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Elizabeth H. Scarborough
Group Vice President
National Division



February 7, 2008

Steve Huggenberger
Assistant City Attorney
City of Lincoln
County-City Bldg.
555 South 10th Street
Lincoln, NE 68508

RE: Beta Testing

Dear Steve:

I am writing in response to the PERFORMANCE EVALUATION OF TIME WARNER CABLE SERVICE (the "Report") dated May 24, 2007 and specifically with respect to the Recommendation regarding beta testing.

This letter will serve to assure the City, consistent with previous conversations between representatives of the City and Time Warner Cable, that Time Warner Cable will not engage our Lincoln video customers in any beta testing of any service or product associated with our video service offering. For the purposes of this letter, and the assurance set forth above, "beta testing" means a second phase of software testing, in conjunction with our video service offering, in which a sampling of our Lincoln video customers try certain software out before that software is approved for launch to other TWC video customers.

This assurance does not, however, preclude Time Warner Cable from conducting certain "technical" tests (with the customer's consent) of new video services or associated equipment for purposes such as obtaining customer feedback, testing the marketplace demand, evaluating the customer experience, etc.

Please contact me should you have any questions regarding this letter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Beth Scarborough', written over the typed name.

Elizabeth H. Scarborough

CABLE

HIGH-SPEED ONLINE

DIGITAL PHONE