

Date Received Received From Concern Resolution Date Resolved

January 5, 2004	Windsor Park/Adrian's Place Chapel Hill, NC Town of Chapel Hill	Time Warner contractors have been laying cable in the neighborhood and trenched onto private property of a Mr. Xhang at 10 Adrian's Place. Trees may have been damaged, and Mr. Xhang is very upset. He has called the Police and various others before Mr. Stevens got involved.	Beacon is the party and they are aware of the issue at hand. The damage was done by Beacon Cable.	1/5/2004
January 5, 2004	1129831-02 Phyllis Holt 100-E Culbreth Road Chapel Hill, NC 27516 919-933-3009 Town of Carrboro	Ms. Holt stated that the TV Guide Channel line-up currently showing is not the correct one for Carrboro. However, actual channels are correct. (For example, the TV Guide Channel is showing Channel 2 - WUVC (Univision) which is actually on Channel 8. When Channel 8 is selected, Univision is on the screen.) She called Time Warner Cable this past Saturday and Sunday. She stated that she was told that TWC would look into her complaint and that someone would contact her.	Corrections to the channel lineup as displayed on the TV Guide Channel for Carrboro and Chapel Hill have been corrected. Contacted Phyllis Holt concerning this matter.	1/5/2004
March 16, 2004	418884-02 Mark Broadwell 16 Rogerson Drive Chapel Hill, NC 919-942-0978 Town of Chapel Hill	Mr. Mark Broadwell, called and said that he was being charged twice for his road runner service. Someone here had looked into it and discovered that we were charging him twice. Since, he has given us his debit card info to have the credit put back in his account. This was a week ago, and he is wondering what the status is on the account. Can you check into this? The account is actually under his wife's name: Valarie Broadwell, 16 Rogerson	MR BROADWELL AWARE I WILL CONTACT HIM AS SOON AS DOCUMENTATION COMES IN FR IRON MOUNTAIN/PAM F/TO LET ME KNOW ASAP **Customer's credit card was being charged for his account and a relative's account. A check was cut for 545.35 and sent out Fed-Ex to	March 16, 2004

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April 30, 2004	<p>Bob Fritz 101 Treetop Place Chapel Hill 919-489-8362 932-3200</p> <p>Andi Curtis</p>	<p>Drive, Chapel Hill, NC 942-0978</p> <p>I received a complaint this morning from Bob Fritz, 101 Treetop Place (at Pinehurst) who says that Time Warner has trenched his yard, and it has been left this way for a month. Please contact him at 489-8362 (work) between 10 a.m. and 6 p.m., or at 932-3200 (home).</p>	<p>customer.</p> <p>We have looked about the problem it was for Mr. Fritz. As we expected, it appears Mr. Fritz is upset over the locate pain that was sprayed on his driveway. Today, May 6th, a crew will be on site and pressure wash his driveway. Be aware that Mr. Fritz will probably scream before today is over. The contractor lost a boring missile under the road, in front of Mr. Fritz residence. The contractor will cut open the road and remove this piece of equipment. The contractor has A.T.A. AED permits from Chapel Hill to perform this excavation. This contractor also has lined up a company to resurface the road when excavation is completed. Either Bob Fugate or I will contact Mr. Fritz when this work is completed.</p>	6/11/2004
June 1, 2004	<p>Bob Frieztz 101 Treetop Place Chapel Hill, NC 919-489-8362</p> <p>Tish Bracey</p>	<p>Bob Frieztz of 101 Treetop Place: There is still an unsightly patch in the street at the end of his driveway that needs black top sealer. He also believes the street should be returned to its former condition. He can be reached at 489-8362 work or 619-7874 cell.</p>	<p>Tree top PI was a under ground feeder replacement and the Markham is a low hanging feeder that has been reported to Bob by Anthony as well</p> <p>The city of Chapel Hill has inspected the feed repair and told us we are done.</p>	6/11/2004
June 1, 2004	<p>Judy Leimbach 2100 Markham Dr Chapel Hill, NC 919-929-0449</p>	<p>Judy Leimbach of 2100 Markham Drive: A hanging cable that was knocked out by a moving van about two months ago received some temporary address from Time Warner,</p>	<p>(Bob Fugate) At 2100 Markham I am working with the power company to resolve this. I will probably have to have taller poles set by Duke Power.</p>	

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June 22, 2004	Tish Bracey	but it still presents a problem. Resident considers the cable dangerous and unsightly. It is tangled in the telephone line. You should probably arrange to meet this resident so she can point out particular problems in person. She referenced someone coming while she was not there and not fully seeing the situation. Reach her at 929-0449 or 260-6540 cell	This takes a bit of time. I will keep you informed. Still working on the 2100 Markham. We have not worked out weather phone or power will set taller poles. Duke has not made a decision on this location. If they set a taller pole here it could take up to six weeks. Duke is going to move a transformer and street light so we can raise our plant. They also spoke to the customer at 2100 Markham. Duke will notify me when their work is complete No, Duke Power has not made adjustments on these poles. We are at their mercy. I have not been notified by Duke Power that the make ready is done. We will check this location by the end of the day Wednesday.	7/6/2004
July 15, 2004	Naomi Klein 1931 Fountain Ridge Rd Chapel Hill, NC 919-942-2029 Andi Curtis	received a call this morning from Naomi Klein of 1931 Fountain Ridge Road (942-2029) who complains of a damaged curbline in front of her property after TW crews' drilling busted a water pipe yesterday. The water pressure from the rupture raised the black top along the front of her property. Additionally, she complains of not receiving notification prior to the drilling work and unanswered inquiries to Time Warner.	The city's contractor of choice for asphalt repair is Blalock Paving. Costs are being covered by Beacon Communications. Beacon assures me door hangers with their contact numbers were placed as per policy before any work was performed in the area. We have had a joint meet with the city and Blalock; repairs are scheduled for this week. I will send another reply to this message when it is completely resolved. 7/8/04 this was completed on 7/6/04	7/15/2004
	Eric Plow	Eric Plow with University Gardens	spoke with Mr. Plow. I indicated	

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<p>919-933-5296</p> <p>Andi Curtis</p>	<p>Apartments and Brookside Condos on Hillsborough Street in Chapel Hill called me this morning, very upset. One of our sales folks (Shane Vann) has been soliciting in Brookside Condos. Mr. Plow is a bulk billed account and pays for his residents cable bills as part of their rent. Apparently, Mr. Vann solicited in the condo community (which has a sign that says "no soliciting") and signed up a customer for a promotional service at \$79.00. Mr. Plow does not want any of our sales folks soliciting in these condo/apartment communities. Can we ensure that we are not sending our sales force into communities that are bulk billed? Is there any Town/County ordinances that specifically state we cannot sell to these communities?</p> <p>Mr. Plow said that the billing statements are under his name. Tanika, can we please ensure that this customer's account is not billed for the 79.00 promotion that the resident signed up for?</p>	<p>that no services were added to this account. The customer did not pay any monies to the rep. He asked that I ask the reps to not solicit in his apartments, and to make sure that only Mr. Plow could sign to upgrade an account, as the cable is in his name. Mr. Plow did indicate that the resident is from another country and some of the conversation might have been confused due to a language barrier. All is well now.</p>		
<p>10/1/2004</p>	<p>411449-05 Eric Plow Allen Coleman 808 Pritchard Ave Ext. Apt D-11 Chapel Hill, NC 27516</p> <p>Yves-Marie Casimir</p>	<p>Eric Plow, owner of the University Gardens Apartment Complex in Chapel Hill would like to be contacted at ph# 933-5296. One of his tenants, Allen Coleman, who lives at 808 Pritchard Ave Ext. Apt D-11, originally signed up for road Runner service under a campaign offering \$29.95 for six months and a free install. Allen has been billed full price for the service and would like to get his bill corrected and adjusted. Eric Plow should be called, not the tenant. Please let me know how this gets resolved.</p>	<p>From Barbara Tinsely 10/02/04: Spoke with Mr. Plow this morning explained to customer what I could do for the customer Allen Coleman account 411449-05. 1) Credit the difference between what he is being charged and campaign price for 6 months (90.00) or 2) Place customer in campaign for next 6 months for 29.95, which in order to do this would need to shut customer computer down for just and while to place in campaign which may or may not cause loss of email. Did not want to take chance decided to do the 1st and gave credit difference and advised Mr. Plow to let customer know would need to make 29.95 payment each month of next 4</p>	<p>10/4/2004</p>

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			<p>Work Order Comments: TX15 DROP BURY CELL 395-1104 Pri Loc: CH55 Sch Date: 10/12/04 MAKE SURE YOU CONTACT CUSTOMER Sec Loc: 3200 Sch Time: ALLDAY CTM 919-967-8835 BEFORE YOU DIG\ Node Id: CE036 Ckin Ustr: Stage: Cat Occ Service ----- From To Amount Pnts Emp User ID C 1 867 BURY DROP 1 I ELCHRI</p> <p>Please make sure they contact Mr. Spinarski before they dig.</p>	
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Chapel Hill Engineering Summary 2004

PLANNED	3	208	8.82%	33.02%
UNPLANNED	31	422	91.18%	66.98%
	34	630	100.00%	100.00%
B	9	186	26.5%	29.5%
C	2	65	5.9%	10.3%
E	23	329	67.6%	52.2%
Y	0	50	0.0%	7.9%
	34	630	100.0%	100.0%
35 BRIDGER MODULE	0	0	0.0%	0.0%
36 LINE EXTENDER MODULE	0	6	0.0%	1.0%
37 FUSE FEEDER LINE	0	5	0.0%	0.8%
39 TAP/TAP FACE PLATE	1	8	2.9%	1.3%
40 REPLACE CONNECTOR DUE TO SUCK OUT	0	4	0.0%	0.6%
41 REPAIR FEEDER / LAY TEMP	3	32	8.8%	5.1%
42 REPAIR FEEDER / PERMANENT	4	39	11.8%	6.2%
44 DC POWER SUPPLY	1	8	2.9%	1.3%
45 SPLITTER / PASSIVE FEEDER	1	4	2.9%	0.6%
50 PNT MODULE	0	3	0.0%	0.5%
51 PNB MODULE	0	1	0.0%	0.2%
52 POWER PACK	1	18	2.9%	2.9%
53 50V POWER SUPPLY	1	31	2.9%	4.9%
54 AGC MODULE	1	4	2.9%	0.6%
55 DC FUSE	1	9	2.9%	1.4%
56 A/C FUSE	5	58	14.7%	9.2%
58 REPAIR CABLE PERM	1	18	2.9%	2.9%
59 LAY TEMP TRUNK	1	13	2.9%	2.1%
60 SERRINE BLOCK/INSERT ASSEMBLY	1	5	2.9%	0.8%
61 FIBRIVE	2	10	5.9%	1.6%
62 CONNECTOR	0	14	0.0%	2.2%
63 POWER COMPANY RELATED	1	50	2.9%	7.9%
64 POWER SUPPLY A/C BREAKER	0	33	0.0%	5.2%
65 ET3CLPA / PK MODULE	0	2	0.0%	0.3%
66 PAD	0	0	0.0%	0.0%
68 EQUALIZER	0	1	0.0%	0.2%
81 REPAIR FIBER	0	1	0.0%	0.2%
82 OPTICAL CONNECTOR	0	0	0.0%	0.0%
83 OPTICAL RECEIVER	0	1	0.0%	0.2%
84 OPTICAL TRANSMITTER	0	0	0.0%	0.0%
85 NODE MOTHERBOARD	0	5	0.0%	0.8%
86 NODE DC FUSE / POWER PACK	0	3	0.0%	0.5%
87 NODE / SET LEVELS	1	3	2.9%	0.5%
88 NODE MISC REPAIR	2	8	5.9%	1.3%
89 HUB/CEV	0	2	0.0%	0.3%
91 VANDALISM	0	3	0.0%	0.5%
92 INTERMITTENT PROBLEM	1	3	2.9%	0.5%
94 HEADEND	1	1	2.9%	0.2%
97 HOTEL HEADEND	0	0	0.0%	0.0%
CUP CONSTRUCTION UPGRADE RELATED	1	2	2.9%	0.3%
CON CONSTRUCTION	3	123	8.8%	19.5%
OKA OK UPON ARRIVAL	0	14	0.0%	2.2%
TWC CABLE MAINTENANCE REPAIR	0	85	0.0%	13.5%
STR STATE ROAD CONSTRUCTION	0	0	0.0%	0.0%

2746:50:00	36000:56:00
0:05:46	1:15:30
5:51:24	76:45:30
3.62	67.16
100.0000	100.0000
1:24:11	1:11:42
00:47:21	57:08:40
41:40:00	8190:50:00
2.94%	7.94%
501:12:00	5784:48:00
28.47%	16.10%
28,610	
60,883	
938	

Subscriber Survey:

Time Warner Cable conducted a random customer service survey of a sampling of its subscribers within Chapel Hill by telephone interview in 2003. A copy was provided to the Town. Time Warner Cable plans to complete another survey of this type in 2005. Once completed Time Warner Cable will forward the results to the Town.