

City of
Santa Clarita

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California 91355-2196
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May 27, 2005

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

Subject: Notice of Non-Compliance

Dear Ms. Hennessey:

A handwritten signature in black ink, appearing to read "Kristy", written over the name "Ms. Hennessey".

In response to your correspondence indicating that the percentage of customer service calls answered in 30 seconds or less for the first quarter of 2005 is 71.85 percent, the City finds Time Warner Cable to be in continuation of non-compliance with FCC regulations.

Please provide the City with an outline of an intended plan to cure non-compliance on or before June 30, 2005. In the even that Time Warner Cable continues to be non-compliant, the City may consider all remedies available including potential finding of breach of franchise.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Tonoian", written over the name "Kevin Tonoian".

Kevin Tonoian
Interim Technology Services Manager

:JLV:

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cc: Darren Hernández, Director of Administrative Services
Stephen Onstot, Attorney, Burke, Williams & Sorenson



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