

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:		2025	
Reporting Unit Type:		<input checked="" type="checkbox"/> Total Company <input type="checkbox"/> Exchange <input type="checkbox"/> Wire Center					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 ( )			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval		Total # of business days	6,191	5,792	6,090	6,240	6,325	5,827	6,260	6,500	6,499			
Min. standard = 5 bus. days		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		Total # of installation commitments	2,726	2,604	2,873	3,035	3,057	2,732	2,852	2,992	3,002			
Min. standard = 95% commitment met		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			
		% of commitment met	98.10%	98.20%	97.95%	97.92%	98.27%	97.66%	96.88%	97.49%	97.57%			
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/ ≥ 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/ ≤ 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 ≤ 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			
Unadjusted		Total # of outage report tickets	4,879	3,937	3,931	3,933	4,050	4,258	4,107	4,478	3,973			
		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 ≤ 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			
		Avg. outage duration (mm)	102	120	125	166	153	117	130	145	147			
Refunds		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 ≤ 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												

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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)























































