

- 3) All complaints received will be logged in with a notation as to the date, time and nature of the complaint, as well as the name, address and phone number of the subscriber involved. A system engineer will then analyze the complaint and all efforts will be made to resolve any complaints promptly and efficiently.
- If for some reason you are not satisfied with our response to your complaint, you may contact the cable coordinator of your appropriate franchise authority.



COMPLAINT RESOLUTION NOTIFICATION

In compliance with the requirements of Section 76.607 and 76.309 (c)(3) of the Federal Communications Commission rules, we are required to inform you that Time Warner Cable, a division of Time Warner Entertainment Company, L.P., has in effect the following procedures to ensure that any complaints which may arise concerning your bill or the technical quality of the cable television signals delivered to you are promptly and effectively resolved.

Billing

- 1) If you have a question or problem with your bill, you should first call our Customer Service Department at the number listed on your bill and attempt to resolve the problem with one of our Customer Service Representatives.
- 2) If, after talking with a Customer Service Representative, you are still not satisfied, you should then send a copy of your bill, along with a letter explaining why you believe it is wrong to: VP of Customer Care, Time Warner Cable, 5520 Whipple Avenue NW, North Canton, OH 44720.
- 3) A Customer Service Manager will attempt to contact you within 24 hours of receiving your letter, discuss the billing problem with you, and make every effort to promptly resolve the problem.

Signal Quality

- 1) If you are having a problem with the signal quality of your cable service, you should first call our Service Department at the number listed on your bill. In many cases, the problem can be corrected while you are on the phone with the Service Department. However, it may be necessary to send a maintenance technician to your home.
- 2) If, after talking to our Service Department and/or having a technician visit your home, you are not satisfied that the problem has been resolved, you may put your complaint in writing to: VP of Operations, Time Warner Cable, 5520 Whipple Avenue NW North Canton, OH 44720.