

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

Company Name: Time Warner Cable Information Services (California) LLC
 Reporting Unit Type: Total Company Exchange Wire Center

U#: 6874-C Report Year: 2023
 Reporting Unit Name: Time Warner Cable Information Services (California) LLC

Measurement (Compile monthly, file quarterly)		Date filed (9/15/23) 1st Quarter			Date filed (1) 2nd Quarter			Date filed (1) 3rd Quarter			Date filed (1) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Installation Interval Min. standard = 5 bus. days	Total # of business days	23,100	23,052	25,930							
	Total # of service orders	4,697	4,855	5,280									
	Avg. # of business days	4.92	4.75	4.91									
	Total # of installation commitments	4,607	4,855	5,280									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	4,450	4,586	4,996									
	Total # of installation commitment missed	247	269	284									
	% of commitment met	94.74%	94.46%	94.62%									
Customers	Acct # for voice or bundle, res+bus	1,105,560	1,112,632	1,098,562									
Customer Trouble Report	Total # of working lines	1,017,362	1,024,161	1,010,562									
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	5.174	6.548	5.897									
	% of trouble reports	0.47%	0.59%	0.54%									
	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4,476	5,403	5,002									
	Total # of repair tickets restored in < 24hrs	4,255	4,959	4,588									
	% of repair tickets restored ≤ 24 Hours	95.06%	91.78%	91.72%									
	Sum of the duration of all outages (mm)	926,233	1,689,871	1,474,246									
	Avg. outage duration (mm)	207	313	295									
Unadjusted	Total # of outage report tickets	4,596	5,586	5,165									
	Total # of repair tickets restored in < 24hrs	4,255	4,959	4,588									
	% of repair tickets restored ≤ 24 Hours	92.58%	88.77%	88.82%									
	Sum of the duration of all outages (mm)	1,398,373	2,293,173	2,033,673									
	Avg. outage duration (mm)	304	411	394									
Refunds	Number of customers who received refunds	2,602	2,513	1,959									
	Monthly amount of refunds	\$17,079.63	\$15,647.12	\$18,832.91									
Answer Time (Trouble Reports, Billing & Non-Billing) 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	53,625	47,475	53,110									
	Total # of call seconds to reach live agent	43,377	39,486	47,390									
	% < 60 seconds	80.89%	83.20%	89.23%									

Primary Utility Contact Information

Name: Tommy Johnson, Sr. Manager, Telephony Regulatory

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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)

