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## **L.A. CITY ATTORNEY DELGADILLO FILES CIVIL LAW ENFORCEMENT ACTION AGAINST TIME WARNER CABLE**

**LOS ANGELES** – Los Angeles City Attorney Rocky Delgadillo, the City’s chief prosecutor, today filed a civil law enforcement action against Time Warner Cable Inc. alleging that following the company’s 2006 take-over of almost all cable services in the City of Los Angeles, the company engaged in deceptive business practices and false advertising, leading Los Angeles customers to suffer months of cable television and Internet outages, substandard technical and customer service and improper price increases.

“We’re bringing this civil law enforcement action against Time Warner Cable because the company has broken multiple laws, and harmed countless Los Angeles consumers,” said Delgadillo. “Time Warner Cable must be held accountable for illegally deceiving and ripping off its subscribers.”

The complaint filed against Time Warner Cable alleges the company engaged in fraudulent acts and business practices resulting in consumers paying more for cable television services than they were led to believe; experiencing excessive service outages; spending hours on the telephone before reaching a customer service representative or sometimes never being able to reach a customer service representative at all; having their livelihoods affected by Internet outages and poor Internet service; and being billed for substandard service or services they had cancelled all together.

The Los Angeles City Attorney’s Office is asking that the court permanently prohibit the company from further engaging in any unlawful, unfair and fraudulent business acts and practices or deceptive advertising and take appropriate action to adopt measures to prevent future acts. In addition, the City Attorney is seeking \$2,500 in civil penalties for each violation of the Unfair Competition law as well as an additional \$2,500 civil penalty for each violation described in the complaint perpetrated against one or more senior citizens or disabled persons.

The complaint, filed by City Attorney Delgado's Criminal and Special Litigation Branch, outlines false and misleading representations made by Time Warner Cable beginning in and around the time of the acquisition of Adelphia Communications and an asset-swapping deal with Comcast Cable in Southern California in August 2006. Examples of false and misleading representations made by the company include guaranteeing customers prices would not go up, when in fact, the company shifted certain channels previously offered as part of basic television subscriptions that required an additional monthly payment. The company also guaranteed no interruption in service, yet experienced tremendous outages, as evidenced by an almost 75 percent increase in calls by customers complaining about cable television outages.

The complaint also details how Time Warner Cable customer service routinely failed to comply with the City of Los Angeles' Subscriber Service Standards which regulate customer service for cable television corporations, including maximum 30-second wait time for cable television customer service representatives over the phone. Following the acquisition, Time Warner Cable customers were also subjected to lengthy wait times to speak with customer service representatives, encountered unknowledgeable and rude representatives and were often unable to report poor cable television or Internet service or outages, according to complaints received by the City.

The City's Subscriber Service Standards also require cable companies to make repairs within 24 hours of notification. In fact, according to customer complaints, Time Warner technicians also consistently arrived late or failed to show up to fix outages and other problems with cable and Internet service.

The complaint also alleges that following the acquisition, Time Warner billed subscribers for cable television and Internet services, even when subscribers had experienced significant outages and extremely poor service. Customers were also often billed for service even after the customer had cancelled service.

The City's complaint, filed with the court today, is attached.

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