



August 30, 2002

Mr. Bruce Egan
1904 Overland Drive
Chapel Hill, NC 27517-2347

Dear Mr. Egan:

Once again, I would like to thank you for taking time to bring your concerns about Time Warner Cable's (TWC) customer service escalation procedures to our attention.

In your last letter, you stated you would like the opportunity to sit down with TWC and the Town of Chapel Hill to discuss ideas for a customer feedback mechanism through which TWC and the community can mutually benefit. TWC currently has an escalation procedure in place. Although we recognize that your experience was not handled according with our escalation process, we do have an ongoing commitment to implement our procedures to assure quality customer service.

If you are still interested in discussing your ideas with me, I welcome a meeting with you at my office. You may contact Pat Stinemire at 573-7320 to set up this meeting. Once again, thank you for your feedback and we appreciate your business.

Sincerely,

Chris Van Name (Signature)

Chris Van Name
Vice President/General Manager
Time Warner Cable

Cc: Bill Stockard, Town of Chapel Hill