

**STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION**

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**In the Matter of the Petition of Time Warner Cable Information Services (New York), LLC for Waivers of Certain Commission Regulations Pertaining to Partial Payments, Directory Distribution, Timing for Suspension or Termination of Service, and a Partial Waiver of Service Quality Reporting Requirements.**

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**Case 13-C-0193**

**SUPPLEMENTAL COMMENTS OF  
PUBLIC UTILITY LAW PROJECT OF NEW YORK, INC.  
AND RESPONSE**

On August 2, 2013, the Public Utility Law Project of New York, Inc. (“PULP”) filed comments opposing the Petition of Time Warner Cable Information Services (New York), LLC (“Time Warner”) for waiver of certain Commission regulations regarding telephone customer rights and protections.<sup>1</sup> In those comments, PULP asserted that that Time Warner advises customers on their monthly bills that

Nonpayment of any portion of your cable television, high-speed data, and/or Digital Phone service could result in disconnection of your telephone service.

This statement appears on page 2 of a customer’s four-page bill in June, 2013, which inadvertently was omitted from the attachment to PULP’s August 2, 2013 comments.<sup>2</sup> A copy of the omitted Page 2 is attached to these comments. PULP regrets any inconvenience due to this

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<sup>1</sup> Comments of Public Utility Law Project of New York, Inc., August 7, 2013, *available at* <http://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={E65A43F1-6A46-4013-85D6-7EA67B548C0E}>.

<sup>2</sup> *Id.*, Attachment, *available at* <http://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={CA8EAB7F-D093-4A2E-BF6E-A175275A14B7}>.

error. Although Time Warner proposes to allocate undesignated partial payments to telephone service first, and then towards combined charges for other services, the bill indicates that unpaid charges for non telephone services may trigger disconnection of phone service.

PULP noted in its initial comments that discovery requests were outstanding and indicated it might supplement its comments based on the information obtained. Subsequently, Time Warner provided information in response to PULP's discovery requests. PULP submits these comments to address information obtained in discovery.

Also, Time Warner filed comments on August 20, 2013 in response to PULP's initial comments. PULP continues to rely on the initial comments, but makes a limited reply here to several matters warranting further response.

**1. PULP's Comments Are Timely and Should be Considered by the Commission.**

Preliminarily, Time Warner seeks to avoid the force of PULP's comments altogether, maintaining that they are untimely because the June 19, 2013 SAPA notice to which PULP responded was allegedly published in error. Time Warner argues that the 45 day public comment period after a prior SAPA notice, published June 5, 2013, had already expired on July 22, eleven days before PULP filed its initial comments. Time Warner references an *ex parte* conversation with unnamed Commission staff to support its claim that the second SAPA notice on June 19 was just a mistake and that the June 5 notice actually determines the time for comments. Time Warner cites no order or action of the Commission correcting the allegedly superfluous June 19 SAPA notice, or any official any action to nullify the June 19 SAPA notice published in the State Register.

Further, and dispositively, even if PULP comments are late filed, the Commission is not

constrained by the SAPA 45 day minimum notice and public comment period from subsequently receiving and considering useful information to aid in its deliberations.<sup>3</sup> Accordingly, even if the publicly filed comments of PULP are deemed to be late, the Commission should consider them.

**2. In Light of Increased Reliance on Shutoffs to Collect Overdue Bills, Shutoff Notices and Payment Forms Should be Revised to Facilitate Customer Choice and Designation of Payments**

It appears that Time Warner has increased its reliance upon telephone service suspensions and terminations as a tool to enforce customer payment obligations. According to data provided by Time Warner in response to PULP information requests, there were 68,314 shutoff notices and 17,218 actual telephone service shutoffs in March of 2012. Since then, shutoffs and suspensions have soared. By July 2013, there were 146,026 shutoff notices and 42,777 actual shutoffs, increases of 114% and 148%, respectively.

As a consequence, interruption of phone service for bill collection purposes has reached massive proportion. In the 12 months ending July 2013, Time Warner terminated or suspended telephone service on 592,250 occasions for bill collection purposes.<sup>4</sup> Of that number, telephone service was reinstated after an interruption for collection purposes on 461,268 occasions. Thus, 130,982 or 22% of the customers terminated were not promptly reinstated. While it is possible

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<sup>3</sup> “[I]t is statutorily permissible and common practice for utility company executives, lobbyists and other paid representatives of interested parties to have unfettered access to the PSC Chair and Commissioners without having to disclose details of these conversations, presentation materials or other specifics to the other parties participating in cases before the PSC....” *Moreland Commission on Utility Storm Preparation and Response*, Final Report, § 6.2 *Ex Parte* Communications, 42 (June 22, 2013), available at <http://moreland.ny.gov/sites/default/files/MACfinalreportjune22.pdf>.

<sup>4</sup> If there were no duplication, this would amount to 48% of Time Warner’s 1,235,710 customers. The Commission should investigate the degree to which some customers experience repeated service interruptions for bill collection purposes, and whether their affordability problems could be better addressed through enrollment in the Lifeline assistance program and fuller enforcement of customer protections.

some of those whose service was terminated moved to other areas or found service with other companies, it is also possible that they are now without phone service, swelling the unacceptably large number of New York households lacking telephone service. Because full effectuation of the state's universal service policies may be frustrated by Time Warner's shutoff, collection, and payment allocation practices, a close review is in order.

The information provided by Time Warner in response to PULP's information requests includes a recent shutoff notice issued to a customer due to nonpayment. A copy is attached to these comments. Neither the shutoff notice nor the tear-off payment form accompanying the notice advises the customer that a partial payment can be designated to defray charges for particular services, for example, to preserve telephone service while other unpaid services (e.g., cable TV or broadband) are blocked. Instead, both the notice and the payment form demand the entire amount due with no allocation information or opportunity to designate a payment for phone service only. The Commission should require Time Warner to provide additional notice to customers at the time of threatened shutoff of the opportunity to designate a partial payment to pay for and preserve the service the customer chooses, with notice of the amount needed to continue the phone service.

At page five of its response to PULP's initial comments, Time Warner says

The Two- and Four-Bucket Orders do not specify how customers should communicate their preferences with respect to how payments should be allocated, merely what the rules are if they fail to state a preference. In addition to mail, TWCIS (NY) customer service is available by telephone 24/7, and its offices and walk-in centers have extensive hours. If a customer has a preference as to how to allocate a partial payment . . . there are multiple ways to accomplish this task.”

*Id.* The Commission rule, however, requires more than appropriate reaction to customer stated preferences: it requires affirmative outreach and education of customers regarding the application of partial payments and selective blocking options, so that they may know they have options.<sup>5</sup> As discussed previously, there is evidence that Time Warner advises customers in their regular bills that they stand to lose phone service if they do not pay in full for cable TV and broadband services, and there is no notice contained in the shutoff notice of any partial payment options to preserve phone service or target payments to particular services. In addition to other outreach and education, the Commission should require, at the time when phone service is at risk due to nonpayment, notice to customers of their option to designate the service(s) to be preserved with a partial payment, how they may exercise that option, and a simple means to do so, including options on the payment form accompanying the shutoff notice. T

**3. Time Warner’s Shutoff Notice Does Not Give Adequate Notice regarding the Commission’s Complaint, Hotline, and Deferred Payment Resolution Services.**

The attached shutoff notice provided by Time Warner in response to PULP’s discovery request fails to inform the customer at risk of losing service of the contact information (phone numbers and weblinks) for the Commission’s complaint handling, hotline, and deferred payment resolution services. Indeed, the notice makes no mention of any recourse through the PSC to decide a bill dispute, and only mentions the PSC regarding payment agreements, without giving

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<sup>5</sup> “Every telephone corporation shall develop a plan detailing how a customer's undesignated partial payments will be assigned among the services billed and how nonpayment of other charges on bills will affect the customer's services. A customer's monthly statement will list, separately, the charges for each service and show any balance due for the service. *Further, each telephone corporation shall develop outreach and education programs to advise customers of the assignment plan and the protections against disconnection of services.* The assignment plan, revised bill format and outreach and education program shall be submitted to the commission for approval.” 16 NYCRR §604.4(e). (*emphasis added*).

the PSC phone numbers or web complaint and hotline link.

The shutoff notice makes no reference to any previous offer of a deferred payment agreement. Independent of the shutoff notice, a telephone company has the obligation to tender a proposed deferred payment agreement prior to termination of service, containing a proposed down payment and monthly payments to retire the arrears along with full payment of future bills for prospective service. 16 NYCRR § 609.8(a). Rather, the notice generally mentions that “you may request assistance” from the PSC “if you need additional help with a TWC payment agreement” but it does not indicate any number to contact at the PSC, and it does not sufficiently explain that the PSC can determine eligibility for and the terms of a deferred payment agreement. The response to PULP’s information request 12 indicates that Time Warner does not have a standard written DPA form and that deferred payment agreements “are reached verbally on the phone with a customer based on the customer’s ability to pay.” In the absence of form agreements, the Commission should audit Time Warner’s procedures for deferred payment agreements to see that its rules are being followed and that late charges are not being imposed on DPA balances.

**4. Time Warner’s Proposal to Limit Service Repair Quality Performance Measures to “Core” Customers Should be Rejected Because there are Only 149 Time Warner “Core” Customers Among its More than 1.2 million Customers.**

Time Warner rests its argument for relief from the service repair quality performance standards upon a precedent allowing Verizon to be measured only regarding its performance in providing service to “core” customers, who include hundreds of thousands of Lifeline, elderly, blind and disabled customers, but who are mostly identifiable as Lifeline customers. The

Commission apparently assumes that customers with financial means are better able to afford to switch providers in reaction to poor service, and that scrutiny of repair service performance is not needed because the market would substitute for regulatory discipline to maintain continuous service and minimize service outages. But unlike Verizon, whose customers include a substantial portion of Lifeline customers, information provided by Time Warner in response to PULP discovery reveals that Time Warner has only 149 Lifeline customers, out of its more than 1.2 million telephone customers. This is probably a reflection of the recent qualification of Time Warner as a carrier eligible to participate in the Lifeline and Link Up assistance programs. Over time, this should increase. The large number of customers shut off each month for bill collection purposes suggests that they have trouble affording their Time Warner bills, and we surmise that significantly more than 149 of them may qualify for Lifeline. Until Time Warner attains a substantial level of Lifeline customer enrollment, it should not be allowed a waiver of the service quality performance standards. Otherwise many customers who are eligible for but not receiving Lifeline service will not be identified as “core” customers and will not be protected as intended by the Commission.

Time Warner, in its response to PULP’s initial comments, faults the argument that with Verizon’s efforts to retreat from landline service in favor of VoiceLink wireless service on Fire Island, Time Warner would be a de facto monopoly wireline provider of phone service, because Time Warner does not serve Fire Island. PULP regrets the error. The point remains, however, that if Verizon is allowed to retreat from the wireline service market, wherever that occurs, residual cable providers will have market power over wireline phone services, (which have capabilities such as fax which wireless lacks), and so the competition rationale for easing

wireline performance standards - that customers could switch providers if repair service is poor – is weakened. With so few “core” customers and with the future of real residential competition still in question, the service quality rules for Time Warner’s residential home phone service should not be waived.

**5. The FCC Report Ranking New York Fourth from the Bottom Nationally in Telephone Penetration Includes Households with Cellphone and VoIP Service.**

PULP emphasized in its comments the importance of enforcing and maintaining existing consumer protections because telephone subscribership has slipped to the point that New York now ranks fourth from the bottom of all states in the most recent FCC Universal Services Monitoring Report, Table 3-8. In its response, Time Warner says

With respect to PULP’s argument that waivers should generally not be granted because telephone penetration has slipped due to the Commission’s pro-competition policies, it should be noted that the Federal Communications Commission Report cited by PULP primarily addresses incumbent, landline services. *[footnote omitted]. It does not examine in depth the myriad of mobile, VoIP and other telecommunications services.*

Time Warner response at p. 7. (*Emphasis added*). But a closer look at the Universal Service Monitoring Report shows that it actually does examine and measure this “myriad” of phone services. The specific questions regarding telephone availability asked in the periodic Bureau of the Census surveys on which the penetration numbers are based are:

"Does this house, apartment, or mobile home have telephone service from which you can both make and receive calls? ***Please include cell phones, regular phones, and any other type of telephone.***"

Or, "Does this house, apartment, or mobile home have telephone service from which you can both make and receive calls? Include cell phones."

Thus, availability of both wireless and VoIP service, in addition to traditional wireline service, is



encompassed in the Census Bureau surveys, and these alternative platform phone services have been included in the penetration reports since 2005, when the national survey questions were changed to capture usage of non traditional phone service. Accordingly, Time Warner's attempt to deflect any Commission concern over New York's backsliding in the area of telephone subscribership should be rejected.

## CONCLUSION

Time Warner has not met its burden of proof to show that the waivers and modifications should be granted. New York State's laggard performance on telephone subscribership militates against relaxing rules to make it easier to shut off phone service and for more vigorous enforcement of measures to bolster continuous phone service to all households, particularly low income households. The request to enlarge the days and times when customers may be shut off for nonpayment of bills should be denied. The request to change the allocation of partial payments should be denied, and the Commission should require better information and means to enable customers threatened with shutoff to exercise choice in allocating partial payments to preserve regulated services. The request for waiver of service quality standards for timeliness of repairs should be denied because Time Warner has identified so few of its low income customers as "core" customers.

Dated: August 26, 2013

Respectfully submitted,



Gerald A. Norlander, Esq.  
Executive Director  
Public Utility Law Project of New York, Inc.  
P.O. Box 10787  
Albany, NY 12201  
Tel. 518-281-5991  
Email gnorland44@gmail.com

Amount due on Jun 15, 2013: \$237.64

Account number 2

Customer code 27



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**Time Warner Cable IntelligentHome**

Next-generation home security and management system you can control from anywhere. We provide and install everything you need to secure and manage your home.

**Customer Information**

A Customer Code is a unique Identifier that we use to ensure the protection of your personal information. You will have to enter your Customer Code during the Digital Phone Statement registration process, which you will have to complete before you view your Time Warner Cable Digital Phone call details online.

**CLOSED CAPTIONING:** Currently experiencing technical issues with closed captioning? Call 1-866-321-2225, email [closedcaption@twcable.com](mailto:closedcaption@twcable.com) or fax 1-877-430-1386 Want to write to us? Address captioning-related concerns to: H. Dudash, Administrator, 13820 Sunrise Valley Dr., Herndon, VA, 20171; fax (704) 697-4935; or email [twc.closedcaptioningissues@twcable.com](mailto:twc.closedcaptioningissues@twcable.com). To follow up on a written submission ONLY, call (877) 276-7432.

If you have signed up for Autopay, such authorization permits Time Warner Cable to collect your payment through recurring automatic monthly bank account transfers on an ongoing basis for the total amount due on your monthly Time Warner Cable bill statement on the payment due date. This authorization is valid until you properly cancel it. You agree that this authorization may be cancelled only by either written notice to the Time Warner Cable address indicated on your monthly bill statement or by calling Time Warner Cable. If your payment is returned unpaid, you authorize us to make a one-time electronic fund transfer from your account to collect a fee of \$20.00.

**WHEN YOU PROVIDE A CHECK AS PAYMENT, YOU AUTHORIZE TIME WARNER CABLE AND ITS AGENTS EITHER TO USE INFORMATION FROM YOUR CHECK TO MAKE A ONE-TIME ELECTRONIC FUND TRANSFER FROM YOUR ACCOUNT OR TO PROCESS THE PAYMENT AS A CHECK TRANSACTION**

**If your payment is returned unpaid, you authorize us to make a one-time electronic fund transfer from your account to collect a fee of \$20. If your check is returned for non-sufficient funds, you authorize your account to be electronically debited or bank drafted for the amount of the check. Your payment by check is your acknowledgement and acceptance of these terms.**

Your check is used as a source document only, and will be destroyed after it has been processed electronically.

Nonpayment of any portion of your cable television, high-speed data, and/or Digital Phone service could result in disconnection of your telephone service.

To view the details for your Home Phone calls, visit [twc.com/myservices](http://twc.com/myservices) and log in to your account.

For information on any upcoming programming changes, please consult the Legal Notices published on the first and third Wednesday of each month in the Times Union. Customers can also visit our website at [www.twc.com](http://www.twc.com)

Your satisfaction is our number one priority. If you have any concerns, please call us at 1-866-321-CABLE.

Any unresolved inquiry may be referred to: New York State Public Service Commission 1-800-342-3377

Franchising Authority: Town of North Greenbush

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Use your Visa, MasterCard, Discover or American Express card.



2 INDUSTRIAL DRIVE  
MIDDLETOWN, NY 10941-1614

May 31, 2013

Acct Number: [REDACTED]

**Your account is past due.**  
**Pay now to avoid additional fees or service interruption.**

Dear [REDACTED]

As of the date of this letter, our records indicate your account has an unpaid balance which is past due. We value your business and want to ensure that you continue to enjoy your Time Warner Cable services. You must make a minimum payment of \$353.53 by June 11, 2013 to avoid any additional fees or disconnection of your Time Warner Cable services.

You may pay:

- **Online** at <https://myservices.timewarnercable.com>.
- **At your nearest Time Warner Cable office** located at  
2 Industrial Drive Middletown, NY 10941  
177 Canal St. Ellenville, NY 12428  
2778 State Route 52 Liberty, NY 12754  
Visit [www.timewarnercable.com](http://www.timewarnercable.com) for additional payment locations.
- **By mail**, using the payment voucher below. If paying by mail or at a third party payment location, please allow additional time for the payment to reach us by the date above.
- **Via phone** by calling 1-866-899-7737.

We understand that circumstances may arise that affect your ability to make payments and our trained agents are available to discuss options that may help restore your account to good standing. We appreciate your attention to this matter and look forward to continuing to have you as a Time Warner Customer. If you have already made the payment listed below, we thank you and ask that you disregard this notice.

*Please be aware your account may be assessed a late fee by the time you receive this notice. If your account is interrupted you will be required to pay the past due balance plus a \$5.99 service reactivation fee. We may also charge a \$25.00 service fee if your account is assigned to a field technician for disconnection. If your service is disconnected, all Time Warner Cable equipment must be returned immediately or you will be subject to additional charges and you will be required to pay the balance due, the first month's service, and a reconnection fee in order to restore your service.*

**Additional Information for Home Phone Customers:**

- If you have any questions or concerns regarding your service or bill, please call us immediately at 1-866-899-7737 or visit us at the Time Warner Cable office nearest you.
- If you cannot pay your entire bill at this time, you may be eligible for a Deferred Payment Plan to help you retain your Home Phone service. Please contact TWC at 1-866-899-7737 for further information. If you need additional help with a TWC payment agreement, you may also request assistance from the New York Public Service Commission.
- If you or anyone living in your home is BLIND, DISABLED, ELDERLY OR HAS A MEDICAL EMERGENCY and you can demonstrate that continued access to the telephone is required, please call us at 1-866-899-7737 immediately for information regarding an extension of service.

Sincerely,  
Time Warner Cable

**FINAL DISCONNECTION NOTICE**

PLEASE BRING THIS NOTICE TO THE ATTENTION OF TWC WHEN PAYING THIS BILL

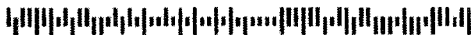


25-20 BROOKLYN QUEENS EXPRESSWAY  
WOODSIDE, NY 11377-7827

8 9 00002228  
271076

ACCT NUMBER	[REDACTED]
NOTICE DATE	May 31, 2013
PAYMENT DUE DATE	June 11, 2013
AMOUNT DUE	
ENCLOSED	

Please include your account number on your check or money order. Make check payable to Time Warner Cable and Send Payments to:  
Time Warner Cable



[REDACTED]  
PORT JERVIS NY 12771-2509




TIME WARNER CABLE  
PO BOX 11820  
NEWARK, NJ 07101-8120

815030015021355600353532

3000  
TWCCM-WFD  
271076

## Case 13-C-0193

**Petition of Time Warner Cable Information Services (New York), LLC for Waivers of Certain Commission Regulations Pertaining to Partial Payments, Directory Distribution, Timing for Suspension or Termination of Service, and a Partial Waiver of Service Quality Reporting Requirements**

Request No.:	PULP 1	Date of Request:	July 23, 2013
Requested By:	Gerald A. Norlander, Esq.	Reply Date:	August 7 2013
Subject:	Time Warner's Waiver Petition	Witness:	

**REQUEST:**

1. How many residential phone customers does TWCIS have in New York State?
2. How many New York residential phone customers low-income?
3. How many of the low-income customers receive Lifeline service?
4. How much do low income customers save under TWCIS' calling plans?
5. What is the connection charge and what is the reduced charge for low income LinkUp customers?
6. Are all of your residential calling plans available to low-income customers?
7. For each month in the most recent 24 months please state the following:
  - a. Number of shutoff or suspension notices sent to residential customers for nonpayment of bills
  - b. Number of actual shutoffs or suspension
  - c. Number of deferred payments entered into by customers who received shutoff or suspension notices
  - d. Number of customers shut off whose service was reinstated
  - e. Average amount of the final bill for customers shut off
  - f. Number and percentage of customers shut off who also receive broadband internet service
  - g. Number and percentage of customers shut off who also receive telephone service
  - h. Number of Lifeline customers whose service was shut off or suspended for nonpayment
  - i. Number of Linkup customers

Name of Person Preparing

Response 

7386635.1

Date: August 7, 2013

- j. Number and percentage of Lifeline customers who receive broadband service from TWCIS
  - k. Number and percentage of Lifeline customers who receive television service from TWCIS.
  - l. Number of Lifeline customers receiving premises visits for service repair or maintenance
8. Please provide an estimate of the number of Time Warner “core” residential customers as defined by the Commission regarding Verizon’s service quality plan.
  9. Please provide an estimate of the number of Time Warner “core” customers if the change in definition proposed in the petition is adopted.
  10. Under the TWCIS definition of “core customers” would Verizon customers on Fire Island who migrate to TWCIS phone service after Verizon’s abandonment of copper landline service be deemed “core” customers.
  11. Please provide a copy of the notice of shutoff or suspension of phone service, and the rules or procedures for issuing notices, including the advance notice period and the notice of recourse to the Office of Consumer Services regarding disputes, hotline services, and other assistance, and the method of notification.
  12. Please provide a copy of the deferred payment agreement form for residential customer in arrears.
  13. Provide the rules and rates for standalone residential phone service from TWCIS.
  14. Provide the rules and rates for standalone residential broadband internet service from TWCIS.
  15. Provide the rules and rates for standalone residential television service from TWCIS.
  16. Provide the rules and rates for combined phone, broadband, and television services from TWCIS.

**RESPONSE:**

1. 1,235,710
2. Neither Time Warner Cable Information Services (New York), LLC (“TWCIS NY”) nor Time Warner Cable tracks or possesses this information.
3. Not Applicable.
4. TWCIS applies a \$12.25 discount to the bills of all qualified and enrolled Lifeline telephone customers.
5. LinkUp for connection charges is no longer supported by the Federal Lifeline Program. TWCIS therefore does not provide LinkUp discounts.
6. Yes.
7. a-g: For items a – g: please see the charts below. Column alpha identifiers correspond to the lettered bullets above.

Name of Person Preparing  
Response: ~~XXXXXXXXXX~~

Date: August 7, 2013

Fiscal Month	A # of Suspension Notice Sent to Residential Customers	B # of actual shutoffs or suspension	C # of deferred payments entered into by customers who received shutoff or suspension notices	D # of customers shut off whose service was reinstated	F # of customers shut off who also receive broadband internet service	F % of customers shut off who also receive broadband internet service	G # of customers shut off who also receive telephone service	G % of customers shut off who also receive telephone service
2012-03	68,314	17,218	7,312	12,275	15,011	87.2%	7,909	45.9%
2012-04	80,079	28,817	12,798	19,480	25,407	88.2%	13,914	48.3%
2012-05	113,807	32,027	11,646	19,770	28,246	88.2%	15,321	47.8%
2012-06	124,376	43,312	13,146	28,267	38,469	88.8%	20,911	48.3%
2012-07	128,193	50,899	14,551	34,280	45,164	88.7%	23,114	45.4%
2012-08	121,759	51,718	11,978	36,933	46,200	89.3%	25,049	48.4%
2012-09	120,644	49,788	13,602	32,207	44,623	89.6%	24,142	48.5%
2012-10	133,812	39,339	16,171	27,118	35,056	89.1%	18,232	46.3%
2012-11	178,513	39,961	19,103	32,770	35,892	89.8%	19,270	48.2%
2012-12	185,312	70,321	30,534	56,077	63,777	90.7%	35,782	50.9%
2013-01	200,119	72,939	30,204	61,930	66,489	91.2%	37,244	51.1%
2013-02	179,764	55,699	25,398	48,448	50,819	91.2%	28,433	51.0%
2013-03	117,168	46,354	21,057	42,030	42,415	91.5%	23,042	49.7%
2013-04	104,522	39,237	19,922	32,040	35,689	91.0%	18,934	48.3%
2013-05	109,414	36,474	20,501	27,256	32,808	89.9%	17,047	46.7%
2013-06	142,796	47,643	26,179	33,323	42,375	88.9%	22,031	46.2%
2013-07	146,026	42,777	26,997	31,136	37,930	88.7%	19,740	46.1%

E	NYC		NY - all other
	Average Balance	Writeoff	Average Writeoff Balance
Jan-12	\$	278.95	\$ 239.80
Feb-12	\$	283.25	\$ 247.12
Mar-12	\$	285.56	\$ 255.62
Apr-12	\$	267.39	\$ 246.50
May-12	\$	269.55	\$ 234.27
Jun-12	\$	257.40	\$ 237.76
Jul-12	\$	258.60	\$ 234.63
Aug-12	\$	263.97	\$ 233.27
Sep-12	\$	257.75	\$ 237.97
Oct-12	\$	278.09	\$ 231.97
Nov-12	\$	233.71	\$ 214.03
Dec-12	\$	254.97	\$ 167.49
Jan-13	\$	260.32	\$ 211.29

Name of Person Preparing  
Response: ~~XXXXXXXXXX~~

Date: August 7, 2013

- h. Number of Lifeline customers whose service was shut off or suspended for nonpayment: 0
  - i. Number of Linkup customers: Not Applicable
  - j. Number and percentage of Lifeline customers who receive broadband service from TWCIS: 146 or 97.99%
  - k. Number and percentage of Lifeline customers who receive television service from TWCIS: 149 or 100%
  - l. Number of Lifeline customers receiving premises visits for service repair or maintenance: 1
8. An estimate of the number of TWCIS “core” residential customers as defined by the Commission regarding Verizon’s service quality plan: 149.
9. An estimate of the number of TWCIS “core” customers if the change in definition proposed in the petition is adopted: 149.
10. TWCIS does not serve the Fire Island area.
11. For suspension notice, see attachment file name *NYTWCIS notice.pdf*. Rules/procedures for issuing notice of shutoff or suspension: Where a customer has provided TWC with an email address, a courtesy reminder email is sent to the customer on day 31 following the date of the bill. On approximately day 36, an outbound telephone call is made to the customer. On day 45, the Past Due Letter is mailed allowing a minimum of 8 days notice prior to suspension and 20 days notice prior to disconnection of service. If the account continues in collections, on or after day 55, the suspension of telephone service occurs. Between days 65 and day 74, the account is assigned to field collections, during which a technician visits the customer’s home to make one additional attempt to collect the past due and keep the service active. If a payment agreement as noted above cannot be negotiated at that time, discontinuance of service occurs. Notice of resource to the Office of Consumer Services: The following language will be provided at installation and at least annually, ‘Home Phone Customers: Should you have a complaint or billing dispute, please contact us at the Customer Service number on this bill and we will address your concerns. We make every effort to answer your questions and resolve your concerns. If TWC cannot resolve the matter to your satisfaction, you may file a complaint with the NY Public Service Commission online at [www.askpsc.com](http://www.askpsc.com), by calling PSC’s toll-free HELPLINE at 1-800-342-3377 (or 1-800-662-1220 for Hearing/Speech Impaired), 8:30 am to 4:00 pm, Monday through Friday, by fax to 518-486-7868, or by mail directed to: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223.
12. TWCIS does not publish a standard form. Deferred payment agreements are reached verbally on the phone with a customer based on the customer’s ability to pay.

For items 13-16, all rates can be found on the submitted rate cards. Rules for residential phone service can be found in the TWCIS New York Local Service Tariff at <http://www.timewarnercable.com/en/about-us/legal/regulatory-notice/state-tariffs.html>. All other rules can be found within the TWCIS Subscriber Agreement at [http://help.twcable.com/twc\\_sub\\_agreement.html](http://help.twcable.com/twc_sub_agreement.html).

Name of Person Preparing  
Response: ~~XXXXXXXXXX~~

Date: August 7, 2013