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City of  
 Santa Clarita

November 29, 2004

Kristy Hennessey  
 VP Southern Region  
 Governmental and Public Affairs  
 Time Warner  
 303 W. Palm Avenue  
 Orange, CA 92866

Subject: FCC Customer Service Standards

Dear Ms. Hennessey: *Kristy,*

Pursuant to the notice provided by the City of Santa Clarita on November 6, 2003 and Section 76.309 © of the Federal Communications Commission (FCC) Rules, the City previously provided Time Warner Cable with ninety (90) days' written notice of its intent to enforce the FCC's Customer Service Standards. As of February 5, 2004, the City of Santa Clarita maintains the right to enforce and hold Time Warner Cable accountable to Customer Service Standards as established by the FCC.

Pursuant to FCC Customer Service Standards, Time Warner Cable is required to answer 90% or greater of all customer calls within 30 seconds. As a result of customer service statistics provided by Time Warner Cable for the first three quarters of 2004 listed below, the City is placing Time Warner Cable on notice of non-compliance with FCC Customer Service Standards.

As provided to the City of Santa Clarita on November 19, 2004, Time Warner Cable reported Customer Service Standards results for the first three quarters of calendar year 2004 as follows:

- First Quarter 2004: 71.4%
- Second Quarter 2004: 64.87%
- Third Quarter 2004: 60.2%

Kristy Hennessey  
November 29, 2004  
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Pursuant to this correspondence, the City is providing Time Warner Cable with thirty (30) days' notice to cure these results and meet the FCC standard of 90%, as measured on a quarterly basis. Time Warner Cable's performance will be measured at the end of the first quarter (March 2005) to determine whether FCC Customer Service standards have been met. Failure to comply may result in a finding of franchise non-compliance and subject Time Warner to all applicable remedies as allowed by the City's existing Franchise Agreement.

If you have any questions, please contact me at (661) 286-4027.

Sincerely,

  
Kevin Tonoian  
Interim Technology Services Manager

KMT:JV:hds

JV\allend\Cable\FRANCHISE RENEWAL\Time Warner notice of FCC non-compliance 2004.doc

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