

**Bright House**  
**Customer Service Responsiveness**  
**After Hurricanes**

**Exhibit A**

Date & Time		Results		
9/20	3:10PM	N	"All customer service facilities are busy; hang-up and call later."	
	3:40PM	N	" " " " " " " " " " "	
	4:00PM	N	" " " " " " " " " " "	
9/22	9:25AM	N	No answer	
	10:02AM	N	" "	
	4:12PM	N	" "	
9/30	10:35 AM	N	"All customer service facilities are busy; hang-up and call later."	
	11:35 AM	N	"Higher than normal activity. Will contact all customers w/outages." Continuation got through to "all other" option.	
10/5	3:45 PM	N	"All customer service facilities are busy; hang-up and call later."	
	4:05 PM	N	" " " " " " " " " " "	
10/6	1:00 PM	Y	Got through to menu; assume OK.	
	2:15 PM	N	"All customer service facilities are busy; hang-up and call later."	
10/7	7:00 AM	Y	Got through to menu; assume OK.	
	2:00 PM	N	"All customer service facilities are busy; hang-up and call later."	
	3:10 PM	Y	Got through to menu; assume OK.	
10/8	10:30 AM	Y	" " " " " "	
	11:05 AM	Y	" " " " " "	
		<b>12</b>	<b>Customer Service did not respond.</b>	
		<b>5</b>	<b>Customer Service did respond.</b>	