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

Service Standards Applicable to Telephone Corporations

April 2018

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 2018

Date of Report: May 31, 2018

Submitter's Name: Donna Kerschner
Director, Regulatory

Submitter's Tel. Number: (908) 730-6723

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, 2018. 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, [redacted] 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 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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

Exhibit I.b illustrates the customer trouble report rate ("CTRR") by month for each of the Company's operating regions ("TWC ORs"). For the month identified below, [redacted] met the CTRR performance threshold of fewer than 3.3 trouble reports per 100 access lines across 85% or more of the hubs in each OR shown in the table below.

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 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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 the month identified below, [redacted] met the performance threshold of 20% or less cleared in greater than 24 hours. For supporting data, please refer to the Time Warner Cable Hub Level Report for April 2018, attached. Note that TWC has recently integrated internal databases that provide underlying data for its service quality reports. In turn, this has enabled TWC to better align its internal metrics with the Department of Public Service's applicable service quality reporting guidelines.

Exhibit II – Percent Out of Service Over 24 Hours

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
April 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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] For supporting data, please refer to the Time Warner Cable Hub Level Report for April 2018, attached. Note that TWC has recently integrated internal databases that provide underlying data for its service quality reports. In turn, this has enabled TWC

to better align its internal metrics with the Department of Public Service's applicable service quality reporting guidelines.

Exhibit III – Percent Service Affecting Over 48 Hours

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
April 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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. For the reporting month, [redacted] Note: 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	WEST NY	STATE
April 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

5. Timeliness of Installation: Percent Installation Commitments Missed

Exhibit V identifies the percentage of initial installation commitments missed per month for each TWC OR. For the reporting month, [redacted] Note that TWC has recently integrated internal databases that provide underlying data for its service quality reports. In turn, this has enabled TWC to better align its internal metrics with the Department of Public Service's applicable service quality reporting guidelines.

Exhibit V – Percent Installation Commitments Missed

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	STATE
April 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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 [redacted] to report.

Exhibit VI – Percent of Final Trunk Group Blockages

	CLLI	UTIL. %	TRUNK TYPE
April 2018	[redacted]	[redacted]	[redacted]

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 percentage of consumer calls to the business office and consumer calls to the repair office which meets the performance threshold of 80% answered within thirty seconds.

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

	New York City	All Other New York
April, 2018	[redacted]	[redacted]

9. Operator Assistance Answer Time

Exhibit VIII illustrates the percentage of consumer calls for operator assistance answered within 10 seconds, which meets the performance threshold of 90.0% or greater.

Exhibit VIII – Operator Assistance Answer Time

Month	NEW YORK STATE
April, 2018	[redacted]

TWC NY Hub Level Report

WO Month Entered	Site	Hub	WO Count	Line Count	RHLP	# OOS Troubles	Gt 24 Hrs	# Service Affecting Troubles	Gt 48 Hrs	% Gt 24 Hours	% Gt 48 Hours
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Director, Regulatory

Submitter's Tel. Number: (908) 730-6723

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 April, 2018. 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 Core 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, [redacted] 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 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

(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, [redacted] the CTRR performance threshold of fewer than 3.3 trouble reports per 100 access lines across 85% or more of hubs in each OR as shown in the table below.

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
April 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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 the month identified below, the threshold of 20% or less cleared in greater than 24 hours [redacted] For supporting data, please refer to the Time Warner Cable Core Hub Level Report for April 2018, attached. Note that TWC has recently integrated internal databases that provide underlying data

for its service quality reports. In turn, this has enabled TWC to better align its internal metrics with the Department of Public Service's applicable service quality reporting guidelines.

Exhibit II – Percent Out of Service Over 24 Hours

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
April 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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] For supporting data, please refer to the Time Warner Cable Core Hub Level Report for April 2018. Note that TWC has recently integrated internal databases that provide underlying data for its service quality reports. In turn, this has enabled TWC to better align its internal metrics with the Department of Public Service's applicable service quality reporting guidelines.

Exhibit III – Percent Service Affecting Over 48 Hours

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
April 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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. For the reporting month, the threshold of 80% installed within 5 business days [redacted] Note: 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	WEST NY	NY STATE
March 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

5. Timeliness of Installation: Percent Installation Commitments Missed

Exhibit V.a identifies the percentage of initial installation commitments missed per month for each TWC OR. For the reporting month, the threshold of 10% or less missing the commitment [redacted]. Note that TWC has recently integrated internal databases that provide underlying data for its service quality reports. In turn, this has enabled TWC to better align its internal metrics with the Department of Public Service's applicable service quality reporting guidelines.

Exhibit V.a – Percent Installation Commitments Missed

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK	WEST NY	NY STATE
March 2018	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Core Customers TWC NY Hub Level

WO Month Entered	Site	Hub	WO Count	Line Count	RHLP	# OOS Troubles	Gt 24 Hrs	# Service Affecting Troubles	Gt 48 Hrs	% Gt 24 Hours	% Gt 48 Hours
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