

**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: 2022

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 (5/16/22)			Date filed (8/15/2022)			Date filed (11/15/2022)			Date filed (2/15/2023)		
		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	9,797	9,657	11,803	27,028	23,231	25,016	23,761	25,109	26,699	25,881	22,521	23,646
	Total # of service orders	4,644	5,005	6,090	5,846	5,109	5,171	4,358	4,994	5,208	5,049	4,570	4,257
	Avg. # of business days	2.11	1.93	1.94	4.62	4.55	4.84	5.45	5.03	5.13	5.13	4.93	5.55
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	4,644	5,005	6,090	5,846	5,109	5,171	4,358	4,994	5,208	5,049	4,570	4,257
	Total # of installation commitment met	4,489	4,806	5,821	5,615	4,914	4,961	4,203	4,828	4,922	4,696	4,301	3,981
	Total # of installation commitment missed	155	199	269	231	195	210	155	166	286	353	269	276
Customers	% of commitment met	96.66%	96.02%	95.58%	96.05%	96.18%	95.94%	96.44%	96.68%	94.51%	93.01%	94.11%	93.52%
	Acct # for voice or bundle, res+bus	1,218,212	1,219,722	1,193,616	1,200,141	1,177,918	1,170,245	1,167,035	1,154,902	1,146,920	1,135,938	1,128,026	1,120,500
Customer Trouble Report	Total # of working lines	1,112,317	1,107,433	1,101,461	1,094,120	1,085,028	1,076,346	1,067,027	1,061,709	1,054,781	1,045,695	1,038,703	1,031,873
	Total # of trouble reports for units w/ ≥ 3,000 lines	4,801	3,981	4,597	4,249	3,808	4,340	4,902	5,453	4,987	5,018	5,224	5,211
	% of trouble reports	0.39%	0.33%	0.39%	0.35%	0.32%	0.37%	0.42%	0.47%	0.43%	0.44%	0.46%	0.47%
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)												
Min. Standard	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
Adjusted	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3,640	3,232	3,614	3,300	2,930	3,423	3,986	4,433	4,069	4,174	4,328	4,373
	Total # of repair tickets restored in < 24hrs	2,993	2,983	3,386	3,114	2,726	3,198	3,759	4,166	3,803	3,967	4,037	4,095
	% of repair tickets restored ≤ 24 Hours	82.23%	92.30%	93.69%	94.36%	93.04%	93.43%	94.31%	93.98%	93.46%	95.04%	93.28%	93.64%
#	Sum of the duration of all outages (mm)	2,328,390	1,051,664	1,060,478	877,558	810,518	972,334	981,603	1,085,831	1,026,814	938,353	1,114,655	1,185,958
	Avg. outage duration (mm)	640	325	293	266	277	284	246	245	261	225	258	271
Unadjusted	Total # of outage report tickets	3,909	3,345	3,740	3,495	3,101	3,610	4,169	4,641	4,255	4,352	4,533	4,543
	Total # of repair tickets restored in < 24hrs	3,135	3,054	3,470	3,114	2,726	3,198	3,759	4,166	3,803	3,967	4,037	4,095
	% of repair tickets restored ≤ 24 Hours	80.19%	91.30%	92.78%	89.09%	87.90%	88.58%	90.16%	89.76%	89.37%	91.15%	89.05%	90.15%
	Sum of the duration of all outages (mm)	2,819,430	1,335,344	1,390,238	1,459,384	1,311,435	1,623,101	1,586,359	1,820,923	1,755,108	1,529,845	1,865,021	1,814,585
Refunds	Avg. outage duration (mm)	721	399	372	418	423	450	381	392	412	411	399	
	Number of customers who received refunds	2,177	1,285	1,549	2,207	2,858	2,086	1,598	1,896	1,668	1,517	1,976	1,496
	Monthly amount of refunds	\$11,235.89	\$8,832.37	\$17,046.78	\$ 16,092.18	\$ 16,521.25	\$ 12,014.61	\$ 12,991.02	\$ 12,749.08	\$ 11,638.12	\$ 11,609.91	\$ 12,897.25	\$ 13,188.84
Answer Time (Trouble Reports, Billing & Non-Billing)	Total # of calls for TR, Billing & Non-Billing	58,101	50,468	56,299	52,585	57,152	56,156	51,440	55,107	50,649	48,715	46,112	46,292
	Min. standard = 80% of calls < 60 seconds to reach live agent (w/a menu option to reach live agent).	48,567	47,671	53,079	47,042	44,966	43,167	36,913	43,295	42,668	40,796	39,148	40,084
	% < 60 seconds	83.59%	94.45%	94.28%	89.46%	78.67%	76.86%	71.76%	78.57%	84.24%	83.74%	84.90%	86.60%

Primary Utility Contact Information

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he following reporting quarter. 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)

