

**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: 2019

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cable Information Services (California) LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019)			Date filed ()			Date filed ()			Date filed ()		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days	39,067	37,104	41,593									
	Total # of service orders	17,702	16,708	17,530									
	Avg. # of business days	2.21	2.22	2.37									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	17,702	16,708	17,333									
	Total # of installation commitment met	17,513	16,494	17,136									
	Total # of installation commitment missed	189	214	197									
	% of commitment met	98.93%	98.72%	98.88%									
Customers	Acct # for voice or bundle, res+bus	1,256,314	1,252,927	1,245,038									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,347,725	1,345,371	1,337,629								
		Total # of trouble reports	8,141	7,344	7,467								
		% of trouble reports	0.60%	0.55%	0.56%								
	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	5,671	5,141	5,341								
		Total # of repair tickets restored in ≤ 24hrs	4,930	4,541	4,809								
		% of repair tickets restored ≤ 24 Hours	86.90%	88.32%	90.03%								
Sum of the duration of all outages (hh:mm)		2,791,009	2,115,640	2,120,701									
Avg. outage duration (hh:mm)		4:48	6:14	0:23									
Unadjusted Out of Service Report	Total # of outage report tickets	6,099	5,496	5,631									
	Total # of repair tickets restored in ≤ 24hrs	5,190	4,747	4,979									
	% of repair tickets restored ≤ 24 Hours	85.09%	86.37%	88.42%									
	Sum of the duration of all outages (hh:mm)	105224:30	2,827,000	2,611,741									
	Avg. outage duration (hh:mm)	17:35	15:59	0:23									
Refunds	Number of customers who received refunds	4,657	2,450	2,485									
	Monthly amount of refunds	\$8,919.82	\$6,587.54	\$6,660.85									
Trouble Reports, Billing & Non-Billing) = 80% of calls ≤ 60 seconds to reach w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

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