

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:		2025	
Reporting Unit Type:		<input checked="" type="checkbox"/> Total Company <input type="checkbox"/> Exchange <input type="checkbox"/> Wire Center				Reporting Unit Name:		Time Warner Cable Information Services (California) LLC					
Measurement (Compile monthly, file quarterly)		Date filed (5/15/25)			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		Total # of business days	6,191	5,792	6,090								
Min. standard = 5 bus. days		Total # of service orders	2,736	2,604	2,873								
		Avg. # of business days	2.26	2.22	2.12								
Installation Commitment		Total # of installation commitments	2,726	2,604	2,873								
Min. standard = 95% commitment met		Total # of installation commitment met	2,684	2,557	2,814								
		Total # of installation commitment missed	52	59	55								
		% of commitment met	98.10%	98.20%	97.95%								
Customers		Acct # for voice or bundle, res+bus											
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	892,994	872,388	852,195								
		Total # of trouble reports	815,866	806,566	794,629								
		% of trouble reports	0.63%	0.53%	0.55%								
	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		Total # of outage report tickets	4,834	3,874	3,877								
Min. standard = 90% within 24 hrs		Total # of repair tickets restored in ≤ 24hrs	4,814	3,859	3,855								
		% of repair tickets restored ≤ 24 Hours	99.59%	99.61%	99.43%								
		Sum of the duration of all outages (mm)	298,675	259,856	307,360								
#		Avg. outage duration (mm)	62	67	79								
Unadjusted		Total # of outage report tickets	4,879	3,937	3,931								
		Total # of repair tickets restored in ≤ 24hrs	4,814	3,859	3,855								
		% of repair tickets restored ≤ 24 Hours	98.66%	98.01%	98.06%								
		Sum of the duration of all outages (mm)	498,843	474,321	490,503								
		Avg. outage duration (mm)	102	120	125								
Refunds		Number of customers who received refunds	5,614	2,238	1,596								
		Monthly amount of refunds	\$17,181.74	\$10,547.24	\$10,247.82								
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	35,093	31,881	34,113								
		Total # of call seconds to reach live agent	34,644	31,444	33,416								
		%≤ 60 seconds	98.72%	98.63%	97.96%								

<p>Primary Utility Contact Information</p> <p>Name: Tommy Johnson, Sr. Manager, Telephony Regulatory Phone: 314-394-9855 Email: Tommy.Johnson@charter.com</p>	
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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)

