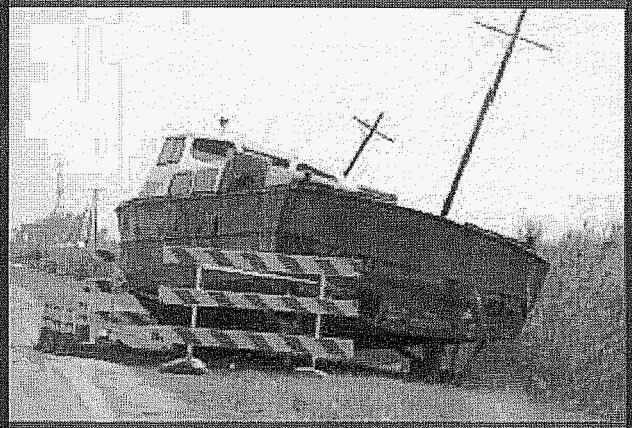
Damage from the Storm

- Early on September 24, Hurricane Rita made landfall at Sabine Pass, TX as a Category 3 storm with winds at 120 mph
- In Sabine Pass, nearly all houses were either destroyed or are uninhabitable
- Residents were not allowed to return until September 30 in the least-damaged areas, and until October 5 in the heavily damaged areas

Damage from the Storm



Damage from the Storm

- Our headend and hub buildings were designed to sustain hurricane-force winds and did so
- Necessary repairs included:
  - 50,000 drops (56%)
  - 9,000 utility poles (1/2 of which we attach to)
  - Fiber miles: 200 miles
  - Coaxial cable miles: 500 miles
  - Water and sewer damage to the primary office
  - 500' tower at headend blown over
- The fiber ring was the priority for repair because its restoration would reconnect many customers living in areas with minimal damage to drops

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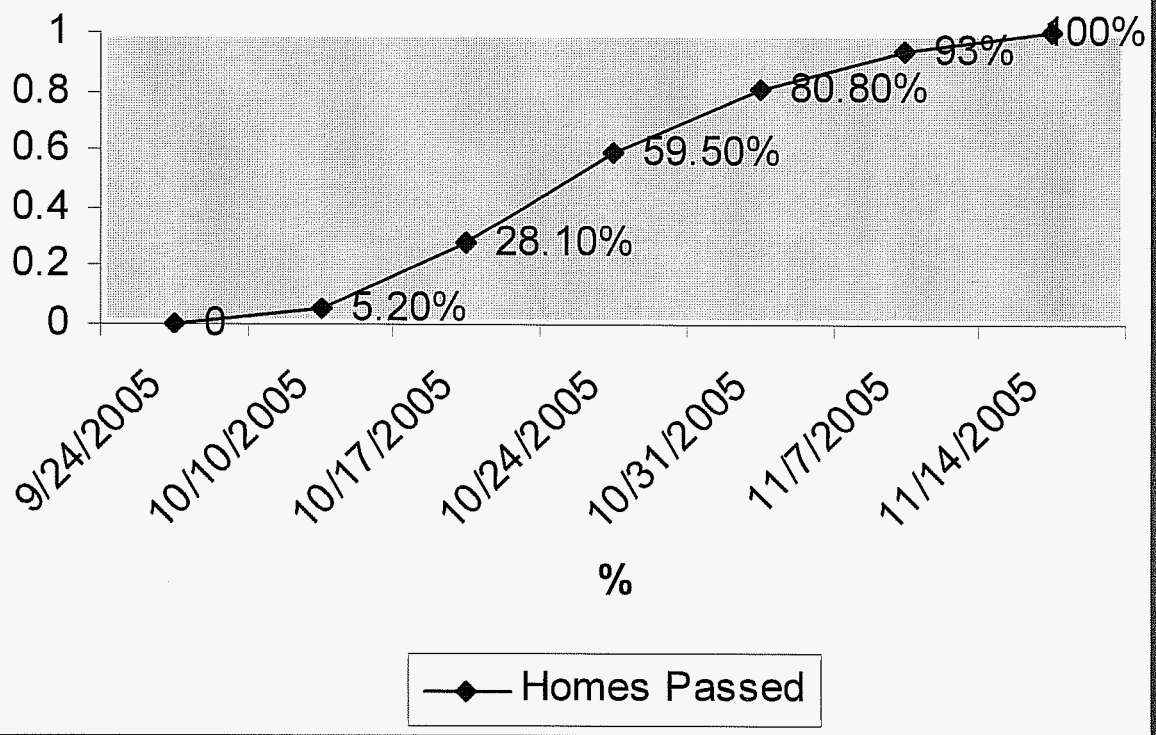
After the Storm – Restoration

The speed with which we were able to restore services is best viewed as the percentage of homes passed restored



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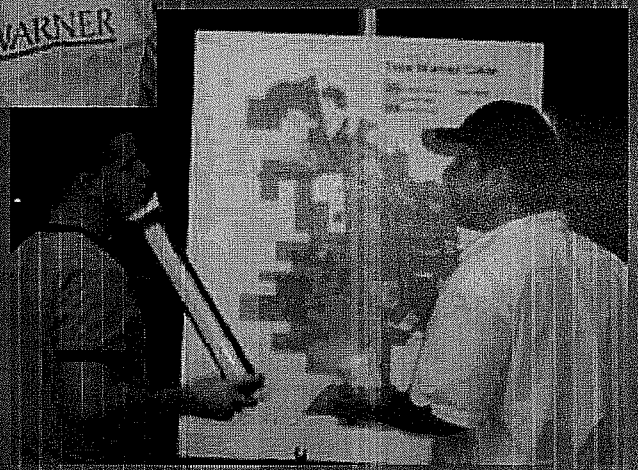
After the Storm – On the Ground

- The enormity of the situation required a response that we could only have made as a result of our cooperative TWC operations in Texas
- So far, more than **500,000 man-hours** have been logged in the restoration effort in the seven weeks since the storm
- Without the help of nearly **900 employees and contractors** from other TWC Divisions and Systems, the same amount of work would have taken **up to two years to complete**



After the Storm – Technology

The scale of TWC's Texas operations allows us to invest in technology that provides more effective monitoring and response to periodic outages and in emergencies:

- Locally, we maintain software that monitors two-way equipment and identifies all active digital equipment, cable and phone modems in the field
- Regionally, the Road Runner Regional Data Center in Austin maintains software that provides real-time updates on the status of routers and customer accounts

Communications

- **Because of computer resources in the regional office, communications were crafted and disseminated to the public starting the day of the storm through such means as:**
  - Daily press releases with status updates
  - Daily press briefings and media interviews
  - Daily website postings
  - E-mails to Road Runner customers accessing their email accounts via web mail
- **Our communications resources also provided subscribers with multiple means of communicating with TWC:**
  - Customer calls were transferred to the El Paso system for 11 days during which 12,083 calls were received
  - A specialized customer-service email address was created for reporting troubles - ritarepair@twcable.com

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Conclusion

- The geographic rationalization of TWC's operations in Texas facilitated – both in terms of physical infrastructure and organizational management – an effective and speedy response to the substantial damage caused by Hurricane Rita
- In contrast, other cable providers in the area with more fragmented operations have been unable to respond as effectively
- One such operator notified its customers at the end of October that they would not rebuild their systems in the area, leaving more than 1,600 customers without service

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