

**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								
# Reported to TWC	1	1	5	1	0								
# of Responses required/TWC	1	1	4	1	0								
Cable Service Complaints													
Billing	1												
Construction (e.g., right of way, unburred cable, property damage, line cut, entrance to property)		1	3										
Customer Service / Relations (e.g., missed/late appointments, company response to issues, attitude, notification)			1	1									
Installation (e.g., property damage)													
Programing 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								
UNRESOLVED COMPLAINTS	0	0	0	0	0								
COMPLAINTS TAKING MORE THAN 10 DAYS	0	0	2	0	0								

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