

**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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Time Warner Cable Information Services (California) LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (8/15/2020) 2nd Quarter			Date filed (11/16/2020) 3rd Quarter			Date filed (2/15/2021) 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	21,388	18,644	18,068	6,263	6,876	9,711	9,656	8,760	7,415	8,492	7,637
	Total # of service orders	9,807	8,779	8,205	3,666	3,422	4,840	5,241	4,743	4,619	4,887	4,106	4,283	
	Avg. # of business days	2.18	2.12	2.2	1.71	2.01	2.01	1.84	1.85	1.61	1.74	1.86	1.92	
	Total # of installation commitments	9,807	8,779	8,205	3,666	3,422	4,840	5,241	4,743	4,619	4,887	4,106	4,283	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	9,640	8,575	8,023	3,583	3,365	4,731	5,139	4,661	4,489	4,736	4,008	4,199	
	Total # of installation commitment missed	167	204	182	83	57	109	102	82	130	151	98	84	
	% of commitment met	98.30%	97.68%	97.78%	97.74%	98.33%	97.74%	98.05%	98.27%	97.19%	96.91%	97.61%	98.04%	
Customers	Acct # for voice or bundle, res+bus	1,178,200	1,174,462	1,174,413	1,173,793	1,180,717	1,181,465	1,180,703	1,183,788	1,179,408	1,176,419	1,175,313	1,172,155	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,273,382	1,269,563	1,271,768	1,272,255	1,279,135	1,280,558	1,280,466	1,283,549	1,283,875	1,273,797	1,271,083	1,283,594
		Total # of trouble reports	7,493	6,853	6,904	5,785	6,131	6,636	6,485	5,806	6,081	6,697	6,176	6,537
		% of trouble reports	0.59%	0.54%	0.54%	0.45%	0.48%	0.52%	0.51%	0.45%	0.47%	0.53%	0.49%	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	5,891	5,516	5,583	4,644	4,847	5,251	4,998	4,385	4,660	5,042	4,652	4,793	
	Total # of repair tickets restored in ≤ 24hrs	5,299	5,205	5,113	4,187	4,036	4,291	4,050	3,527	3,821	4,317	4,174	4,352	
	% of repair tickets restored ≤ 24 Hours	89.95%	94.36%	91.58%	90.15%	83.26%	81.71%	81.03%	80.43%	81.99%	85.62%	89.72%	90.79%	
	Sum of the duration of all outages (hh:mm)	2,286,870	1,560,962	1,919,360	1,893,566	2,973,581	4,178,774	4,804,450	5,036,035	6,286,291	5,647,645	3,214,182	2,359,823	
	Avg. outage duration (hh:mm)	388	283	344	408	613	796	961	1,148	1,349	1,120	691	492.0	
Unadjusted Out of Service Report	Total # of outage report tickets	6,167	5,785	5,790	4,835	5,097	5,558	5,359	4,808	5,097	5,611	5,173	5,444	
	Total # of repair tickets restored in ≤ 24hrs	5,470	5,379	5,267	4,323	4,197	4,473	4,251	3,762	4,072	4,669	4,522	4,715	
	% of repair tickets restored ≤ 24 Hours	88.69%	92.98%	90.96%	89.41%	82.34%	80.47%	79.32%	78.24%	79.89%	83.21%	87.41%	86.60%	
	Sum of the duration of all outages (hh:mm)	3,103,350	2,175,842	2,515,520	2,374,526	3,718,061	4,999,574	6,015,490	6,022,435	7,703,251	6,623,965	4,199,142	2,894,063	
	Avg. outage duration (hh:mm)	503	376	434	491	729	900	1,123	1,253	1,511	1,181	812	532.0	
Refunds	Number of customers who received refunds	945	826	746	960	1,222	1,487	1,073	985	1,225	1,064	788	661	
	Monthly amount of refunds	\$2,916.10	\$2,783.72	\$1,877.00	\$ 3,086.65	\$ 4,676.54	\$ 5,775.84	\$ 3,414.51	\$ 3,363.04	\$ 3,706.92	\$ 3,554.27	\$ 2,549.14	\$ 3,193.87	
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	86,763	76,807	88,245	79,682	81,919	86,034	86,522	85,170	84,323	82,910	73,559	78,562	
	Total # of call seconds to reach live agent	71,319	70,735	59,278	46,606	62,783	68,092	62,250	56,162	59,408	68,677	62,899	67,811	
	% < 60 seconds	82.19%	92.09%	67.17%	58.49%	76.64%	79.15%	71.94%	65.94%	70.45%	82.83%	85.50%	86.31%	
Out of Service Adjusted Report: Exclusion Statement:		Pursuant to GO 133-D §3.4(b), Charter respectfully requests that the months of Oct and Nov 2020 for Out of Service Repairs Intervals be excluded due to the extraordinary circumstances related to the coronavirus pandemic. On March 4, 2020, California Governor Gavin Newsom declared a statewide State of Emergency which remains in effect to this date related to the impact in California of the COVID-19 coronavirus. As detailed in the attached document entitled, "Our Ongoing Commitment to Our Customers and the Communities We Serve". Charter has taken steps necessary to serve and meet the connectivity needs of our communities while protecting the safety of our employees and customers. Although out of service repair intervals have dropped below GO 133-D metric standards during the period, under the circumstances, Charter has performed to the best of its capabilities and has extended itself to its subscribers in need. Charter anticipates returning to compliance when the pandemic eases.												

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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)

