## 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:
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Time Warner Cable Information Services (California) LLC	;

Standard		Date filed (2/11/2022) 3rd Quarter			Date filed Date filed (5/11/21) (8/16/2021) 1st Quarter 2nd Quarter			nthly, file quarterly)	Measurement (Compile mor	N				
Total # of business days   7,893   6,863   9,376   8,852   7,987   9,293   8,533   8,339	Sep	Com			lum	· ·		A	Mor					
Total # of service orders   3,824   3,746   4,734   4,572   4,217   4,614   4,365   4,545     Avg. # of business days   2.06   1.83   1.98   1.94   1.89   2.01   1.95   1.83     Installation Commitment   Total # of installation commitments   3,824   3,746   4,734   4,572   4,217   4,614   4,365   4,545     Installation Commitment   Total # of installation commitment met   3,748   3,680   4,640   4,464   4,143   4,519   4,289   4,345     Total # of installation commitment met   3,748   3,680   4,640   4,464   4,143   4,519   4,289   4,345     Total # of installation commitment met   3,748   3,680   4,640   4,464   4,143   4,519   4,289   4,345     Total # of installation commitment met   98.01%   98.24%   98.01%   97.64%   98.25%   97.94%   98.26%   95.60%     Customers	9.248					87						Total # of husiness days		
Avg. # of business days   Avg. # of business days   2.06   1.83   1.98   1.94   1.89   2.01   1.95   1.83	4.850													
Total # of installation commitment    Total # of installation commitment   Total # o	1.91												. days	/lin. standard = 5 bus
Total # of installation commitment   Total # of installation commitment met   3,748   3,680   4,640   4,464   4,143   4,519   4,289   4,345	4.850													
in. standard = 95% commitment met    Total # of installation commitment missed   76   66   94   108   74   95   76   200	4,639				1,011						- /-		nent	stallation Commitr
## So from the composition of t	211									- /				
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	95.65%										,,,			mii otanaara oo70 t
### Page 10% (8 per 100 working lines for units w/ ≥ 3,000 lines)  ### 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)  ### 10% (10 per 100 working lines for units w/ ≤ 1,000 lines)  ### 10% (10 per 100 w	1,226,052													ustomers
Fig.	1,220,002	1,220,002	1,231,007	1,230,100	1,2 10,715	0.	1,250,701	1,201,210	1,220,033	1,220,009	1,201,027	7 tot ii ioi voice ei banaie, ree bac	enort	
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	1.130,521	1.130.521	1.135.447	1.142.024 1 135.4	1 149 835	006	1 154 006	1.158.683	1.161.824	1.164.345	1.167.175	Total # of working lines		
units w/ ≥ 3,000 lines)  % of trouble reports  8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines for units w/ 5,1000 lines)  10% (10 per 100 working lines for units w/ 5,1000 lines)  Total # of two ble reports	5.144													
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)  10% (10 per 100 working lines for units w/ 5,1000 lines)  10% (10 per 100 working lines for units w/ 5,1000 lines)  10% (10 per 100 working lines for units w/ 5,1000 lines)	0.42%				5,711			-,	-,	-, -	-7:		units w/ ≥ 3,000 lines)	<del>p</del>
% of trouble reports   % of trouble reports   10% (10 per 100 working lines for units w/ ≤ 1.000 lines)   Total # of trouble reports   Total # of trouble repo		*****		*****	0.4070	770	0.4370	0.4770	0.5470	0.5070	0.5570			ā
% of trouble reports  10% (10 per 100 working lines for units w/ ≤ 1,000 lines)  Total # of tworking lines Total # of trouble reports														ä
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)  Total # of working lines Total # of trouble reports														
10% (10 per 100 working lines for units w ≤ 1 000 lines)												·	10% (10 per 100 working lines	
														2
% of trouble reports														
Total # of outage report tickets 4,896 4,529 4,856 4,327 4,175 4,156 3,986 4,264	4,035													
Total # of repair tickets restored in ≤ 24hrs 4,452 4,183 4,577 4,126 4,031 3,934 3,701 3,950 ### displayed ### 1,000 ### 24hrs 4,452 4,183 4,577 4,126 4,031 3,934 3,701 3,950   ### 1,000 ### 1	3,714	3,714	3,950	3,701 3,950	3,934	31	4,031	4,126	4,577	4,183	4,452			livetod
3julsted % of repair tickets restored ≤ 24 Hours ut of Service Report												% of repair tickets restored ≤ 24 Hours	-t	
90.93% 92.36% 94.25% 95.35% 96.55% 94.65% 92.85% 92.64%	92.04%	92.04%	92.64%	92.85% 92.649	94.65%	5%	96.55%	95.35%	94.25%	92.36%	90.93%			
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	1,296,549	1,341,535	1.129.513 1.341.5	970,484	74	743,174	908,204	1,117,126	1.958.310	3,155,425	Sum of the duration of all outages (hh:mm)	WICHIII 24 1115	iii. Stailuaiu – 30 /0 i
Avg. outage duration (hh:mm) 644 432 230 210 178 234 69.098 71.373	71,097	71,097	71,373	69,098 71,37	234	78	178	210	230	432	644	Avg. outage duration (hh:mm)		
Total # of outage report tickets 5,564 5,166 5,570 4,802 4,589 4,633 4,444 4,410	4.195	4.195	4.410	4.444 4.410	4.633	89	4.589	4.802	5,570	5,166	5,564	Total # of outage report tickets		
nadjusted 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	3.813	4.060	3.969 4.060			,	4.400		4.550		Total # of repair tickets restored in < 24hrs		
t of Service Report 86.86% 88.07% 89.26% 91.62% 93.94% 91.15% 89.31% 92.06%	90.89%												rt	ut of Service Repor
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				1,216,724	74	937,574	1,111,244	1,431,046	2,485,350	4,075,585			
Avg. outage duration (hh:mm) 732 481 257 231 204 263 77,402 86,733	85,046	85,046	86,733	77,402 86,73	263	04	204	231	257	481	732	Avg. outage duration (hh:mm)		
efunds   Number of customers who received refunds   843   901   1,345   1,028   743   774   732   586	935	935	586	732 586	774	43	743	1.028	1,345	901	843	Number of customers who received refunds		efunds
	\$ 11,176.53	\$ 11,176.5	\$ 8,278.16	6,933.37 \$ 8,2	4,970.42 \$	17 \$	\$ 5,522.17		\$6,890.33	\$4,680.07	\$3,787.10	Monthly amount of refunds		-
swer Time (Trouble Reports, Billing & Non-Billing)	· · · · · · · · · · · · · · · · · · ·	,					,	,	,				Reports, Billing & Non-Billing)	swer Time (Trouble
n. standard = 80% of calls ≤60 seconds to reach	60,610	60,610	64,530	67,065 64,53	69,468	.00	63,100	69,122	80,868	70,758	81,843	Total # of calls for TR, Billing & Non-Billing		
e agent (w/a menu option to reach live agent). 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	50,707	53,883	58,248 53,88	58,583	139	58,439	64,006	80,326	69,795	62,839	Total # of call seconds to reach live agent	option to reach live agent).	e agent (w/a menu
%< 60 seconds 76.78% 88.24% 93.02% 92.60% 92.48% 84.33% 86.85% 83.50%	83.66%		ŕ		94.220/		,	02 (09/		00.040/	70 700/	0/ < 60 accords		

Name: Tommy Johnson, Manager, Telephony Regulatory

Primary Utility Contact Information

314-394-9855 Phone: Email: Tommy Johnson@charter.com

Reporting Unit Name: <u>Time Warner Cable Information Services (California) LLC</u>

Date Adopted: 7/28/09

Reporting Unit Type:

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)

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