

**TARA's COMPLAINT/INQUIRY SUMMARY REPORT OF TIME WARNER CABLE SUBSCRIBERS  
2010**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Total Received	3	1	4	2	3	0	6	7	5	6	7		
# Reported to TWC	3	1	4	2	3	0	6	7	5	6	7		
# of Responses required/TWC	3	1	4	2	3	0	6	4	5	6	7		
<b>Cable Service Complaints</b>										3	5		
<b>Billing</b>	1	1					1	2					
<b>Construction</b> (e.g., right of way, unburred cable, property damage, line cut, entrance to property)				1	1		2		1		2		
<b>Customer Service / Relations</b> (e.g., missed/late appointments, company response to issues, attitude, notification )	2		1					1	2		1		
<b>Installation</b> (e.g., property damage)													
<b>Programming Options</b>				1									
<b>Rates</b>			1		2		1						
<b>Technical Service</b> (e.g., outage, reception, equipment faulty/lack of features, audio, DVR, Converter Box)			3				1	2	1	2			
<b>Service Requests</b> (e.g., residential / commercial)													
<b>Telephone Customer Service</b> (e.g., hold, busy, no one available)							3		1				
<b>Miscellaneous</b>													
PEG channels in digital format									4	1			
Cable Modem/Internet Issues									1				
Digital Voice/Telephone													
Bandwidth Capping													
<b>TOTAL COMPLAINTS</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>8</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>8</b>		
<b>UNRESOLVED COMPLAINTS</b>	<b>0</b>	<b>0</b>	<b>0</b>										
<b>COMPLAINTS TAKING MORE THAN 10 DAYS</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		

\*\* SOME COMPLAINTS HAD MORE THAN ONE CATEGORY OF COMPLAINT PER CALL.