

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

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