

**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: 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 (9/15/23) 1st Quarter				Date filed (8/15/23) 2nd Quarter				Date filed (11/15/23) 3rd Quarter				Date filed (1) 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	8,926	10,872	10,722				
	Total # of service orders	4,697	4,855	5,280	4,276	4,896	4,782	3,516	3,851	3,622					
	Avg. # of business days	4.92	4.75	4.91	4.98	4.87	4.52	2.54	2.82	2.96					
	Total # of installation commitments	4,607	4,855	5,280	4,276	4,896	4,782	3,516	3,851	3,622					
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	4,450	4,586	4,996	4,062	4,630	4,537	3,447	3,663	3,400					
	Total # of installation commitment missed	247	269	284	214	266	245	69	188	222					
	% of commitment met	94.74%	94.46%	94.62%	95.00%	94.57%	94.88%	98.04%	95.12%	93.87%					
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	1,069,867	1,071,155	1,051,221					
Customer Trouble Report	Total # of working lines	1,017,362	1,024,161	1,010,562	1,002,811	996,458	987,400	980,990	973,998	963,668					
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	5,174	6,548	5,897	5,131	5,569	5,372	5,589	5,800	4,574				
		% of trouble reports	0.47%	0.59%	0.54%	0.47%	0.51%	0.50%	0.52%	0.54%	0.44%				
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
		Total # 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	Total # of outage report tickets	4,476	5,403	5,002	4,229	4,658	4,500	4,736	4,803	3,682					
Out of Service Report Min. standard = 90% within 24 hrs	Total # of repair tickets restored in < 24hrs	4,255	4,959	4,588	3,941	4,480	4,349	4,605	4,585	3,571					
	% of repair tickets restored ≤ 24 Hours	95.06%	91.78%	91.72%	93.19%	96.18%	96.64%	97.23%	95.46%	96.99%					
	Sum of the duration of all outages (mm)	926,233	1,689,871	1,474,246	1,102,071	857,518	804,352	765,941	1,027,589	673,453					
	Avg. outage duration (mm)	207	313	295	261	184	179	162	214	183					
Unadjusted	Total # of outage report tickets	4,596	5,586	5,165	4,381	4,801	4,606	4,832	4,939	3,759					
	Total # of repair tickets restored in < 24hrs	4,255	4,959	4,588	3,941	4,480	4,349	4,605	4,585	3,571					
	% of repair tickets restored ≤ 24 Hours	92.58%	88.77%	88.82%	89.95%	93.31%	94.42%	95.30%	92.83%	94.99%					
	Sum of the duration of all outages (mm)	1,398,373	2,293,173	2,033,673	1,570,894	1,338,569	1,154,655	1,086,970	1,471,418	965,561					
	Avg. outage duration (mm)	304	411	394	361	279	251	225	298	257					
Refunds	Number of customers who received refunds	2,602	2,513	1,959	1,652	1,459	1,746	2,868	3,030	1,938					
	Monthly amount of refunds	\$17,079.63	\$15,647.12	\$18,832.91	\$15,556.52	\$15,496.16	\$13,846.38	\$14,757.49	\$17,337.66	\$13,121.05					
Answer Time (Trouble Reports, Billing & Non-Billing)	Total # of calls for TR, Billing & Non-Billing	53,625	47,475	53,110	45,937	44,452	44,825	43,985	49,247	45,632					
Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of call seconds to reach live agent	43,377	39,486	47,390	39,790	39,610	39,285	38,224	43,529	33,580					
	% < 60 seconds	80.89%	83.20%	89.23%	86.61%	89.10%	87.64%	86.90%	88.39%	73.59%					

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)

