

**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: _____

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 (05/15/2020)			Date filed ()			Date filed ()			
		1st Quarter			2nd Quarter			3rd Quarter			4th
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Installation Interval Min. standard = 5 bus. days	Total # of business days	21,388	18,644	18,068							
	Total # of service orders	9,807	8,779	8,205							
	Avg. # of business days	2.18	2.12	2.2							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9,807	8,779	8,205							
	Total # of installation commitment met	9,640	8,575	8,023							
	Total # of installation commitment missed	167	204	182							
Customers	% of commitment met	98.30%	97.68%	97.78%							
	Acct # for voice or bundle, res+bus	1,178,200	1,174,462	1,174,413							
Customer Trouble Report											
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,273,382	1,269,563	1,271,768						
		Total # of trouble reports	7,493	6,853	6,904						
		% of trouble reports	0.59%	0.54%	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	5,891	5,516	5,583							
	Total # of repair tickets restored in ≤ 24hrs	5,299	5,205	5,113							
	% of repair tickets restored ≤ 24 Hours	89.95%	94.36%	91.58%							
	Sum of the duration of all outages (hh:mm)	2,286,870	1,560,962	1,919,360							
	Avg. outage duration (hh:mm)	388	283	344							
Unadjusted Out of Service Report	Total # of outage report tickets	6,167	5,785	5,790							
	Total # of repair tickets restored in ≤ 24hrs	5,470	5,379	5,267							
	% of repair tickets restored ≤ 24 Hours	88.69%	92.98%	90.96%							
	Sum of the duration of all outages (hh:mm)	3,103,350	2,175,842	2,515,520							
	Avg. outage duration (hh:mm)	503	376	434							
Refunds	Number of customers who received refunds	945	826	746							
	Monthly amount of refunds	\$2,916.10	\$2,783.72	\$1,877.00							
Answer Time (Trouble Reports, Billing & Non-Billing)		Charter is aware that its March, 2020 call answer metric is below the 80% of calls answered within 60 seconds benchmark. Call answer time for March was and is continuing to be impacted by the spread of the coronavirus in our service areas across the United States, including California, and the rapid adjustments required in response to the pandemic. The anomalous spike in call activity that began March 14 reflects a surge in customer inquiries and requests for our services and capabilities. Notwithstanding these very demanding extenuating circumstances, Charter has been extremely responsive to the increased demand for service, installations, and telephone service inquiries driven by our efforts to serve the needs of both new customers and existing customers making a sudden transition to performing work and school activities inside their homes.									
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	86,763	76,807	88,245							
	Total # of call seconds to reach live agent	71,319	70,735	59,278							
	% ≤ 60 seconds	82.19%	92.09%	67.17%							

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)

