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: ☑ Total Company ☐ Exchange ☐ Wire Center **Reporting Unit Name:** Time Warner Cable Information Services (California) LLC

Measurement (Compile monthly, file quarterly)			Date filed (5/15/25) 1st Quarter			Date filed (8/15/25) 2nd Quarter			Date filed () 3rd Quarter			Date filed () 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	6,191	5,792	6,090	6,240	6,325	5,827						
		Total # of service orders	2,736	2,604	2,873	3,035	3,057	2,732						
		Avg. # of business days	2.26	2.22	2.12	2.06	2.07	2.13						
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	2,726	2,604	2,873	3,035	3,057	2,732						
		Total # of installation commitment met	2,684	2,557	2,814	2,972	3,004	2,668						
		Total # of installation commitment missed	52	59	55	63	53	64						
		% of commitment met	98.10%	98.20%	97.95%	97.92%	98.27%	97.66%						
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	846,379	822,074	809,059						
		Total # of trouble reports	815,866	806,566	794,629	783,030	772,706	765,621						
		% of trouble reports	0.63%	0.53%	0.55%	0.54%	0.57%	0.60%						
	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	4,834	3,874	3,877	3,866	3,979	4,207						
		Total # of repair tickets restored in ≤ 24hrs	4,814	3,859	3,855	3,825	3,955	4,195						
		% of repair tickets restored ≤ 24 Hours	99.59%	99.61%	99.43%	98.94%	99.40%	99.71%						
		Sum of the duration of all outages (mm)	298,675	259,856	307,360	393,263	362,487	304,492						
#		Avg. outage duration (mm)	62	67	79	102	91	72						
Unadjusted		Total # of outage report tickets	4,879	3,937	3,931	3,933	4,050	4,258						
		Total # of repair tickets restored in ≤ 24hrs	4,814	3,859	3,855	3,825	3,955	4,195						
		% of repair tickets restored ≤ 24 Hours	98.66%	98.01%	98.06%	97.25%	97.65%	98.52%						
		Sum of the duration of all outages (mm)	498,843	474,321	490,503	654,265	618,860	497,185						
		Avg. outage duration (mm)	102	120	125	166	153	117						
Refunds		Number of customers who received refunds	5,614	2,238	1,596	1,623	2,188	4,792						
		Monthly amount of refunds	$17,181.74	$10,547.24	$10,247.82	$8,535.41	$7,777.43	$11,095.67						
Answer Time (Trouble Reports, Billing & Non-Billing)														
Min. standard = 80% of calls ≤ 60 seconds to rea		Total # of calls for TR, Billing & Non-Billing	35,093	31,881	34,113	31,830	31,090	29,988						
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent	34,644	31,444	33,416	31,663	30,925	29,817						
		%≤ 60 seconds	98.72%	98.63%	97.96%	99.48%	99.47%	99.43%						

Primary Utility Contact Information

Name: Tommy Johnson, Sr. Manager, Telephony Regulatory **Phone:** 314-394-9855 **e following reporting quarter.** Tommy.Johnson@charter.com

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)