

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

Company Name: Time Warner Cable Information Services (California) LLC

U#: U-6874-C

Report Year: 2024

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 (5/15/24) 1st Quarter			Date filed (8/15/24) 2nd Quarter			Date filed (11/15/24) 3rd Quarter			Date filed () 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	8,445	7,847	7,909	6,697	6,281	5,639	6,233	6,937	6,072	
	Total # of service orders	3,399	3,402	3,403	2,951	2,848	2,564	2,748	2,993	2,679			
	Avg. # of business days	2.48	2.31	2.32	2.27	2.21	2.20	2.27	2.32	2.27			
	Total # of installation commitments	3,399	3,402	3,403	2,951	2,848	2,564	2,748	2,993	2,679			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	3,331	3,354	3,348	2,917	2,804	2,527	2,696	2,943	2,642			
	Total # of installation commitment missed	68	48	55	34	44	37	52	50	37			
	% of commitment met	98.00%	98.59%	98.38%	98.85%	98.46%	98.56%	98.11%	98.33%	98.62%			
Customers	Acct # for voice or bundle, res+bus												
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,014,385	1,005,040	992,405	982,283	974,308	962,556	962,853	938,790	928,041		
		Total # of trouble reports	931,968	922,971	910,963	900,509	890,402	880,068	868,627	856,907	848,116		
		% of trouble reports	0.49%	0.51%	0.46%	0.45%	0.43%	0.41%	0.62%	0.60%	0.62%		
	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	4,000	4,088	3,687	3,677	3,411	3,268	5,081	4,766	4,966			
	Total # of repair tickets restored in ≤ 24hrs	3,931	4,031	3,636	3,639	3,378	3,231	5,028	4,674	4,912			
	% of repair tickets restored ≤ 24 Hours	98.28%	98.61%	98.62%	98.97%	99.03%	98.87%	98.96%	98.07%	98.91%			
	Sum of the duration of all outages (mm)	494,303	582,004	449,785	460,673	389,419	374,734	473,585	538,109	379,043			
	Avg. outage duration (mm)	124	142	122	125	114	115	93	113	76			
Unadjusted	Total # of outage report tickets	4,077	4,172	3,772	3,746	3,475	3,314	5,146	4,847	5,024			
	Total # of repair tickets restored in ≤ 24hrs	3,931	4,031	3,636	3,639	3,378	3,231	5,028	4,674	4,912			
	% of repair tickets restored ≤ 24 Hours	96.41%	96.62%	96.39%	97.14%	97.20%	97.49%	97.70%	96.43%	97.70%			
	Sum of the duration of all outages (mm)	758,435	838,999	687,121	710,969	610,413	542,212	682,861	862,044	595,622			
	Avg. outage duration (mm)	186	201	182	190	176	164	133	178	119			
Refunds	Number of customers who received refunds	1,133	1,600	1,998	1,233	2,684	1,789	1,928	1,765	3,205			
	Monthly amount of refunds	\$11,492.47	\$10,194.54	\$11,173.44	\$8,043.14	\$8,105.96	\$8,395.50	\$9,060.69	\$7,908.99	\$9,975.32			
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	42,588	42,750	43,352	40,039	39,298	38,047	42,642	40,961	36,406			
	Total # of call seconds to reach live agent	40,112	38,537	38,041	36,994	36,241	33,463	35,569	31,886	28,162			
	% ≤ 60 seconds	94.19%	90.15%	87.75%	92.40%	92.22%	87.95%	83.41%	77.84%	77.35%			

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)

