

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

Company Name: Time Warner Cable Information Services (CA), LLC

U#: U-6874-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: 2017

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			2/15/2018 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										
		Total # of service orders												
		Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments												
		Total # of installation commitment met												
		Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus												
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,024,887	976,208	924,789									
		Total # of trouble reports	9,980	9,154	9,739									
		% of trouble reports	0.97	0.94	1.05									
	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	3,786	3,243	3,849									
		Total # of repair tickets restored in ≤ 24hrs	3,109	2,766	3,539									
		% of repair tickets restored ≤ 24 Hours	82.26	85.29	91.95									
		Sum of the duration of all outages (hh:mm)	56999:29	46206:54	42587:34									
		Avg. outage duration (hh:mm)	17:01	14:14	11:30									
Unadjusted Out of Service Report		Total # of outage report tickets	12,308	11,468	11,977									
		Total # of repair tickets restored in ≤ 24hrs	7,536	8,166	9,436									
		% of repair tickets restored ≤ 24 Hours	61.23	71.21	78.78									
		Sum of the duration of all outages (hh:mm)	355659:18	259066:13	226462:35									
		Avg. outage duration (hh:mm)	28:53	22:35	18:54									
Refunds		Number of customers who received refunds	7,813	7,008	6,497									
		Monthly amount of refunds	57,754.20	53,953.48	53,872.13									
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	1,800,295	1,628,171	1,712,969									
		Total # of call seconds to reach live agent	956,279	864,079	923,597									
		% < 60 seconds	96%	93%	95%									

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)