



## TOWN OF CHAPEL HILL

June 28, 2002

Mr. Chris Van Name  
Vice President/General Manager  
Raleigh Division – Central District  
Time Warner Cable  
101 Innovation Ave., Suite 100  
Morrisville, NC 27560

Dear Mr. Van Name:

At the regular meeting of June 24, the Chapel Hill Town Council received the attached petition from Bruce Egan, a columnist for the *Chapel Hill Herald* and Associate Director of the Information Technology Response Center on the University campus. The Council received and referred the petition to the Town Manager for a follow-up response.

Mr. Egan's petition requested a dialogue regarding customer service and support provided to Chapel Hill citizens by Time Warner staff. Mr. Egan specifically mentioned concerns that customers are not normally allowed to speak to Time Warner supervisors. He recommended an approach whereby Time Warner managers and the Town are automatically notified of customer dissatisfaction.

In following up on the Council's request, we ask that Time Warner:

- Respond to Mr. Egan's letter, which we have enclosed with its accompanying material; and
- Consider methods that could be used by Time Warner to allow customers to speak to supervisors.

We appreciate your thoughts on Mr. Egan's concerns and any efforts by Time Warner to address the issues he has raised.

Sincerely,

Bill Stockard  
Assistant to the Manager  
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