

**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: 2018

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 () 1st Quarter			Date filed (08/14/2018) 2nd Quarter			Date filed () 3rd Quarter			Date filed () 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days				11460	13633	14019						
	Total # of service orders				2423	2615	2393						
	Avg. # of business days				4.72	5.21	5.85						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments				2423	2615	2393						
	Total # of installation commitment met				2309	2498	2307						
	Total # of installation commitment missed				114	117	86						
	% of commitment met				95.30%	95.53%	96.41%						
Customers	Acct # for voice or bundle, res+bus				1,252,025	1,251,750	1,250,980						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,310,375	1,300,109	1,292,247	1,383,350	1,381,754	1,380,850					
		Total # of trouble reports	7,949	6,411	7,044	7,643	7,992	8,628					
		% of trouble reports	0.61%	0.49%	0.56%	0.55%	0.58%	0.62%					
	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	3,666	2720	2,984	4853	5100	5349						
	Total # of repair tickets restored in ≤ 24hrs	3,285	2497	2,765	4441	4593	4821						
	% of repair tickets restored ≤ 24 Hours	89.61%	91.80%	92.66%	91.51%	90.06%	90.11%						
	Sum of the duration of all outages (hh:mm)	57781:27	38308:26	41863:54	55314:22	62867:56	64572:24						
	Avg. outage duration (hh:mm)	15:46	14:05	14:02	11:24	12:20	12:05						
Unadjusted Out of Service Report	Total # of outage report tickets	6,103	5000	5,314	5123	5309	5646						
	Total # of repair tickets restored in ≤ 24hrs	4,540	4031	4,345	4441	4593	4767						
	% of repair tickets restored ≤ 24 Hours	74.39%	80.62%	81.77%	86.69%	86.51%	84.44%						
	Sum of the duration of all outages (hh:mm)	105224:30	105918:55	109404:18	75385:46	75253:15	82395:45						
	Avg. outage duration (hh:mm)	17:14	21:11	20:35	14:44	14:10	17:49						
Refunds	Number of customers who received refunds	589	688	633	410	330	397						
	Monthly amount of refunds	\$1,082.65	\$1,685.42	\$1,500.74	\$11,000.74	\$8,823.58	\$11,625.46						
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	1,304,692	6,737,048	7,290,776	803,942	816,506	802,568						
	Total # of call seconds to reach live agent	39,997,916	215,585,536	233,304,832	419,294,484	415,652,598	393,398,116						
	% ≤ 60 seconds	92.00%	77.40%	74.70%	88.89%	86.16%	60.54%						

Primary Utility Contact Information

Name: Donna Kerschner, Director, Telephone Regulatory

Phone: 908-730-6723

Email: donna.kerschner@charter.com

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)