

Both of these letters generated no response from anyone in the Time-Warner Corporation. The service was restored in the allotted time. Cable modem product is fantastic. Conversely, I cannot express strongly enough Time-Warner's utter disregard for and apathy towards customers in the Houston area. I have strong reservations that the combined company will provide better service. The lack of competition in the high-speed Internet provider market currently leaves me in a state of "take our good product and bad service or have nothing". There is no response from their technical personnel to direct questions about network issues other than "We know about that and we will get around to fixing it some time".

I look forward to the day that I have a high-speed connection that is reliable, managed by technically proficient personnel and deal with a support staff that at least pretends to care about their customers. The Time-Warner merger with AOL seems like a step in the opposite direction of that ideal.

-----Letter 2-----

July 25, 2000

Tony Lopez
Time Warner Communications
8400 W. Tidwell
Houston, TX 77040

Mr. Lopez

I am sending this letter to you to express my dissatisfaction with my recent experiences with your company. This letter is the second such letter I have written this year in regards to my experience with TWC Customer Service. I will follow the same format on this letter as I did on the previous letter (attached), listing my experiences with your customer service department and then my concerns. I am fairly confident that I will not receive a response from any of the individuals that receive this letter, given my past experiences with your corporation.

- My wife and myself returned from vacation on 7/13. That evening, I noticed that my modem was dropping off the Time Warner network intermittently. This continued for the next 48H.
- On 7/15, the modem disconnected from the Time Warner network (cable LED on the modem is off). Over the next three days, the modem was able to connect to the Time Warner network for a total of about six hours.
- On 7/19 or 7/20, I placed a call to the Technical Support line explaining the issue. The technician checked the network status and advised me that he would have to send a field technician out to check out the installation. He setup an appointment for 7/24, the next available time slot.
- On 7/24, I took a vacation day to meet the technician. He called me at 1:00 PM and advised me that he would be there shortly. He checked the signal on the cable at several points and disconnected and re-connected the cable at the modem and at the cable's entry point at the back of the house. When the modem was re-connected the last time, it connected to the Time Warner network immediately. He theorized that the problem was "dirt" on one of the cable ends. After 90 minutes, the cable modem again disconnected from the Time Warner network. I called back in to the Technical Support number. The gentleman that I spoke to said that he would need to send someone out again to examine

the installation. He advised me that the next available appointment was on Wednesday, but that he would have someone out tomorrow (7/25) to examine the problem.

- I took another day of vacation to wait for a technician. At 3:30 PM I decided to call and make sure that someone was coming. The gentleman that I spoke to said that someone would be contacting me 30 minutes before they arrived, but that he could not tell me when they were coming. At 4:45 PM the dispatcher for TWC, Ms. Chambers, contacted me stating that there was an "emergency" and that a technician would not be able to make it out today. I asked to speak to her supervisor. She stated that she did not have a supervisor, but that I could contact Tony at 713-335-3278. I called the number and was told that you were at work, but no one knew where you were. The gentleman asked if he could help me. I explained to him all of the above incidents. He was quite sympathetic and pleasant and asked me to hold on while he spoke to the dispatcher. He came back and said that the dispatcher had already scheduled a technician to examine the problem today. While that was going on, the technician was calling me on my other line. By the time I got off the phone, he had left a message stating that I should call back to "schedule an appointment for a more convenient time when I was available". I called 713-335-3278 to try to let someone know that I was available for the service call and I was informed that there was no one who could assist me. I asked to speak to you. I was given your voicemail and left a message advising of the above events and expressed my dissatisfaction with the Customer Service department.

I would like to express that the concerns that I listed in the previous letter are felt more strongly today than they were in August of last year. I believe that the product that you are delivering is a good product. Conversely, almost every human interaction that I have had with the Customer Service department has been an unpleasant experience. If I delivered the same level of service to my customers at *****, I would no longer be employed. I am alarmed that personnel in the Customer Service group at TWC do not seem to take ownership of customer issues and prefer to "pass the buck" to anyone but themselves.

If I do not get a resolution to my problem within the next 48 hours, I will be canceling the cable modem service and contacting an alternate vendor for my Internet connectivity service. You have the opportunity to convert an unsatisfied customer to an advocate for your company. I know from my experience that these are the most loyal and valuable customers.

Conversely, if I do not receive a resolution, I will become a vocal detractor of Time-Warner to everyone that I interact with. I will also be lodging a formal complaint with the FCC regarding the merger of Time-Warner and America Online through their Electronic Comment Filing System. I feel that if I cannot receive an adequate level of service from TWC, adding the additional customer base from America Online will further erode service levels to the combined company's customers. In good conscience, I could not stand by silently and allow that to happen.

Sincerely,

CC: Gerald M. Levin
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75 Rockefeller Plaza

New York, NY 10019

Joseph J. Collins
Time Warner Cable
290 Harbor Drive
Stamford, CT 06902

-----Letter 1-----

August 10, 1999

Ms. Brenna Cledaniel
Time Warner Communications
8400 W. Tidwell
Houston, TX 77040

Dear Ms. Cledaniel,

I am faxing this letter to you to express my dissatisfaction with my recent experiences with your company. This letter is rather lengthy and I waited 24 hours to ensure that I could be objective about the situation. I would like to list my experiences with getting my cable service installed initially and then explain some of my concerns.

- Sometime during May, I contacted TWC about getting setup for Roadrunner service. I was informed that I would need to get the cable installed and I would be contacted sometime in May or early June about getting the cable modem installed.
- I called in mid-May to get the initial installation of the cable. I explained that I was only utilizing the cable for Roadrunner service and to watch local channels. The agent setup an appointment for May 29 and stated someone should be contacting me in 2-3 weeks for the cable modem installation. The gentleman showed up on time and installed the cable on May 29th. He did not install a grounding block, but I was willing to put that in myself.
- I contacted TWC during the first week of June about the cable modem installation. After explaining to the agent what the previous installer had provided, the agent informed me that the installation would not work for my home's layout. I agreed to take a day off from work and have another installer come to my house and run a new cable line to my study. The second installers did not show up until 5:40 PM on June 11th to install the second line. I actually pulled the cable through my attic and down the wall, due to their lack of willingness to put the drop where I wanted it. The cable reception was fine at this point.
- One of the installers showed up the following Monday and was met by my wife returning home from work. He stated that he was there to do a "quality assurance" check. He installed the missing ground block and left. My wife noticed the next evening that the reception on the local channels was very poor and asked that I have someone come fix the problem.

- I contacted TWC a few days later and asked that someone come out and repair the problem. I also asked if there was a time frame for going to the self-install class for the cable modem. The agent setup a service call for the reception problem, and I was informed again that I would be contacted in 2-3 weeks.
- I again took a day off work to be available for the repairman on July 12th. He showed up and was finished within 5 minutes. The reception was back to normal. I contacted TWC again in regards to the self-install class. I was told it would be another 2-3 weeks.
- I contacted TWC on July 22nd and was told that it would be another 2-3 weeks before someone would contact me. I asked to speak to a supervisor. I spoke to ?Greg for some time about how I was not very satisfied that I was paying for cable when I did not really need it and I was regularly being told that it would be another 2-3 weeks. I explained the above events to him and he basically stated that it was not important. He did agree to refund the charges for the July cable service and would see if he could get me into the beta program. After 3 follow-up phone calls, he asked me if I would be able to attend a self-install class on the 29th of July and I agreed. He billed me \$19 for the class.
- I attended the class on the 29th and tried to connect the modem later that night. I could not get the modem to connect to the TWC network.
- I called TWC on the 30th. I informed that there were some problems with the cable network and that it should be working by the 31st. The modem was still not connecting on the 31st, so I called back. After explaining the problem, I was told that someone would have to come out to my house again to check the problem.
- I took a third day off work to be available on the 3rd between 1 and 5PM. No one showed up. I called TWC and I was offered a \$20 refund due to the technicians running late at another customer's house. The person stated the problem was with the network and it was being forwarded to a "PM" technician who would have an update in 72 hours. They also rescheduled the service call for Saturday the 7th between 8-12AM.
- No one showed up on the 7th. I called at 12:30PM and asked if anyone was coming. The person stated that there was no service call scheduled and that the problem was with the TWC network. The agent stated the call would be referred to a "PM" technician and that they would get back to me within 72 hours. I asked to speak to a supervisor. I spoke to a Ms. Thomas, who stated she would need to speak to the person responsible for my portion of the network and she would "probably not be able to get in touch with him today". She did promise to contact me regardless of whether she was able to speak to him and she gave me her direct number (713-895-2538). She did not call back.
- Today, I called the number she gave me. The person who answered the telephone was not Ms. Thomas and she stated the "system is down" and that she could not help me. I asked for your contact information at this point. She put me on hold for 5 minutes and she gave me your telephone number. I called you at his point and left a message.
- I contacted the Roadrunner help desk again to see if I could get a status update on my problem. The first technician asked to put me on hold and disconnected the line. I called back and I was again informed that the matter would be referred to a "Prevent Maintenance Technician", who would contact me within 72 hours. I asked that if I wished to cancel my service, do I just need to return the cable modem to a TWC branch office. The agent (Dennis) stated I would need to call if I wanted to cancel. I informed him that I would be canceling the service if I did not hear from anyone within the 72 hours and that I would call back to make arrangements to return the TWC equipment.

I would like to give you some background about myself. I work for ***** in the Customer Service group as a Case Manager. I work with customers on network problems that they have with our products on a daily basis. I work with individuals with single computers up to large

multi-national corporations that have hundreds of thousands of computers. Before working at *****, I have worked in service industries for about 15 years, both face to face and on the telephone. I know what a challenge it is to provide quality customer service. I understand that there are problems with new technologies that are unforeseen during planning and forecasting. I do not understand problems with service from a company.

I am extremely frustrated at this point with your company. I have been given promises that have gone unfulfilled, had missed appointments and conflicting information on what the nature of my problem is. I believe that I have maintained a non-emotional state about the problems and I have never been anything but courteous to anyone at TWC, regardless of their demeanor. I have expertise in the field of data communication and services. I know that the Internet service provider market is very competitive and will continue to be so for some time to come. Colleagues, family, friends and companies often ask for my opinion on computer and data communication equipment and services. I cannot in good faith recommend any of your services based on my experiences with TWC. If I do not get a resolution to my problem within the next 48 hours, I will be canceling the cable modem service and contacting an alternate vendor for my Internet connectivity service. I am sure that there are TWC customers that have received stellar service from your company. I am equally certain that my experience is not unique to your customer base.

Sincerely,
