

**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: 2023

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 (5/15/23)			Date filed (8/15/23)			Date filed (11/15/23)			Date filed (2/20/24)			
		1st Quarter			2nd Quarter			3rd Quarter			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	21,275	23,836	21,597	8,926	10,872	10,722	10,940	9,854	8,636	
	Total # of service orders	4,697	4,855	5,280	4,276	4,896	4,782	3,516	3,851	3,622	3,693	3,520	3,088	
	Avg. # of business days	4.92	4.75	4.91	4.98	4.87	4.52	2.54	2.82	2.96	2.96	2.80	2.80	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4,607	4,855	5,280	4,276	4,896	4,782	3,516	3,851	3,622	3,693	3,520	3,088	
	Total # of installation commitment met	4,450	4,586	4,996	4,062	4,630	4,537	3,447	3,663	3,400	3,510	3,345	2,953	
	Total # of installation commitment missed	247	269	284	214	266	245	69	188	222	183	175	135	
	% of commitment met	94.74%	94.46%	94.62%	95.00%	94.57%	94.88%	98.04%	95.12%	93.87%	95.04%	95.03%	95.63%	
Customers	Acct # for voice or bundle, res+bus	1,105,560	1,112,632	1,098,562	1,091,115	1,085,549	1,076,500	1,069,867	1,071,155	1,051,221	1,040,928	1,032,967	1,023,791	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,017,362	1,024,161	1,010,562	1,002,811	996,458	987,400	980,990	973,998	963,668	956,184	949,146	941,078
		Total # of trouble reports	5,174	6,548	5,897	5,131	5,569	5,372	5,589	5,800	4,574	4,708	4,600	4,272
		% of trouble reports	0.47%	0.59%	0.54%	0.47%	0.51%	0.50%	0.52%	0.54%	0.44%	0.45%	0.45%	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	4,476	5,403	5,002	4,229	4,658	4,500	4,736	4,803	3,682	3,894	3,819	3,561	
	Total # of repair tickets restored in ≤ 24hrs	4,255	4,959	4,588	3,941	4,480	4,349	4,605	4,585	3,571	3,750	3,726	3,479	
	% of repair tickets restored ≤ 24 Hours	95.06%	91.78%	91.72%	93.19%	96.18%	96.64%	97.23%	95.46%	96.99%	96.30%	97.56%	97.70%	
	Sum of the duration of all outages (mm)	926,233	1,689,871	1,474,246	1,102,071	857,518	804,352	765,941	1,027,589	673,453	751,104	526,338	523,004	
	Avg. outage duration (mm)	207	313	295	261	184	179	162	214	183	193	138	147	
Unadjusted	Total # of outage report tickets	4,596	5,586	5,165	4,381	4,801	4,606	4,832	4,939	3,759	3,999	3,900	3,622	
	Total # of repair tickets restored in ≤ 24hrs	4,255	4,959	4,588	3,941	4,480	4,349	4,605	4,585	3,571	3,750	3,726	3,479	
	% of repair tickets restored ≤ 24 Hours	92.58%	88.77%	88.82%	89.95%	93.31%	94.42%	95.30%	92.83%	94.99%	93.77%	95.53%	96.05%	
	Sum of the duration of all outages (mm)	1,398,373	2,293,173	2,033,673	1,570,894	1,338,569	1,154,655	1,086,970	1,471,418	965,561	1,143,289	762,082	770,798	
	Avg. outage duration (mm)	304	411	394	361	279	251	225	298	257	286	195	213	
Refunds	Number of customers who received refunds	2,602	2,513	1,959	1,652	1,459	1,746	2,868	3,030	1,938	2,065	2,377	826	
	Monthly amount of refunds	\$17,079.63	\$15,647.12	\$18,832.91	\$15,556.52	\$15,496.16	\$13,846.38	\$14,757.49	\$17,337.66	\$13,121.05	\$12,286.72	\$10,640.58	\$8,976.21	
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	45,937	44,452	44,825	43,985	49,247	45,632	44,658	40,793	38,131	
	Total # of call seconds to reach live agent	43,377	39,486	47,390	39,790	39,610	39,285	38,224	43,529	33,580	40,687	37,986	36,325	
	% < 60 seconds	80.89%	83.20%	89.23%	86.61%	89.10%	87.64%	86.90%	88.39%	73.59%	91.11%	93.12%	95.26%	

Primary Utility Contact Information

Name: Tommy Johnson, Sr. Manager, Telephony Regulatory

Phone: 314-394-9855 the following reporting quarter. Tommy.Johnson@charter.com

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)

