

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#: 6874-C

Report Year: 2025

Reporting Unit Name: Time Warner Cable Information Services (California), LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/25)			Date filed (8/15/25)			Date filed (11/17/25)			Date filed (1/15/26)		
		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	6,191	5,792	6,090	6,240	6,325	5,827	6,260	6,500	6,499			
	Total # of service orders	2,736	2,604	2,873	3,035	3,057	2,732	2,852	2,992	3,002			
	Avg. # of business days	2.26	2.22	2.12	2.06	2.07	2.13	2.19	2.17	2.16			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2,726	2,604	2,873	3,035	3,057	2,732	2,852	2,992	3,002			
	Total # of installation commitment met	2,684	2,557	2,814	2,972	3,004	2,668	2,763	2,917	2,929			
	Total # of installation commitment missed	52	59	55	63	53	64	89	75	73			
Customers	Acct # for voice or bundle, res+bus	815,866	806,566	794,629	783,030	772,706	765,621	757,660	748,337	741,680			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	892,994	872,388	852,195	846,379	822,074	809,059	796,406	781,873	770,688		
	Total # of trouble reports	5,586	4,618	4,654	4,601	4,674	4,891	4,838	5,214	4,676			
	% of trouble reports	0.63%	0.53%	0.55%	0.54%	0.57%	0.60%	0.61%	0.67%	0.61%			
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/ \leq 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	4,834	3,874	3,877	3,866	3,979	4,207	4,040	4,416	3,901			
	Total # of repair tickets restored in < 24hrs	4,814	3,859	3,855	3,825	3,955	4,195	4,020	4,349	3,849			
	% of repair tickets restored \leq 24 Hours	99.59%	99.61%	99.43%	98.94%	99.40%	99.71%	99.50%	98.48%	98.67%			
##	Sum of the duration of all outages (mm)	298,675	259,856	307,360	393,263	362,487	304,492	350,413	471,745	390,520			
	Avg. outage duration (mm)	62	67	79	102	91	72	87	107	100			
	Total # of outage report tickets	4,879	3,937	3,931	3,933	4,050	4,258	4,107	4,478	3,973			
Unadjusted	Total # of repair tickets restored in < 24hrs	4,814	3,859	3,855	3,825	3,955	4,195	4,020	4,349	3,849			
	% of repair tickets restored \leq 24 Hours	98.66%	98.01%	98.06%	97.25%	97.65%	98.52%	97.88%	97.11%	96.87%			
	Sum of the duration of all outages (mm)	498,843	474,321	490,503	654,265	618,860	497,185	535,045	647,977	583,094			
Refunds	Avg. outage duration (mm)	102	120	125	166	153	117	130	145	147			
	Number of customers who received refunds	5,614	2,238	1,596	1,623	2,188	4,792	2,369	3,708	2,894			
	Monthly amount of refunds	\$17,181.74	\$10,547.24	\$10,247.82	\$8,535.41	\$7,777.43	\$11,095.67	\$7,273.41	\$7,772.65	\$7,732.31			
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls \leq 60 seconds to reach live agent (w/a menu option to reach live agent). Total # of calls for TR, Billing & Non-Billing 35,093 31,881 34,113 31,830 31,090 29,988 30,376 30,687 29,610 Total # of call seconds to reach live agent 34,644 31,444 33,416 31,663 30,925 29,817 28,436 28,559 27,706 % \leq 60 seconds 98.72% 98.63% 97.96% 99.48% 99.47% 99.43% 93.61% 93.07% 93.57%													

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)

