

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

Company Name: Time Warner Cable Information Services (California) LL

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 ()			Date filed ()			Date filed (11/15/2018)			Date filed ()	
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep		
Installation Interval Min. standard = 5 bus. days	Total # of business days						12699	10480	16337			
	Total # of service orders						3414	3964	3516			
	Avg. # of business days						3.72	2.64	4.65			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments						3414	3964	3516			
	Total # of installation commitment met						3398	3957	3505			
	Total # of installation commitment missed						16	7	11			
	% of commitment met						99.53%	99.82%	99.69%			
Customers	Acct # for voice or bundle, res+bus						1,246,957	1,248,832	1,250,775			
Customer Trouble Report												
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines					1,377,071	1,442,036	1,444,729			
		Total # of trouble reports					6,980	7,108	6,186			
		% of trouble reports					0.51%	0.49%	0.43%			
	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	3,550	3,229			
	Total # of repair tickets restored in ≤ 24hrs						3,410	2,966	2,923			
	% of repair tickets restored ≤ 24 Hours						90.07%	83.55%	90.52%			
	Sum of the duration of all outages (hh:mm)						87502:22	61476:45	45222:59			
	Avg. outage duration (hh:mm)						23:06	17:19	14:00			
Unadjusted Out of Service Report	Total # of outage report tickets						5,741	5,857	4,966			
	Total # of repair tickets restored in ≤ 24hrs						4,843	4,517	4,357			
	% of repair tickets restored ≤ 24 Hours						84.35%	77.12%	87.73%			
	Sum of the duration of all outages (hh:mm)						121083:08	140987:17	115509:36			
	Avg. outage duration (hh:mm)						21:06	22:01	23:16			
Refunds	Number of customers who received refunds						1,768	1,644	1,252			
	Monthly amount of refunds						13,968.18	13,343.78	10,475.39			
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						813,650	840,302	792,002			
	Total # of call seconds to reach live agent						427,333,773	447,090,170	411,933,753			
	% ≤ 60 seconds						69.04%	63.19%	62.45%			

GO 133D Corrective Action Report for each Answer Time metric failing to meet the 80% threshold answered in less than or equal to 60 seconds will be forthcoming

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)