

**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 ()			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		7,893	6,863	9,376									
	Total # of service orders		3,824	3,746	4,734									
	Avg. # of business days		2.06	1.83	1.98									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments		3,824	3,746	4,734									
	Total # of installation commitment met		3,748	3,680	4,640									
	Total # of installation commitment missed		76	66	94									
	% of commitment met		98.01%	98.24%	98.01%									
Customers	Acct # for voice or bundle, res+bus		1,261,527	1,258,809	1,256,639									
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									
		Total # of trouble reports	6,713	6,282	6,785									
		% of trouble reports	0.53%	0.50%	0.54%									
	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									
	Total # of repair tickets restored in ≤ 24hrs		4,452	4,183	4,577									
	% of repair tickets restored ≤ 24 Hours		90.93%	92.36%	94.25%									
	Sum of the duration of all outages (hh:mm)		3,155,425	1,958,310	1,117,126									
	Avg. outage duration (hh:mm)		644	432	230									
Unadjusted Out of Service Report	Total # of outage report tickets		5,564	5,166	5,570									
	Total # of repair tickets restored in ≤ 24hrs		4,833	4,550	4,972									
	% of repair tickets restored ≤ 24 Hours		86.86%	88.07%	89.26%									
	Sum of the duration of all outages (hh:mm)		4,075,585	2,485,350	1,431,046									
	Avg. outage duration (hh:mm)		732	481	257									
Refunds	Number of customers who received refunds		843	901	1,345									
	Monthly amount of refunds		\$3,787.10	\$4,680.07	\$6,890.33									
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									
	Total # of call seconds to reach live agent		62,839	69,795	80,326									
	% < 60 seconds		76.78%	88.24%	93.02%									

Primary Utility Contact Information

Name: Tommy Johnson, Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@charter.com