



John E. Fogarty
Vice President and Assistant Chief Counsel - Regulatory
Legal

April 4, 2014

Honorable Kathleen H. Burgess
Secretary to the Commission
New York State Public Service Commission
Empire State Building
Agency Building 3
Albany, NY 12223-1350

Re: 2011 Customer Service Annual Report - Redacted

Dear Ms. Burgess:

Enclosed please find the 2011 Customer Service Annual Report filed for all Time Warner Cable systems in New York State. The report enclosed is a redacted version which does not include confidential information. The unredacted report is being filed with the Records Access Officer pursuant to NYCRR Section 6-1.3.

With respect to the information included in the report, we would like to note that the records from which that information was derived do not always distinguish between cable service and other non-cable services which Time Warner Cable provides. As a result, the information in the report includes telephone calls and service calls which concerned non-cable services.

We would also note that the records from which the information in the report was derived covers all time periods, including both time periods with normal operating conditions and time periods when operating conditions were not normal.

Sincerely,

A handwritten signature in black ink, appearing to read "John E. Fogarty", written over the word "Sincerely,".

John E. Fogarty

JEF/srh
Enclosure

2011
CUSTOMER SERVICE ANNUAL REPORT
 January - December 2011
Redacted Version

Filed Under Claim of Confidentiality

Time Warner Cable
 Cable Company

All New York Systems
 System Name

**Telephone Availability
 (Business Office)**

	Jan- March	April - June	Jul - Sep	Oct - Dec
(1) Total # of days per month CSR's answer calls	90	91	92	92
(2) Total # of calls company receives per month				
(3) Total # of call per month answered in 30 seconds by company				
(4) Average # of seconds on hold before reaching a CSR				
(5) Total # of calls abandoned				
(6) Estimated % of time calls receive busy signal				
(7) Is local, toll-free or collect-call phone access available 24/7	Yes	Yes	Yes	Yes

Service Standards

(1) Number of requests for standard installations				
Number of standard installations requests completed within 7 business days				
Number of standard installations completed by specific request date				
(2) Number of service interruptions				
Number of service interruptions responded to within 24 hours				
Number of other subscriber service problems				
Number of other service problems responded to by next business day				
(3) Number of service calls to subscribers residences				
Number of service calls requested for a specific time				
Number of service calls requested for morning and afternoon hours				
Number of service calls requested within 4-hour time block				
Number of service calls requested for evenings and Saturday appts				
Number of service calls rescheduled for missed appointments				
Total number of service calls completed with in all appointment windows				
(4) Total (\$) amount of credit issued for no show appointments				

Companies that do not have automated telephone systems or computer generated service statistics may submit other appropriate information or reports which demonstrated compliance.

Note: (3) 4-hour time block includes time blocks of shorter duration.
 (4) Total (\$) amount of credit issued for no show appointments - includes "no show" and "late appointments".
 Data reflects cable and non-cable services