

**TARA's COMPLAINT/INQUIRY SUMMARY REPORT OF TIME WARNER CABLE SUBSCRIBERS
2009**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Total Received	0	5											
# Reported to TWC	0	5											
# of Responses required/TWC	0	5											
Cable Service Complaints													
Billing		1											
Construction (e.g., right of way, unburred cable, property damage, line cut, entrance to property)													
Customer Service / Relations (e.g., missed/late appointments, company response to issues, attitude, notification)		3											
Installation (e.g., property damage)													
Programing Options		2											
Rates		1											
Technical Service (e.g., outage, reception, equipment faulty/lack of features, audio, DVR, Converter Box)		1											
Service Requests (e.g., residential / commercial)													
Telephone Customer Service (e.g., hold, busy, no one available)													
Miscellaneous													
Cable Modem/Internet Issues													
Digital Voice/Telephone		1											
TOTAL COMPLAINTS	0	9											
UNRESOLVED COMPLAINTS	0	0											
COMPLAINTS TAKING MORE THAN 10 DAYS	0	1											

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