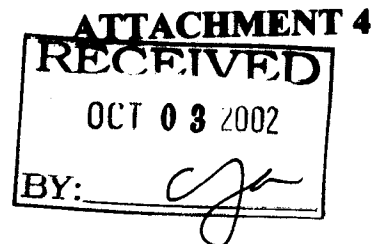




101 Innovation Avenue
Suite 100
Morrisville, NC 27560
Tel 919-821-7925

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September 30, 2002

Mr. W. Calvin Horton
Town Manager
Town of Chapel Hill
306 N. Columbia Street
Chapel Hill, NC 27516

Dear Mr. Horton:

Pursuant to your request, this letter is to confirm that the concern brought to the Town of Chapel Hill and Time Warner Cable's (TWC) attention by Mr. Bruce Egan has been resolved. Mr. Egan's account has been credited for his inconvenience and, although TWC currently has an escalation procedure in place, I am planning to meet with him at his workplace on October 7th to discuss ideas for a customer feedback mechanism through which TWC and the community can mutually benefit, as requested in his letter.

Although we recognize that his experience was not handled according with our escalation process, we do have an ongoing commitment to implement our procedures to assure quality customer service.

Should you have any questions regarding this matter, please feel free to contact me.
Thank you.

Sincerely,



Chris Van Name
Vice President/ General Manager
Time Warner Cable-Raleigh Division-Central District