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California 91355-2196
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Phone
(661) 259-2489
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(661) 259-8125



City of
Santa Clarita

April 12, 2005

Kristy Hennessey
Time Warner Communications
303 W. Palm Avenue
Orange, CA 92866

Subject: Customer Service Reports

Dear Ms. Hennessey:

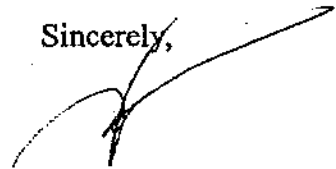
Kristy

The City of Santa Clarita requests that you please send us a copy of your customer service statistics report for the first quarter of this calendar year. Please provide us with these reports by April 22, 2005. We also ask that you continue forwarding these reports to the City on an ongoing basis to the attention of:

Kevin Tonoian
23920 Valencia Boulevard
Suite 295
Santa Clarita, CA 91355

Thank you for your services. If you have any questions regarding this matter, please contact me at (661) 255-4027.

Sincerely,


Kevin Tonoian
Interim Technology Services Manager

KT:JLV:hds

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cc: Darren Hernández, Director of Administrative Services
Jessica Vallerand, Administrative Services Intern



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