

**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: 2020

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 (05/15/2020)			Date filed (8/17/20)			Date filed ( )			Date filed ( )		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	21,388	18,644	18,068	6,263	6,876	9,711						
	Total # of service orders	9,807	8,779	8,205	3,666	3,422	4,840						
	Avg. # of business days	2.18	2.12	2.2	1.71	2.01	2.01						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	9,807	8,779	8,205	3,666	3,422	4,840						
	Total # of installation commitment met	9,640	8,575	8,023	3,583	3,365	4,731						
	Total # of installation commitment missed	167	204	182	83	57	109						
	% of commitment met	98.30%	97.68%	97.78%	97.74%	98.33%	97.74%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,178,200	1,174,462	1,174,413	1,173,793	1,180,717	1,181,465						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,273,382	1,269,563	1,271,768	1,272,255	1,279,135	1,280,558					
		Total # of trouble reports	7,493	6,853	6,904	5,785	6,131	6,636					
		% of trouble reports	0.59%	0.54%	0.54%	0.45%	0.48%	0.52%					
	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs see statement line 45	*Please	Total # of outage report tickets	5,891	5,516	5,583	4,644	4,847	5,251					
		Total # of repair tickets restored in ≤ 24hrs	5,299	5,205	5,113	4,187	4,036	4,291					
		% of repair tickets restored ≤ 24 Hours	89.95%	94.36%	91.58%	90.15%	83.26%	81.71%					
		Sum of the duration of all outages (hh:mm)	2,286,870	1,560,962	1,919,360	1,893,566	2,973,581	4,178,774					
		Avg. outage duration (hh:mm)	388	283	344	408	613	796					
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	6,167	5,785	5,790	4,835	5,097	5,558						
	Total # of repair tickets restored in ≤ 24hrs	5,470	5,379	5,267	4,323	4,197	4,473						
	% of repair tickets restored ≤ 24 Hours	88.69%	92.98%	90.96%	89.41%	82.34%	80.47%						
	Sum of the duration of all outages (hh:mm)	3,103,350	2,175,842	2,515,520	2,374,526	3,718,061	4,999,574						
	Avg. outage duration (hh:mm)	503	376	434	491	729	900						
<b>Refunds</b>	Number of customers who received refunds	945	826	746	960	1,222	1,487						
	Monthly amount of refunds	\$2,916.10	\$2,783.72	\$1,877.00	\$ 3,086.65	\$ 4,676.54	\$ 5,775.84						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b>													
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	86,763	76,807	88,245	79,682	81,919	86,034						
	Total # of call seconds to reach live agent	71,319	70,735	59,278	46,606	62,783	68,092						
	% ≤ 60 seconds	82.19%	92.09%	67.17%	58.49%	76.64%	79.15%						

**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)



































































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