

**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	2	13									
# Reported to TWC	0	5	2	13									
# of Responses required/TWC	0	5	1	13									
<b>Cable Service Complaints</b>													
<b>Billing</b>		1		1									
<b>Construction</b> (e.g., right of way, unburred cable, property damage, line cut, entrance to property)													
<b>Customer Service / Relations</b> (e.g., missed/late appointments, company response to issues, attitude, notification )		3		1									
<b>Installation</b> (e.g., property damage)													
<b>Programing Options</b>		2											
<b>Rates</b>		1											
<b>Technical Service</b> (e.g., outage, reception, equipment faulty/lack of features, audio, DVR, Converter Box)		1	1										
<b>Service Requests</b> (e.g., residential / commercial)													
<b>Telephone Customer Service</b> (e.g., hold, busy, no one available)													
<b>Miscellaneous</b>													
<b>Cable Modem/Internet Issues</b>													
<b>Digital Voice/Telephone</b>		1											
<b>Bandwidth Capping</b>				11									
<b>TOTAL COMPLAINTS</b>	0	9	1	13									
<b>UNRESOLVED COMPLAINTS</b>	0	0	0	0									
<b>COMPLAINTS TAKING MORE THAN 10 DAYS</b>	0	1	0	1									

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