

**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: 2018

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 ()			Date filed ()			Date filed ()			Date filed (02/14/2019)			
		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										12362	14415	11842	
	Total # of service orders										3803	3282	2870	
	Avg. # of business days										3.25	4.39	4.13	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments										3803	3282	2870	
	Total # of installation commitment met										3794	3270	2867	
	Total # of installation commitment missed										9	12	3	
	% of commitment met										99.76%	99.63%	99.89%	
Customers	Acct # for voice or bundle, res+bus										1,252,756	1,256,314	1,256,547	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines										1,448,586	1,449,355	1,449,394
		Total # of trouble reports										7,049	6,221	6,404
		% of trouble reports										0.49%	0.43%	0.44%
	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										7,022	5,770	6,061	
	Total # of repair tickets restored in ≤ 24hrs										6,449	5,382	5,458	
	% of repair tickets restored ≤ 24 Hours										91.84%	93.28%	90.05%	
	Sum of the duration of all outages (hh:mm)										41943:47	34869:54	45098:24	
	Avg. outage duration (hh:mm)										5:56	6:03	7:27	
Unadjusted Out of Service Report	Total # of outage report tickets										9,103	7,417	7,079	
	Total # of repair tickets restored in ≤ 24hrs										7,540	6,418	6,061	
	% of repair tickets restored ≤ 24 Hours										82.83%	86.65%	85.62%	
	Sum of the duration of all outages (hh:mm)										115206:45	88498:19	79216:21	
	Avg. outage duration (hh:mm)										15:45	11:56	11:12	
Refunds	Number of customers who received refunds										19,788	28,035	14,798	
	Monthly amount of refunds										37,178.59	48,249.21	32,166.18	
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										1,190,025	1,212,790	1,207,665	
	Total # of call seconds to reach live agent										578,447,342	597,550,648	601,450,428	
	% ≤ 60 seconds										67.23%	76.60%	80.17%	

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)