

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

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

U#: U-6874-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: _____

Measurement (Compile monthly, file quarterly)		Date filed () 1st Quarter			Date filed () 2nd Quarter			Date filed () 3rd Quarter			Date filed (02/15/18) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun				Oct	Nov	Dec	
		Installation Interval Min. standard = 5 bus. days	Total # of business days										13722	115975
	Total # of service orders										1609	1613	1608	
	Avg. # of business days										8.52	9.9	9.11	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments										1609	1613	1608	
	Total # of installation commitment met										1596	1606	1599	
	Total # of installation commitment missed										13	7	9	
	% of commitment met										0.9919	0.9998	99.44	
Customers	Acct # for voice or bundle, res+bus										1185077	1186339	1177602	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines										1,320,204	1,317,872	1,313,221
		Total # of trouble reports										2,998	7,223	7,102
		% of trouble reports										0.00	0.01	0.01
	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										2,693	1,953	1,883	
	Total # of repair tickets restored in < 24hrs										2,200	1,591	1,499	
	% of repair tickets restored ≤ 24 Hours										81.7%	81.5%	79.6%	
	Sum of the duration of all outages (hh:mm)										47396:48	34178:30	34835:30	
	Avg. outage duration (hh:mm)										0.7	17:33	0.8	
	Indicate if catastrophic event is in month										No	No	No	
Unadjusted Out of Service Report														
	Total # of outage report tickets										5,682	4,346	4,151	
	Total # of repair tickets restored in < 24hrs										3,990	3,049	2,867	
	% of repair tickets restored ≤ 24 Hours										70.2%	70.2%	69.1%	
	Sum of the duration of all outages (hh:mm)										151993:30	116038:12	108963:45	
	Avg. outage duration (hh:mm)										26:43	26:36	26:14	
Refunds														
	Number of customers who received refunds										394	3,094	5,950	
	Monthly amount of refunds										7872.5	22190.2	26,927.8	
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										1,262,541	1,202,704	1,199,402	
	Total # of call seconds to reach live agent										23	23	14	
	% ≤ 60 seconds										1	1	1	

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)