

303 W. Palm Avenue  
Orange, California 92866  
Tel. 714.903.8200  
Fax 714.538.4756



RECEIVED  
JUL 29 2005  
Technology Services

July 27, 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 second quarter 2005 customer service statistics. Time Warner Cable answered 76.10 percent of our calls in 30 seconds or less. 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