

**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	0	0	4	2					
# Reported to TWC	1	1	5	1	0	0	4	2					
# of Responses required/TWC	1	1	4	1	0	0	4	2					
Cable Service Complaints													
Billing	1							2					
Construction (e.g., right of way, unburred cable, property damage, line cut, entrance to property)		1	3				1						
Customer Service / Relations (e.g., missed/late appointments, company response to issues, attitude, notification)			1	1			4	1					
Installation (e.g., property damage)													
Programming Options													
Rates	1		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)				1									
Miscellaneous													
PEG channels digital conversion													
Cable Modem/Internet Issues													
Digital Voice/Telephone													
Bandwidth Capping													
TOTAL COMPLAINTS	2	1	5	2	0	0	5	3					
UNRESOLVED COMPLAINTS	0												
COMPLAINTS TAKING MORE THAN 10 DAYS	0	0	2	0	0	0	2	0					

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

Time Warner's cable franchise with the City of Austin expired August 11, 2011