

California Public Utilities Commission

Company Name: Time Warner Cable Information Services (California) LLC U#: 6874-C Report Year: 2020

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 (05/15/2020)			Date filed (8/15/2020)			Date filed (11/16/2020)			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	21,388	18,644	18,068	6,263	6,876	9,711	9,656	8,760	7,415			
	Total # of service orders	9,807	8,779	8,205	3,666	3,422	4,840	5,241	4,743	4,619			
	Avg. # of business days	2.18	2.12	2.2	1.71	2.01	2.01	1.84	1.85	1.61			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	9,807	8,779	8,205	3,666	3,422	4,840	5,241	4,743	4,619			
	Total # of installation commitment met	9,640	8,575	8,023	3,583	3,365	4,731	5,139	4,661	4,489			
	Total # of installation commitment missed	167	204	182	83	57	109	102	82	130			
	% of commitment met	98.30%	97.68%	97.78%	97.74%	98.33%	97.74%	98.05%	98.27%	97.19%			
Customers	Acct # for voice or bundle, res+bus	1,178,200	1,174,462	1,174,413	1,173,793	1,180,717	1,181,465	1,180,703	1,183,788	1,179,408			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,273,382	1,269,563	1,271,768	1,272,255	1,279,135	1,280,558	1,280,466	1,283,549	1,283,875		
		Total # of trouble reports	7,493	6,853	6,904	5,785	6,131	6,636	6,485	5,806	6,081		
		% of trouble reports	0.59%	0.54%	0.54%	0.45%	0.48%	0.52%	0.51%	0.45%	0.47%		
	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	5,891	5,516	5,583	4,644	4,847	5,251	4,998	4,385	4,660		
		Total # of repair tickets restored in ≤ 24hrs	5,299	5,205	5,113	4,187	4,036	4,291	4,050	3,527	3,821		
		% of repair tickets restored ≤ 24 Hours	89.95%	94.36%	91.58%	90.15%	83.26%	81.71%	81.03%	80.43%	81.99%		
Sum of the duration of all outages (hh:mm)		2,286,870	1,560,962	1,919,360	1,893,566	2,973,581	4,178,774	4,804,450	5,036,035	6,286,291			
Avg. outage duration (hh:mm)		388	283	344	408	613	796	961	1,148	1,349			
Unadjusted Out of Service Report	Total # of outage report tickets	6,167	5,785	5,790	4,835	5,097	5,558	5,359	4,808	5,097			
	Total # of repair tickets restored in ≤ 24hrs	5,470	5,379	5,267	4,323	4,197	4,473	4,251	3,762	4,072			
	% of repair tickets restored ≤ 24 Hours	88.69%	92.98%	90.96%	89.41%	82.34%	80.47%	79.32%	78.24%	79.89%			
	Sum of the duration of all outages (hh:mm)	3,103,350	2,175,842	2,515,520	2,374,526	3,718,061	4,999,574	6,015,490	6,022,435	7,703,251			
	Avg. outage duration (hh:mm)	503	376	434	491	729	900	1,123	1,253	1,511			
Refunds	Number of customers who received refunds	945	826	746	960	1,222	1,487	1,073	985	1,225			
	Monthly amount of refunds	\$2,916.10	\$2,783.72	\$1,877.00	\$ 3,086.65	\$ 4,676.54	\$ 5,775.84	\$ 3,414.51	\$ 3,363.04	\$ 3,706.92			
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	86,763	76,807	88,245	79,682	81,919	86,034	86,522	85,170	84,323			
	Total # of call seconds to reach live agent	71,319	70,735	59,278	46,606	62,783	68,092	62,250	56,162	59,408			
	% ≤ 60 seconds	82.19%	92.09%	67.17%	58.49%	76.64%	79.15%	71.94%	65.94%	70.45%			

Pursuant to GO 133-D §3.4(b), Charter respectfully requests that the months of Jul, Aug and Sep 2020 for Out of Service Repairs Intervals be excluded due to the extraordinary circumstances related to the coronavirus pandemic. On March 4, 2020, California Governor Gavin Newsom declared a statewide State of Emergency which remains in effect to this date related to the impact in California of the COVID-19 coronavirus. As detailed in the attached documents entitled, "Our Ongoing Commitment to Our Customers and the Communities We Serve" and "Keeping You Connected When It Matters Most". Charter has taken steps necessary to serve and meet the connectivity needs of our communities while protecting the safety of our employees and customers. Although out of service repair intervals have dropped below GO 133-D metric standards during the period, under the circumstances, Charter has performed to the best of its capabilities and has extended itself to its subscribers in need. Charter anticipates returning to compliance when the pandemic eases.

Primary Utility Contact Information

Name: Tommy Johnson, Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@charter.com