

City of
Santa Clarita

23920 Valencia Blvd.
Suite 300
Santa Clarita
California 91355-2196
Website: www.santa-clarita.com

Phone
(661) 259-2489
Fax
(661) 259-8125



CERTIFIED MAIL

November 6, 2003

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

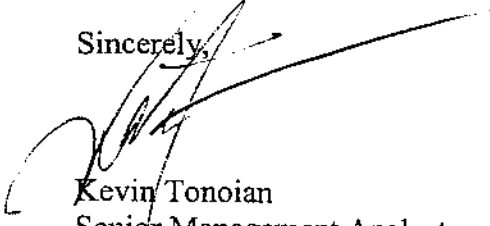
Subject: FCC Customer Service Standards

Dear Ms. Hennessey:

Pursuant to this notice, and Section 76.309 (c) of the Federal Communications Commission (FCC) Rules, the City of Santa Clarita hereby provides ninety (90) days' written notice of its intent to enforce the FCC's Customer Service Standards.

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

Sincerely,


Kevin Tonoian
Senior Management Analyst

KMT:SCH:hds
SHouse\FRANCHISE RENEWAL\Time Warner 90 Day notice.doc



PRINTED ON RECYCLED PAPER

5908 7002 2420 0000 8031 8055

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$

Postmark
Here

Sent To: Kristy Hennessey
Street, Apt. No.,
or PO Box No. Time Warner
City, State, ZIP+4

PS Form 3800, June 2002

See Reverse for Instructions