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

Service Standards Applicable to Telephone Corporations

MAY 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: May 2014

Date of Report: August 12, 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 May 2014. Certain Service Standards described in 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.

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
May 2014	0.18	0.26	0.51	0.61	0.19	0.38

(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
May 2014	100%	100%	100%	100%	100%	100%

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 May 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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
MAY 2014	25.56%	27.80%	58.32%	50.68%	33.69%	44.65%

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 May 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
MAY 2014	8.02%	8.68%	30.46%	24.38%	7.27%	19.83%

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
MAY 2014	85.11%	82.27%	86.75%	90.06%	83.82%	86.77%

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
MAY 2014	5.67%

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	WEST NY	NY STATE
MAY 2014	21.05%	21.87%	4.74%	21.53%	12.23%

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
MAY 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
MAY 2014	83.0%	81.3%

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
MAY 2014	94.7%