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COMMISSION EXECUTIVE ASSISTANT

March 19, 2007

VIA FACSIMILE AND U.S. MAIL

Mr. Barry Rosenblum
Executive Vice President
Time Warner Cable
120 E. 23rd Street, 9th Floor
New York, NY 10010

Dear Mr. Rosenblum:

I write as President of the Board of Information Technology Commissioners, the City of Los Angeles commission whose responsibilities on behalf of the City of Los Angeles include customer service issues for cable television subscribers. Friday's *Los Angeles Times* carried a front page article stating that Time Warner Cable Vice President Roger Keating has been asked to leave due to concerns about poor customer service. The article also states that you, while continuing your responsibilities in New York, will replace Keating (dividing your time between Los Angeles and New York) and that Stephen Pagano (who formerly headed your Albany, New York office) will move to Los Angeles to handle day-to-day operations.

I appreciate that this personnel change reflects a top level concern at Time Warner Cable for the quality of service afforded to your Los Angeles subscribers. However, when Time Warner Cable announced its intentions to acquire the Adelphia and Comcast Los Angeles franchises your senior management were clearly warned by the Board of Information Technology Commissioners and the Information Technology Agency staff that these customer service and technical service issues would happen if proper steps were not taken. We made clear that due to the size of the transition that it needed to make sure that it had adequate numbers of technicians, customer service representatives and other personnel properly trained and ready to go and that all appropriate steps were taken to address customer service issues. We were assured by Time Warner Cable senior executives that Time Warner Cable was well aware of what it was getting in to by acquiring these properties and that it would be fully staffed with well trained employees and would take all other steps necessary to avoid the problems that we now experience. From the perspective of Los Angeles cable subscribers the merge has been a near failure. Los Angeles subscribers report to us in large numbers substandard and erratic service,

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lengthy waits to speak to customer service representatives who sometimes turn out to be rude and inadequately trained and repair and installation personnel who are often late or who do not show up at all. The deplorable results reflect a failure on the part of Time Warner Cable to take these issues seriously.

Time Warner Cable has gone from being a model cable franchise operator when it operated only one of Los Angeles' fourteen cable franchise areas to providing a level of service that is unacceptable. Although we have received assurances that your problems will be turned around in Los Angeles we have not seen positive results. I attach a comparison prepared by the Information Technology Agency Cable Regulatory staff between the number of subscriber complaints after Time Warner Cable took over the system with the same time period a year before.

I also question how an Executive Vice President resident in Los Angeles who was terminated for inadequately addressing this problem can adequately be replaced by another Executive Vice President who will have responsibility for both New York and Los Angeles and reside in New York even with the addition of a new operations manager in Los Angeles.

We ask that in writing you address the concerns identified in this letter, detailing what went wrong, what you plan to do and by when including staffing levels of personnel by category dedicated to Los Angeles subscribers compared with consolidated pre-merger staffing statistics for Time Warner, Adelphia and Comcast. We also ask that you yourself appear before the Information Technology Commission to address these issues. We ask that the written submission be provided by April 13, 2007.

You may address the issues I have raised with ITA Assistant General Manager Mark Wolf and Cable Regulatory Division Manager William Imperial at (213) 978-3311 and schedule your appearance through our Board Secretary Magda Tellechea at (213) 922-8379.

Yours truly,



Dean Hansell

cc: Board of Information Technology Commissioners
Information Technology and Government Services Committee, Los Angeles City Council
Marcus Allen, Deputy Chief of Staff, Mayor's Office
Sally Choi, Deputy Mayor
Paul Wong, Mayor's Office
Ken Simmons, Interim General Manager, ITA
Mark P Wolf, Assistant General Manager, ITA
William P. Imperial, Manager, Cable Regulatory Division

CABLE TELEVISION SERVICE COMPLAINTS BY TYPE Prior vs. Post Time Warner Transfer August to January		Totals for Time Warner affected Franchise Areas - A,B,C,D,F,G,H,I,J,K,L,M, and S																
		Aug-05	Aug-06	Sep-05	Sep-06	Oct-05	Oct-06	Nov-05	Nov-06	Dec-05	Dec-06	Jan-06	Jan-07	Feb-06	Feb-07	TOTAL	TOTAL	
		Prior	Post	Prior	Post	Prior	Post	Prior	Post	Prior	Post	Prior	Post	Prior	Post	Prior	Post	
Billing	Bill Adjustment / Credit Promised Not Kept																	
	Bill Adjustment/Credit Request	28	11	20	5	21	8	15	27	28	18	25	39	13	31	156	139	
	Billing / Rate Dispute	17	20	9	16	5	20	9	28	6	18	6	23	18	26	70	151	
	Billing Due Date / Time Frame	1	1		2	1	3	1			1					3	7	
	Disconnected in Error																	
	Disconnected Still Billed																	
	Disconnection Credit Not Given			1		1	1		2		1		2		2	2	8	
	Late Charge	2							1								4	
	Mischarge Credit											1						
	No Senior/Economically Disadvantaged Discount		2			1	2			1		1				3	4	
	Pay Per View Ordered Not Received												1				1	
	Rate Hike																	
Rate Information / Rate Hike	6	4	1	7	5	18	1	20	1	7	3	5	8	4	25	66		
Section Totals	54	38	31	30	34	52	27	77	36	45	36	70	39	63	257	375		
Consumer Service	Busy / Unanswered Telephones	9	8	6	9	17	73	7	80	9	38	8	68	6	50	62	326	
	Company Representative Lacking in Customer	3	3	7	8	9	13	6	13	4	6	4	13	9	11	42	67	
	Four-Hour Appointment Not Offered								1		1		2				4	
	Inadequate Response	8	2	8	5	6	3	6	4	6	2	4	10	3	3	41	29	
	Left Message-No Call Back	8	6	3	2	6	5	6	14	3	6	2	9	3	12	31	54	
	Misinformation from Company Representative	10	9	11	7	6	7	9	10	11	13	7	12	3	6	57	64	
	No Identification for Company Reps & Trucks				1						1		1		1		4	
	No Potential Resolution Within 48 Hours																	
	Not Acknowledged Within 24 Hours																	
	Not Resolved Within Time Table																	
	Out of Area					1										1		
	Refused Service/Assistance	9	4	7	3	2	2		4	2	2	2	3	2	5	24	23	
	Refused to Connect with a Supervisor	4		5	3	5	2		6	3	3		3		6	19	23	
	Rude Response	6	4	7	5	3	4		9	2	4	1	10		10	27	46	
	Unanswered Telephones																	
Unkept Appointment	7	5	4	7	5	7		6	6	14	4	14	5	17	37	80		
Section Totals	66	41	58	50	80	116	47	167	46	90	32	145	32	121	341	720		
Miscellaneous Service	Adelphia's BK Status Complaints/Inquiry																	
	Advertising/Marketing																	
	Apartment Building/Bulk Contract																	
	Cable Guide																	
	Construction					1			1	3	1		2			4	4	
	Lack of Programming Choice	2	1		1		3		1	1		2		5	2	10	8	
	Monopoly / Lack of Competition	2					2		1			2		3		8	2	
	Notice/Negative Option																	
	Objection to Notices/Advertising/Junk	5	3	1	3	4	7	1	14	2	10	2	9	1	4	16	50	
	Other	5	1	3	6	7	8	5	2	6	4		7	2	7	28	34	
	Privacy	2		1					1							3	1	
	Program Content	1		2					1	1						4	1	
	Public Access Services/Content			1	1	1			1	3						6	1	
Retiring/Channel Shuffle	3	9		11	1	74	2	64	2	37	1	32		15	9	242		
Time Warner Transfer		16		5		23		3	1	3		2			1	51		
Section Totals	20	29	8	26	14	117	10	87	19	55	7	52	11	28	88	394		
Technical Service	Access Authorization																	
	Converter Box																	
	Damage / Liability	2	1		1	1	5		5	1	2	2	4	2	1	2	6	
	Equipment Problem	5	2	2	4	3	5	5	8		6	1	8	1	10	9	13	
	Incomplete Service Call / Installation Problem	6	3	6	5	7	12	5	15	2	11	4	11	5	9	34	66	
	Installation /Disconnection/Reconnection Request	3	4	3	1	2	2	3	3	1	1	4	5	1	10	17	26	
	Internet Access	1		2		5	9	1	27	2				1		12	36	
	Other Service	1		1		1		3	1			4		1	1	10	8	
	Outage	19	13	17	11		25	18	11	35	32	25	24	59	9	39	137	200
	Outage-Intermittent																	
	Picture / Sound Quality	8	6	5		12	14		36	3	19	3	16	12	12	48	103	
	Technician Arrval Without An Appointment	1											1		1	1	2	
	Technician Conduct																	
	Telephone Services																	
	Upgrade / Downgrade of Cable Service			1		2			2			3	2			7	4	
Wiring Adjustments	1								2						3	1		
Section Totals	47	29	36	22	59	65	37	132	41	68	45	108	32	84	297	508		
Franchise Area Totals	187	137	133	128	167	350	121	453	142	268	120	375	114	296	984	1997		

Revised March 1, 2007

* Prior = Before Time Warner Transfer Post = After Time Warner Transfer