

**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. Certain Service Standards described in that Part 603 indicate that measurements should be made at the central office. However, the network architecture used by the Company to provide its services does not include central office switches. Therefore, the data responding to these Service Standards has been measured at the network hub level. Those measurements appear in the Time Warner Cable NY Hub Level Report, attached.

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”). For the months identified below, no TWC OR has exceeded its target of 5.5 trouble reports per 100 access lines.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
January 2014	0.23	0.33	0.53	0.40	0.24	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”). For the month identified below, two of five ORs - Albany and New York City - had fewer than 3.3 trouble reports per 100 access lines in 85% or more of hubs in the region as shown in the attached Hub Level Report.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
JANUARY 2014	86.21%	78.87%	77.14%	88.62%	81.31%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for January 2014, attached. 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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
JANUARY 2014	25.9%	28.77%	44.07%	59.15%	36.22%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for January 2014, attached. 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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
JANUARY 2014	11.24%	7.49%	26.09%	39.91%	11.26%	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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
JANUARY 2014	80.62%	77.79%	87%	80.15%	72.45%	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 New York City market. 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 in all other New York State markets. 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 (New York City)*

	NEW YORK CITY
JANUARY 2014	6.28%

*Exhibit V.b – Percent of Initial Installation Commitments Rescheduled or Missed (Other NY Operating Regions)*

	ALBANY	CENTRAL NY	HUDSON VALLEY	WEST NY	NY STATE (excl. NYC)
JANUARY 2014	15.61%	18.84%	3.56%	19.69%	11.01%

**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
<b>JANUARY 2014</b>	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. The Company has two customer service organizations serving New York State; one for the New York City market and another for the balance of the State. These offices handle both customer support and repair calls.

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

	New York City	All Other New York
JANUARY 2014	74.4%	78.6%

**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%

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

**Service Standards Applicable to Telephone Corporations**

**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. Certain Service Standards described in that Part 603 indicate that measurements should be made at the central office. However, the network architecture used by the Company to provide its services does not include central office switches. Therefore, the data responding to these Service Standards has been measured at the network hub level. Those measurements appear in the Time Warner Cable Hub Level Report, attached.

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”). For the months identified below, no TWC OR has exceeded its target of 5.5 trouble reports per 100 access lines.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
FEBRUARY 2014	0.26	0.42	3.24	1.04	0.48	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”). For the months identified below, more than 85% of the nodes in each TWC OR had fewer than 3.3 trouble reports per 100 access lines with the exception of the Hudson Valley OR.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
FEBRUARY 2014	94.74%	92.31%	76%	87.3%	96.41%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for February 2014, attached. 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.

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
FEBRUARY 2014	33.33%	28.57%	0.00%	65%	28.57%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for February 2014, attached. 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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
FEBRUARY 2014	0.00%	14.29%	0.00%	40%	14.29%	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*

	ALBANY	CENTRAL NY	WEST NY	New York City	NY STATE
FEBRUARY 2014	NA	100%	NA	NA	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 the New York City market. 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 all other New York State markets. 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*

	NEW YORK CITY	NY STATE
FEBRUARY 2014	2.22%	8.85%

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	WEST NY	NY STATE
NOVEMBER 2013	0.00%	20%	9.09%	17.86%	8.85%

**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. The Company has two customer service organizations serving New York State; one for the New York City market and another for the balance of the State. These offices handle both customer support and repair calls.

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

	New York City	All Other New York
FEBRUARY 2014	79.7%	82.1%

**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%

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

**Service Standards Applicable to Telephone Corporations**

**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. Certain Service Standards described in that Part 603 indicate that measurements should be made at the central office. However, the network architecture used by the Company to provide its services does not include central office switches. Therefore, the data responding to these Service Standards has been measured at the network hub level. Those measurements appear in the Time Warner Cable NY Hub Level Reports, attached.

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”). For the months identified below, no TWC OR has exceeded its target of 5.5 trouble reports per 100 access lines.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
MARCH 2014	0.19	0.23	0.45	0.44	0.20	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”). For the month identified below, two of five ORs - New York City and West NY - had fewer than 3.3 trouble reports per 100 access lines in 85% or more of hubs in the region as shown in the attached Hub Level Report. The Albany OR just missed the mark with 84.21% of hubs reporting fewer than 3.3 trouble reports per 100 access lines.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
MARCH 2014	84.21%	74.65%	68.57%	90.96%	85.43%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for March 2014, attached. 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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
MARCH 2014	21.33%	25.11%	50.93%	49.98%	33.28%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for March 2014, attached. 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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
MARCH 2014	7.11%	8.23%	27.21%	30.89%	8.24%	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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
MARCH 2014	83.90%	81.92%	79.98%	86.34%	81.32%	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 the New York City market. 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 in all other New York State markets. 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 (New York City)*

	NEW YORK CITY
MARCH 2014	6.64%

*Exhibit V.b – Percent of Initial Installation Commitments Rescheduled or Missed (Other NY Operating Regions)*

	ALBANY	CENTRAL NY	HUDSON VALLEY	WEST NY	NY STATE (excl. NYC)
MARCH 2014	17.87%	19.49%	5.29%	19.16%	11.71%

**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. The Company has two customer service organizations serving New York State; one for the New York City market and another for the balance of the State. These offices handle both customer support and repair calls.

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

	New York City	All Other New York
MARCH 2014	83.9%	83.0%

**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**

**Service Standards Applicable to Telephone Corporations**

**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

**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 April 2014. Certain Service Standards described in that Part 603 indicate that measurements should be made at the central office. However, the network architecture used by the Company to provide its services does not include central office switches. Therefore, the data responding to these Service Standards has been measured at the network hub level. Those measurements appear in the Time Warner Cable NY Hub Level Report, attached.

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”). For the month identified below, no TWC OR has exceeded its target of 5.5 trouble reports per 100 access lines.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
April 2014	0.18	0.24	0.50	0.54	0.18	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”). For the month identified below, customer troubles exceeded the 3.3 trouble reports per 100 access lines in areas served by certain hubs within three TWC ORs – Central NY, Hudson Valley and West NY - causing performance to fall below the CTRR threshold.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
April 2014	87.5%	80.56%	75.00%	87.43%	80.9%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for April 2014, attached. 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	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
APRIL 2014	20.65%	24.90%	61.68%	51.66%	29.61%	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. For supporting data, please refer to the Time Warner Cable Hub Level Report for April 2014, attached. 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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
APRIL 2014	6.80%	7.11%	36.48%	28.92%	6.52%	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*

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
APRIL 2014	85.11%	82.51%	80.61%	90.87%	83.75%	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 New York City market. 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 in all other New York State markets. 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 (New York City)*

	NEW YORK CITY
APRIL 2014	6.63%

*Exhibit V.b – Percent of Initial Installation Commitments Rescheduled or Missed (Other NY Operating Regions)*

	ALBANY	CENTRAL NY	HUDSON VALLEY	WEST NY	NY STATE
APRIL 2014	23.29%	25.05%	5.08%	23.19%	13.8%

**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. The Company has two customer service organizations serving New York State; one for the New York City market and another for the balance of the State. These offices handle both customer support and repair calls.

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

	New York City	All Other New York
APRIL 2014	84.6%	85%

**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%