

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

Company Name: Time Warner Cable Information Services (Califor

U#: 6874-C

Report Year: 2023

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 (5/15/23)			Date filed (8/15/23)			Date filed ()			Date filed ()		
		1st Quarter			2nd Quarter			3rd Quarter			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	23,100	23,052	25,930	21,275	23,836	21,597						
	Total # of service orders	4,697	4,855	5,280	4,276	4,896	4,782						
	Avg. # of business days	4.92	4.75	4.91	4.98	4.87	4.52						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments met	4,607	4,855	5,280	4,276	4,896	4,782						
	Total # of installation commitment met	4,450	4,586	4,996	4,062	4,630	4,537						
	% of commitment met	94.74%	94.46%	94.62%	95.00%	94.57%	94.88%						
Customers	Acct # for voice or bundle, res+bus	1,105,560	1,112,632	1,098,562	1,091,115	1,085,549	1,076,500						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,017,362	1,024,161	1,010,562	1,002,811	996,458	987,400					
		Total # of trouble reports	5,174	6,548	5,897	5,131	5,569	5,372					
	% of trouble reports	0.47%	0.59%	0.54%	0.47%	0.51%	0.50%						
	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	4,476	5,403	5,002	4,229	4,658	4,500						
	Total # of repair tickets restored in ≤ 24 Hou	4,255	4,959	4,588	3,941	4,480	4,349						
	% of repair tickets restored ≤ 24 Hou	95.06%	91.78%	91.72%	93.19%	96.18%	96.64%						
	Sum of the duration of all outages (m	926,233	1,689,871	1,474,246	1,102,071	857,518	804,352						
	Avg. outage duration (mm)	207	313	295	261	184	179						
Unadjusted	Total # of outage report tickets	4,596	5,586	5,165	4,381	4,801	4,606						
	Total # of repair tickets restored in ≤ 24 Hou	4,255	4,959	4,588	3,941	4,480	4,349						
	% of repair tickets restored ≤ 24 Hou	92.58%	88.77%	88.82%	89.95%	93.31%	94.42%						
	Sum of the duration of all outages (m	1,398,373	2,293,173	2,033,673	1,570,894	1,338,569	1,154,655						
	Avg. outage duration (mm)	304	411	394	361	279	251						
Refunds	Number of customers who received r	2,602	2,513	1,959	1,652	1,459	1,746						
	Monthly amount of refunds	\$17,079.63	\$15,647.12	\$18,832.91	\$ 15,556.52	\$ 15,496.16	\$ 13,846.38						
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-	53,625	47,475	53,110	45,937	44,452	44,825						
	Total # of call seconds to reach live a	43,377	39,486	47,390	39,790	39,610	39,285						
	% < 60 seconds	80.89%	83.20%	89.23%	86.61%	89.10%	87.64%						

Primary Utility Contact Information

Name: Tommy Johnson, Sr. Manager, Telephony Regulatory

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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)