

**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	8,852	7,987	9,293						
	Total # of service orders	3,824	3,746	4,734	4,572	4,217	4,614						
	Avg. # of business days	2.06	1.83	1.98	1.94	1.89	2.01						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3,824	3,746	4,734	4,572	4,217	4,614						
	Total # of installation commitment met	3,748	3,680	4,640	4,464	4,143	4,519						
	Total # of installation commitment missed	76	66	94	108	74	95						
	% of commitment met	98.01%	98.24%	98.01%	97.64%	98.25%	97.94%						
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						
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					
		Total # of trouble reports	6,713	6,282	6,785	5,873	5,634	5,714					
		% of trouble reports	0.53%	0.50%	0.54%	0.47%	0.45%	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	4,896	4,529	4,856	4,327	4,175	4,156						
	Total # of repair tickets restored in ≤ 24hrs	4,452	4,183	4,577	4,126	4,031	3,934						
	% of repair tickets restored ≤ 24 Hours	90.93%	92.36%	94.25%	95.35%	96.55%	94.65%						
	Sum of the duration of all outages (hh:mm)	3,155,425	1,958,310	1,117,126	908,204	743,174	970,484						
	Avg. outage duration (hh:mm)	644	432	230	210	178	234						
Unadjusted Out of Service Report	Total # of outage report tickets	5,564	5,166	5,570	4,802	4,589	4,633						
	Total # of repair tickets restored in ≤ 24hrs	4,833	4,550	4,972	4,400	4,311	4,223						
	% of repair tickets restored ≤ 24 Hours	86.86%	88.07%	89.26%	91.62%	93.94%	91.15%						
	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						
	Avg. outage duration (hh:mm)	732	481	257	231	204	263						
Refunds	Number of customers who received refunds	843	901	1,345	1,028	743	774						
	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	69,122	63,100	69,468						
	Total # of call seconds to reach live agent	62,839	69,795	80,326	64,006	58,439	58,583						
	% < 60 seconds	76.78%	88.24%	93.02%	92.60%	92.48%	84.33%						

Primary Utility Contact Information

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