

**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) | | | Date filed (8/15/24) | | | Date filed (11/15/24) | | | Date filed (2/17/25) | | | |
|--|---|----------------------------|-------------|-------------|----------------------|------------|------------|-----------------------|------------|------------|----------------------|------------|------------|---------|
| | | 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 | 8,445 | 7,847 | 7,909 | 6,697 | 6,281 | 5,639 | 6,233 | 6,937 | 6,072 | 5,995 | 5,293 | 4,919 | |
| | Total # of service orders | 3,399 | 3,402 | 3,403 | 2,951 | 2,848 | 2,564 | 2,748 | 2,993 | 2,679 | 2,777 | 2,349 | 2,196 | |
| | Avg. # of business days | 2.48 | 2.31 | 2.32 | 2.27 | 2.21 | 2.20 | 2.27 | 2.32 | 2.27 | 2.16 | 2.25 | 2.24 | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 3,399 | 3,402 | 3,403 | 2,951 | 2,848 | 2,564 | 2,748 | 2,993 | 2,679 | 2,777 | 2,349 | 2,196 | |
| | Total # of installation commitment met | 3,331 | 3,354 | 3,348 | 2,917 | 2,804 | 2,527 | 2,696 | 2,943 | 2,642 | 2,734 | 2,308 | 2,146 | |
| | Total # of installation commitment missed | 68 | 48 | 55 | 34 | 44 | 37 | 52 | 50 | 37 | 43 | 41 | 50 | |
| Customers | Acct # for voice or bundle, res+bus | 98.00% | 98.59% | 98.38% | 98.85% | 98.46% | 98.56% | 98.11% | 98.33% | 98.62% | 98.45% | 98.25% | 97.72% | |
| 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 | 915,192 | 903,716 | 983,159 |
| | | Total # of trouble reports | 931,968 | 922,971 | 910,963 | 900,509 | 890,402 | 880,068 | 868,627 | 856,907 | 848,116 | 839,079 | 831,546 | 824,715 |
| | | % of trouble reports | 0.49% | 0.51% | 0.46% | 0.45% | 0.43% | 0.41% | 0.62% | 0.60% | 0.62% | 0.56% | 0.53% | 0.51% |
| | 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 | 4,352 | 4,138 | 3,869 | |
| | 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 | 4,333 | 4,126 | 3,854 | |
| | % of repair tickets restored ≤ 24 Hours | 98.28% | 98.61% | 98.62% | 98.97% | 99.03% | 98.87% | 98.96% | 98.07% | 98.91% | 99.56% | 99.71% | 99.61% | |
| | 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 | 329,405 | 224,278 | 301,789 | |
| # | Avg. outage duration (mm) | 124 | 142 | 122 | 125 | 114 | 115 | 93 | 113 | 76 | 76 | 54 | 78 | |
| Unadjusted | Total # of outage report tickets | 4,077 | 4,172 | 3,772 | 3,746 | 3,475 | 3,314 | 5,146 | 4,847 | 5,024 | 4,406 | 4,179 | 3,915 | |
| | 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 | 4,333 | 4,126 | 3,854 | |
| | % of repair tickets restored ≤ 24 Hours | 96.41% | 96.62% | 96.39% | 97.14% | 97.20% | 97.49% | 97.70% | 96.43% | 97.70% | 98.34% | 98.73% | 98.44% | |
| | 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 | 489,771 | 389,336 | 462,368 | |
| # | Avg. outage duration (mm) | 186 | 201 | 182 | 190 | 176 | 164 | 133 | 178 | 119 | 111 | 93 | 118 | |
| 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 | 1,757 | 1,579 | 1,806 | |
| | 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 | \$7,859.32 | \$5,274.43 | \$7,171.11 | |
| 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 | 36,604 | 31,549 | 30,532 | |
| | 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 | 30,338 | 28,458 | 28,346 | |
| | % ≤ 60 seconds | 94.19% | 90.15% | 87.75% | 92.40% | 92.22% | 87.95% | 83.41% | 77.84% | 77.35% | 82.88% | 90.20% | 92.80% | |

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)

