

Report of Time Warner Cable to the New York State Department of Public Service

Service Standards Applicable to Telephone Corporations

JANUARY 2014

Company Name: Time Warner Cable Information Services (New York), LLC d/b/a Time Warner Cable

Company Code (NY OCN): 532D

Report Month/Year: January 2014

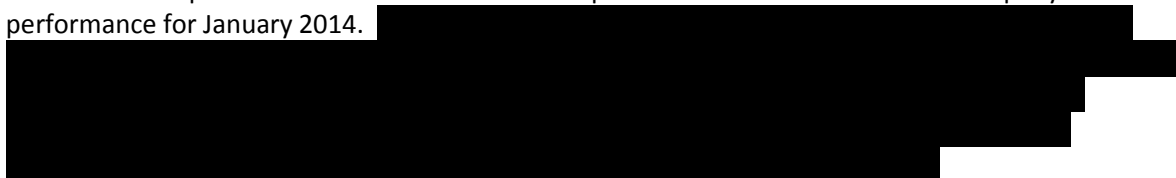
Date of Report: June 6, 2014

Submitter's Name: Julie Laine
Group Vice President, Chief Counsel, Regulatory

Submitter's Tel. Number: (212) 364-8482

Time Warner Cable Information Services (New York), LLC (the "Company") herein provides data for New York State Customers pertaining to its compliance with the Public Service Commission's Service Standards (Title 16, NYCRR Part 603).

The attached reports and data summarized below provide information about the Company's performance for January 2014.



Time Warner Cable Inc. Confidential

1. Customer Trouble Report Rate (CTTR)

(a) Initial Customer Trouble Reports per Hundred Access Lines per Month

Exhibit I.a illustrates the initial customer trouble report rates ("CTRR") by month for each of Time Warner Cable's New York State operating regions ("TWC ORs").

Exhibit I.a – Customer Trouble Report Rate per 100 Access Lines

		NY STATE
January 2014		0.33

(b) 85% or More of Total Central Offices Less Than or Equal to 3.3 RPHL

Exhibit I.b illustrates the customer trouble report rates ("CTRR") by month for each of the Company's operating regions ("TWC ORs").

Exhibit I.b – Customer Trouble Report Rates less than 3.3%, per Hub

		NY STATE
JANUARY 2014		80.28%

2. Timeliness of Repair: Percent Out-of-Service Over 24 Hours

Exhibit II illustrates the percentage of out-of-service troubles that are not resolved within twenty-four hours for each TWC OR. [REDACTED]

[REDACTED] Note that these metrics include customer requests for repair appointments where a truck roll is a requirement, as is typically the case, and where the mutually agreed upon appointment time is more than 24 or 48 hours after the customer reported the trouble.

Exhibit II – Percent Out of Service Over 24 Hours

	[REDACTED]					NY STATE
JANUARY 2014						44.51%

3. Percent Service Affecting Over 48 Hours (%SA>48 Hours)

Exhibit III illustrates the percentage of service affecting troubles that are not resolved within 48 hours for each TWC OR. [REDACTED]

[REDACTED] Note that these metrics include out-of-service conditions extending over 48 hours and customer requests for repair appointments when the mutually agreed upon appointment time is more than 48 hours after the customer reported the trouble.

Exhibit III – Percent Service Affecting Over 48 Hours

	[REDACTED]					NY STATE
JANUARY 2014						24.62%

4. Timeliness of Installation: Percent Initial Basic Local Exchange Service Line Installations within 5 days

Exhibit IV illustrates the percentage of basic local exchange service line installations completed within five days for each TWC OR. TWC installations require access to customer premises in order to place customer premise equipment. Therefore, installation appointments that are mutually agreed to between the customer and TWC and that exceed the five day interval are excluded from this measurement.

Exhibit IV – Percent Initial Basic Local Exchange Service Line Installations within 5 Days

						NY STATE
JANUARY 2014						78.85%

5. Timeliness of Installation: Percent Installation Commitments Missed

Exhibit V.a identifies the percentage of initial installation commitments missed per month by area in the [REDACTED]. This measurement shows the percent of line installations not completed on or before the date mutually agreed to with the customer and excludes installations rescheduled at the customer's request. *Exhibit V.b* identifies the percentage of line installations not completed on or before the initial scheduled installation date [REDACTED]. The measurements on this table include installations that were rescheduled because TWC did not meet the committed installation date as well as installations that were rescheduled at the customer's request.

Exhibit V.a – Percent Installation Commitments Missed [REDACTED]

JANUARY 2014	

Exhibit V.b – Percent of Initial Installation Commitments Rescheduled or Missed [REDACTED]

JANUARY 2014						

6. Percent of Final Trunk Group Blockages

Exhibit VI identifies any final trunk group for which 3% or more of the calls presented during the busy hour have been blocked for three or more consecutive months. This metric is only reported on an exception basis. For the month identified below, the company has no final trunk group blockages to report.

Exhibit VI – Percent of Final Trunk Group Blockages

	CLLI	UTIL. %	TRUNK TYPE
JANUARY 2014	n/a	n/a	n/a

7. Answer Time Performance: Business Office Answer Time (within 30 seconds) and

8. Answer Time Performance: Repair Office Answer Time (within 30 seconds)

Exhibit VII illustrates the combined percentage of consumer calls to the business office and consumer calls to the repair office answered within thirty seconds.

Exhibit VII – Business Office and Repair Office Answer Time (Combined)

JANUARY 2014	

9. Operator Assistance Answer Time

Exhibit VIII illustrates the percentage of consumer calls for operator assistance answered within 10 seconds.

Exhibit VIII – Operator Assistance Answer Time

Month	NEW YORK STATE
JANUARY 2014	56.0%

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FEBRUARY 2014

Company Name: Time Warner Cable Information Services (New York), LLC d/b/a Time Warner Cable

Company Code (NY OCN): 532D

Report Month/Year: February, 2014

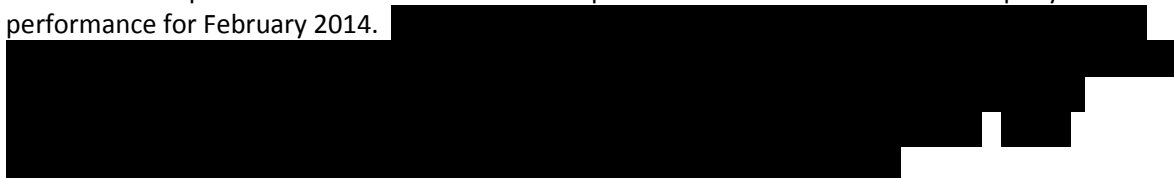
Date of Report: June 6, 2014

Submitter's Name: Julie Laine
Group Vice President, Chief Counsel, Regulatory

Submitter's Tel. Number: (212) 364-8482

Time Warner Cable Information Services (New York), LLC (the "Company") herein provides data for Core Customers pertaining to its compliance with the Public Service Commission's Service Standards (Title 16, NYCRR Part 603).

The attached reports and data summarized below provide information about the Company's performance for February 2014.



1. Customer Trouble Report Rate (CTTR)

(a) Initial Customer Trouble Reports per Hundred Access Lines per Month

Exhibit I.a illustrates the initial customer trouble report rates ("CTRR") by month for each of Time Warner Cable's New York State operating regions ("TWC ORs").

Exhibit I.a – Customer Trouble Report Rate per 100 Access Lines

		NY STATE
FEBRUARY 2014		0.71

(b) 85% or More of Total Central Offices Less Than or Equal to 3.3 RPHL

Exhibit I.b illustrates the customer trouble report rates ("CTRR") by month for each of the Company's operating regions ("TWC ORs").

Exhibit I.b – Customer Trouble Report Rates less than 3.3%, per Hub

		NY STATE
FEBRUARY 2014		91.78

2. Timeliness of Repair: Percent Out-of-Service Over 24 Hours (%OOS>24 Hours)

Exhibit II illustrates the percentage of out-of-service troubles that are not resolved within twenty-four hours for each TWC OR.

Note that these metrics include customer requests for repair appointments where a truck roll is a requirement, as is typically the case, and where the mutually agreed upon appointment time is more than 24 hours after the customer reported the trouble.

		NY STATE
FEBRUARY 2014		41.86%

3. Percent Service Affecting Over 48 Hours (%OOS>48 Hours)

Exhibit III illustrates the percentage of service affecting troubles that are not resolved within 48 hours for each TWC OR. [REDACTED]

[REDACTED] Note that these metrics include customer requests for repair appointments where a truck roll is a requirement, as is typically the case, and where the mutually agreed upon appointment time is more than 48 hours after the customer reported the trouble.

Exhibit III – Percent Service Affecting Over 48 Hours

						NY STATE	
FEBRUARY 2014							23.26%

4. Timeliness of Installation: Percent Initial Basic Local Exchange Service Line Installations within 5 days

Exhibit IV illustrates the percentage of basic local exchange service line installations completed within five days for each TWC OR. TWC installations require access to customer premises in order to place customer premise equipment. Therefore, installation appointments that are mutually agreed to between the customer and TWC and that exceed the five day interval are excluded from this measurement.

Exhibit IV – Percent Initial Basic Local Exchange Service Line Installations within 5 Days

						NY STATE
FEBRUARY 2014						100%

5. Timeliness of Installation: Percent Installation Commitments Missed

Exhibit V.a identifies the percentage of initial installation commitments missed per month by area in [REDACTED]. The measurements show the percent of line installations not completed on or before the date mutually agreed to with the customer. *Exhibit V.b* identifies the percentage of line installations not completed on or before the initial scheduled installation date in [REDACTED].

[REDACTED] The measurements on this table represent the combined number of installations that were rescheduled at the customer's request and installations that were rescheduled because TWC did not meet the committed installation date.

Exhibit V.a – Percent Installation Commitments Missed

FEBRUARY 2014	

Exhibit V.b – Percent of Initial Installation Commitments Rescheduled or Missed

NOVEMBER 2013	

6. Percent of Final Trunk Group Blockages

Exhibit VI identifies any final trunk group for which 3% or more of the calls presented during the busy hour have been blocked for three or more consecutive months. This metric is only reported on an exception basis. For the month identified below, the company had no final trunk group blockages to report.

Exhibit VI – Percent of Final Trunk Group Blockages

	CLLI	UTIL. %	TRUNK TYPE
FEBRUARY 2014	n/a	n/a	n/a

7. Answer Time Performance: Business Office Answer Time (within 30 seconds)

8. Answer Time Performance: Repair Office Answer Time (within 30 seconds)

Exhibit VII illustrates the combined percentage of consumer calls to the business office and consumer calls to the repair office answered within thirty seconds.

Exhibit VII – Business Office and Repair Office Answer Time (Combined)

FEBRUARY 2014	

9. Operator Assistance Answer Time

Exhibit VIII illustrates the percentage of consumer calls for operator assistance answered within 10 seconds.

Exhibit VIII – Operator Assistance Answer Time

Month	New York State
FEBRUARY 2014	57.2%

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MARCH 2014

Company Name: Time Warner Cable Information Services (New York), LLC d/b/a Time Warner Cable

Company Code (NY OCN): 532D

Report Month/Year: March 2014

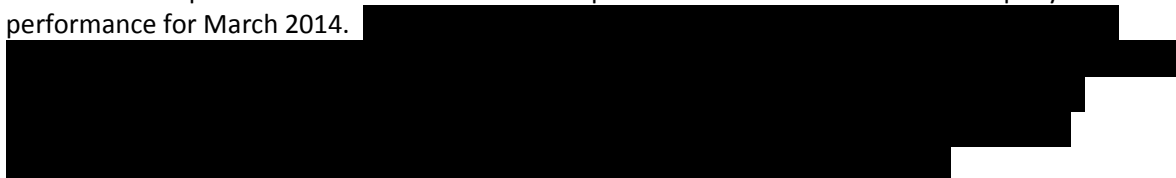
Date of Report: June 6, 2014

Submitter's Name: Julie Laine
Group Vice President, Chief Counsel, Regulatory

Submitter's Tel. Number: (212) 364-8482

Time Warner Cable Information Services (New York), LLC (the "Company") herein provides data for New York State Customers pertaining to its compliance with the Public Service Commission's Service Standards (Title 16, NYCRR Part 603).

The attached reports and data summarized below provide information about the Company's performance for March 2014.



Time Warner Cable Inc. Confidential

1. Customer Trouble Report Rate (CTTR)

(a) Initial Customer Trouble Reports per Hundred Access Lines per Month

Exhibit I.a illustrates the initial customer trouble report rates ("CTRR") by month for each of Time Warner Cable's New York State operating regions ("TWC ORs").

Exhibit I.a – Customer Trouble Report Rate per 100 Access Lines

		NY STATE
MARCH 2014		0.31

(b) 85% or More of Total Central Offices Less Than or Equal to 3.3 RPHL

Exhibit I.b illustrates the customer trouble report rates ("CTRR") by month for each of the Company's operating regions ("TWC ORs").

Exhibit I.b – Customer Trouble Report Rates less than 3.3%, per Hub

		NY STATE
MARCH 2014		82.39%

2. Timeliness of Repair: Percent Out-of-Service Over 24 Hours

Exhibit II illustrates the percentage of out-of-service troubles that are not resolved within twenty-four hours for each TWC OR. [REDACTED]

[REDACTED] Note that these metrics include customer requests for repair appointments where a truck roll is a requirement, as is typically the case, and where the mutually agreed upon appointment time is more than 24 or 48 hours after the customer reported the trouble.

Exhibit II – Percent Out of Service Over 24 Hours

						NY STATE
MARCH 2014						41.47%

3. Percent Service Affecting Over 48 Hours - (%SA>48 Hours)

Exhibit III illustrates the percentage of service affecting troubles that are not resolved within 48 hours for each TWC OR. [REDACTED]

[REDACTED] Note that these metrics include out-of-service conditions extending over 48 hours and customer requests for repair appointments when the mutually agreed upon appointment time is more than 48 hours after the customer reported the trouble.

Exhibit III – Percent Service Affecting Over 48 Hours

						NY STATE
MARCH 2014						21.95%

4. **Timeliness of Installation: Percent Initial Basic Local Exchange Service Line Installations within 5 days**

Exhibit IV illustrates the percentage of basic local exchange service line installations completed within five days for each TWC OR. TWC installations require access to customer premises in order to place customer premise equipment. Therefore, installation appointments that are mutually agreed to between the customer and TWC and that exceed the five day interval are excluded from this measurement.

Exhibit IV – Percent Initial Basic Local Exchange Service Line Installations within 5 Days

		NY STATE
MARCH 2014		83.93%

5. **Timeliness of Installation: Percent Installation Commitments Missed**

Exhibit V.a identifies the percentage of initial installation commitments missed per month by area in [REDACTED]. This measurement shows the percent of line installations not completed on or before the date mutually agreed to with the customer and excludes installations rescheduled at the customer's request. *Exhibit V.b* identifies the percentage of line installations not completed on or before the initial scheduled installation date [REDACTED]. Measurements on this table include installations that were rescheduled because TWC did not meet the committed installation date as well as installations that were rescheduled at the customer's request.

Exhibit V.a – Percent Installation Commitments Missed [REDACTED]

MARCH 2014	

Exhibit V.b – Percent of Initial Installation Commitments Rescheduled or Missed

MARCH 2014	

6. Percent of Final Trunk Group Blockages

Exhibit VI identifies any final trunk group for which 3% or more of the calls presented during the busy hour have been blocked for three or more consecutive months. This metric is only reported on an exception basis. For the month identified below, the company has no final trunk group blockages to report.

Exhibit VI – Percent of Final Trunk Group Blockages

	CLLI	UTIL. %	TRUNK TYPE
MARCH 2014	n/a	n/a	n/a

7. Answer Time Performance: Business Office Answer Time (within 30 seconds) and

8. Answer Time Performance: Repair Office Answer Time (within 30 seconds)

Exhibit VII illustrates the combined percentage of consumer calls to the business office and consumer calls to the repair office answered within thirty seconds.

Exhibit VII – Business Office and Repair Office Answer Time (Combined)

MARCH 2014	

9. Operator Assistance Answer Time

Exhibit VIII illustrates the percentage of consumer calls for operator assistance answered within 10 seconds.

Exhibit VIII – Operator Assistance Answer Time

Month	NEW YORK STATE
MARCH 2014	79.8%

Report of Time Warner Cable to the New York State Department of Public Service

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APRIL 2014

Company Name: Time Warner Cable Information Services (New York), LLC d/b/a Time Warner Cable

Company Code (NY OCN): 532D

Report Month/Year: April 2014

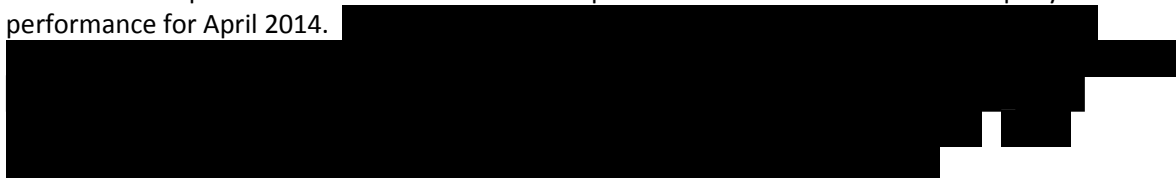
Date of Report: June 6, 2014

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Time Warner Cable Information Services (New York), LLC (the "Company") herein provides data for New York State Customers pertaining to its compliance with the Public Service Commission's Service Standards (Title 16, NYCRR Part 603).

The attached reports and data summarized below provide information about the Company's performance for April 2014.



Time Warner Cable Inc. Confidential

1. Customer Trouble Report Rate (CTTR)

(a) Initial Customer Trouble Reports per Hundred Access Lines per Month

Exhibit I.a illustrates the initial customer trouble report rates ("CTRR") by month for each of Time Warner Cable's New York State operating regions ("TWC ORs"). [REDACTED]

Exhibit I.a – Customer Trouble Report Rate per 100 Access Lines

					NY STATE
April 2014					0.35

(b) 85% or More of Total Central Offices Less Than or Equal to 3.3 RPHL

Exhibit I.b illustrates the customer trouble report rates ("CTRR") by month for each of the Company's operating regions ("TWC ORs"). [REDACTED]

Exhibit I.b – Customer Trouble Report Rates less than 3.3%, per Hub

					NY STATE
April 2014					80.28%

2. Timeliness of Repair: Percent Out-of-Service Over 24 Hours

Exhibit II illustrates the percentage of out-of-service troubles that are not resolved within twenty-four hours for each TWC OR.

Note that these metrics include customer requests for repair appointments where a truck roll is a requirement, as is typically the case, and where the mutually agreed upon appointment time is more than 24 hours after the customer reported the trouble.

Exhibit II – Percent Out of Service Over 24 Hours

APRIL 2014		NY STATE
APRIL 2014		44.06%

3. Percent Service Affecting Over 48 Hours (%SA>48 Hours)

Exhibit III illustrates the percentage of service affecting troubles that are not resolved within 48 hours for each TWC OR.

Note that these metrics include out-of-service conditions extending over 48 hours and customer requests for repair appointments when the mutually agreed upon appointment time is more than 48 hours after the customer reported the trouble.

Exhibit III – Percent Service Affecting Over 48 Hours

		NY STATE
APRIL 2014		22.45%

4. **Timeliness of Installation: Percent Initial Basic Local Exchange Service Line Installations within 5 days**

Exhibit IV illustrates the percentage of basic local exchange service line installations completed within five days for each TWC OR. TWC installations require access to customer premises in order to place customer premise equipment. Therefore, installation appointments that are mutually agreed to between the customer and TWC and that exceed the five day interval are excluded from this measurement.

Exhibit IV – Percent Initial Basic Local Exchange Service Line Installations within 5 Days

		NY STATE
APRIL 2014		86.7%

5. **Timeliness of Installation: Percent Installation Commitments Missed**

Exhibit V.a identifies the percentage of initial installation commitments missed per month in the [REDACTED]. This measurement shows the percent of line installations not completed on or before the date mutually agreed to with the customer and excludes installations rescheduled at the customer's request. *Exhibit V.b* identifies the percentage of line installations not completed on or before the initial scheduled installation date [REDACTED]. The measurements on this table include installations that were rescheduled because TWC did not meet the committed installation date as well as installations that were rescheduled at the customer's request.

Exhibit V.a – Percent Installation Commitments Missed [REDACTED]

APRIL 2014	

Exhibit V.b – Percent of Initial Installation Commitments Rescheduled or Missed [REDACTED]

APRIL 2014	

6. Percent of Final Trunk Group Blockages

Exhibit VI identifies any final trunk group for which 3% or more of the calls presented during the busy hour have been blocked for three or more consecutive months. This metric is only reported on an exception basis. For the month identified below, the company has no final trunk group blockages to report.

Exhibit VI – Percent of Final Trunk Group Blockages

	CLLI	UTIL. %	TRUNK TYPE
APRIL 2014	n/a	n/a	n/a

7. Answer Time Performance: Business Office Answer Time (within 30 seconds) and

8. Answer Time Performance: Repair Office Answer Time (within 30 seconds)

Exhibit VII illustrates the combined percentage of consumer calls to the business office and consumer calls to the repair office answered within thirty seconds. [REDACTED]

Exhibit VII – Business Office and Repair Office Answer Time (Combined)

APRIL 2014	[REDACTED]

9. Operator Assistance Answer Time

Exhibit VIII illustrates the percentage of consumer calls for operator assistance answered within 10 seconds.

Exhibit VIII – Operator Assistance Answer Time

Month	NEW YORK STATE
APRIL 2014	96.5%