

303 W. Palm Avenue  
Orange, California 92666  
Tel. 714.903.8200  
Fax: 714.538.4756



April 29, 2005

Kevin Tonoian  
Management Analyst  
City of Santa Clarita  
23920 Valencia Street  
Suite 295  
Santa Clarita, California 91355

Re: Customer Service Reports

Dear Mr. Tonoian:

I am responding to your request for first quarter 2005 customer service statistics. Time Warner Cable answered 71.85 percent of our calls in 30 seconds or less. These results do not take into account events such as power outages which would constitute an event of force majeure.

Should you have any questions, please do not hesitate to contact me at 714-903-4171,

Sincerely,

A handwritten signature in black ink, appearing to read "K. Hennessey".

Kristy Hennessey  
Vice President – Government Relations  
Time Warner Cable