

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

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