

**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 (05/15/2018)			Date filed ()			Date filed ()			Date filed ()		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days	12601	9422	12306									
	Total # of service orders	2067	2045	1966									
	Avg. # of business days	6.09	4.61	6.25									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2067	2045	1966									
	Total # of installation commitment met	2017	1983	1904									
	Total # of installation commitment missed	50	62										
	% of commitment met	97.58%	96.97%	96.85%									
Customers	Acct # for voice or bundle, res+bus	1,253,631	1,255,351	1,253,137									
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								
		Total # of trouble reports	7,949	6,411	7,044								
		% of trouble reports	0.61%	0.49%	0.56%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	3,285	2497	2,765									
	% of repair tickets restored ≤ 24 Hours	89.61%	91.80%	92.66%									
	Sum of the duration of all outages (hh:mm)	57781:27	38308:26	41863:54									
	Avg. outage duration (hh:mm)	15:46	14:05	14:02									
Unadjusted Out of Service Report	Total # of outage report tickets	6,103	5000	5,314									
	Total # of repair tickets restored in ≤ 24hrs	4,540	4031	4,345									
	% of repair tickets restored ≤ 24 Hours	74.39%	80.62%	81.77%									
	Sum of the duration of all outages (hh:mm)	105224:30	105918:55	109404:18									
	Avg. outage duration (hh:mm)	17:14	21:11	20:35									
Refunds	Number of customers who received refunds	589	688	633									
	Monthly amount of refunds	\$1,082.65	\$1,685.42	\$1,500.74									
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									
	Total # of call seconds to reach live agent	39,997,916	215,585,536	233,304,832									
	% < 60 seconds	92.00%	77.40%	74.70%									

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)