to Laura Duman and Betty Murphy-Johnson. Laura / Betty,</p>	<p>I have heard from Mrs. Geoghegan (didn't get her first name), who had questions about her bill. I do have her account number</p>	<p>2/19/03 Betty emailed: I spoke with Ms. Geoghegan, who was very concerned about her bill going up over the last</p>

Completed

Chapel Hill Complaints 2003

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<p>2/19/03 Completed</p> <p>Final Resolution Ian emailed 2/20/03: The drop causing the problem was the phone drop the cust.</p>	<p>phone # (545-0710).</p> <p>Final Resolution: 2/19 P. Stinemrie emailed Tish Bracey and Virginia Yopp: Tish please advise the Bill Stockard from the Town of Chapel Hill that Customer Service Manager Betty-Murphy Johnson has contacted Ms. Geoghegan regarding the rater increase. Please see the attached response. If you need any more information please advise Betty.</p>			<p>Please contact this customer and explain their bill. When resolved please copy Pat and I. Thanks.</p>	<p>(406056-2) and her phone # (545-0710). She said that her bill has increased every month for four months. Could someone please contact her?</p>	<p>several months. I explained that the increase in her bill took effect January 1st. Her statement in January was actually less than her new rate, due to the credit issued for the ice storm. She felt that customers had no recourse in the continued increase in their bills. She was appreciative that I called her, but was still concerned about the price increase. She indicated that she would continue to look into our continuous price increases. I explained to her that Standard was not a requirement of Basic. She thanked me for my call, but would continue to pursue this.</p>
<p>2/19/03</p>	<p>Bill Stockard Town of Chapel Hill referred: Steve Moore 913 Roosevelt Drive P. Stinemrie emailed final resolution to Bill Stockard</p>		<p>2/19/03</p>	<p>Tish Bracey emailed Dee-Dee Endicott: Ian/Joe, Please sent someone out to repair this drop. Please email Pat S and I all resolutions and updates, thanks,</p>	<p>Mr. Steve Moore called today to report a low-hanging cable at 913 Roosevelt Drive. Apparently, Time Warner has repaired the line previously, but left the old line hanging. Mr. Moore said that he had reported it</p>	<p>2/19 Ian emailed: We have made sure every thing was clean and neat to and around his house. There were no drops low or going to his house other than the one drop feeding his t.v. I left my number in case of any</p>

Chapel Hill Complaints 2003

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<p>is now aware of this. Ian also advised Bill Stockard that it was phone line.</p> <p>2/24/03</p> <p style="text-align: center; font-size: 2em;">Completed</p>	<p>2/20/03. 2/20 Bill Stockard emailed: Thanks, Pat. I'm letting BellSouth know.</p> <p>Bill Stockard Town of Chapel Hill referred: John Brinkhouse 306 Umstead Drive (919) 668-0812</p>	2/24/03	2/26/03	<p>Dec-Dee emailed: Ian/ Joe, Please send someone out to repair this drop. Please email Pat S and I all resolutions and updates, thanks, Tish Bracey referred to Mark Clark and Dee-Dee Endicott. P. Stinemire emailed Joe Pilkerton: Since Dee-Dee is out today - I am forwarding this complaint to your attention so that we can get the ball rolling. Please copy Dee-Dee, Tish Bracey and I with the resolution. Thank you for your assistance. Mr. Brinkhouse said that a cable line has been laid through his sewer system. He's trying to figure out who did it and how it can be fixed. It might not be a Time Warner cable. Can you check on this?</p>	<p>twice before, and then he called Town Hall. He said there was no need to call him, but to please fix the wire. Could you check? 2/26/02 Joe Pilkerton emailed: The remaining issue I have is Umstead St. in Chapel Hill of which I am still working on. Thanks.... P. Stinemire emailed Joe Pilkerton and Tish Bracey: Thanks for the updated: Please advise Tish and I once completed Resolution: 2/26/03 Joe Pilkerton emailed: Umstead Street. Our services here are all overhead. I did not see any lines laying in the sewer pipes. There is evidence of some underground work at this location that continues down the street, but again our</p>	<p>other problems. P. Stinemire emailed Tish Bracey: Tish please advise the Town of Chapel Hill. services were overhead. I also made contact with tenant that lives at this location. We will be getting her service activated also as she just moved in. I will coordinate this with our contractors, but this is a separate issue all together from the concern. I left Mr. Brinkhouse a message indicating what I found. I left him my number should he have any further concerns that needed to be addressed. .</p>

Chapel Hill Complaints 2003

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2/24/03	<p>Bill Stockard Town of Chapel Hill referred:</p> <p>Blake Dickinson 109 Harrison Court (919) 932-9830</p> <p>2/26/03 Joe Pilkerton emailed: Harrison Court. I called the Dickinson's twice and have left messages that their services should be back to a normal status. We swept the node that feeds this customer. There were significant issues that were found and corrected in the plant. The modem was up and running yesterday. I left an additional message this morning for them to call me should they have any additional issues or concerns.</p> <p>2/26/03 P. Stinemire emailed Joe Pilkerton and Tish Bracey: Joe, Thanks for the update. I will mark completed and request that Tish advise Bill Stockard from the Town of</p>	2/24/03	2/26/03	<p>Tish Bracey referred to Mark Clark and Dee-Dee Endicott:</p> <p>P. Stinemire emailed Jill Sullivan and copied Joe Pilkerton, Erick Hill and Dee-Dee Endicott.</p> <p>Jill, Can you please coordinate a resolution to Mr. Dickinson's issues and copy Tish Bracey and I with the resolution.</p> <p>2/25 Jill Emailed: Mark I saw that the techs were supposed to be going today. Techs recombining HSD from 12-6 today. Hub UBRA. Has this been done so we can make contact with customer.</p> <p>2/25/03 P. Stinemire emailed Dee-Dee Endicott: Will you please check with Mark and advise Jill so that we can get this complaint resolved this morning. Thank you.</p>	<p>Mr. Dickinson has had intermittent cable and Road Runner connection problems since Friday, and he has not gotten satisfactory response from customer service. Can you check?</p> <p>2/25/03 Joe Pilkerton emailed: I called our maintenance personnel with regards to this address as it has had a brief history going back into January. They indicated that we have just completed today sweeping the node that this customer was fed off. The customer would have experienced connectivity problems as this task was being accomplished. This is complete now. I left the customer a message indicating this, and also left my phone number as a point of contact should they have any additional concerns or problems. We checked their modem and it is currently online and performing well. This concern should be completed at this time</p>	<p>2/25/03 P. Stinemire emailed Dee-Dee and copied Joe Pilkerton: Please let Tish and I know when customer satisfaction has been confirmed. Please find out from Joe if we need to process a credit to the account Thank you for your assistance. Pat</p> <p>2/25/03 Jill Sullivan emailed Joe Pilkerton:</p> <p>2/25/03 Jill Sullivan emailed Joe Pilkerton: Joe, We are looking at the tools here in hsd and there are 38 people off line right now. I don't want to call the customer until resolved. Node EA</p> <p>2/25/03 Joe Pilkerton emailed: These modems should be cycling back online, but I am getting with Anthony.....we are looking at it now.....thanks.....</p>

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
3/14/03 Completed	Chapel Hill with the resolution. Tish Bracey referred a complaint from Bill Stockard: David Davis (919) 933-5395 6607 Alexander Drive	3/14/03	2/20/03	2/25/03 Dee Dee emailed: Joe, Ian, Please contact customer and resolve his issues, Please email Pat S and I with resolutions or updates. Thanks Tish Bracey referred to Mark Clark and Joe Pilkerton. P. Stinemire forwarded to Ian Dickey. 3/20 Ian emailed: David Davis will be taken care of we need to get with Anthony main line sup to get feeder up and replaced.	pending a callback with the customer to confirm the service is all set. Mr. Davis reports that his cable line has been down since the Dec. 4 ice storm, and he has not been able to get it repaired. I have left a message for him to let me know the location, and I will provide that when I hear from him. With his phone number, I thought you might be able to begin work on this.	3/20/03 P. Stinemire emailed Anthony, Rick and Kim: Can I please get an update on this complaint from the Town of Chapel Hill. Please copy Tish Bracey and I with any updates and the resolution. Thank you. Pat Stinemire 2/20/03 Anthony Hatchel emailed: Pat, I just got off the phone with Frank Held and he stated that this was taken care of last night at 5:30. I called and left a message with the customer to call me if not satisfied.
3/14/03 Completed	Tish Bracey referred a complaint from Bill Stockard: Aris Domnas ajdomnas@intrex.net	3/14/03	3/20/03	P. Stinemire referred to Koketia Jones and Pam Matz. On January the 25th of this year I stopped my subscription to TW Cable , primarily because they	The convoluted , or should I say the twisted logic employed by TW Cable was to apply their new rate to my old bill and thereby avoid giving me a refund. The use of the new rate is totally invalid and	3/19/03 Pam Matz emailed: Spoke to the customer this morning regarding his concerns. I am doing adjustments for ice storm and his disconnect. He will be due a refund of around

Chapel Hill Complaints 2003

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<p>4/30/03</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p> <p>5/7/03 P. Stinemire emailed Tish</p>	<p>Tish Bracey referred a concern from the Town of Chapel Hill:</p> <p>Keith Muller 105 Priestly Creek Drive (919) 967-7013 (home) or 966-7272 (work)</p> <p>5/7/03 Tish emailed: I guess that only leaves writing him a letter.</p>	<p>4/30/03</p> <p style="text-align: right;">5/7/03 Dee-Dee</p>	<p>5/7/03</p>	<p>raised their rates for their very questionable services . My action was undertaken within six days of the activation of their new rates .The reponse of the compapny was a demand by two consecutive statements for payment of the grand sum of \$1.78 upon RECEIPT . Now normally , one would assume, given the 31 day billing cycle that is used by this outfit , that the subscriber would be entitled to some refund.</p>	<p>illegal since I ceased being a subscriber prior to application of the new rate . As a consequence of , or if you will the inapplicability of this method of calculation to my bill , I dispatched a letter outlining the error of their ways . I send a copy to you by mail . Last week I received a third statement demanding payment for the aforementioned sum (see above) which indicates to me that this unethical company is once again embarked on the usual stonewalling for which they are renowned , by not responding to complaints from their customers .</p> <p>5/6 Ian Dickey emailed: I sent a service tech out to the site and the problem was coming off the main line. Anthony is aware of this issue. He has sent a main line tech out to find problem it is an intermitting issue that they'll need to stay on top of.</p> <p>P. Stinemire replied: Is this</p>	<p>\$13. I informed him I would mail the refund along with a letter documenting the credits given. I'll forward the letter and copy of refund check to you once this is completed.</p> <p>3/20/03 Pam Matz emailed:a copy of the letter to the customer and P. Stinemire forwarded to Tish Bracey.</p> <p>5/7/03 Anthony Hatchel emailed:</p> <p>Dee-Dee, everytime I send a tech out on this we can't find anything wrong when we get there. A tech went out on May 1 and did not find anything. I called and left a message with the customer on May 1 and never heard from him. I sent another tech</p>

Chapel Hill Complaints 2003

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<p>Bracey: I called Mr. Muller and left a message on the home phone answering machine advising him that Anthony could not find any problems outside and that if he was still having a problem he should call Anthony so that we can check inside and left him Anthony's phone number.</p> <p>The work number just rings busy.</p> <p>Please advise on how you would like to proceed?</p>	<p>5/7 P. Stinemire emailed: Dee-Dee would you please draft a letter to Mr. Muller letting him know that we could find no problems outside and that if he is still having a problem that we will need to get inside. Please give your number as the point of contact and if he call refer to Joe Pilkerton and Ian Dickey and copy Anthony Hatchel (maybe we can coordinate this appointment with service and maintenance at the same time so that we can resolve this issue if it still happening). Send the letter to Tish for approval and then mail to customer. Please copy me with the letter. Thank you for your assistance.</p>	<p>prepared letter which Tish reviewed and we will send to customer. Thank you. Pat Stinemire</p>		<p>problem with low signal strength about 20% of the time. His signal comes and goes.</p>	<p>an update on Keith Mueller. Please keep me updated and let Tish Bracey and I know once resolved and customer satisfaction confirmed so that she can advise the Town of Chapel Hill. Thank you for your assistance.</p> <p>5/7 Dee-Dee emailed Anthony Hatchel: Anthony, Have you heard anything more on this one?</p>	<p>out on May 5 and they did not find anything either. I have called the customer at his home and work# and left a message at both. If he is still experiencing problems hopefully he will call me and let me know.</p> <p>5/7/03 P. Stinemire emailed Tish Bracey: Tish is this an acceptable resolution on this complaint. Please advise me as to whether I can close this one out or how you would like to proceed. Thank you.</p>
<p>5/23/03</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p>	<p>Tish Bracey referred: Acct Nbr 1121959-03 CHRIS MCMAHON 101 NC HIGHWAY 54 APT K1 CARRBORO NC 27510-1527</p>	<p>5/23/03</p>	<p>5/30/03</p>	<p>P. Stinemire referred to Debra Rosenbaum .</p> <p>5/27 Virginia Yopp emailed: I am not sure if you received this or not, but could you help me get this resolved.</p>	<p>Mr. McMahon called with the following complaints:</p> <p>I. Stated that when he has rented adult movies, TWC billed him for ordering several other movies - sometimes three at time -</p>	<p>5/28/03 P. Stinemire emailed: Thank you for the update - please continue to attempt customer contact. Please investigate his issues and credit the digital portion of the service since the box was soft disconnected</p>

Chapel Hill Complaints 2003

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<p>Betty's Letter included: In response to your inquiry concerning PPV events that were charged to your account, I have listed my findings, based on research conducted on your account.</p> <p>-All movies were ordered during the period of 10/05/02-3/08/03 and were impulse purchased. This means that the movies were ordered via your remote control.</p> <p>-Your account was credited on 2/7/03 for five (5) PPV movies (\$47.00).</p>	<p>-The service calls that were scheduled on your account that were related to your Digital service were completed on 1/21/03 and 1/27/03.</p> <p>-We have downgraded and credited your account a total of \$30.24 for the digital service from 4/7/03 through 6/18/03. A total of \$75.94 for basic and standard for the period of 4/7/03 - 5/27/03, has also been credited. The total credit for the actual service that has been applied to your account is \$106.18, in addition to five (5) PPV events.</p> <p>-The current balance due on your account is \$328.47. This amount includes a total of \$151.45 for PPV events (15 PPV charged at \$9.40 rate and 1 charged at a rate of \$10.45), \$172.02 for cable services from the period of 1/19-2/18, 2/19-3/18, 3/19-4/18 and a partial month for the period of 4/19-5/18 and a \$5.00 late fee for the past balance.</p> <p>Tish Bracey referred complaint from Bill Stockard</p>	5/23/03	6/2/03	<p>5/27 P. Stinemire replied to Virginia Yopp and copied Debra Rosenbaum and Chris Reimer: Tish forwarded this to me on Friday afternoon. I forwarded it to Debra Rosenbaum Sr. Director of Customer Ops and her assistant Chris Reimer for resolution (copy of email attached below). I will request that they also copy you with the resolution. Thank you.</p> <p>5/27 Debra Rosenbaum emailed: Betty has researched this complaint, will call customer and follow up with a letter. She will copy us in when completed.</p> <p>5/27 Chris Reimer emailed: This was given to Betty Murphy-Johnson on 5/27. She will copy you on resolution.</p>	<p>that he did not order</p> <p>2. Spoke with customer service and received credit for five movies three months later</p> <p>3. Continued to be billed for movies he says he did not order</p> <p>4. Called TWC which took a look at his cable box and determined that it was working properly</p> <p>5. Stopped paying the bill when it reached several hundred dollars</p> <p>6. TWC cut off his cable box in late March, but continues to bill him for digital service, now the bill is up to \$400.</p> <p>5/28/03 Betty Murphy Johnson emailed: I called customer and left message. No response back.</p>	<p>and any unfounded PPV Charges. If we still cannot reach him by telephone, please send him a letter detailing what your investigation found and what you have credited and breakdown the balance that he does owe. Please copy Virginia, Tish and I with the resolution. Thank you.</p> <p>5/30/03 Chris Reimer emailed: Here is the letter to Mr. McMahon. Betty says that he has not return her phone call.</p> <p>P. Stinemire forwarded to Virginia Yopp and Tish Bracey: Customer has not returned Betty's phone message. Betty drafter letter to customer. Please forward our findings to the Town of Carrboro.</p>
5/23/03	Tish Bracey referred complaint from Bill Stockard	5/23/03	6/2/03	Tish Bracey referred to Dee-Dee Endicott and	Mr. Lovelace reports that a cable line has been unburred	6/7/03 Has this been taken care of? If so could let

Completed

Chapel Hill Complaints 2003

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	<p>Town of Chapel Hill: Chuck Lovelace 113 Hoteling Court Chapel Hill (919) 929-9664 (home) (919) 260-0071 (cell)</p> <p>6/10/03 P. Stinemire emailed Bill Stockard: Dear Bill,</p> <p>This drop replacement was completed on Friday 5/30/03 by our construction department. They confirmed with the customer that there were no outstanding issues. Thank you for bringing this concern to our attention and allowing us the opportunity to resolve this issue. If I can be of further assistance, please contact me.</p> <p>Sincerely,</p> <p>Pat Stinemire Administrative Coordinator Time Warner Cable Raleigh Division Central Operations (919) 573-7320</p>			<p>Dee-Dee referred to Ian Dickey and copied Joe Pilkerton:</p> <p>Ian, Could you please look into this for me, contact the customer and expedite the drop burial. Please email me with the updates or resolutions. thanks</p> <p>5/27 Ian emailed: We will need to involve construction in this issue. I will make sure the request is in today. The drop bury crew said they could not do the job that we would need to involve construction. I am making a map for them as we speak.</p> <p>5/27 Dee-Dee Endicott emailed Frank Held and copied Rick Houle and Kim Reid: Just an FYI on whats coming your way. Please expedite this as soon as possible and Copy Pat and I on all updates and resolutions</p>	<p>in his neighborhood for more than 9 months. He has tried to get it buried and has been unsuccessful. Could you check on this?</p> <p>6/2/03 Rick Houle emailed: Completed Friday 5/30/03</p> <p>6/2/03 Kim Reid Emailed: Drop or Hardline?</p> <p>Resident contacted and all ok?</p> <p>6/2/03 Rick emailed: Confirmed with customer no outstanding issues. This was a drop replacement.</p> <p>6/2 P. Stinemire emailed: Rick, Thank you for the resolution. Pat</p> <p>Virginia and Tish, Please advise the Town of Chapel Hill that we have completed this drop replacement and customer satisfaction has been confirmed. Thank you.</p>	<p>em know so I can get with Bill.</p> <p>6/10 P. Stinemire emailed Tish and copied Virginia: Tish I emailed you and Virginia on 6/2/03</p> <p>Virginia and Tish, Please advise the Town of Chapel Hill that we have completed this drop replacement and customer satisfaction has been confirmed. Thank you.</p> <p>Are you back at work or do you want m to email the resolution to Bill Stockard. Please let me know. Pat</p> <p>6/10 Tish emailed: Can you please let Bill know it is completed. Thanks Pat.</p>

Chapel Hill Complaints 2003

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<p>5/30/03</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p> <p>6/2 P. Stinemire emailed Dee-Dee Endicott: Please recheck this and make sure we have customer confirmation of satisfaction. Thank you.</p> <p>6/3/03 Bill Stockard emailed: This customer called me back to tell me that it was taken care of. Thanks again!</p>	<p>c: Tish Bracey Virginia Yopp</p> <p>Tish Bracey referred a complaint from the Town of Chapel Hill bill Stockard/Ted Hobgood at the Manager's Office (919) 968-2743:</p> <p>Ms. Annallys Goodwin-Lander 929-B Shady Lawn Road Ext. Chapel Hill (919) 970-6949 (Pager)</p> <p>6/3 P. Stinemire emailed: Dee-Dee, Please disregard my email asking you to re-confirm with the customer that they are satisfied. They called the Town of Chapel Hill and confirmed that we had taken care of the situation. Thank you for your assistance. Pat Stinemire</p> <p>Bill, Thank you for advising us that the customer did call back and confirm that the</p>	<p>5/30/03</p>	<p>5/30/03</p>	<p>5/27 Virginia emailed Bill Stockard: We are working on this issue and will let you know when it is resolved.</p> <p>Tish Bracey referred to Dee-Dee Endicott:</p> <p>5/30 Dee-Dee emailed: Joe/Ian, Please have someone take care of this issue and email me with updates or resolutions. Thanks</p> <p>5/30 Iam emailed: I will go out and look at this today.</p>	<p>6/5/03 Bill Stockard emailed Tish Bracey: This may have been resolved, but I don't recall hearing about the final result. Any idea?</p> <p>Ms. Goodwin-Lander reports that a tree fell along her road, knocking down cables, and the cables have been in disarray ever since. Duke Power determined that they were not their cables; she learned that they are Time Warner cables. Time Warner was to send someone out to remove/repair the cables on Saturday and canceled, then on Tuesday and canceled, and did not return yesterday. She needs someone to remove the cables and repair the damage. She does not need to be present, but can be reached at the above pager number.</p>	<p>5/30/03 Dee-Dee emailed: This has been completed. It was some old cable no longer in use. It has been removed and customer has been paged.</p> <p>P. Stinemire emailed Bill Stockard and Copied Ted Hobgood, Tish Bracey, and Virginia Yopp:</p> <p>We have removed the cable and have paged the customer to advise them. Thank you for bringing this concern to our attention and allowing us the opportunity to resolve this issue. If I can be of further assistance, please contact me.</p> <p>6/2 Bill Stockard emailed: I had a Friday message from the customer that this was incomplete. This email from you sounds</p>

Chapel Hill Complaints 2003

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<p>6/25/03</p> <p style="font-size: 2em; font-weight: bold; text-align: center;">Completed</p> <p>6/27/Final Resolution Stephanie Dean emailed: I was able to reach Mr. Knecht. I went over his billing. He understands that he had a campaign for 6 months giving him free digital tier and digital service only. The campaign has ended. He was concerned about Time Warner's rates in the Chapel Hill area. He stated he</p>	<p>issue had been resolved and for bringing this concern to our attention and allowing us the opportunity to resolve this issue. If I can be of further assistance, please contact me.</p> <p>Virginia Yopp referred a Bill Stockard email: Larry (Laurence) Knecht 1303 Willow Drive Chapel Hill (919) 942-2346</p> <p>6/27 P. Stinemire emailed Virginia and Tish: Stephanie spoke to Mr. Knecht about the increase in his bill which he understood. He is concerned about TW rates in Chapel Hill and is going to talk to someone at City Council. Please forward this resolution to Bill Stockard. Thank you.</p> <p>7/1 Virginia copied the resolution in an email to Bill Stockard: FYI. We are going to close out this concern for now.</p>	6/25/03	6/25/03	<p>P. Stinemire referred to Pam Matz.</p> <p>Mr. Knecht believes that his cable bill is in error. It increased from \$57 to \$64 in one month. He had some service done and believes that he might have been charged for it, although the technician assured him that there would be no charge. I told him that the increases usually appear in January, but not mid-year. Could you please check?</p> <p>Pam Matz advised P. Stinemire that there are notes that a CSR referred this to Stephanie Dean. Stephanie will call customer and email me the resolution. Cust had a campaign that ended and</p>	<p>Mr. Knecht bill went up because the campaign that he was in ended. Please advise Bill Stockard and advise him that we will continue to try to reach Mr. Knecht.</p> <p>Stephanie, If we are unable to reach Mr. Knecht by telephone. We will need to send him a letter advising him of the resolution. Please copy me with the resolution either we contacted by telephone or sent him a letter and copy me with the letter.</p>	<p>more current. Could you please confirm, and I'll call her back.</p> <p>6/27/P. Stinemire emailed Debra Rosenbaum: I wanted you to be aware of this compliant that was referred by the Town of Chapel Hill to Virginia Yopp. I referred to Pam Matz since this was a billing issue. Pam checked the account and there were CT Notes that a CSR had referred this account to Stephanie Deans. Instead of having two Supervisors working on the same account Pam advised Stephanie when she called the customer back to let him know the information he requested (when was the next Town of Chapel Hill Meeting) to explain his billing issues to him. Customer's campaign ended which</p>

Chapel Hill Complaints 2003

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<p>7/14/03</p> <p>was going to talk to someone at City Council. Thanked me for calling.</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p>	<p>Bill Stockard Town of Chapel Hill referred: Helen Young 122 Standish Drive (919) 942-7944</p>	7/14/03	7/14/03	<p>that increased his monthly rate.</p> <p>P. Stinemire emailed: Stephanie Deans attempted to reach Mr. Knecht to explain why his bill increased. Stephanie left him a message to please call her to discuss his billing concern.</p>	<p>Ms. Young said that she has requested that her cable line be buried, but it has not been done. Time Warner contractors are at the property next to hers this morning, burying her neighbor's cable, and she doesn't understand why they can't go ahead and bury hers while they are out there. They told her that they don't have a work order. Could you check on this?</p>	<p>increased his monthly rate.-</p> <p>7/14 Ian emailed: Her cable was buried this morning after the neighbor's cable was completed. I have spoken to customer and everything is taken care of.</p> <p>7/14 Bill Stockard emailed: Thanks to all. This was a very quick response, and we appreciate it.</p> <p>7/14 P. Stinemire emailed: Thanks Ian - Great Job</p>

Chapel Hill Complaints 2003

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<p>7/15/03</p> <p style="text-align: center; font-size: 2em;">Completed</p>	<p>Bill Stockard referred: Ida Reed 712 Briarcliff (942-8090)</p>	7/15/03	7/15/03	<p>Thank you. P. Stinemire referred to Joe Pilkerton, Ian Dickey and Lenny Maderm and copied Virginia, Tish and Brad. Please contact customer and resolve her issues and copy me with the final resolution. Thank you.</p>	<p>Ida Reed at 712 Briarcliff (942-8090) called on Friday, July 11. She said that her cable is out from a couple of hours to a few days several times a month. She is paying \$150 for several services and cannot get a satisfactory answer for why these problems are occurring. She's hoping that the Town can help by asking someone from the cable company to respond to her.</p>	<p>7/15 Ian emailed: I have spoken to customer and we have reached an agreement to satisfy Ms. Reed. She will call me if she has anymore issues.</p>
<p>7/17/03</p> <p style="text-align: center; font-size: 2em;">Completed</p>	<p>Bill Stockard Town of Chapel Hill referred: Bonnie Norwood 967-4401 1811 Purefoy Drive Acct Nbr 430474-02 JENNIFER KAIZEN 1811 PUREFOY DR CHAPEL HILL NC 27516-9265</p>	7/17/03	7/17/03	<p>P. Stinemire referred to Ian Dickey and copied Joe Pilkerton, Lenny Maderm, Bill Stockard, Virginia Yopp, and Tish Bracey. Ian, Can you please contact customer to resolve this issue. Please keep me up-to-date and advise once completed and customer satisfaction confirmed. Thank you for your assistance. Pat Stinemire Bill, Thank you for bringing this concern to our</p>	<p>Bill emailed: I received a call from Bonnie Norwood, 967-4401. Ms. Norwood reported that there is an unburied cable line at 1811 Purefoy Drive that has needing burying since the December ice storm. This is not Ms. Norwood's address, but she lives near there and said that it crosses from one property to another. Can you ask someone to check on this? Ian emailed: Tech 484 notified Anthony that this</p>	<p>7/17 Rick Houle emailed: Completed 7/17/03 7/17/03 P. Stinemire emailed Bill Stockard: Bill, I have received confirmation from my Construction Team that this has been completed. Thank you for bringing this concern to our attention and allowing us the opportunity to resolve the situation. If I can be of</p>

Chapel Hill Complaints 2003

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<p>7/21/03</p> <p>Completed</p> <p>7/21 Bill Stockard emailed: Thank you for your quick resolution on this.</p> <p>7/24 Anthony emailed: Pat, I want to give you an update on this customer. I have been in contact with this customer since this e-mail and her</p>	<p>Bill Stockard referred:</p> <p>Mrs. Elizabeth (David) Armstrong 107 Virginia Drive (919) 968-6067</p>	<p>7/21/03</p>	<p>7/21/03</p>	<p>attention and allowing us the opportunity to resolve this situation. This issue has been forwarded to our Technical Operations Group to assess what need to be done. We will contact the customer with a plan and time-line for resolution. We will keep you up-to-date and advise once completed and satisfaction confirmed</p>	<p>was a feeder line and put comments in the ct screen. 7/9/03. This has been referred to Rick Houle and Rick Levesque.</p> <p>7/17 P. Stinemire emailed Rick Levesque and Rick Houle: This is the same customer that I sent you an email on escalated to me from the Town of Chapel Hill . Please advise me once completed and customer satisfaction confirmed</p>	<p>further assistance, please contact me.</p> <p>Sincerely,</p> <p>Pat Stinemire Administrative Coordinator Time Warner Cable Raleigh Division - Central Operations (919) 573-7320</p>
<p>7/21/03</p> <p>7/21 Anthony emailed: I have contacted the customer and they have my direct#. Their modem is online and working at the present time. The last time that they experienced problems were this morning. I'm sending a maintenance tech to check everything over but the problem does not appear to be related to the port SNR. We will monitor the customer and have instructed the customer to call me directly when they notice their service drops.</p>		<p>7/21/03</p>	<p>7/21/03</p>	<p>P. Stinemire referred to Ian Dickey and Joe Pilkerton and copied Lenny Madern, Virginia Yopp and Tish Bracey.</p> <p>Ian and Joe, Please contact customer to resolve her issues. Please copy Virginia, Tish and I with the resolution. Thank you. Pat Stinemire</p> <p>Bill, I have referred the Armstrong's issues to our Technical Staff. They will contact the Armstrong's to resolve</p>	<p>Mrs. Armstrong has had a series of problems with Road Runner reception; technicians have been to her house, but it is still not fixed, and she is convinced that the problem is not in her home. Can someone check on this and talk to Mrs. Armstrong?</p> <p>7/21/03 Ian Dickey emailed: I have notified Anthony Hatchel about this issue he is going to get someone on it. This is a port noise problem.</p>	<p>7/21 Anthony emailed: I have contacted the customer and they have my direct#. Their modem is online and working at the present time. The last time that they experienced problems were this morning. I'm sending a maintenance tech to check everything over but the problem does not appear to be related to the port SNR. We will monitor the customer and have instructed the customer to call me directly when they notice their service drops.</p>

Chapel Hill Complaints 2003

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<p>RR service has worked fine since the tech was out on July 21. I will continue to monitor her service but I think you can go ahead and resolve this complaint.</p>				<p>their issues. We will keep you up-to-date and advise once resolved and customer satisfaction confirmed. If I can be of further assistance. Please contact me.</p>	<p>7/21/03 P. Stinemire emailed Anthony Hatchel and copied Rick Levesque and Kim Reid:</p> <p>Please contact customer and advise her that your team is working on this. Please keep the customer, Virginia, and I up-to-date until resolved and customer satisfaction confirmed. Thank you.</p>	<p>I will keep everyone informed and of the resolution.</p>
<p>7/23/03</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p>	<p>Bill Stockard Town of Chapel Hill referred:</p> <p>Jim Huegerich Chapel Hill Police Department 828 Airport Road, Chapel Hill, NC 27514 968-2806</p>	<p>7/23/03</p>	<p>7/23/03</p>	<p>P. Stinemire referred to Devlin Spears:</p> <p>Devlin, Please have Bill Stockard (919) 968-2755 (phone) contacted to resolve the Chapel Hill Police Departments billing problems and activate their cable service. Please copy me with the resolution so that I can close this issue out. Thank you.</p> <p>Bill, I have forwarded your inquiry to Devlin Spears, Commercial Development Manager. Devlin will have someone on his staff contact you.</p>	<p>I received the following email from Jim Huegerich at the Chapel Hill Police Department yesterday.</p> <p>Repeated attempts to correct the Police Department's billing problems have not been successful, and now apparently one of the four stations has been disconnected. We need someone from Time Warner to help us resolve this recurring problem, preferably through some central billing. Thanks for your attention.</p> <p>From Jim Huegerich:</p> <p>The cable to one of the four</p>	<p>7/23/03 Devlin emailed: I will fix this today.</p> <p>7/23 Devlin emailed Bill Stockard: Bill, I do apologize on behalf of Time Warner Cable for this issue which was not resolved in a timely basis as it should have been.</p> <p>Today I have fixed this issue (I have spoken to Jim Huegerich and also John Stokes at the Orange County Magistrate's Office).</p> <p>If you have anymore issues in the future, please do not hesitate to contact</p>

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
8/7/03 Completed	Bill Stockard referred: Mr. Saltzman 717 Emory Drive Chapel Hill (942-7091)	8/7/03	8/7/03	Thank you for bringing this concern to our attention and allowing us the opportunity to resolve this issue. Thank you.	stations in the Chapel Hill Police Department is disconnected (# 00407BD805AC). The other three are working fine. I do not know what the problem may be. The message on the screen indicates that service to that station has been disconnected. Jim Huegerich Chapel Hill Police Department 828 Airport Road, Chapel Hill, NC 27514 968-2806	me. I appreciate you bringing this to our attention.
8/7/03	Mr. Saltzman 717 Emory Drive Chapel Hill (942-7091)	8/7/03	8/7/03	P. Stinemire referred to Ian Dickey and Joe Pilkerton. 8/7 P Stinemire emailed Joe Pilkerton and Ian Dickey and copied Andi Desautels Curtis; Tish Bracey (E-mail); Lenny Maderm; Rick Levesque; Rick Houle; Kim Reid: Please have this unburied cable checked I do not know if it belongs to Service, Maintenance or Construction. Please	I have heard from Mr. Saltzman at 717 Emory Drive in Chapel Hill (942-7091) who reports an unburied cable that stretches from 717 Emory Lane down the street. It has been unburied for a few months and Mr. Saltzman has reported it, but he is not a Time Warner customer and will not be in your system. Could you check on this?	8/7/03 Anthony Hatchel emailed: The temp has been removed at this address. We were able to repair the damaged feeder and all is well. We made customer contact and they are happy. 8/7/03 P. Stinemire emailed Andi and Tish: Please see the attached resolution from Maintenance. Anthony, Thank you for

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
8/26/03 Completed	Tish Bracey referred a complaint from the Town of Chapel Hill: Dr. Harvey Krasny Acct 413902-01	8/26/03	8/26/03	advise of your findings and keep Andi, Tish and I up-to-date and copy us on the resolution. Thank you. 8/7/03 Ian emailed: This is a temp feeder Anthony is aware. 8/7 P. Stinemire emailed: Andi and Tish, This is a Division Maintenance/ Construction issue and has been forwarded to Anthony Hatchel. Please follow-up with Anthony for a resolution. Anthony, Please copy Andi, Tish and I with the resolution. Thank you. Pat Stinemire	We met at Chapel Hill Town Hall Jan 13, 2003 and after the Council meeting you kindly offered me your business card and also offered to be of help if I have problems in the future re TWC. I would like to take you up on that offer of assistance, if I may please. I just received my August 29-	the quick response. Pat Stinemire
				Tish Bracey referred to Dee-Dee Endicott and Debra Rosenbaum. Tish emailed Bill Stockard: Bill, I have sent this to our Director of Customer Service and she will contact Mr. Krasny. I will let you know once his	I spoke with Dr. Krasny this evening regarding his concerns about a change in the amount we charge for his Digital Preferred service. I explained that his Digital Preferred charge increased from \$22.95 to \$28.50 per month as a result of the end of a six-month	

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
				<p>concerns are resolved.</p> <p>Dee-Dee referred to Laura Duman: Laura and Chris Van Name discussed the account and Laura will contact customer to resolve all issues.</p> <p>We did give Dr. Krasny a lump sum credit in January to cover the Navigator and Digital Tier:</p> <p>1/30/03 DIGITAL TIER SERVICE ADJU \$24.57</p> <p>1/30/03 DIGITAL NAVIGATOR SERVICE 37.80</p> <p>Apparently he was also given a promo that lowered his package amount. Laura will credit the acct \$5.55 for an additional six months.</p>	<p>Sept 28 statement due Sept 7. It has an additional charge of \$5.55 that was NOT there last month. As part of the reconciliation for the numerous problems I incurred when TWC switched me to Digital Cable, Mr. Van Name personally offered me one (1) entire year (NOT for just 6 months) of a \$5.55 credit. That was for: Digital Access-- \$3.05 Digital Tier-- 2.50</p> <p>TOTAL \$5.55</p> <p>So, my Digital Preferred charge has been \$22.95 instead of \$28.50, and is supposed to continue till March, 2004, and NOT Sept, 2003. I hope I got my math correct on that. I also hope Mr. Van Name's word is his bond, and Time-Warner is NOT renegeing on that offer as part of the reconciliation. Would you please confirm that I am correct, and may I have a corrected bill sent out Monday Aug 18 if possible.</p>	<p>promotional campaign. The increase was unrelated to concerns that were addressed earlier in the year. In January 2003, we applied a promised credit to cover 12 months of Digital Navigator and Digital Tier. We now have applied an additional credit of \$33.30 to Dr. Krasny's account so that his rate for Digital Preferred service will effectively remain at \$22.95 per month for the next six months. Dr. Krasny is satisfied with this action. I have given Dr. Krasny my direct telephone number and my e-mail address. I have encouraged him to contact me with any further questions or concerns.</p>

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
<p>9/2/03</p> <p style="font-size: 2em; font-weight: bold; text-align: center;">Completed</p>	<p>Town of Chapel Hill referred to Tish Bracey:</p> <p style="margin-left: 40px;">Acct Nbr 1174506-06 KELSEY CLARK 113 STEPHENS ST APT G CHAPEL HILL NC 27516-2142</p> <p style="margin-left: 40px;">967-4117</p> <p>9/5/03 P. Stinemire emailed:</p> <p>Tish, Please see the attached resolution and contact Eric Hite if you require additional information to respond to the Town of Chapel Hill. Thank you.</p>	<p>9/2/03</p>	<p>9/5/03</p>	<p>Tish Bracey referred to Jill Sullivan</p>	<p>Bill Stockard with the Town of Chapel Hill called about Kelsey Clarks Account. Her RR has not worked properly for weeks and she has called and been unable to get through. Please call her and resolved her concerns. Once completed please copy Pat and I. Thanks. Her address is 113-G Stephens St and her phone number is 967-4117. The name of the person who actually called Bill Stockard was Ashley Campbell.</p>	<p>9/5 Email from Eric Hite: The first problem was the account was setup incorrectly instead of having the home networking code on the account the customer was being assigned two IP addresses so I called the customer and then made the necessary account changes.</p> <p>I spoke to one of Kelsey Clark's roommates. Miss Clark was not in. I performed the fix on two of the four PCs in the house the other two PCs were password locked and we could not access them. However, I gave the roommate the instructions to follow on how to fix the other two and she stated that she had a pretty good grasp on how to do it after doing two fixes.</p> <p>I feel confident that the other PCs should be fine too; I will call back this afternoon to follow up</p>

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
<p>9/16/03</p> <p style="text-align: center; font-size: 2em;">Completed</p>	<p>Tish Bracey referred: Acct 1123389-05 Stephanie Sebo 501 NC Highway 54 W</p>	<p>9/16/03</p>	<p>9/19/03</p>	<p>P. Stinemire referred to Jill Sullivan</p> <p>Jill, I think that Debra and Tracey are already gone for the today. Would you be so kind as to take care of this customer and email us the resolution. Thank you for your assistance. Pat Stinemire</p>	<p>Tish emailed Debra, Please call Ms. Sebo. She is very upset about not getting her router installed and the way she has been treated by CSR's. Please let Pat and I know the resolution so I can respond to the Town of Chapel Hill.</p> <p>9/16 Jill emailed: Customer is having networking problems, she is going to call us when she get home, so we can try the fix for her.</p>	<p>and make sure the other two PCs are fixed</p> <p>9/19 Jill emailed: We tried to do the DNS fix but it would not take so we had to send a tech out there to put in a modem. The customers issue is resolved and we will call her back when we start back networking.</p>
<p>9/22/03</p> <p style="text-align: center; font-size: 2em;">Completed</p>	<p>Tish Bracey referred complaint from the Town of Chapel Hill:</p> <p>David R. Work NC Pharmacy Board Executive Director PO Box 4560 Chapel Hill, NC 27515-4560 919/942-4454, ext. 200 Fax: 919/967-5757</p> <p>Home phone 933 6552 139 Old Forest Creek Dr. 27514.</p>	<p>9/22/03</p>	<p>9/22/03</p>	<p>Tish Bracey referred to Joe Pilkerson and Ian Dickey: Please contact customer and resolve their service problem. Copy Pat and I when completed. Thanks.</p> <p>9/22 11:25 John Meyers emailed: The customer is back on. I was able to ping their modem, all was functioning normally. I left a message with my office #, no one was at home.</p>	<p>Customer emailed Town of Chapel Hill: We have been without cable tv for 18 hours now and get no response from Time-Warner - this includes our RoadRunner account. how can we get them to respond affirmatively?</p> <p>9/22 12:38 John emailed: The customers cable & HSD is back on via pings. (outage related) However no one was at home. I left them a message regarding the ongoing ch 74 problem to</p>	<p>9/22 John emailed: I did that also, he was out of the office. His assistant said he would be back, I'll try him again shortly.</p> <p>9/22 Tish emailed Carol Abernathy Town of Chapel Hill: Carol, Mr. Works cable should be back on. Our supervisor for that area has left Mr. Work a message to call him if the cable is not working. Thanks.</p> <p>9/22 John Meyers</p>

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
<p>9/25/03</p> <p style="text-align: center; font-size: 2em; font-weight: bold;">Completed</p>	<p>Tish Bracey referred a complaint form the Town of Chapel Hill:</p> <p>Carolyn Harrell 1005 Pinehurst Drive Chapel Hill, NC 27517, phone 967-7713</p>	<p>9/25/03</p>	<p>9/25/03</p>	<p>9/22 P. Stinemire emailed John: Please call Mr. at the work # 919/942-4454, ext. 200 (see his email below) and please check on the snowy reception Channel 74 that Mrs. Called about see CT Notes 9/19.</p>	<p>call me in my office to schedule an asap appointment.</p> <p>9/22 1:21 P Stinemire emailed: John-I understand that there is no one home. Please contact Mr. Work at his work phone number contact information below. Copy Andi Tish Loretta an I with the resolution.</p>	<p>emailed: I finally made contact with Mr. Work. He said his schedule is very busy this week but would call me to set up on appointment later in the week. (reception ch 74 issue)</p>
				<p>Tish Bracey referred to Loretta Jones.</p> <p>Loretta referred to Ian Dickey: I just spoke with Ian, per Ian he will make customer contact and get Ms. Harrell issue resolved. He will keep me informed on the resolution</p> <p>Ian replied: I have left customer a message with both my cell and office numbers to call me.</p> <p>Loretta emailed: Ian, has made customer contact and he is headed to</p>	<p>Called the Manager's Office this morning. Her RoadRunner service has not been working and she has been unable to get help from a technician by phone. Time Warner said that they could send out a technician, but not until Saturday, between 8am and 5pm or Sunday, between 10 and 5. Ms. Harrell found this unacceptable and called us to "get immediate action". She also expressed anger that Time Warner in the Triangle area is the problem, that friends and family around the state who also have RoadRunner</p>	<p>9/25 Ian emailed: I went to customer house and found a bad connection outside. Everything should be fine now. If her modems goes down again she will call me direct. Status complete.</p>

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
9/30/03 Completed	Town of Chapel Hill Referred: Faye Carroll 451 Erwin Road Durham 27707 (Orange County)	9/30/03	10/7/03	customers home. Ian will get back with me with the a resolution. Tish Bracey referred to Joe Pilkerton Loretta emailed Ian, Richard and John: Guys, have either one of you been working on this complaint that was originally sent to Joe P. If so would you please give me an update. Please let me know if you are involved with this so we can update the complaint log. Thanks so much in advance.	service do not have the constant problems that Triangle residents have. Will you please contact her and try to help? Thanks! Faye Carroll at 451 Erwin Road, Durham 27707 (Orange County) called to express her frustration with "many" cable outages in her entire neighborhood as long as she has lived in Orange County. She doesn't understand why it seems to affect her neighborhood so much when there is no bad weather, etc. and hasn't been able to get a satisfactory answer from Time Warner customer service people. Will you please respond to her inquiry at 489-9333. Thanks!	10/6 Ian emailed: I will forward this to Anthony Hatchel he is over the outages in this area. 10/6 Anthony emailed: Loretta, I did make customer contact and she has my direct#. We are going out tonight to replace the circuit breaker to a power supply. The customer will be contacted before the service is taken down. 10/7 Anthony emailed: Loretta, the circuit breaker was replaced last night. This should have resolved the issue. The customer was contacted and has my direct number.
10/3/03 Completed	Carol Abernathy Town of Chapel Hill referred: Wayne Kuncel	10/3/03	10/6/03	Tish Bracey referred to Kim Reid. P. Stinemire emailed	Carol from the town of Chapel Hill emailed: Wayne Kuncel at 2537 Booker Creek Road (967-	10/6 Tish emailed Carol: Mr. Kuncel had his water line repaired Friday. Our construction people have

Chapel Hill Complaints 2003

Date Received	Concern Received from:	Date Routed:	Date Resolved:	Supervisor or Manager Concern Routed to:	Regarding:	Response Date, Person and Resolution:
	2537 Booker Creek Road (967-2275)			Lenny Madern and Loretta Joes: Tish has referred this to Kim Reid sounds like it would be Construction or Maintenance. Please make sure that its not ours and if its please resolve ASAP or if its Maintenance or Construction see if they need our assistance. Thank you.	2275) called to let me know that Time Warner, in replacing cable in the right-of-way in front of his home, broke the water line from the street to his house. He's very upset of course. Will you please call him today? Thanks. 10/6/03 Kim Reid Emailed: Easy does it, everything under control. Resident was contacted on Friday, I'm told water line is repaired. Contractor that "allegedly" caused problem is going out there to reimburse resident of repair costs. Bob (Fugate), once this is completed later today and resident satisfaction confirmed, let us know.	contacted him in order to reimburse him for the cost of having it repaired. Let me know if you need anything else. Thanks. 10/7/03 Rick Houle emailed: Beacon taped reimbursement check to door 1 last evening. 10/7/02 Loretta emailed Andi: Andi, I am forwarding this information to you. You may want to call the customer to make sure that they did get the check that was taped to the door. Thanks
11/6/03 Completed	Tish Bracey referred: Town of Chapel Hill reported down cable at Weaver Dairy and Sedgefield	11/6/03	11/6/03	Tish Bracey referred to Loretta Jones. Loretta referred to (Ian) Randy Dickey. Randy, would you please handle and copy Pat S. and Tish Bracey with the resolution.	The Town of Chapel Hill called to report a down cable line at the corner of Weaver Dairy and Sedgefield. Please copy Pat and I when it has been repaired. Thanks.	11/6 Joe Pilkerton emailed: Ian Dickey went out and this cable is an abandoned line not in use. He is removing the line at this time. This should take care of this concern. 11/6 Randy (Ian) Dickey

Chapel Hill Complaints 2003

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						emailed: Complete. Removed old cable line.

Chapel Hill 2003 Outage Summary

Outages	2003 Avg
Planned Outages	29
Unplanned outages.	105
Outage Response Time (HH:MM)	1:21
Outages/100 Miles	8.58
Minutes/sub (MM:SS)	8:29
Sub Hours	3,996

**Chapel Hill
Customer Survey

September 2003**

Prepared by
Highline Research Group
for:

Time Warner Cable

BACKGROUND

Objectives

In order to satisfy a franchise requirement to evaluate subscriber satisfaction, Time Warner Cable commissioned this survey of its subscribers in Chapel Hill, NC. Specific areas of inquiry in the survey were as follows:

- Level of cable service
- Ratings of cable TV reception
- Problems with cable service in the last year
- Quality of service from the cable office
- Quality of service in the home from installers and technicians
- Ratings of basic tier service
- Time Warner Cable providing an adequate and easy-to-read bill

Methodology

Telephone interviews were conducted with 300 randomly selected subscribers of Time Warner Cable in Chapel Hill. All respondents were heads of household, and equal proportions of males and females were interviewed. Interviewing was conducted from September 3-8, 2003 by Aspen Media and Market Research, an independent marketing research company in Boulder, CO.

Results were tabulated and analyzed using standard statistical criteria. All tests for significant differences were conducted at a 95% confidence level (i.e., in 95 out of 100 replications of this survey, these same results would occur due to factors other than chance). The margin of error for this survey is $\pm 6\%$.

In the tables that follow, results from the current study are compared with those from a similar study conducted in June 2001. Significant differences between the two studies are noted with up-arrow (\uparrow) or down-arrow (\downarrow) symbols.

KEY FINDINGS

Chapel Hill Customer Survey September 2003

Level of Cable Service

- Respondents were about equally likely to have basic service (31%), standard service (29%), or digital cable (31%). Only 1% had Ulticom service, and 9% said they didn't know their level of service. Since 2001, there has been a significant increase in the percentage of subscribers with digital cable, while the percentages with standard service and Ulticom service have declined significantly.
- About one in five respondents (21%) said they subscribed to premium channels.

Ratings of Cable TV Reception

- Eighty percent of the respondents rated their cable TV reception as either excellent (30%) or good (50%). About 13% rated it as average, 4% as fair, and 2% as poor.

Problems With Cable Service in the Last Year

- About half of the respondents (51%) said they had experienced problems with their cable service in the last year. Among those reporting problems, the most common problems mentioned were outages (68%, up significantly from 46%) and poor reception or picture quality (27%). There were significant declines since the previous study in mentions of other technical problems (7% vs. 16%) and converter problems (3% vs. 14%).
- More than three-fourths of those who had experienced problems said the problems had been resolved to their satisfaction (77%, up significantly from 65%).

Contact in the Last Year Regarding Service Issues or Changes in Service

- A majority of respondents (54%) said they had tried to contact Time Warner Cable in the last year regarding a service issue or a change in their service.
- Those who had tried to contact the cable company in the last year rated three aspects of the service they received, and the ratings were similar to those of 2001. The courtesy of office personnel was rated highest, with its average rating of 3.89 being well above the midpoint of the 5-point rating scale. The other two aspects received ratings that were slightly above "average"—the ability to get problems resolved the first time, over the phone (3.12) and how easily they were able to get through by phone (3.07).

- Looking at percentages instead of average ratings, the courtesy of office personnel received excellent or good ratings from 77% of the respondents. A majority (52%) rated the ability to resolve problems as excellent or good, while 44% gave excellent/good ratings to the ease of getting through by phone.

Service From Installers or Technicians in the Last Year

- A slight majority of the respondents (51%) said they had had a Time Warner Cable installer or technician visit their home in the last year.
- Those who had had an installer or technician visit in the last year rated six aspects of the service they received. The average ratings for all six aspects (ranging from 3.55 to 4.23) were well above the midpoint of the rating scale.
- Rated highest were the service person being careful and respectful of their property (4.23) and the courtesy of the service person (4.13). These were followed by how competently services were performed (3.80, down significantly from 4.07), the service being performed properly the first time (3.79), the service person arriving when he or she was supposed to (3.76), and appointments being arranged at convenient times (3.55). All of the service aspects received excellent or good ratings from a solid majority (from 63% to 81%) of those who evaluated them.

Ratings of Basic Tier Service

- About seven out of 10 respondents (69%) rated Time Warner Cable's basic tier service as either excellent (18%) or good (51%). Another 14% rated basic service as average, 7% as fair, and 4% as poor.

Time Warner Cable Providing an Adequate and Easy-to-Read Bill

- The vast majority of respondents (87%) felt that Time Warner Cable provided an adequate and easy-to-read bill.

DETAILED FINDINGS

Level of Cable Service

Level of Service	Subscribers	
	2003 (n=300)	2001 (n=300)
	%	%
Basic	31	32
Standard	29↓	41
Ulticom service	1↓	7
Digital cable	31↑	16
Don't know	9↑	5
Subscribe to Premium Channels		
Yes	21	19

↑ Significantly higher than previous results.

↓ Significantly lower than previous results.

Respondents were about equally likely to have basic service (31%), standard service (29%), or digital cable (31%). Only 1% had Ulticom service, and 9% said they didn't know their level of service. Since 2001, there has been a significant increase in the percentage of subscribers with digital cable (31% vs. 16%), while the percentages have declined significantly for those with standard service (29% vs. 41%) and Ulticom service (1% vs. 7%).

As in 2001, about one in five respondents (21%) said they subscribed to premium channels.

As would be expected, digital cable subscribers were significantly more likely than those with basic or standard service to say they subscribed to premium channels.

Ratings of Cable TV Reception

Rating	Subscribers	
	2003 (n=300)	2001 (n=300)
	%	%
Excellent	30	24
Good	50	52
Average	13	15
Fair	4	5
Poor	2	3
Don't know	1	1

Eighty percent of the respondents rated their cable TV reception as either excellent (30%) or good (50%). About 13% rated it as average, 4% as fair, and 2% as poor.

Problems With Cable Service in the Last Year

Experienced Problems in Last Year	Subscribers	
	2003 (n=300) %	2001 (n=300) %
Yes	51	45
Problems Experienced*	(n=154)	(n=134)
Cable goes out/Outages	68↑	46
Poor reception/picture quality	27	29
Other technical problems	7↓	16
Converter problems	3↓	14
Problems with customer service	3	8
Billing problems	3	4
Pay-per-view/On-demand problems	3	0
Hard to get through on phone	2	2
Installer/Tech late for appointment	1	2
Other	8	6
Don't know	1	0
Problems Resolved to Satisfaction**	(n=154)	(n=134)
Yes	77↑	65
No	22	32
Don't know	1	3

*Among those who had experienced problems in the last year. Multiple responses allowed.

**Among those who had experienced problems in the last year.

↑ Significantly higher than previous results.

↓ Significantly lower than previous results.

About half of the respondents (51%) said they had experienced problems with their cable service in the last year. Groups that were significantly more likely to have experienced problems included men, those with digital service (compared to those with standard service), and those with premium channels (vs. those not having premiums).

Among those who had experienced problems, the most common problems mentioned were outages (68%, up significantly from 46%) and poor reception or picture quality (27%). There were significant declines since the previous study in mentions of other

technical problems (7% vs. 16%) and converter problems (3% vs. 14%). Other problems, which were mentioned by 3% or fewer of the respondents, can be seen in the table above.

Poor reception was significantly more likely to be mentioned by basic subscribers (compared to those with standard or digital service) and by non-premium subscribers (compared to premium subscribers). Not surprisingly, pay-per-view or on-demand problems were significantly more likely to be mentioned by digital subscribers (compared to those with basic or standard service).

More than three-fourths of those who had experienced problems said the problems had been resolved to their satisfaction (77%, up significantly from 65%).

Contact in the Last Year Regarding Service Issues or Changes in Service

	Subscribers	
	2003 (n=300) %	2001 (n=300) %
Have Tried to Contact in the Last Year		
Yes	54	51
No	44	48
Don't know	2	1

As in the previous study, a majority of respondents (54%) said they had tried to contact Time Warner Cable in the last year regarding a service issue or a change in their service.

Digital cable subscribers were significantly more likely than those with basic or standard service to have tried to contact the company.

Ratings of Aspects of Last Contact With Time Warner Cable*

Aspect of Service	Average Rating**		2003	
	2003 (n=163)	2001 (n=154)	Excellent/Good %	Fair/Poor %
	Courtesy of office personnel	3.89	3.81	77
Ability to get problem resolved the first time, over the phone	3.12	2.95	52	34
How easily able to get through by phone	3.07	3.05	44	30

*Among those with contact in the last year.

**Based on a 1-5 scale, where 1=poor, 2=fair, 3=average, 4=good, and 5=excellent.

Those who had tried to contact the cable company in the last year were asked to rate three aspects of the service they received, and the ratings were similar to those of 2001. The courtesy of office personnel was rated highest, with its average rating of 3.89 being well above the midpoint of the 5-point rating scale. The other two aspects received ratings that were slightly above “average”—the ability to get problems resolved the first time, over the phone (3.12) and how easily they were able to get through by phone (3.07).

Looking at percentages instead of average ratings, the courtesy of office personnel received excellent or good ratings from 77% of the respondents. A majority (52%) rated the ability to resolve problems as excellent or good, while 44% gave excellent/good ratings to the ease of getting through by phone.

Digital subscribers were significantly more likely than those with standard service to rate problems being resolved the first time as excellent.

Visits to the Home by Installers or Technicians in the Last Year

Had Installer/Tech Visit in Last Year	Subscribers	
	2003 (n=300) %	2001 (n=300) %
Yes	51	51
No	47	48
Don't know	1	1

As in the 2001 survey, a slight majority of the respondents (51%) said they had had a Time Warner Cable installer or technician visit their home in the last year.

Groups that were significantly more likely than their counterparts to have had an installer/technician visit in the last year were digital subscribers (compared to basic and standard subscribers) and those with premium channels (vs. non-premium subscribers).

Ratings of Service in the Home*

Aspect of Service	Average Rating**		2003	
	2003 (n=154)	2001 (n=154)	Excellent/Good	Fair/Poor
			%	%
Service person being careful and respectful of property	4.23	4.36	81	6
Courtesy of service person	4.13	4.32	80	6
How competently services were performed	3.80↓	4.07	71	16
Performing the service properly the first time	3.79	3.95	70	16
Service person arriving when supposed to	3.76	3.81	68	18
Arranging an appointment at a convenient time	3.55	3.80	63	20

*Among those with an installer/tech visit in the last year.

**Based on a 1-5 scale, where 1=poor, 2=fair, 3=average, 4=good, and 5=excellent.

↓ Significantly lower than previous results.

Those who had had an installer or technician visit in the last year rated six aspects of the service they received. The average ratings for all six aspects (ranging from 3.55 to 4.23) were well above the midpoint of the rating scale, and ratings for five of the six aspects were not significantly different from those of 2001.

Rated highest were the service person being careful and respectful of their property (4.23) and the courtesy of the service person (4.13). These were followed by how competently services were performed (3.80, down significantly from 4.07), the service being performed properly the first time (3.79), the service person arriving when he or she was supposed to (3.76), and appointments being arranged at convenient times (3.55). All of the service aspects received excellent or good ratings from a solid majority (from 63% to 81%) of those who evaluated them.

Digital cable subscribers were significantly more likely than those with basic service to have given excellent ratings to three service aspects: courtesy, how competently services were performed, and arranging a convenient appointment. Standard and digital subscribers were more likely than those with basic service to say that service being performed properly the first time was excellent.

Ratings of Basic Tier Service

Rating	Subscribers	
	2003 (n=300) %	2001 (n=300) %
Excellent	18	16
Good	51	43
Average	14↓	22
Fair	7	9
Poor	4	4
Don't know	6	6

↓ Significantly lower than previous results.

About seven out of 10 respondents (69%) rated Time Warner Cable's basic tier service as either excellent (18%) or good (51%). Another 14% rated basic service as average (down significantly from 22% in 2001), 7% as fair, and 4% as poor.

Time Warner Cable Providing an Adequate and Easy-to-Read Bill

Provides Adequate, Easy-to-Read Bill	Subscribers	
	2003 (n=300) %	2001 (n=300) %
Yes	87	84
No	6	7
Don't know	7	9

As in the previous survey, the vast majority of respondents (87%) felt that Time Warner Cable provided an adequate and easy-to-read bill.

CHAPEL HILL SUBSCRIBER SURVEY

August 2003

Respondent Name: _____ Phone #: _____

INTRODUCTION:

Hello, I'm _____ from _____ (company), a marketing research company in _____ (city, state). Am I speaking to the male (or female) head of the household?

IF NO: ASK TO SPEAK TO A HEAD OF HOUSEHOLD, THEN REPEAT INTRODUCTION. IF UNAVAILABLE, ARRANGE TIME FOR CALLBACK.

IF YES: CONTINUE.

RESPONDENT IS: 1 – MALE
 2 – FEMALE

We're conducting a brief survey on cable TV. We're not selling anything; I'd just like to ask you a few questions.

1. First of all, do you currently subscribe to cable TV from Time Warner Cable?
 - 1 – YES (CONTINUE)
 - 2 – NO (TERMINATE)
 - 3 – DON'T KNOW (TERMINATE)

2. Not counting any premium channels, what level of service do you subscribe to? Is it: (READ CHOICES)
 - 1 – Basic
 - 2 – Standard
 - 3 – Ulticom service, or
 - 4 – Digital cable
 - 5 – (DO NOT READ.) DON'T KNOW

3. Do you subscribe to any premium channels such as HBO or Showtime?
 - 1 – YES
 - 2 – NO
 - 3 – DON'T KNOW

4. How would you rate your cable TV reception? Is it: (READ CHOICES)
 - 1 – Excellent
 - 2 – Good
 - 3 – Average
 - 4 – Fair, or
 - 5 – Poor
 - 6 – (DO NOT READ.) DON'T KNOW

5. Have you experienced any problems with your cable service in the last year?
- 1 – YES (GO TO Q. 6)
 - 2 – NO (SKIP TO Q. 8)
 - 3 – DON'T KNOW (SKIP TO Q. 8)
6. What problems have you had? (DO NOT READ. CIRCLE ALL THAT APPLY.)
- 1 – POOR RECEPTION/PICTURE QUALITY
 - 2 – CABLE GOES OUT/OUTAGES
 - 3 – CONVERTER PROBLEMS
 - 4 – OTHER TECHNICAL PROBLEMS
 - 5 – INSTALLER/TECHNICIAN WAS LATE FOR APPOINTMENT
 - 6 – BILLING PROBLEMS
 - 7 – HARD TO GET THROUGH ON THE PHONE
 - 8 – PROBLEMS WITH CUSTOMER SERVICE
 - 9 – PROBLEMS WITH HIGH-SPEED DATA SERVICE
 - 10 – OTHER (SPECIFY) _____
 - 11 – DON'T KNOW
7. Were the problems resolved to your satisfaction?
- 1 – YES
 - 2 – NO
 - 3 – DON'T KNOW
8. In the last year, have you tried to contact Time Warner Cable regarding a service issue or a change in your service?
- 1 – YES (GO TO Q. 9)
 - 2 – NO (SKIP TO Q. 10)
 - 3 – DON'T KNOW (SKIP TO Q. 10)
9. Using a scale of excellent, good, average, fair, or poor, please rate the following aspects of your last contact with Time Warner Cable. First, ... (READ EACH ITEM. ROTATE.)

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. The courtesy of the office personnel	5	4	3	2	1	9
b. The ability to get your problem resolved the first time, over the phone	5	4	3	2	1	9
c. How easily you were able to get through by phone	5	4	3	2	1	9

10. Have you had any Time Warner Cable installers or technicians visit your home in the last year?

- 1 – YES (GO TO Q. 11)
- 2 – NO (SKIP TO Q. 12)
- 3 – DON'T KNOW (SKIP TO Q. 12)

11. Again, using a scale of excellent, good, average, fair, or poor, please rate the service you received on the last visit you had from an installer or technician. First, ... (READ EACH ITEM. ROTATE.)

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. The courtesy of the service person	5	4	3	2	1	9
b. How competently the services at your home were performed	5	4	3	2	1	9
c. Arranging an appointment at a time that was convenient to you	5	4	3	2	1	9
d. The service person arriving when he or she was supposed to	5	4	3	2	1	9
e. The service person performing the service properly the first time	5	4	3	2	1	9
f. The service person being careful and respectful of your property	5	4	3	2	1	9

12. And using the same scale of excellent, good, average, fair, or poor, how would you rate Time Warner Cable's basic tier service? This is just rating the channels on basic service and not the channels on the standard or digital tiers.

- 1 – Excellent
- 2 – Good
- 3 – Average
- 4 – Fair
- 5 – Poor
- 6 – (DO NOT READ.) DON'T KNOW

13. Finally, do you feel that Time Warner Cable provides an adequate and easy-to-read bill?

- 1 – YES
- 2 – NO
- 3 – DON'T KNOW

Those are all the questions I have. Thank you for your cooperation.

