

**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: 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 ()			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	3,399	3,402	3,403									
	Total # of service orders	8,445	7,847	7,909									
	Avg. # of business days	2.48	2.31	2.32									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3,399	3,402	3,403									
	Total # of installation commitment met	3,331	3,354	3,348									
	Total # of installation commitment missed	68	48	55									
	% of commitment met	98.00%	98.59%	98.38%									
Customers	Acct # for voice or bundle, res+bus												
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								
		Total # of trouble reports	931,968	922,971	910,963								
		% of trouble reports	0.49%	0.51%	0.46%								
	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									
	Total # of repair tickets restored in < 24hrs	3,931	4,031	3,636									
	% of repair tickets restored ≤ 24 Hours	98.28%	98.61%	98.62%									
	Sum of the duration of all outages (mm)	494,303	582,004	449,785									
	Avg. outage duration (mm)	124	142	122									
Unadjusted	Total # of outage report tickets	4,077	4,172	3,772									
	Total # of repair tickets restored in ≤ 24hrs	3,931	4,031	3,636									
	% of repair tickets restored ≤ 24 Hours	96.41%	96.62%	96.39%									
	Sum of the duration of all outages (mm)	758,435	838,999	687,121									
	Avg. outage duration (mm)	186	201	182									
Refunds	Number of customers who received refunds	1,133	1,600	1,998									
	Monthly amount of refunds	\$11,492.47	\$10,194.54	\$11,173.44									
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									
	Total # of call seconds to reach live agent	40,112	38,537	38,041									
	% ≤ 60 seconds	94.19%	90.15%	87.75%									

Primary Utility Contact Information

Name: Tommy Johnson, Sr. Manager, Telephony Regulatory

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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)

