

**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 (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (2/12/2020) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days	39,067	37,104	41,593	33,144	25,784	28,517	30,779	27,669	22,768	25,960	22,939	20,065	
	Total # of service orders	17,702	16,708	17,530	15,434	12,543	12,616	12,788	12,058	10,341	11,518	10,149	9,179	
	Avg. # of business days	2.21	2.22	2.37	2.15	2.06	2.26	2.41	2.29	2.20	2.23	2.26	2.19	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	17,702	16,708	17,333	15,434	12,543	12,616	12,788	12,058	10,341	11,518	10,149	9,179	
	Total # of installation commitment met	17,513	16,494	17,136	15,252	12,409	12,483	12,651	11,928	10,219	11,369	9,997	9,031	
	Total # of installation commitment missed	189	214	197	182	134	133	137	130	122	149	152	148	
	% of commitment met	98.93%	98.72%	98.88%	98.82%	98.93%	98.95%	98.93%	98.92%	98.82%	98.72%	98.50%	98.39%	
Customers	Acct # for voice or bundle, res+bus	1,256,314	1,252,927	1,245,038	1,236,548	1,226,212	1,218,702	1,212,655	1,204,715	1,199,301	1,194,332	1,188,906	1,184,712	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,347,725	1,345,371	1,337,629	1,333,321	1,325,051	1,318,247	1,313,427	1,304,940	1,298,765	1,291,292	1,283,800	1,279,751
		Total # of trouble reports	8,141	7,344	7,467	6,806	6,731	7,616	8,239	8,071	7,218	8,334	7,612	7,791
		% of trouble reports	0.60%	0.55%	0.56%	0.51%	0.51%	0.01	0.63	0.62	0.56	0.65%	0.59%	0.61%
	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	5,671	5,141	5,341	4,969	5,015	5,800	6,323	6,244	5,586	6,605	5,978	6,259	
	Total # of repair tickets restored in ≤ 24hrs	4,930	4,541	4,809	4,525	4,618	5,224	5,726	5,578	5,035	5,844	5,370	5,564	
	% of repair tickets restored ≤ 24 Hours	86.93%	88.33%	90.04%	91.06%	92.08%	90.06%	90.55%	89.33%	90.13%	88.47%	97.75%	88.89%	
	Sum of the duration of all outages (hh:mm)	2,791,009	2,115,640	2,120,701	1,843,039	1,762,637	2,205,067	2,339,288	2,586,012	2,091,263	2,785,584	2,221,806	2,516,069	
	Avg. outage duration (hh:mm)	4:48	6:14	0:23	3:7	12:14	19:12	370	414	374	422	372	402.0	
Unadjusted Out of Service Report	Total # of outage report tickets	6,099	5,496	5,631	5,245	5,302	6,083	6,625	6,504	5,831	6,881	6,240	6,561	
	Total # of repair tickets restored in ≤ 24hrs	5,190	4,747	4,979	4,706	4,810	5,405	5,908	5,737	5,175	5,998	5,522	5,731	
	% of repair tickets restored ≤ 24 Hours	85.09%	86.37%	88.42%	89.72%	90.72%	88.85%	89.17%	88.20%	88.74%	87.16%	84.49%	87.80%	
	Sum of the duration of all outages (hh:mm)	105224:30	2,827,000	2,611,741	2,404,639	2,185,997	2,635,627	2,997,368	3,068,412	2,766,623	3,352,944	3,134,766	3,393,029	
	Avg. outage duration (hh:mm)	17:35	15:59	0:23	13:55	2:52	7:55	452	472	474	487	502	517.0	
Refunds	Number of customers who received refunds	4,657	2,450	2,485	2,403	2,229	1,940	1,176	1,105	1,041	1,545	1,950	1,157	
	Monthly amount of refunds	\$8,919.82	\$6,587.54	\$6,660.85	5,419	4,809	3,894	\$ 3,326.63	\$ 3,106.85	\$ 3,321.88	\$ 3,239.03	\$ 3,137.31	\$ 3,041.54	
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	93,666	82,884	84,357	85,478	84,479	76,212	82,331	89,739	91,398	94,592	86,035	82,378	
	Total # of call seconds to reach live agent	75,164	71,910	70,147	74,875	69,558	55,705	49,901	49,504	58,396	64,938	62,092	65,945	
	% ≤ 60 seconds	80.20%	86.80%	83.20%	87.60%	82.33%	73.10%	60.61%	55.16%	63.89%	68.65%	72.17%	80.05%	

Primary Utility Contact Information

Name: Tommy Johnson, Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@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)