

**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: 2026
Reporting Unit Name: Time Warner Cable Information Services (California), LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/26)			Date filed (8/17/26)			Date filed ()			Date filed ()		
		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	6,429	5,813	6,369	6,747	6,556	7,122						
	Total # of service orders	3,125	2,825	3,002	3,163	2,943	3,058						
	Avg. # of business days	2.06	2.14	2.12	2.13	2.23	2.33						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3,125	2,825	3,002	3,163	2,943	3,058						
	Total # of installation commitment met	3,064	2,569	2,939	3,089	2,880	2,989						
	Total # of installation commitment missed	61	56	63	74	63	69						
	% of commitment met	98.05%	97.87%	97.90%	97.66%	97.86%	97.74%						
Customers	Acct # for voice or bundle, res+bus	668,732	658,761	647,459	637,054	626,424	617,558						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	738,677	717,920	704,625	692,593	679,967	670,013					
		Total # of trouble reports	4,766	4,272	4,541	4,116	3,711	3,510					
		% of trouble reports	0.65%	0.60%	0.64%	0.59%	0.55%	0.52%					
	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	3,885	3,493	3,716	3,240	3,057	2,853						
	Total # of repair tickets restored in < 24hrs	3,857	3,462	3,647	3,179	2,970	2,722						
	% of repair tickets restored ≤ 24 Hours	99.28%	99.11%	98.14%	98.12%	97.15%	95.41%						
	Sum of the duration of all outages (mm)	425,834	360,335	459,128	390,469	412,367	488,017						
	Avg. outage duration (mm)	110	103	124	121	135	171						
Unadjusted	Total # of outage report tickets	3,979	3,569	3,789	3,430	3,142	2,944						
	Total # of repair tickets restored in < 24hrs	3,857	3,462	3,647	3,179	2,970	2,722						
	% of repair tickets restored ≤ 24 Hours	96.93%	97.00%	96.25%	92.66%	88.82%	92.45%						
	Sum of the duration of all outages (mm)	675,395	568,014	668,779	695,790	673,465	806,065						
	Avg. outage duration (mm)	170	159	177	208	214	274						
Refunds	Number of customers who received refunds	2,560	2,128	2,797	2,276	3,501	3,407						
	Monthly amount of refunds	\$5,667.18	\$7,731.63	\$7,256.44	\$5,857.57	\$7,244.41	\$8,233.83						
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	21,493	20,477	19,910	16,898	15,849	15,789						
	Total # of call seconds to reach live agent	18,696	17,302	17,283	15,601	14,014	13,507						
	% < 60 seconds	86.99%	84.50%	86.81%	92.33%	88.42%	85.55%						

Primary Utility Contact Information

Name: Tommy Johnson, Director, Telephone 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)

