

**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: 2022

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 (5/16/22) 1st Quarter				Date filed (8/15/2022) 2nd Quarter			Date filed (11/15/2022) 3rd Quarter			Date filed (1) 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	9,797	9,657	11,803	27,028	23,231	25,016	23,761	25,109	26,699		
	Total # of service orders	4,644	5,005	6,090	5,846	5,109	5,171	4,358	4,994	5,208				
	Avg. # of business days	2.11	1.93	1.94	4.62	4.55	4.84	5.45	5.03	5.13				
	Total # of installation commitments	4,644	5,005	6,090	5,846	5,109	5,171	4,358	4,994	5,208				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	4,489	4,806	5,821	5,615	4,914	4,961	4,203	4,828	4,922				
	Total # of installation commitment missed	155	199	269	231	195	210	155	166	286				
	% of commitment met	96.66%	96.02%	95.58%	96.05%	96.18%	95.94%	96.44%	96.68%	94.51%				
Customers	Acct # for voice or bundle, res+bus	1,218,212	1,219,722	1,193,616	1,200,141	1,177,918	1,170,245	1,167,035	1,154,902	1,146,920				
Customer Trouble Report														
Min. Standard	Total # of working lines	1,112,317	1,107,433	1,101,461	1,094,120	1,085,028	1,076,346	1,067,027	1,061,709	1,054,781				
	Total # of trouble reports for units w/ ≥ 3,000 lines	4,801	3,981	4,597	4,249	3,808	4,340	4,902	5,453	4,987				
	% of trouble reports	0.39%	0.33%	0.39%	0.35%	0.32%	0.37%	0.42%	0.47%	0.43%				
	Total # of working lines for units w/ 1,001 - 2,999 lines													
	Total # of trouble reports													
	% of trouble reports													
	Total # of working lines for units w/ ≤ 1,000 lines													
	Total # of trouble reports													
	% of trouble reports													
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3,640	3,232	3,614	3,300	2,930	3,423	3,986	4,433	4,069				
	Total # of repair tickets restored in < 24hrs	2,993	2,983	3,386	3,114	2,726	3,198	3,759	4,166	3,803				
	% of repair tickets restored ≤ 24 Hours	82.23%	92.30%	93.69%	94.36%	93.04%	93.43%	94.31%	93.98%	93.46%				
	Sum of the duration of all outages (mm)	2,328,390	1,051,664	1,060,478	877,558	810,518	972,334	981,603	1,085,831	1,026,814				
	Avg. outage duration (mm)	640	325	293	266	277	284	246	245	261				
Unadjusted Out of Service Report	Total # of outage report tickets	3,909	3,345	3,740	3,495	3,101	3,610	4,169	4,641	4,255				
	Total # of repair tickets restored in < 24hrs	3,135	3,054	3,470	3,114	2,726	3,198	3,759	4,166	3,803				
	% of repair tickets restored ≤ 24 Hours	80.19%	91.30%	92.78%	89.09%	87.90%	88.58%	90.16%	89.76%	89.37%				
	Sum of the duration of all outages (mm)	2,819,430	1,335,344	1,390,238	1,459,384	1,311,435	1,623,101	1,586,359	1,820,923	1,755,108				
	Avg. outage duration (mm)	721	399	372	418	423	450	381	392	412				
Refunds	Number of customers who received refunds	2,177	1,285	1,549	2,207	2,858	2,086	1,598	1,896	1,668				
	Monthly amount of refunds	\$11,235.89	\$8,832.37	\$17,046.78	\$ 16,092.18	\$ 16,521.25	\$ 12,014.61	\$ 12,991.02	\$ 12,749.08	\$ 11,638.12				
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	58,101	50,468	56,299	52,585	57,152	56,156	51,440	55,107	50,649				
	Total # of call seconds to reach live agent	48,567	47,671	53,079	47,042	44,966	43,167	36,913	43,295	42,668				
	% ≤ 60 seconds	83.59%	94.45%	94.28%	89.46%	78.67%	76.86%	71.76%	78.57%	84.24%				

While Charter met the 80% benchmark for call answer time performance in September 2022, it missed the 80% benchmark in July and August due to the extraordinary circumstances surrounding impacts from more frequent than normal severe weather events and new federal subsidized service offerings, as well as continuing call center staffing impacts related to the COVID-19 pandemic. That said, the 79% performance level for August represents a 29-second difference from the 80% benchmark. When considering customer use of interactive voice response (IVR), the percentage of calls answered within 60 seconds far surpasses the 80% benchmark. Charter remains responsive to the ongoing demand for service, installations, and telephone service inquiries, including continued hiring efforts and overtime shifts. Charter anticipates returning to compliance in the following reporting quarter.

Primary Utility Contact Information

Name: Tommy Johnson, Manager, Telephony Regulatory

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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)

