

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

Company Name: Time Warner Cable Information Services (California) LLC  
 Reporting Unit Type:  Total Company  Exchange  Wire Center

U#: U-6874-C Report Year: 2024  
 Reporting Unit Name: Time Warner Cable Information Services (California) LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/24) 1st Quarter				Date filed (8/15/24) 2nd Quarter			Date filed ( ) 3rd Quarter			Date filed ( ) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	8,445	7,847	7,909	6,697	6,281	5,639					
	Total # of service orders	3,399	3,402	3,403	2,951	2,848	2,564							
	Avg. # of business days	2.48	2.31	2.32	2.27	2.21	2.20							
	Total # of installation commitments	3,399	3,402	3,403	2,951	2,848	2,564							
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitment met	3,331	3,354	3,348	2,917	2,804	2,527							
	Total # of installation commitment missed	68	48	55	34	44	37							
	% of commitment met	98.00%	98.59%	98.38%	98.85%	98.46%	98.56%							
<b>Customers</b>	Acct # for voice or bundle, res+bus	931,968	922,971	910,963	900,509	890,402	880,068							
<b>Customer Trouble Report</b>	Total # of working lines	1,014,385	1,005,040	992,405	982,283	974,308	962,556							
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	4,933	5,115	4,529	4,460	4,162	3,982							
	% of trouble reports	0.49%	0.51%	0.46%	0.45%	0.43%	0.41%							
	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	Total # of outage report tickets	4,000	4,088	3,687	3,677	3,411	3,268							
	Total # of repair tickets restored in < 24hrs	3,931	4,031	3,636	3,639	3,378	3,231							
	% of repair tickets restored ≤ 24 Hours	98.28%	98.61%	98.62%	98.97%	99.03%	98.87%							
	Sum of the duration of all outages (mm)	494,303	582,004	449,785	460,673	389,419	374,734							
	Avg. outage duration (mm)	124	142	122	125	114	115							
<b>Unadjusted</b>	Total # of outage report tickets	4,077	4,172	3,772	3,746	3,475	3,314							
	Total # of repair tickets restored in < 24hrs	3,931	4,031	3,636	3,639	3,378	3,231							
	% of repair tickets restored ≤ 24 Hours	96.41%	96.62%	96.39%	97.14%	97.20%	97.49%							
	Sum of the duration of all outages (mm)	758,435	838,999	687,121	710,969	610,413	542,212							
	Avg. outage duration (mm)	186	201	182	190	176	164							
	%<60 seconds													
<b>Refunds</b>	Number of customers who received refunds	1,133	1,600	1,998	1,233	2,684	1,789							
	Monthly amount of refunds	\$11,492.47	\$10,194.54	\$11,173.44	\$8,043.14	\$8,105.96	\$8,395.50							
<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	42,588	42,750	43,352	40,039	39,298	38,047							
	Total # of call seconds to reach live agent	40,112	38,537	38,041	36,994	36,241	33,463							
	%<60 seconds	94.19%	90.15%	87.75%	92.40%	92.22%	87.95%							

**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)























































