

**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	1	2	4						
# Reported to TWC	0	5	2	13	1	2	4						
# of Responses required/TWC	0	5	1	13	1	2	4						
Cable Service Complaints													
Billing		1		1		1	1						
Construction (e.g., right of way, unburred cable, property damage, line cut, entrance to property)							1						
Customer Service / Relations (e.g., missed/late appointments, company response to issues, attitude, notification)		3		1			1						
Installation (e.g., property damage)													
Programming Options		2				1	1						
Rates		1											
Technical Service (e.g., outage, reception, equipment faulty/lack of features, audio, DVR, Converter Box)		1	1										
Service Requests (e.g., residential / commercial)													
Telephone Customer Service (e.g., hold, busy, no one available)					1								
Miscellaneous													
Cable Modem/Internet Issues													
Digital Voice/Telephone		1											
Bandwidth Capping				11									
TOTAL COMPLAINTS	0	9	1	13	1	2	4						
UNRESOLVED COMPLAINTS	0	0	0	0	0	0	0						
COMPLAINTS TAKING MORE THAN 10 DAYS	0	1	0	1	0	1	2						

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