

Written Complaints for Second Quarter of 2013 (Section 7.3 B)

Date	Filed with	Issue	Resolution
5/6/2013	BBB	Minor service issues since installation was completed.	Credited customer account.
6/3/2013	OTP	Customer upset about unspecified service issues.	Contacted customer. His issue is about his cable box rebooting, which we explained was a standard process that is initiated by the system itself at specified intervals if the customer has not done so themselves. He reported his A/V quality is good and happy with TWC.
6/6/2013	BBB	Customer upset that the temporary service line had not been buried.	Contacted customer and explained the frequent rain delayed the burial, which was completed on June 7, to reduce damage to their property.
6/11/2013	BBB	Customer dissatisfied with video service.	We applied adjustments through our money back guarantee program and disconnected the service. He did retain our high speed data service.

Written Complaints for Third Quarter of 2013 (Section 7.3 B)

Date	Filed with	Issue	Resolution
7/2/2013	Citizen Information Center	Rates higher than Omaha.	Sent message to customer and did not receive a response.
7/11/2013	BBB	Disappointed with the time allowed to make a payment on past due account to retain services.	When we responded to the customer, she advised the issue was resolved.
7/15/2013	AG	Wanted lower rates so he could afford TWC services.	The customer has two previous accounts with negative balances. We offered to waive the \$175.63 one with payment of the \$99 one to
8/7/2013	BBB	Displeased with Showtime black out and the replacement channels we provided. Her request was restoration of Showtime.	Restoring Showtime was not in our control and the situation was extensively communicated to customers and the public. BBB ruled TWC made a good faith effort on the issue and closed the complaint.
8/28/2013	Mayor	Issues with relocation of in-law's service and did not receive his refund for that account when expected.	When we responded to the customer, he advised the issues were resolved and he appreciated our discussion.
9/4/2013	CAB	Concerns about channel blackouts and digital conversion.	Answered her questions and explained the issues and options.
9/6/2013	City Attorney	Issues with converter box and concerns about channel lineups and digital conversion.	Converter box was damaged by a non-grounded outlet and replaced. Explained lineups and options for retaining channels.
9/12/2013	BBB	Did not receive her refund.	The refund check was posted on July 26, 2013. We left a message to call if she hasn't received the check and she did not return the call.
9/16/2013	BBB	Had not received gift card for upgrading cable service.	We credited the account for the gift card amount.
9/19/2013	BBB	Recurring issues with cable box.	Replaced box.

Written Complaints for Fourth Quarter of 2013 (Section 7.3 B)

Date	Filed with	Issue	Resolution
10/2/2013	BBB	Did not receive Reward Card for upgrading service.	To qualify for the reward card, the new services had to be active for 90 days and the account had to be kept current. Account was delinquent for two of the three statements in those 90 days and therefore, the card request was not processed.
10/14/2013	BBB	Did not receive Reward Card for upgrading service.	Processed an equivalent credit on their account.
10/21/2103	Mayor's Office	Customer experiencing difficulty getting DTA equipment to work properly and being charged for the box.	In four contact attempts, the customer would not speak with us to trouble shoot the box and said he returned it. We credited the miscoded fee to his account.
10/24/2013	BBB	Refund check has not arrived.	Customer notified BBB 3 days later the refund check had been received.
11/6/213	BBB	Billed for, and paid for, unreturned equipment that they did return.	Requested a refund of the paid amount be issued.
11/26/2013	BBB	Complaint about analog channels moving to a digital format and box not working.	Reviewed services with customer and adjusted account/rates.

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3/12/2014	BBB	Customer disconnected service, but had not received refund.	Advised customer that refund will be sent in 4-6 weeks.
3/13/2014	PSC	Customer experiencing difficulties getting phone number ported over from previous provider.	The initial port request was rejected due to the port dates, but when rescheduled the number was successfully ported to TWC.
2/14/2014	PSC	Customer requested a breakdown of how taxes and surcharges are calculated.	Customer was sent detailed information including the amounts billed for each service and corresponding taxes / fees.
3/10/2014	FCC	Customer experiencing difficulties getting phone number ported over from previous provider.	The initial port request was rejected due to the port dates, but when rescheduled the number was successfully ported to TWC.