

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Time Warner Cable Information Services (California) LLC

U#: 6874-C

Report Year:

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Time Warner Cable Information Services (California) LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/11/21)			Date filed (8/16/2021)			Date filed (2/11/2022)			
		1st Quarter			2nd Quarter			3rd Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	7,893	6,863	9,376	8,852	7,987	9,293	8,533	8,339	9,248	
	Total # of service orders	3,824	3,746	4,734	4,572	4,217	4,614	4,365	4,545	4,850	
	Avg. # of business days	2.06	1.83	1.98	1.94	1.89	2.01	1.95	1.83	1.91	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	3,824	3,746	4,734	4,572	4,217	4,614	4,365	4,545	4,850	
	Total # of installation commitment met	3,748	3,680	4,640	4,464	4,143	4,519	4,289	4,345	4,639	
	Total # of installation commitment missed	76	66	94	108	74	95	76	200	211	
	% of commitment met	98.01%	98.24%	98.01%	97.64%	98.25%	97.94%	98.26%	95.60%	95.65%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,261,527	1,258,809	1,256,639	1,254,246	1,250,761	1,246,715	1,238,480	1,231,607	1,226,052	
<b>Customer Trouble Report</b>											
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,167,175	1,164,345	1,161,824	1,158,683	1,154,906	1,149,835	1,142,024	1,135,447	1,130,521
		Total # of trouble reports	6,713	6,282	6,785	5,873	5,634	5,714	5,513	5,429	5,144
		% of trouble reports	0.53%	0.50%	0.54%	0.47%	0.45%	0.46%	0.45%	0.44%	0.42%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines									
		Total # of trouble reports									
		% of trouble reports									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines									
		Total # of trouble reports									
		% of trouble reports									
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4,896	4,529	4,856	4,327	4,175	4,156	3,986	4,264	4,035	
	Total # of repair tickets restored in ≤ 24hrs	4,452	4,183	4,577	4,126	4,031	3,934	3,701	3,950	3,714	
	% of repair tickets restored ≤ 24 Hours	90.93%	92.36%	94.25%	95.35%	96.55%	94.65%	92.85%	92.64%	92.04%	
	Sum of the duration of all outages (hh:mm)	3,155,425	1,958,310	1,117,126	908,204	743,174	970,484	1,129,513	1,341,535	1,296,549	
	Avg. outage duration (hh:mm)	644	432	230	210	178	234	69,098	71,373	71,097	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5,564	5,166	5,570	4,802	4,589	4,633	4,444	4,410	4,195	
	Total # of repair tickets restored in ≤ 24hrs	4,833	4,550	4,972	4,400	4,311	4,223	3,969	4,060	3,813	
	% of repair tickets restored ≤ 24 Hours	86.86%	88.07%	89.26%	91.62%	93.94%	91.15%	89.31%	92.06%	90.89%	
	Sum of the duration of all outages (hh:mm)	4,075,585	2,485,350	1,431,046	1,111,244	937,574	1,216,724	1,420,393	1,708,735	1,655,109	
	Avg. outage duration (hh:mm)	732	481	257	231	204	263	77,402	86,733	85,046	
<b>Refunds</b>	Number of customers who received refunds	843	901	1,345	1,028	743	774	732	586	935	
	Monthly amount of refunds	\$3,787.10	\$4,680.07	\$6,890.33	\$ 7,238.14	\$ 5,522.17	\$ 4,970.42	\$ 6,933.37	\$ 8,278.16	\$ 11,176.53	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b>											
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing	81,843	70,758	80,868	69,122	63,100	69,468	67,065	64,530	60,610	
	Total # of call seconds to reach live agent	62,839	69,795	80,326	64,006	58,439	58,583	58,248	53,883	50,707	
	% ≤ 60 seconds	76.78%	88.24%	93.02%	92.60%	92.48%	84.33%	86.85%	83.50%	83.66%	

Name: Tommy Johnson, Manager, Telephony Regulatory

Primary Utility Contact Information  
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Date Adopted: 7/28/09  
Date Revised: 12/08/09 (Corrects typographical errors)  
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)  
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)







































































