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Elizabeth H. Scarborough
Group Vice President
National Division

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M08-38324
LAW DEPT

TIME WARNER
CABLE

April 25, 2008

City of Lincoln, Nebraska
555 South 10th Street
Lincoln, NE 68508

Attention: Steve Huggenberger, Assistant City Attorney

Dear Steve:

Pursuant to Sections 7.3 (B) and 9.11 (B) of the franchise agreement, enclosed find the following semi-annual reports for 6-month period ending December 2007, and the 3-month period beginning January, 2008:

1. Written and Email Complaints received by the Grantee and their resolution.

2. Service Call summary.

Should you have any questions, please let me know.

Sincerely,

Elizabeth H. Scarborough

Enc.

EHS/bh

2007 July – December Report of Written Complaints

Date	Filed with	Issue	Resolution
August 25, 2007	Lincoln City Council	Navigator	Account was credited
August 27, 2007	BBB	Billing	Contacted TWC's billing department in Kansas City.
September 3, 2007	TWC	Failure to respond	Responded via email and credited customer's account.
September 18, 2007	Beth Scarborough	Navigator	Technical Service Rep called customer and credited account.
October 10, 2007	BBB	HD DVR / Signal Level	Technician visit, credited customer's account.
November 3, 2007	BBB	DVR	Network engineering manager looked at customer's equipment. Account was credited.

2008 Written Complaints (Letters & Emails) from 1st Quarter

Date	Filed with	Issue	Resolution
Jan. 1, 2008	TWC Technical Help Email	Rates	Researching resolution
Jan. 5, 2008	TWC Technical Help Email	Customer service	Researching resolution
Jan. 7, 2008	TWC Technical Help Email	Remote code, installation	Customer was contacted over the phone and a technician visit was scheduled.
Jan. 9 , 2007	TWC Technical Help Email	Navigator	Customer was contacted via email.
Jan. 17, 2008	E-mailed Lincoln City Council & BBB	Cable box; rates	Letter sent to customer; account was credited.
Jan. 29, 2008	Sent letter to Beth Scarborough	Navigator	A letter was sent to customer by customer service manager.
Jan. 24, 2008	Navigator Help Email	Navigator	Email explanation was sent, DVR set top boxes were exchanged, a technical service call was scheduled and account was credited.
Jan. 25, 2008	TWC Technical Help Email	Navigator	Email explanation was sent.
Jan. 25, 2008	TWC Technical Help Email	Navigator	Customer was contacted by phone.
Jan. 25, 2008	TWC Technical Help Email	Equipment	Customer was contacted by phone, account was credited.
Jan. 25, 2008	TWC Technical Help Email	Navigator	Customer was contacted by email and account was credited.
Jan. 25, 2008	TWC Technical Help Email	Navigator	Customer was contacted over the phone and account was credited.
	TWC Technical Help Email	Navigator	Email explanation was sent to customer.
Jan. 27, 2008	Sent letter to Beth Scarborough	Navigator	A letter was sent to customer.
Jan. 28, 2008	TWC Technical Help Email	Navigator	Email was sent to customer, a technician visit was scheduled and account was credited.
Jan. 28, 2008	TWC Navigatorl Help Email	Navigator	Email was sent to customer and account was credited.
Jan. 29, 2008	TWC Technical Help Email	Navigator; rates	Email explanation was sent to customer.
Jan. 30, 2008	TWC Technical Help Email	Navigator	Customer was contacted over the phone and account was credited.
Jan. 31, 2008	TWC Technical Help Email	Navigator	Email explanation was sent to customer.
Jan. 31, 2008	Letter to Manager	Navigator	Customer was contacted over the phone and account was credited.
Feb. 3, 2008	TWC Technical Help Email	Technical issue	Customer was contacted over the phone to set up a technical service visit.
Feb. 4, 2008	TWC Technical Help Email	Cable outage	Email explanation was sent to customer.
Feb. 7, 2008	TWC Technical Help Email	Navigator	Email explanation was sent to customer.
Feb. 7, 2008	TWC Technical Help Email	Navigator	Customer was contacted by phone and via email and account was credited.
Feb. 8, 2008	Nebraska Dept. of Justice - Office of the Attorney General	Cable signal	Customer was contacted over the phone and a follow up letter was sent to the Attorney General.

Feb. 8, 2008	TWC Technical Help Email	Billing	Customer was contacted over the phone and account was credited.
Feb. 9, 2008	TWC Technical Help Email	Navigator	Customer was contacted by phone and account was credited.
Feb. 10, 2008	TWC Technical Help Email	Cable signal issue	Email explanation was sent.
Feb. 13, 2008	TWC Technical Help Email	Navigator	Customer was contacted via email to schedule a technical service visit.
Feb. 15, 2008	TWC Technical Help Email	Navigator	Customer was contacted by phone and account was credited.
Feb. 23, 2008	Letter to Ann Shrewsbury	Navigator	A letter was sent to customer.
Feb. 23, 2008	TWC Technical Help Email	Digital cable	Customer was contacted via email and a technical service call was scheduled.
Feb. 24, 2008	TWC Technical Help Email	Rate	Email explanation was sent to customer.
Feb. 25, 2008	TWC Technical Help Email	Cable	The customer was contacted via email (per customer's request).
Feb. 26, 2008	TWC Technical Help Email	HDTV	A technical service representative called the customer, scheduled a technician visit and credited customer's account.
Feb. 27, 2008	TWC Technical Help Email	Navigator	Customer was contacted by phone to schedule a technician visit. Account was credited.
Feb. 28, 2008	TWC Technical Help Email	Cable installation	Customer was contacted by phone and account was credited.
Feb. 28, 2008	TWC Technical Help Email	Navigator	Email explanation was sent to customer and account was credited.
March 1, 2008	TWC Technical Help Email	Cable	Customer was contacted by the phone & issue was resolved.
March 1, 2008	TWC Technical Help Email	NFL network	An explanation message was left over the phone to customer.
March 3, 2008	TWC Technical Help Email	Cable signal	An explanation email was sent to customer.
March 6, 2008	TWC Technical Help Email	Disconnect	Customer was contacted by phone and a technician visit was scheduled.
March 6, 2008	TWC Technical Help Email	Navigator	An explanation email was sent to customer.
March 6, 2008	TWC Technical Help Email	Cable signal	Explanation email was sent to customer and a technician visit was scheduled.
March 11, 2008	TWC Technical Help Email	Cable signal	Explanation email was sent to customer and a technician visit was scheduled. Account was credited.
March 12, 2008	TWC Technical Help Email	Navigator	Customer was contacted by phone and a technician visit was scheduled.
March 13, 2008	TWC Technical Help Email	Navigator	Customer was contacted via email and account was credited.
March 14, 2008	Sent letter to BBB	Billing	Explanation letter was sent to customer.
March 24, 2008	Sent letter to attorney general	Security System issues affecting cable signal	Letter of explanation was sent to customer.
March 24, 2008	TWC Technical Help Email	Navigator	Technical service call was scheduled.
March 27, 2008	TWC Technical Help Email	Navigator	Issue was resolved over the phone.

March 31, 2008	TWC Technical Help Email	Navigator	Customer was contacted by phone and account was credited.

Lincoln only						
Service call summary July – December 2007						
Category	**July**	**August**	**September**	**October**	**November**	**December**
Customer Equipment	93	123	105	129	136	98
Customer Education	680	712	624	867	651	542
Courtesy Call	72	92	75	85	78	81
Drop Problem	431	460	370	447	327	181
House Drop Problem	476	561	472	698	486	405
Feeder Problem	74	80	25	73	35	110
Trunk Problem	16	14	11	9	20	55
Hard Cable Problem	13	9	15	37	9	25
Hard Cable Connector Problem	8	3	2	4	6	4
Tap Problem	52	41	35	40	19	10
Converter/Trap Problem	310	408	302	490	405	387
Employee Generated Problem	36	67	38	44	38	27
Headend Problem	16	31	10	35	2	14
Power Supply Problem	15	4	1	34	4	30
Could Not Complete/Customer Not Home	830	799	615	620	476	474
Customer Tampering	19	16	16	7	8	7
Fiber Problem	37	1	0	0	0	4
Duplicate Fix	0	0	0	1	1	0
Phone Issues	217	127	292	109	82	76
Total	3395	3548	3008	3729	2783	2530

Lincoln only						
Service call summary January – March 2008						
Category	**January**	**February**	**March**			
Customer Equipment	134	72	141			
Customer Education	483	348	619			
Courtesy Call	57	31	43			
Drop Problem	179	152	252			
House Drop Problem	344	220	440			
Feeder Problem	79	11	8			
Trunk Problem	28	1	7			
Hard Cable Problem	6	4	4			
Hard Cable Connector Problem	1	0	3			
Tap Problem	27	8	19			
Converter/Trap Problem	291	228	406			
Employee Generated Problem	26	21	32			
Headend Problem	26	3	17			
Power Supply Problem	3	0	0			
Could Not Complete/Customer Not Home	344	211	477			
Customer Tampering	4	9	10			
Fiber Problem	0	0	0			
Duplicate Fix	0	2	0			
Phone Issues	60	70	84			
Total	2092	1391	2562			