

REDACTED VERSION

Year 2016
Customer Service Annual Report
January–December

| | | |
|-------------------------------|---|-------------------------|
| Charter Communications | All Legacy Time Warner Cable Systems | January 31, 2017 |
|-------------------------------|---|-------------------------|

Cable Company

System

Date

Telephone Availability
(Business Office)

| | Jan-Mar | Apr-Jun | Jul-Sep | Oct-Dec |
|--|---------|---------|---------|---------|
| (1) Total # of days per month CSR's answer calls | 91 | 91 | 91 | 91 |
| (2) Total # of calls received per month | | | | |
| (3) Total # of calls per month answered in 30 seconds | | | | |
| (4) Average # seconds on hold before reaching CSR | | | | |
| (5) Total # of transferred calls on hold longer than 30 seconds | | | | |
| (6) Total # of calls abandoned by incoming callers | | | | |
| (7) Estimated percentage (%) of time callers received a busy signal | | | | |
| (8) Is local, toll-free or collect-call phone access available 24/7? | Yes | Yes | Yes | Yes |

Service Standards

| | Jan-Mar | Apr-Jun | Jul-Sep | Oct-Dec |
|--|---------|---------|---------|---------|
| (1) # of requests for standard installations | | | | |
| # of standard installation requests completed within 7 business days | | | | |
| # of standard installations completed by specific request date | | | | |
| (2) # of service interruptions | | | | |
| # of service interruptions responded to within 24 hours | | | | |
| # of other subscriber service problems | | | | |
| # of other service problems responded to by next business day | | | | |
| (3) # of service calls to subscriber residences | | | | |
| # of service calls requested for a specific time | | | | |
| # of service calls requested for morning or afternoon hours | | | | |
| # of service calls requested within 4-hour time block | | | | |
| # of service calls requested for evenings or Saturdays | | | | |
| # of service calls rescheduled for missed appointments | | | | |
| Total # of service calls completed within all appointment windows | | | | |
| Total amount (\$) of credit issued for missed service calls | | | | |

Companies that do not have automated telephone systems or computer generated services statistics may submit other appropriate information or reports which demonstrate telephone availability compliance. Service standards statistics must be completed using this form.