

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

Company Name: Time Warner Cable Business, LLC

U#: U 6674-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: _____

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	August	September	October	November	December	
Installation Interval Min. standard = 5 bus. days	Total # of business days				22,846	23,827	21,452							
	Total # of service orders				3,205	3,660	3,160							
	Avg. # of business days				7	7	7							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments				3,250	3,660	3,160							
	Total # of installation commitment met				3,230	3,643	3,142							
	Total # of installation commitment missed				20	17	18							
	% of commitment met				99.39%	99.54%	99.43%							
Customers	Acct # for voice or bundle, res+bus				1,207,770	1,214,702	1,224,932							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines				1,474,973	1,477,462	1,490,981						
		Total # of trouble reports				10,822	10,512	10,393						
		% of trouble reports				0.73%	0.71%	0.70%						
	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				3,311	3,204	3,319							
	Total # of repair tickets restored in ≤ 24hrs				3,084	3,007	3,039							
	% of repair tickets restored ≤ 24 Hours				93.14%	93.85%	91.56%							
	Sum of the duration of all outages (hh:mm)				38076:30	34186:41	46366:26							
	Avg. outage duration (hh:mm)				11:32	10:40	13:58							
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets				10,822	10,512	10,393							
	Total # of repair tickets restored in ≤ 24hrs				8,582	8,391	8,101							
	% of repair tickets restored ≤ 24 Hours				79.30%	79.82%	77.95%							
	Sum of the duration of all outages (hh:mm)				168685:26	205509:36	212572:43							
	Avg. outage duration (hh:mm)				19:34	19:33	20:27							
Refunds	Number of customers who received refunds				1,339	1,740	1,659							
	Monthly amount of refunds				\$13,994.94	\$23,156.56	\$17,611.89							
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				1,747,438	2,016,181	2,273,495							
	Total # of call seconds to reach live agent				:06	:06	:05							
	% ≤ 60 seconds				99%	97%	97%							

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)