

**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: 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 (8/15/25)			Date filed (2/16/26)			
		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	6,290	5,365	5,700	
	Total # of service orders	2,736	2,604	2,873	3,035	3,057	2,732	2,852	2,992	3,002	3,013	2,583	2,722	
	Avg. # of business days	2.26	2.22	2.12	2.08	2.07	2.13	2.19	2.17	2.16	2.09	2.08	2.09	
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	3,013	2,583	2,722	
	Total # of installation commitment met	2,684	2,557	2,814	2,972	3,004	2,668	2,763	2,917	2,929	2,929	2,520	2,665	
	Total # of installation commitment missed	52	59	55	63	53	64	89	75	73	84	63	57	
	% of commitment met	98.10%	98.20%	97.95%	97.92%	98.27%	97.66%	96.88%	97.49%	97.57%	97.21%	97.56%	97.91%	
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	735,011	729,789	725,327	
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	758,713	748,694	739,497
		Total # of trouble reports	5,586	4,618	4,654	4,601	4,674	4,891	4,838	5,214	4,676	4,891	4,852	4,713
		% of trouble reports	0.63%	0.53%	0.55%	0.54%	0.57%	0.60%	0.61%	0.67%	0.61%	0.64%	0.65%	0.64%
	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	Total # of outage report tickets	4,834	3,874	3,877	3,866	3,979	4,207	4,040	4,416	3,901	4,131	4,088	3,916	
	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	4,099	4,038	3,868	
	% of repair tickets restored ≤ 24 Hours	99.59%	99.61%	99.43%	98.94%	99.40%	99.71%	99.50%	98.48%	98.67%	99.23%	98.78%	98.77%	
Out of Service Report Min. standard = 90% within 24 hrs	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	406,688	334,138	404,747	
	Avg. outage duration (mm)	62	79	79	102	91	72	87	107	100	98	82	103	
	% of outage report tickets	4,879	3,937	3,931	3,933	4,050	4,258	4,107	4,478	3,973	4,195	4,157	4,001	
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	4,099	4,038	3,868	
	% of repair tickets restored ≤ 24 Hours	98.66%	98.01%	98.06%	97.25%	97.65%	98.52%	97.88%	97.11%	98.67%	97.71%	97.13%	96.67%	
	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	610,731	551,681	657,893	
	Avg. outage duration (mm)	102	120	125	166	153	117	130	145	147	146	133	164	
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	1,875	3,767	2,532	
	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	\$4,867.33	\$6,688.63	\$6,703.18	
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	30,774	27,498	26,418	
	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	29,373	26,134	25,414	
	% < 60 seconds	98.72%	98.63%	97.96%	99.48%	99.47%	99.43%	93.61%	93.07%	93.57%	95.45%	95.04%	96.20%	

Primary Utility Contact Information

Name: Tommy Johnson, Sr. Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@charter.com

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)

