

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Time Warner Cable Information Services (California), LLC

U#: U-6874-C

Report Year: 2026

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 (5/15/26)			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	6,429	5,613	6,369									
	Total # of service orders	3,125	2,625	3,002									
	Avg. # of business days	2.06	2.14	2.12									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	3,125	2,625	3,002									
	Total # of installation commitment met	3,064	2,569	2,939									
	Total # of installation commitment missed	61	56	63									
Customers	% of commitment met	98.05%	97.87%	97.90%									
	Acct # for voice or bundle, res+bus	668,732	658,761	647,459									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	738,677	717,920	704,625								
		Total # of trouble reports	4,766	4,272	4,541								
		% of trouble reports	0.65%	0.60%	0.64%								
	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	3,885	3,493	3,716									
	Total # of repair tickets restored in ≤ 24hrs	3,857	3,462	3,647									
	% of repair tickets restored ≤ 24 Hours	99.28%	99.11%	98.14%									
	Sum of the duration of all outages (mm)	425,834	360,335	459,128									
	Avg. outage duration (mm)	110	103	124									
Unadjusted	Total # of outage report tickets	3,979	3,569	3,789									
	Total # of repair tickets restored in ≤ 24hrs	3,857	3,462	3,647									
	% of repair tickets restored ≤ 24 Hours	96.93%	97.00%	96.25%									
	Sum of the duration of all outages (mm)	675,395	568,014	668,779									
	Avg. outage duration (mm)	170	159	177									
Refunds	Number of customers who received refunds	2,560	2,128	2,797									
	Monthly amount of refunds	\$5,667.18	\$7,731.63	\$7,256.44									
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	21,493	20,477	19,910									
	Total # of call seconds to reach live agent	18,696	17,302	17,283									
	% ≤ 60 seconds	86.99%	84.50%	86.81%									

Primary Utility Contact Information

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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)

