

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

Company Name: Time Warner Cable Information 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 (05/16/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				
Installation Interval Min. standard = 5 bus. days	Total # of business days							26,176	30,714	23,446				
	Total # of service orders							3,082	3,480	2,749				
	Avg. # of business days							8	9	9				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments							3,082	3,480	2,749				
	Total # of installation commitment met							3,074	3,462	2,730				
	Total # of installation commitment missed							8	18	19				
	% of commitment met							99.74%	99.50%	99.31%				
Customers	Acct # for voice or bundle, res+bus							1,233,695	1,243,498	1,251,116				
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines						1,348,460	1,369,108	1,377,472				
		Total # of trouble reports						10,250	10,034	9,274				
		% of trouble reports							0.76	0.73	0.67			
	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							3,139	2,825	2,732				
	Total # of repair tickets restored in ≤ 24hrs							2,746	2,070	1,906				
	% of repair tickets restored 24 Hours							87.48%	73.27%	69.77%				
	Sum of the duration of all outages (hh:mm)							51793:31	57997:15	63218:29				
	Avg. outage duration (hh:mm)							16:29	20:34	23:10				
Unadjusted Out of Service Report	Total # of outage report tickets							10,250	10,034	9,274				
	Total # of repair tickets restored in ≤ 24hrs							7,689	6,041	5,304				
	% of repair tickets restored 24 Hours							75.01%	60.21%	57.19%				
	Sum of the duration of all outages (hh:mm)							262297:30	302424:46	314666:49				
	Avg. outage duration (hh:mm)							25:36	30:10	33:56				
Refunds	Number of customers who received refunds							1,477	1,342	1,231				
	Monthly amount of refunds							\$ 13,322.83	\$ 11,497.99	\$ 36,189.96				
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							2,178,502	2,137,278	2,032,848				
	Total # of call seconds to reach live agent							:17	:34	:84				
	% ≤ 60 seconds							92.0%	89.0%	79.0%				

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)