

KNOLOGY Informal Complaint Summary
 GEORGIA (offering telephone service since March 1998)
 Current Access Line Count: 8,148

	<u>Date Received</u>	<u>Date Resolved</u>	<u>Nature of Complaint</u>	<u>Comments</u>
1.	3/30/1999	3/30/1999	Knology was not Equal Access.	Knology was in the process of converting to Equal Access at the time of complaint As of 5/99 Knology is an equal access company offering access to various IXCs.
2.	7/21/1999	7/22/1999	Knology did not have AT&T as a PIC	Knology negotiated with AT&T for 7 months to get them as a PIC for Knology customers. As of 11/99, AT&T is now an option.
3.	8/11/1999	8/12/1999	Phone outage	Outage was only to one customer for approximately 4 hours.
4.	9/1/1999	9/2/1999	Service disconnection delay	BellSouth has difficulties porting LNP customers back to their network. In this case, BellSouth sent paperwork to the wrong Knology office which delayed disconnection.
5.	11/5/1999	11/8/1999	Problems with incoming calls	Customer was being converted (per FCC order) from Interim Number Portability (INP) to Local Number Portability. Coordination problems between Bell, the NPAC and Knology caused this problem.
6.	11/5/1999	11/5/1999	Billing problem	Customer was inadvertently charged for a service she had not ordered. The account was credited and problem was resolved.
7.	11/2/1999	11/2/1999	Problems with incoming calls	Customer was being converted (per FCC order) from Interim Number Portability (INP) to Local Number Portability. Coordination problems between Bell, the NPAC and Knology caused this problem.
8.	11/18/1999	11/18/1999	Problems with incoming calls	Customer was being converted (per FCC order) from Interim Number Portability (INP) to Local Number Portability. Coordination problems between Bell, the NPAC and Knology caused this problem.
9.	12/1/1999	12/1/1999	Customer referral not in service	Customer wanted a referral put on his line. The referral was not put on as quickly as he would have liked it.
10.	2/17/2000	2/18/2000	Installation issue	Customer was not happy with the installation of the phone service. A technician was dispatched the next day and cleared up the customer's concerns.
11.	2/21/2000	2/21/2000	Installation issue	Miscommunication between Knology and customer as to actual installation date and time
12.	2/24/2000	2/25/2000	Problems with incoming calls	Customer was being converted (per FCC order) from Interim Number Portability (INP) to Local Number Portability. Coordination problems between Bell, the NPAC and Knology caused this problem.

ALABAMA (Offering telephone service since July 1997)
KNOLLOGY Internal Complaint Summary
 Current Access Line Count: 3,861

	<u>Date Received</u>	<u>Date Resolved</u>	<u>Nature of Complaint</u>	<u>Comments</u>
1.	5/13/1998	5/14/1998	Knology was not Equal Access.	Knology explained its position on equal access to customer. Customer indicated that he was fine with that answer. As of 5/99 Knology is an equal access company offering access to various IXC's.
2.	5/15/1998	5/15/1998	Incorrect credit on account	Customer did not understand the pro-rated credit on her bill. Knology's Customer Service Manager called customer and explained the credit.
3.	6/16/1998	6/16/1998	Billing problem	Customer was inadvertently charged for a service he had not ordered. The account was credited and problem was resolved.
4.	7/24/1998	7/28/1998	Customer referral not in service	Customer wanted a referral put on his line. He was told by Customer Service that his line would have a referral but was inadvertently left off. This was corrected and customer was satisfied with the resolution.
5.	7/17/1998	7/20/1998	Phone outage	Customer claimed that her service was out twice, once for almost four hours. Knology's Network Operation Center records indicated that there were no service interruptions at the times indicated by the customer. Customer was issued a month's credit even though Knology is only obligated to give customer credits for service outages for interruptions of 24 hours or more.
6.	9/9/1998	9/9/1998	Problems with incoming calls	This customer was supposed to port his number from Bell to Knology. Bell worked the order prematurely and customer could not receive incoming calls from Bell customers as a result.
7.	9/3/1998	9/4/1998	Unathorized switching of local service provider	The wife complained to the PSC not knowing that her husband had switched service providers. Knology had an independent 3rd party verify the husband's request.
8.	9/17/1998	9/17/1998	Overbilling	According to Customer, a Knology customer service representative had told her that there was no charge for non-published status. At that time Knology's tariffed rate for non-published status was \$1.50. Knology's Director of Customer Care explained apparently she was misquoted, apologized and issued a month's credit for inconvenience.
9.	10/15/1998	10/15/1998	Billing issue	Customer needed more time to make payment and called the PSC rather than the local business office. Payment arrangements were made with the customer.
10.	1/22/1999	1/25/1999	Installation issue	Knology installer was late for agreed upon appointment.
11.	3/25/1999	3/25/1999	Voice mail issue	Customer was not told that he could not have voice mail if he kept his Bellsouth number.

KNOLOGY Internal Complaint Summary

Original Complaint Summary			Internal Complaint Summary
			Number Portability environment (this was a nation-wide problem before LNP was implemented). The Customer was issued a month's credit for the inconvenience.
12.	8/17/1999	9/15/1999 Billing issue	The customer was an INP customer. Bell was remote call forwarding phone calls to Knology's "shadow" number. The customer's long distance provider did not recognize shadow number and billed the account "casual calling rates." Knology representatives worked with the IXC to get a credit issued.
13.	8/20/1999	8/21/1999 Problems with incoming calls	Customer was being converted (per FCC order) from Interim Number Portability (INP) to Local Number Portability. Coordination problems between Bell, the NPAC and Knology caused this problem.
14.	9/2/1999	9/7/1999 Problems with incoming calls	Customer was being converted (per FCC order) from Interim Number Portability (INP) to Local Number Portability. Coordination problems between Bell, the NPAC and Knology caused this problem.
15.	10/28/1999	11/1/1999 Billing issue	Knology converted from one billing system to another during this period. This customer was due a credit which got lost in the billing conversion. The customer was issued the credit.
16.	11/3/1999	11/3/1999 Billing issue	Customer switched service back to Bell but continued to receive bills from Knology. This, too, was due to the billing conversion. The customer's account was credited for all charges billed after disconnection.
17.	1/27/2000	1/27/2000 Disconnection issue	Customer had two lines with Knology. One of the lines was disconnected for non-payment. Prior to disconnection the customer received a written late notice. Further, Knology's collection department had made several calls to the customer prior to disconnection. APSC representative explained the reason for the disconnection to the customer.
18.	1/24/2000	1/24/2000 Disconnection issue	Customer complained that she was disconnected for non-payment of 900/976 calls. Investigation showed that she was disconnected for non payment of regulated service, not for the 900/976 calls. The customer had not made a payment toward regulated charges for the prior 2 months.

KNOLOGY Informal Complaint Summary
SOUTH CAROLINA (offering telephone service since October, 1998)
Current Access Line Count: 1,315

	<u>Date Received</u>	<u>Date Resolved</u>	<u>Nature of Complaint</u>	<u>Comments</u>
1.	7/12/1999	7/19/1999	Billing issue	Customer was promised a certain long distance rate by Knology's sales representatives, but the first bill rated the toll at a different rate. The problem was resolved and the customer was issued a credit for the difference in the toll rates.

FLORIDA (offering telephone service since October, 1998)
Current Access Line Count: 3,323

	<u>Date Received</u>	<u>Date Resolved</u>	<u>Nature of Complaint</u>	<u>Comments</u>
1.	7/8/1999	7/12/1999	Customer unable to receive collect calls	Customer could not receive collect calls from a friend in a correctional facility. The correctional facility was blocking the inmates calls because he did not have the customer's new phone number on his account. Knology representatives worked with the correctional facility and resolved the blocking problem.