

**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: 2019

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 08/15/2019)			Date filed ()			Date filed ()				
		2nd Quarter			3rd Quarter			4th Quarter				
		Apr	May	Jun								
Installation Interval Min. standard = 5 bus. days	Total # of business days			33,144	25,784	28,517						
	Total # of service orders			15,434	12,543	12,616						
	Avg. # of business days			2.15	2.06	2.26						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments			15434	12,543	12,616						
	Total # of installation commitment met			15,252	12,409	12,483						
	Total # of installation commitment missed			182	134	133						
	% of commitment met			98.82%	98.93%	98.95%						
Customers	Acct # for voice or bundle, res+bus			1,236,548	1,226,212	1,218,702						
Customer Trouble Report												
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines			1,333,321	1,325,051	1,318,247					
		Total # of trouble reports			6,806	6,731	7,616					
		% of trouble reports			0.51%	0.51%	0.01					
	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			4,969	5,015	5,800						
	Total # of repair tickets restored in ≤ 24hrs			4,525	4,618	5,224						
	% of repair tickets restored ≤ 24 Hours			91.06%	92.08%	90.06%						
	Sum of the duration of all outages (hh:mm)			1,843,039	1,762,637	2,205,067						
	Avg. outage duration (hh:mm)			3.7	12:14	19:12						
Unadjusted Out of Service Report	Total # of outage report tickets			5,245	5,302	6,083						
	Total # of repair tickets restored in ≤ 24hrs			4,706	4,810	5,405						
	% of repair tickets restored ≤ 24 Hours			89.72%	90.72%	88.85%						
	Sum of the duration of all outages (hh:mm)			2,404,639	2,185,997	2,635,627						
	Avg. outage duration (hh:mm)			13:55	2:52	7:55						
Refunds	Number of customers who received refunds			2,403	2,229	1,940						
	Monthly amount of refunds			5,419	4,809	3,894						
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			85,478	84,479	76,212						
	Total # of call seconds to reach live agent			74,875	69,558	55,705						
	% ≤ 60 seconds			87.60%	82.33%	73.10%						

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)