

## Exhibit 4

# Adelphia Transaction - Benefits Presentation Emergency Preparedness

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Susan Patten, Vice President of Government and Public Affairs  
Time Warner Cable Southwest Division

# Overview of TWC in Texas

**TWC has five separate operating divisions in Texas:**

Houston, San Antonio, Austin, Waco, Southwest

**The Southwest Division is comprised of five large systems:**

El Paso, Border Corridor, Rio Grande Valley,  
Coastal Bend, and Southeast Texas

**The Southeast Texas system was created through the consolidation of five formerly separate headends:**

Orange, Port Neches, Beaumont, Vidor and Sillsbee



# Geographic Rationalization and Emergency Preparedness

- Our organizational and physical structure facilitated speedy recovery from Hurricane Rita
- Virtually all 91,000 customers are back in service within seven weeks
- We could not have recovered so quickly without the resources and structure we have in place today

# Interconnection and Plant Redundancy

- In 2001, the Southeast Texas system was created when five headends were collapsed into one and the areas were interconnected with a fiber backbone
- The concentric fiber rings provide for redundant paths and nearly instantaneous, automatic rerouting of services
- The “self-healing properties” of transport fiber ensure fewer outages during normal operations and faster recovery in a crisis
- Other benefits of interconnection:
  - Standardized materials and hardware
  - Phone system integration

# Before the Storm - Supplies

In the week before Rita made landfall, TWC's Houston and Southwest Divisions coordinated to secure supplies to be deployed wherever needed, including:

- 5,000 gallons of diesel fuel
- 10,000 gallons of regular fuel
- Fiber – 75,000 feet
- Cable – 36,000 feet
- Nine large and 200 small generators
- Two Bobcat tractors, 150 chain saws for debris removal
- Employee essentials
- 10,000 gallons of drinking water



## Before the Storm - Personnel

- As the storm grew nearer, our 225 employees in the Southeast Texas system focused on securing facilities and evacuating themselves and their families
- Key system management evacuated to the regional office in Dallas
- Some line employees evacuated to other Southwest Division systems to facilitate temporary reassignment if needed
- Southwest Division office managers focused on key operational preparations

# Before the Storm - Operations

Key preparations undertaken by Divisional managers included:

- Prefabrication of new hub buildings and a new headend for use if needed
- Establishment of an employee hotline and website to ensure two-way communication with employees
- The temporary rerouting of customer calls to TWC's El Paso call center
- Updates to the customer website with information in anticipation of outages