

**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: 2021

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 (5/11/21)			Date filed (8/16/2021)			Date filed (2/11/2022)			Date filed (2/15/2022)			
	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	7,893	6,863	9,376	8,852	7,987	9,293	8,533	8,339	9,248	9,622	8,878	9,540
	Total # of service orders	3,824	3,746	4,734	4,572	4,217	4,614	4,365	4,545	4,850	4,944	4,742	4,806
	Avg. # of business days	2.06	1.83	1.98	1.94	1.89	2.01	1.95	1.83	1.91	1.95	1.87	1.99
	Total # of installation commitments	3,824	3,746	4,734	4,572	4,217	4,614	4,365	4,545	4,850	4,944	4,742	4,806
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	3,748	3,680	4,640	4,464	4,143	4,519	4,289	4,345	4,639	4,760	4,473	5
	Total # of installation commitment missed	76	66	94	108	74	95	76	200	211	184	269	172
	% of commitment met	98.01%	98.24%	98.01%	97.64%	98.25%	97.94%	98.26%	95.60%	95.65%	96.28%	94.33%	96.42%
Customers	Acct # for voice or bundle, res+bus	1,261,527	1,258,809	1,256,639	1,254,246	1,250,761	1,246,715	1,238,480	1,231,607	1,226,052	1,124,924	1,213,301	1,208,846
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,167,175	1,164,345	1,161,824	1,158,683	1,154,906	1,149,835	1,142,024	1,135,447	1,130,521	1,128,253	1,120,848
		Total # of trouble reports	6,713	6,282	6,785	5,873	5,634	5,714	5,513	5,429	5,144	5,095	4,741
		% of trouble reports	0.53%	0.50%	0.54%	0.47%	0.45%	0.46%	0.45%	0.44%	0.42%	0.42%	0.39%
	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	4,896	4,529	4,856	4,327	4,175	4,156	3,986	4,264	4,035	4,005	3,813	4,001
	Total # of repair tickets restored in ≤ 24hrs	4,452	4,183	4,577	4,126	4,031	3,934	3,701	3,950	3,714	3,731	3,568	3,647
	% of repair tickets restored ≤ 24 Hours	90.93%	92.36%	94.25%	95.35%	96.55%	94.65%	92.85%	92.64%	92.04%	93.16%	93.57%	91.15%
	Sum of the duration of all outages (hh:mm)	3,155,425	1,958,310	1,117,126	908,204	743,174	970,484	1,129,513	1,341,535	1,296,549	1,242,086	1,149,088	1,386,677
Avg. outage duration (hh:mm)	644	432	230	210	178	234	69,098	71,373	71,097	78,400	75,393	77,384	
Unadjusted Out of Service Report	Total # of outage report tickets	5,564	5,166	5,570	4,802	4,589	4,633	4,444	4,410	4,195	4,166	3,930	4,195
	Total # of repair tickets restored in ≤ 24hrs	4,833	4,550	4,972	4,400	4,311	4,223	3,969	4,060	3,813	3,835	3,642	3,769
	% of repair tickets restored ≤ 24 Hours	86.86%	88.07%	89.26%	91.62%	93.94%	91.15%	89.31%	92.06%	90.89%	92.05%	92.67%	89.84%
	Sum of the duration of all outages (hh:mm)	4,075,585	2,485,350	1,431,046	1,111,244	937,574	1,216,724	1,420,393	1,708,735	1,655,109	1,517,126	1,791,328	1,818,677
Avg. outage duration (hh:mm)	732	481	257	231	204	263	77,402	86,733	85,046	90,900	118,270	97,035	
Refunds	Number of customers who received refunds	843	901	1,345	1,028	743	774	732	586	935	2,152	5,124	1,815
	Monthly amount of refunds	\$3,787.10	\$4,680.07	\$6,890.33	\$ 7,238.14	\$ 5,522.17	\$ 4,970.42	\$ 6,933.37	\$ 8,278.16	\$ 11,176.53	\$ 11,943.75	\$ 12,311.49	\$ 6,484.17
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	81,843	70,758	80,868	69,122	63,100	69,468	67,065	64,530	60,610	61,295	57,015	58,306
	Total # of call seconds to reach live agent	62,839	69,795	80,326	64,006	58,439	58,583	58,248	53,883	50,707	56,104	52,814	54,901
	% ≤ 60 seconds	76.78%	88.24%	93.02%	92.60%	92.48%	84.33%	86.85%	83.50%	83.66%	91.53%	92.63%	94.16%

Name: Tommy Johnson, Manager, Telephony Regulatory

Primary Utility Contact Information
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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)

