

**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	3	47
# Reported to TWC	3	1	4	2	3	0	6	7	5	6	7	3	47
# of Responses required/TWC	3	1	4	2	3	0	6	4	5	6	7	3	44
Cable Service Complaints										3	5	2	10
Billing	1	1					1	2					5
Construction (e.g., right of way, unburred cable, property damage, line cut, entrance to property)				1	1		2		1		2		7
Customer Service / Relations (e.g., missed/late appointments, company response to issues, attitude, notification)	2		1					1	2		1	2	9
Installation (e.g., property damage)													
Programming Options				1									1
Rates			1		2		1						4
Technical Service (e.g., outage, reception, equipment faulty/lack of features, audio, DVR, Converter Box)			3				1	2	1	2		1	10
Service Requests (e.g., residential / commercial)													
Telephone Customer Service (e.g., hold, busy, no one available)							3		1				4
Miscellaneous													
PEG channels in digital format									4	1			5
Cable Modem/Internet Issues									1				1
Digital Voice/Telephone													
Bandwidth Capping													
TOTAL COMPLAINTS	3	1	5	2	3	0	8	5	10	6	8	5	56
UNRESOLVED COMPLAINTS	0	0	0	0	0	0	0	0	0	0	0	1	1
COMPLAINTS TAKING MORE THAN 10 DAYS	3	0	0	0	0	0	1	0	0	0	0	1	5

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