TARA's COMPLAINT/INQUIRY SUMMARY REPORT OF TIME WARNER CABLE SUBSCRIBERS
2011

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

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