

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

Service Standards Applicable to Telephone Corporations

July 2020

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

Company Code (NY OCN): 532D

Report Month/Year: July 2020

Date of Report: August 31, 2020

Submitter's Name: Lynn Notarianni
Director-Telephone Regulatory

Submitter's Tel. Number: (720) 518-2585

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 July 2020. 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 CITY	WEST NY	NY STATE
July 2020	[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] the CTRR performance threshold of fewer than 3.3 trouble reports per 100 access lines across 85% or more of hubs [REDACTED]

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

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
July 2020	[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 Hub Level Report for July 2020, attached.

Exhibit II – Percent Out of Service Over 24 Hours

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
July 2020	[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. For the month identified below, the threshold of 20% or less cleared in greater than 48 hours [REDACTED]. For supporting data, please refer to the Time Warner Cable Hub Level Report for July 2020.

Exhibit III – Percent Service Affecting Over 48 Hours

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
July 2020	[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 CITY	WEST NY	NY STATE
July 2020	[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, the threshold of 10% [REDACTED]

Exhibit V – Percent Installation Commitments Missed

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
July 2020	[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, [REDACTED]

Exhibit VI – Percent of Final Trunk Group Blockages

	CLLI	UTIL. %	TRUNK TYPE
July 2020	[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. For the reporting month, the threshold of 80% answered within thirty seconds [REDACTED]

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

	New York City	All Other New York
July 2020	[REDACTED]	

9. Operator Assistance Answer Time

Exhibit VIII illustrates the percentage of consumer calls for operator assistance answered within 10 seconds [REDACTED]

Exhibit IX – Operator Assistance Answer Time

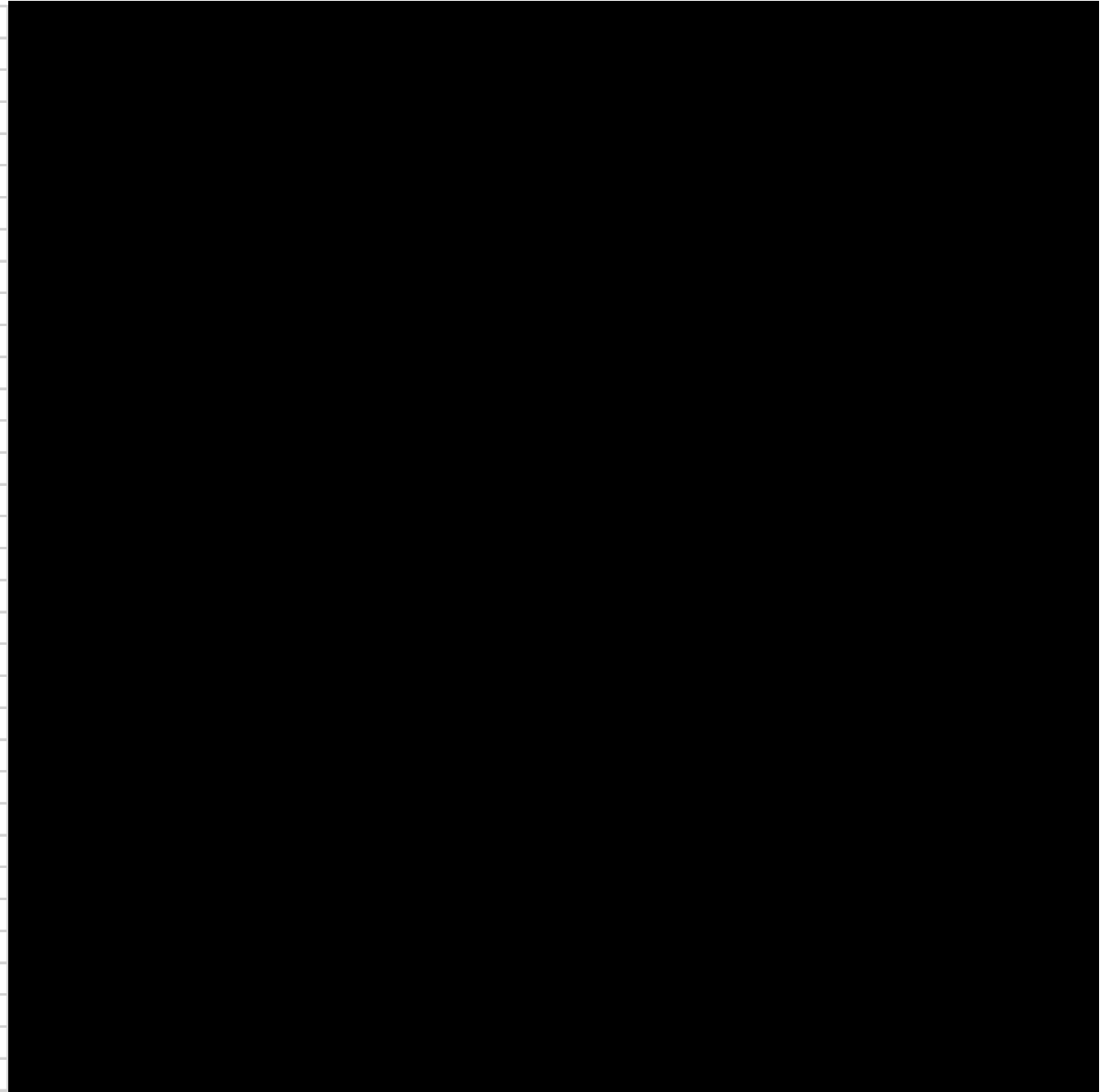
Month	NEW YORK STATE
July 2020	[REDACTED]

TWC NY Hub Level Report

WO Month Entered	Site	Hub	WO Count	Line Count	RPHL	# OOS Troubles	Gt 24 Hrs	# Service Affecting Troubles	Gt 48 Hrs	% Gt 24 Hours	% Gt 48 Hours
Jul 2020											
	ALBANY	13									
	ALBANY	99									
	ALBANY	AD									
	ALBANY	AY									
	ALBANY	BA									
	ALBANY	BH									
	ALBANY	BK									
	ALBANY	BL									
	ALBANY	BM									
	ALBANY	BO									
	ALBANY	BQ									
	ALBANY	CJ									
	ALBANY	CK									
	ALBANY	CQ									
	ALBANY	CT									
	ALBANY	CW									
	ALBANY	DV									
	ALBANY	EG									
	ALBANY	FI									
	ALBANY	GN									
	ALBANY	GO									
	ALBANY	GV									
	ALBANY	HF									
	ALBANY	HM									
	ALBANY	IH									
	ALBANY	KG									
	ALBANY	LE									
	ALBANY	LG									
	ALBANY	LZ									

	ALBANY	MP
	ALBANY	NO
	ALBANY	NU
	ALBANY	QB
	ALBANY	RD
	ALBANY	RF
	ALBANY	RS
	ALBANY	ST
	ALBANY	SU
	ALBANY	SY
	ALBANY	SZ
	ALBANY	TC
	ALBANY	TO
	ALBANY	TY
	ALBANY	WA
	Site Total	
	Central NY	
	Central NY	2H
	Central NY	99
	Central NY	AB
	Central NY	AF
	Central NY	AR
	Central NY	AV
	Central NY	BC
	Central NY	BI
	Central NY	BK
	Central NY	BN
	Central NY	BS
	Central NY	BU
	Central NY	BV
	Central NY	CD
	Central NY	CE
	Central NY	CG

	Central NY	CH
	Central NY	CK
	Central NY	CL
	Central NY	CM
	Central NY	CP
	Central NY	CQ
	Central NY	CR
	Central NY	CT
	Central NY	DE
	Central NY	DH
	Central NY	DN
	Central NY	DV
	Central NY	DX
	Central NY	EM
	Central NY	FI
	Central NY	FP
	Central NY	FS
	Central NY	FT
	Central NY	GD
	Central NY	GR
	Central NY	GU
	Central NY	HE
	Central NY	HK
	Central NY	HN
	Central NY	HT
	Central NY	IL
	Central NY	IR
	Central NY	IT
	Central NY	JF
	Central NY	LB
	Central NY	LD
	Central NY	LF
	Central NY	LP
	Central NY	LR

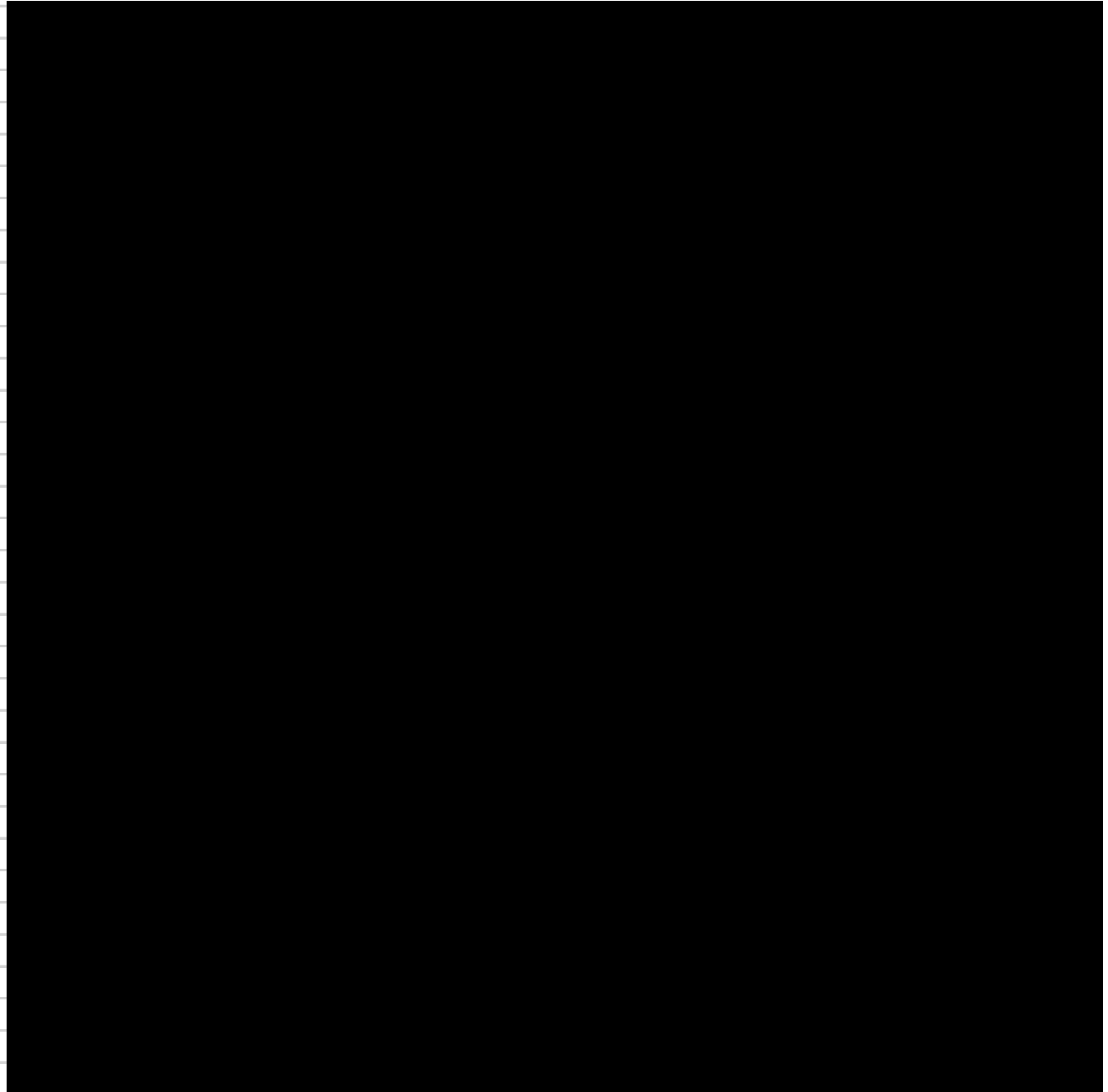


	Central NY	LS	
	Central NY	LV	
	Central NY	MA	
	Central NY	MD	
	Central NY	MP	
	Central NY	MR	
	Central NY	MS	
	Central NY	NB	
	Central NY	NS	
	Central NY	NW	
	Central NY	OA	
	Central NY	OC	
	Central NY	OD	
	Central NY	OF	
	Central NY	ON	
	Central NY	OS	
	Central NY	OT	
	Central NY	OW	
	Central NY	PL	
	Central NY	PN	
	Central NY	PT	
	Central NY	RF	
	Central NY	RM	
	Central NY	RO	
	Central NY	SD	
	Central NY	SK	
	Central NY	SL	
	Central NY	SR	
	Central NY	ST	
	Central NY	SU	
	Central NY	SZ	
	Central NY	TF	
	Central NY	UT	
	Central NY	WG	

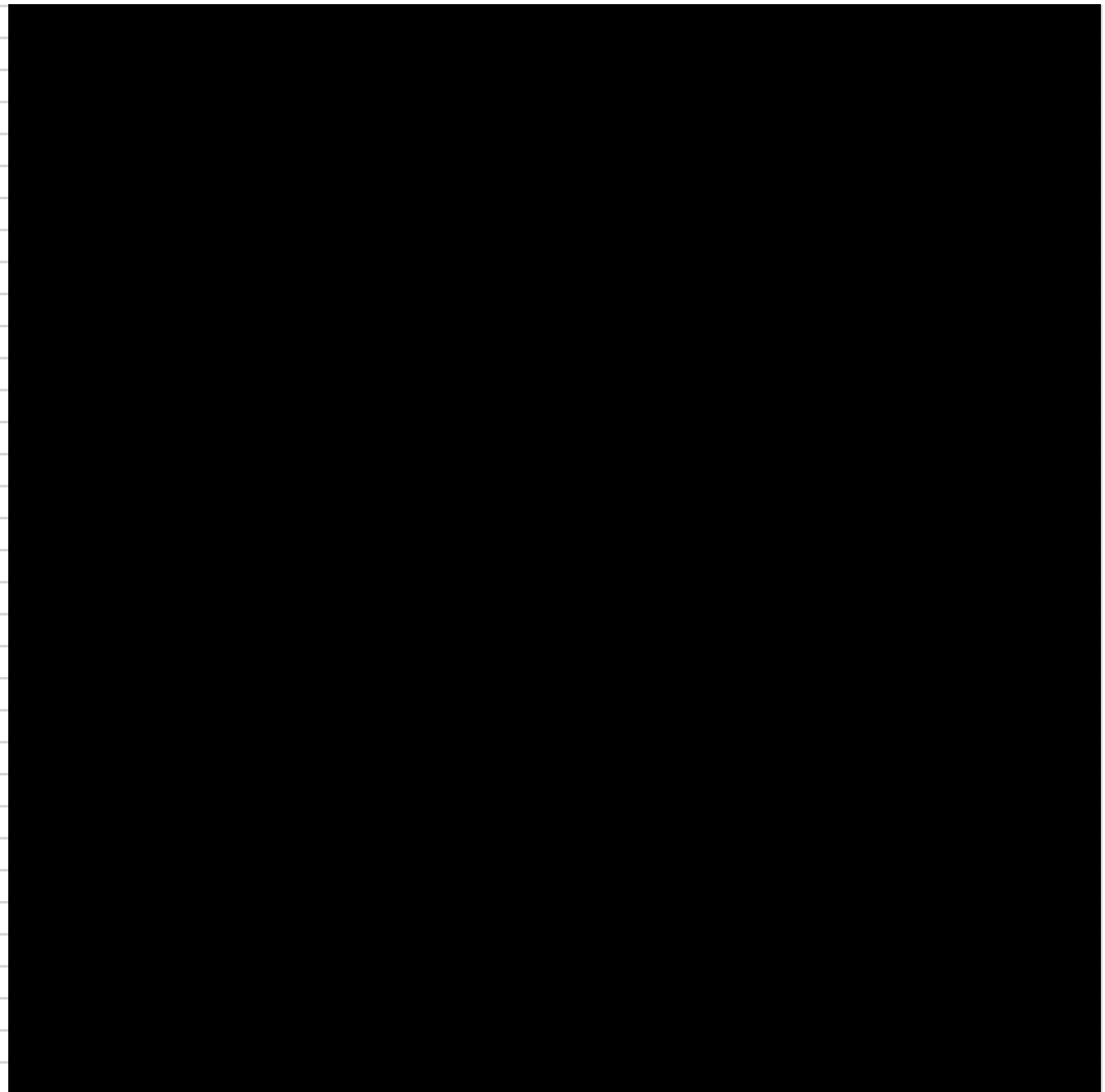
	Central NY	WM
	Central NY	WT
	Central NY	WV
	Site Total	
	HUDSON VALLEY	
	HUDSON VALLEY	BC
	HUDSON VALLEY	DC
	HUDSON VALLEY	KA
	HUDSON VALLEY	KD
	HUDSON VALLEY	LY
	HUDSON VALLEY	MI
	HUDSON VALLEY	NR
	HUDSON VALLEY	PK
	HUDSON VALLEY	PW
	HUDSON VALLEY	RK
	HUDSON VALLEY	RL
	HUDSON VALLEY	SI
	HUDSON VALLEY	TE
	HUDSON VALLEY	WR
	HUDSON VALLEY	WU
	Site Total	
	NEW YORK	
	NEW YORK	00
	NEW YORK	0
	NEW YORK	AA
	NEW YORK	AB
	NEW YORK	AC
	NEW YORK	AD
	NEW YORK	AE
	NEW YORK	AF

	NEW YORK	AG	
	NEW YORK	AH	
	NEW YORK	AQ	
	NEW YORK	AT	
	NEW YORK	AZ	
	NEW YORK	BA	
	NEW YORK	BB	
	NEW YORK	BC	
	NEW YORK	BD	
	NEW YORK	BE	
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	NEW YORK	BG	
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	NEW YORK	BT	
	NEW YORK	BY	
	NEW YORK	BZ	
	NEW YORK	CA	
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	NEW YORK	CC	
	NEW YORK	CD	
	NEW YORK	CE	
	NEW YORK	CF	
	NEW YORK	CG	
	NEW YORK	CH	
	NEW YORK	CI	
	NEW YORK	CO	
	NEW YORK	CY	
	NEW YORK	CZ	
	NEW YORK	DA	
	NEW YORK	DB	
	NEW YORK	DC	
	NEW YORK	DD	
	NEW YORK	DE	
	NEW YORK	DF	

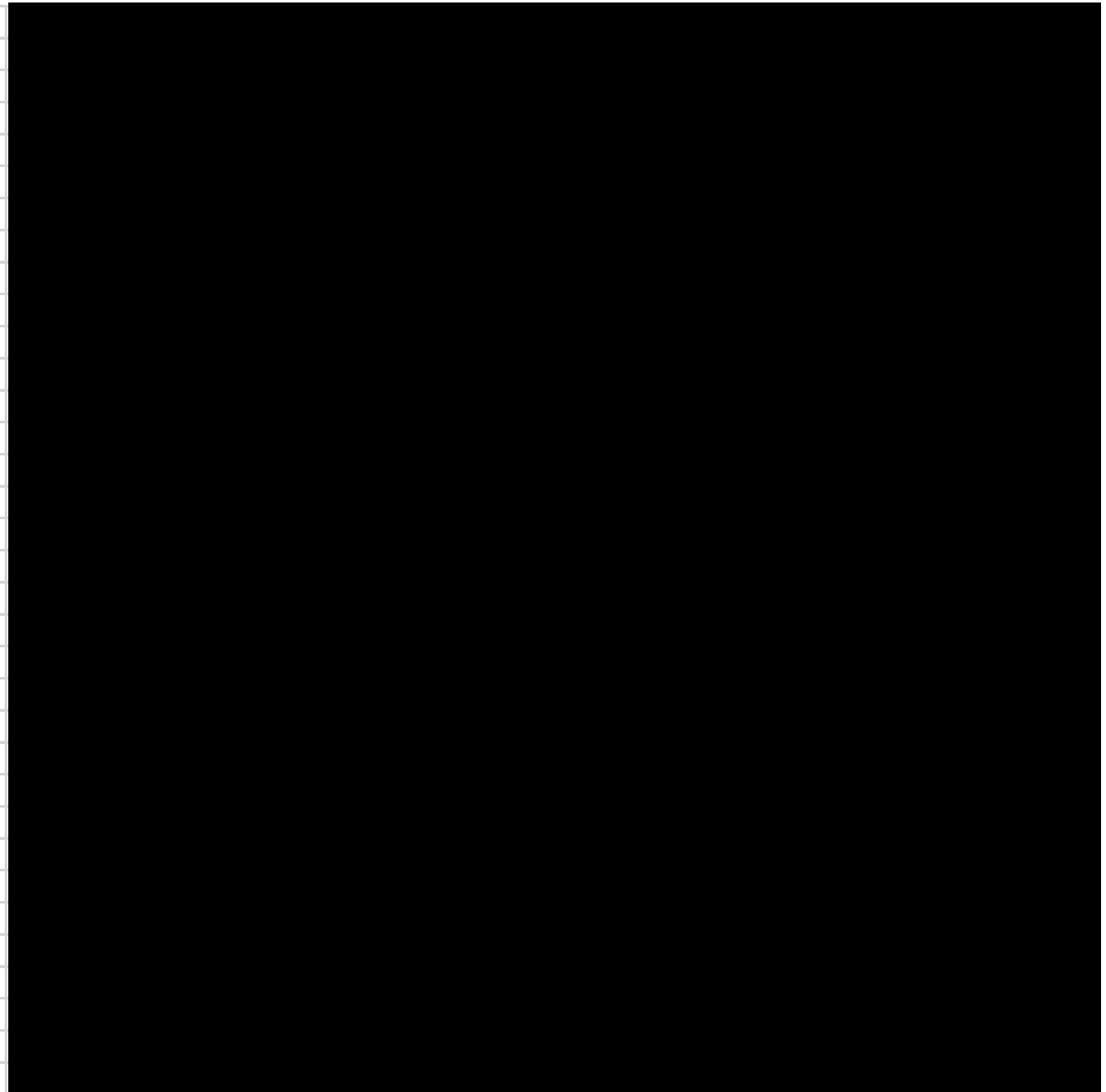
	NEW YORK	DG
	NEW YORK	DH
	NEW YORK	DI
	NEW YORK	DJ
	NEW YORK	DK
	NEW YORK	DL
	NEW YORK	DM
	NEW YORK	DO
	NEW YORK	DT
	NEW YORK	DX
	NEW YORK	DZ
	NEW YORK	EA
	NEW YORK	EB
	NEW YORK	EC
	NEW YORK	ED
	NEW YORK	EE
	NEW YORK	EF
	NEW YORK	FA
	NEW YORK	FB
	NEW YORK	FC
	NEW YORK	FD
	NEW YORK	FE
	NEW YORK	FF
	NEW YORK	FG
	NEW YORK	FH
	NEW YORK	FR
	NEW YORK	FZ
	NEW YORK	GA
	NEW YORK	GB
	NEW YORK	GC
	NEW YORK	GD
	NEW YORK	GE
	NEW YORK	GF
	NEW YORK	GG



	NEW YORK	GY
	NEW YORK	IA
	NEW YORK	IB
	NEW YORK	IC
	NEW YORK	ID
	NEW YORK	IE
	NEW YORK	IF
	NEW YORK	JA
	NEW YORK	JB
	NEW YORK	JC
	NEW YORK	JD
	NEW YORK	JE
	NEW YORK	JF
	NEW YORK	JZ
	NEW YORK	KA
	NEW YORK	KB
	NEW YORK	KC
	NEW YORK	KD
	NEW YORK	KE
	NEW YORK	KF
	NEW YORK	LA
	NEW YORK	LB
	NEW YORK	LC
	NEW YORK	LD
	NEW YORK	LE
	NEW YORK	LF
	NEW YORK	MA
	NEW YORK	MB
	NEW YORK	MC
	NEW YORK	ND
	NEW YORK	NO
	NEW YORK	OA
	NEW YORK	OB
	NEW YORK	OC



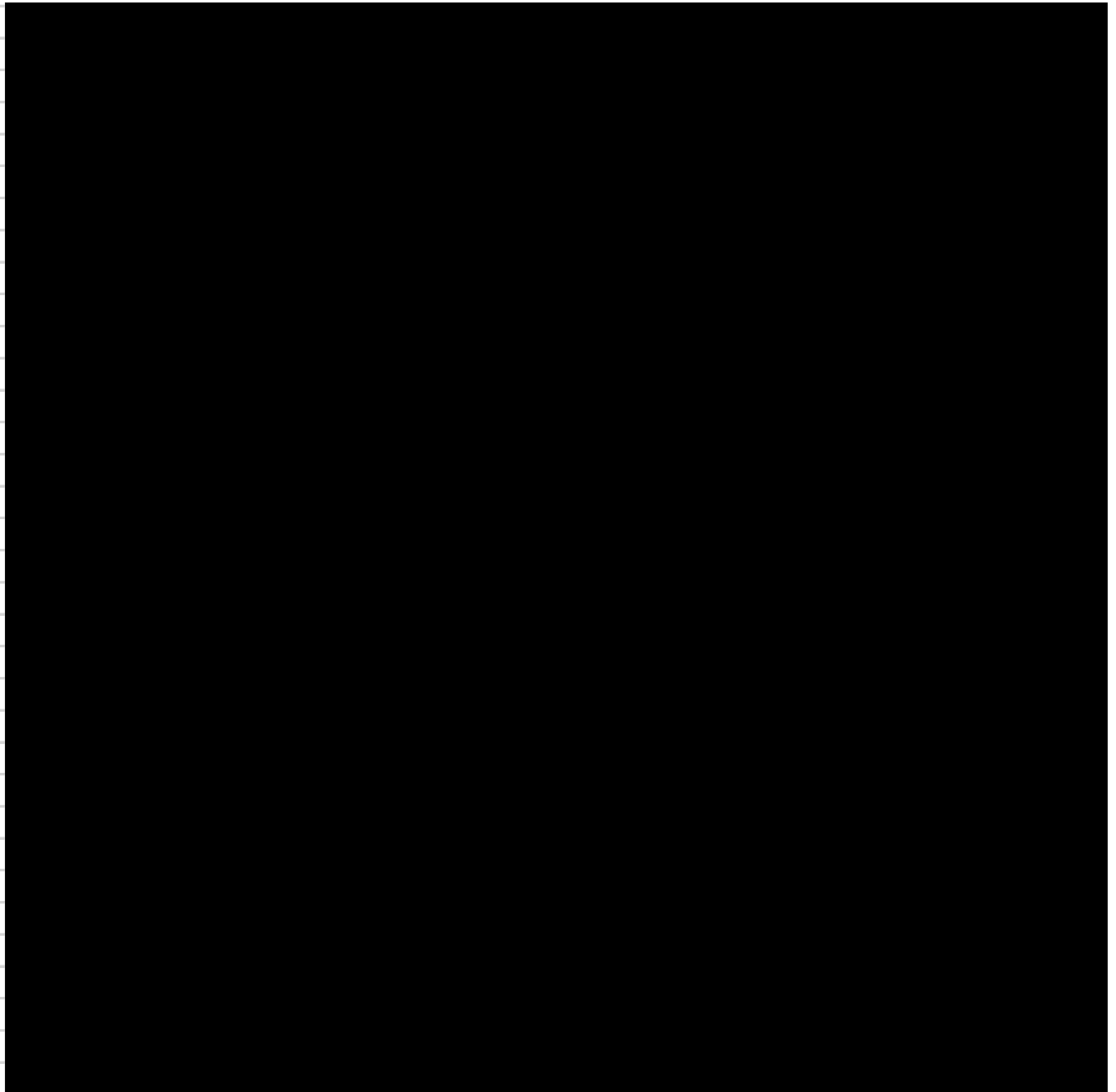
	NEW YORK	OD
	NEW YORK	OE
	NEW YORK	OK
	NEW YORK	PW
	NEW YORK	QA
	NEW YORK	QB
	NEW YORK	QC
	NEW YORK	RA
	NEW YORK	RB
	NEW YORK	RC
	NEW YORK	RD
	NEW YORK	RE
	NEW YORK	RF
	NEW YORK	RG
	NEW YORK	RZ
	NEW YORK	SA
	NEW YORK	SB
	NEW YORK	SC
	NEW YORK	SD
	NEW YORK	SE
	NEW YORK	SF
	NEW YORK	SZ
	NEW YORK	TE
	NEW YORK	UA
	NEW YORK	UB
	NEW YORK	UC
	NEW YORK	UD
	NEW YORK	UE
	NEW YORK	UF
	NEW YORK	VA
	NEW YORK	WA
	NEW YORK	WB
	NEW YORK	WC
	NEW YORK	WD



	NEW YORK	WE	
	NEW YORK	WF	
	NEW YORK	WG	
	NEW YORK	WO	
	NEW YORK	WW	
	NEW YORK	WZ	
	Site Total		
	Western NY	00	
	Western NY	5D	
	Western NY	6C	
	Western NY	6P	
	Western NY	99	
	Western NY	AB	
	Western NY	AG	
	Western NY	AL	
	Western NY	AM	
	Western NY	AR	
	Western NY	BC	
	Western NY	BE	
	Western NY	BH	
	Western NY	BK	
	Western NY	BL	
	Western NY	BP	
	Western NY	BR	
	Western NY	CA	
	Western NY	CC	
	Western NY	CH	
	Western NY	CJ	
	Western NY	CL	
	Western NY	CM	
	Western NY	CO	
	Western NY	CQ	
	Western NY	CT	

	Western NY	CU	
	Western NY	CY	
	Western NY	DA	
	Western NY	DF	
	Western NY	DK	
	Western NY	DN	
	Western NY	DV	
	Western NY	EA	
	Western NY	EB	
	Western NY	EL	
	Western NY	EV	
	Western NY	FD	
	Western NY	FI	
	Western NY	FO	
	Western NY	FR	
	Western NY	FS	
	Western NY	GA	
	Western NY	GE	
	Western NY	GI	
	Western NY	HB	
	Western NY	HI	
	Western NY	HN	
	Western NY	HO	
	Western NY	IL	
	Western NY	IQ	
	Western NY	JO	
	Western NY	KT	
	Western NY	LA	
	Western NY	LC	
	Western NY	LG	
	Western NY	LI	
	Western NY	LK	
	Western NY	LN	
	Western NY	LO	

	Western NY	LS
	Western NY	LT
	Western NY	ME
	Western NY	MH
	Western NY	MJ
	Western NY	MN
	Western NY	MP
	Western NY	NE
	Western NY	NF
	Western NY	NT
	Western NY	NU
	Western NY	NW
	Western NY	OG
	Western NY	OL
	Western NY	OP
	Western NY	PE
	Western NY	PN
	Western NY	PR
	Western NY	PT
	Western NY	PY
	Western NY	RA
	Western NY	RF
	Western NY	RI
	Western NY	RO
	Western NY	SF
	Western NY	SL
	Western NY	SN
	Western NY	SO
	Western NY	SP
	Western NY	SS
	Western NY	TL
	Western NY	TT
	Western NY	TW
	Western NY	US



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

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July 2020	[REDACTED]					

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

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	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
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4. Timeliness of Installation: Percent Initial Basic Local Exchange Service Line Installations within 5 days

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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
July 2020	[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, the threshold of 10% [REDACTED]

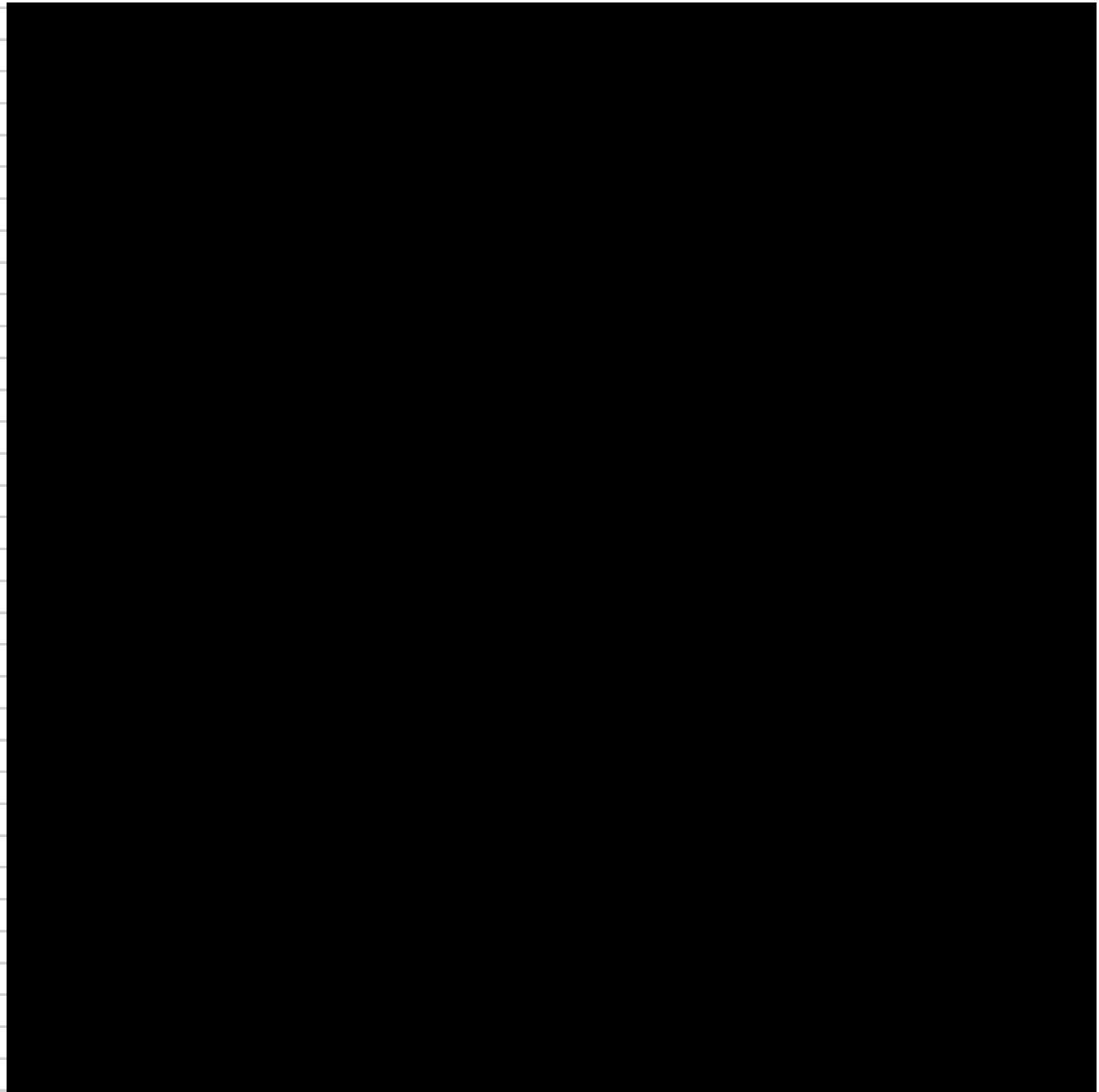
Exhibit V.a – Percent Installation Commitments Missed

	ALBANY	CENTRAL NY	HUDSON VALLEY	NEW YORK CITY	WEST NY	NY STATE
July 2020	[REDACTED]					

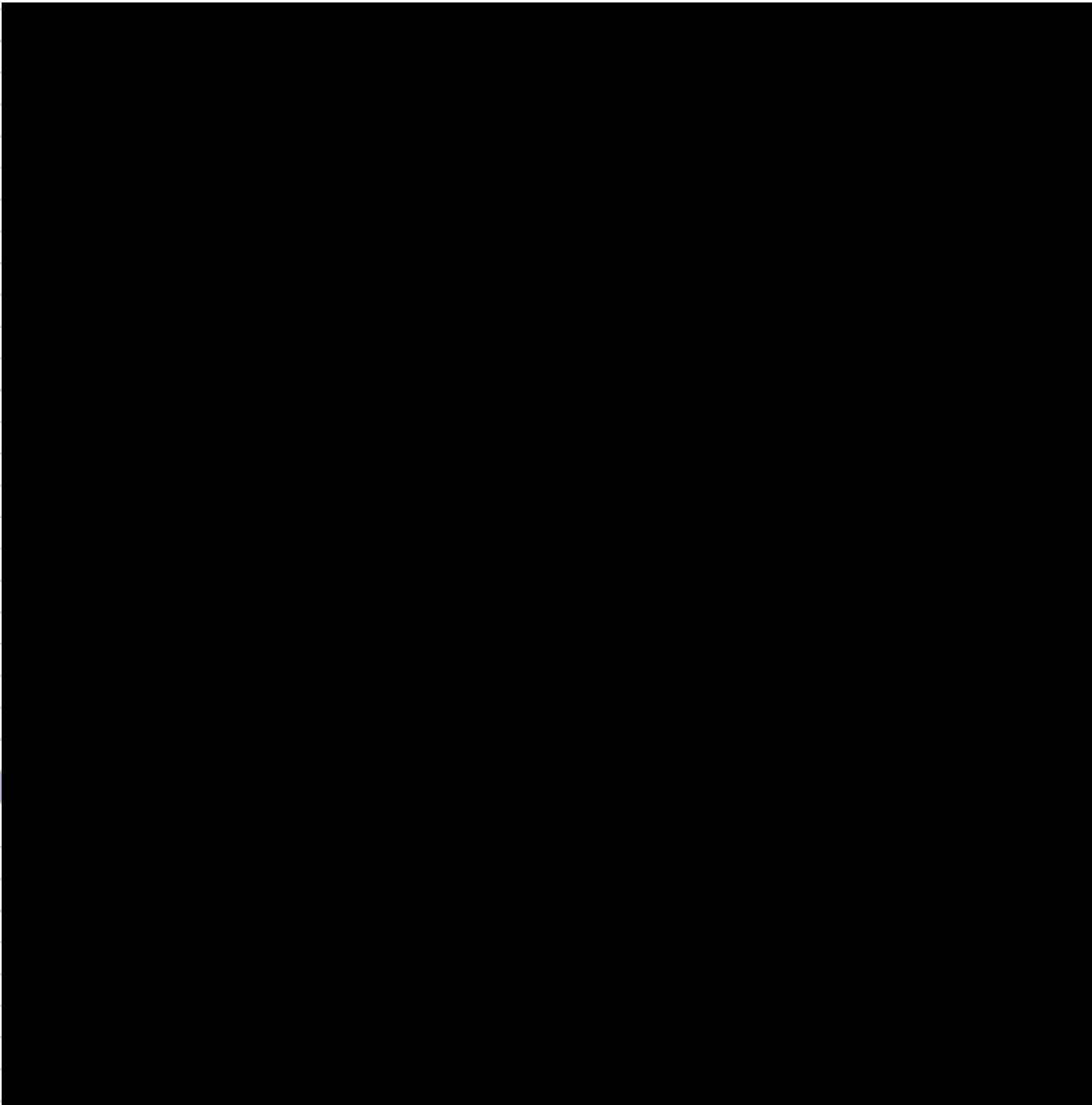
TWC NY Hub Level Report

WO Month Entered	Site	Hub	WO Count	Line Count	RPHL	# OOS Troubles	Gt 24 Hrs	# Service Affecting Troubles	Gt 48 Hrs	% Gt 24 Hours	% Gt 48 Hours
Jul 2020											
	ALBANY	AD									
	ALBANY	BH									
	ALBANY	BM									
	ALBANY	BQ									
	ALBANY	CJ									
	ALBANY	CK									
	ALBANY	CT									
	ALBANY	CW									
	ALBANY	GN									
	ALBANY	GO									
	ALBANY	HM									
	ALBANY	LG									
	ALBANY	LZ									
	ALBANY	NO									
	ALBANY	NU									
	ALBANY	QB									
	ALBANY	RD									
	ALBANY	RS									
	ALBANY	SU									
	ALBANY	SY									
	ALBANY	SZ									
	ALBANY	TY									
	ALBANY	WA									
	Site Total										
	Central NY	AB									
	Central NY	AF									
	Central NY	AV									
	Central NY	BK									

	Central NY	BS
	Central NY	BU
	Central NY	BV
	Central NY	CD
	Central NY	CG
	Central NY	CH
	Central NY	CL
	Central NY	CM
	Central NY	CP
	Central NY	CR
	Central NY	CT
	Central NY	DH
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	Central NY	HT
	Central NY	IL
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	Central NY	LV
	Central NY	MA
	Central NY	MD
	Central NY	MP



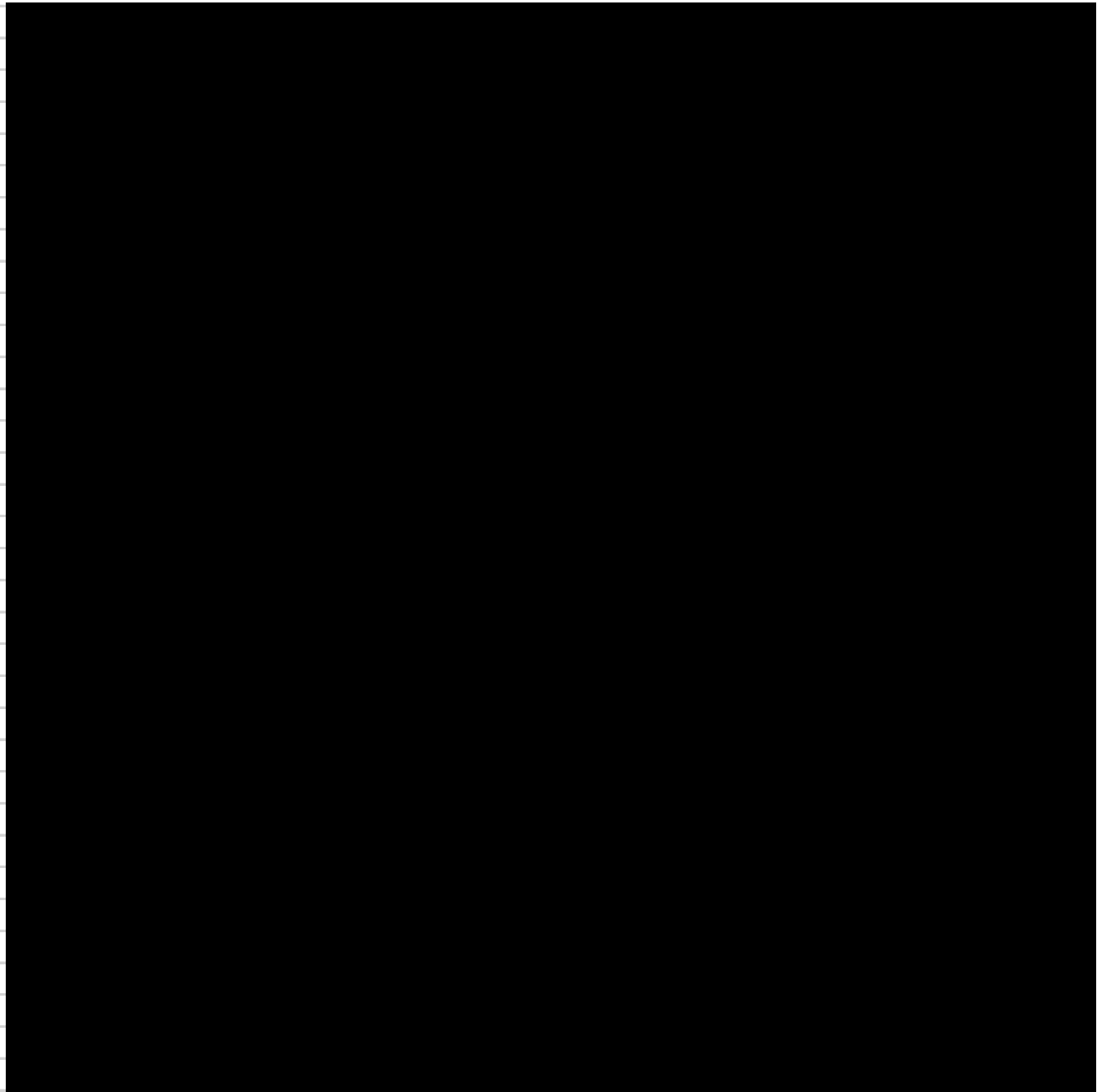
	Central NY	MR
	Central NY	MS
	Central NY	NB
	Central NY	NS
	Central NY	NW
	Central NY	OA
	Central NY	OC
	Central NY	OD
	Central NY	ON
	Central NY	OS
	Central NY	OT
	Central NY	OW
	Central NY	PL
	Central NY	PT
	Central NY	RM
	Central NY	SD
	Central NY	SK
	Central NY	SL
	Central NY	SR
	Central NY	ST
	Central NY	TF
	Central NY	UT
	Central NY	WG
	Central NY	WT
	Site Total	
	HUDSON VALLEY	LY
	HUDSON VALLEY	MI
	HUDSON VALLEY	NR
	HUDSON VALLEY	PK
	HUDSON VALLEY	PW
	HUDSON VALLEY	RK
	HUDSON VALLEY	RL
	HUDSON VALLEY	SI



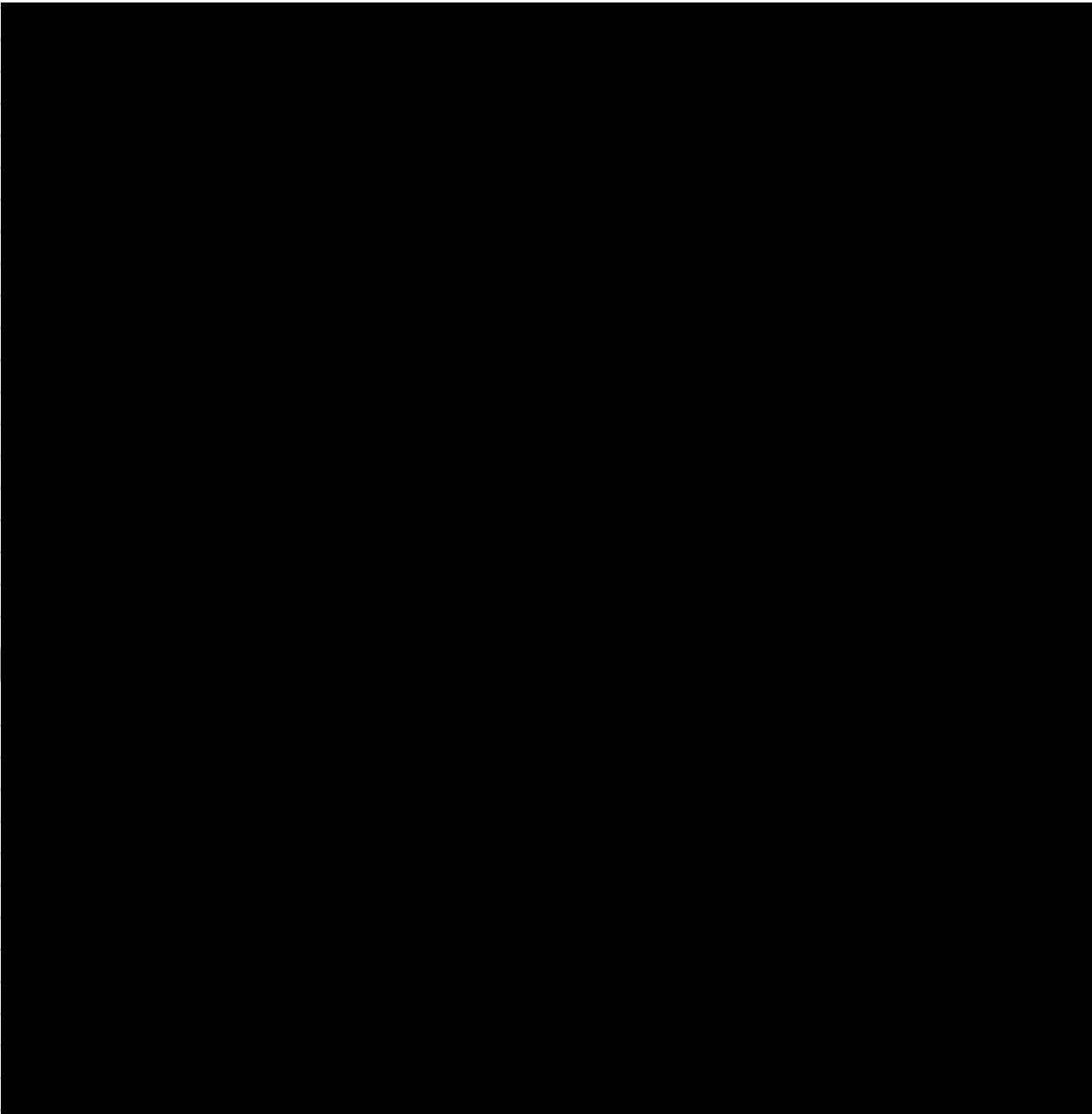
	HUDSON VALLEY	WR	
	HUDSON VALLEY	WU	
	Site Total		
	NEW YORK	AA	
	NEW YORK	AB	
	NEW YORK	AC	
	NEW YORK	AD	
	NEW YORK	AE	
	NEW YORK	AF	
	NEW YORK	AG	
	NEW YORK	AH	
	NEW YORK	BA	
	NEW YORK	BB	
	NEW YORK	BC	
	NEW YORK	BD	
	NEW YORK	BE	
	NEW YORK	BF	
	NEW YORK	BG	
	NEW YORK	BH	
	NEW YORK	CA	
	NEW YORK	CB	
	NEW YORK	CC	
	NEW YORK	CD	
	NEW YORK	CE	
	NEW YORK	CF	
	NEW YORK	CG	
	NEW YORK	CI	
	NEW YORK	DA	
	NEW YORK	DB	
	NEW YORK	DC	
	NEW YORK	DD	
	NEW YORK	DE	
	NEW YORK	DF	

	NEW YORK	DG	
	NEW YORK	DH	
	NEW YORK	DI	
	NEW YORK	DJ	
	NEW YORK	DK	
	NEW YORK	EA	
	NEW YORK	EB	
	NEW YORK	EC	
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	NEW YORK	GB	
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	NEW YORK	GD	
	NEW YORK	GE	
	NEW YORK	GF	
	NEW YORK	GG	
	NEW YORK	IA	
	NEW YORK	IB	
	NEW YORK	IC	
	NEW YORK	ID	
	NEW YORK	IE	
	NEW YORK	IF	
	NEW YORK	JA	
	NEW YORK	JB	

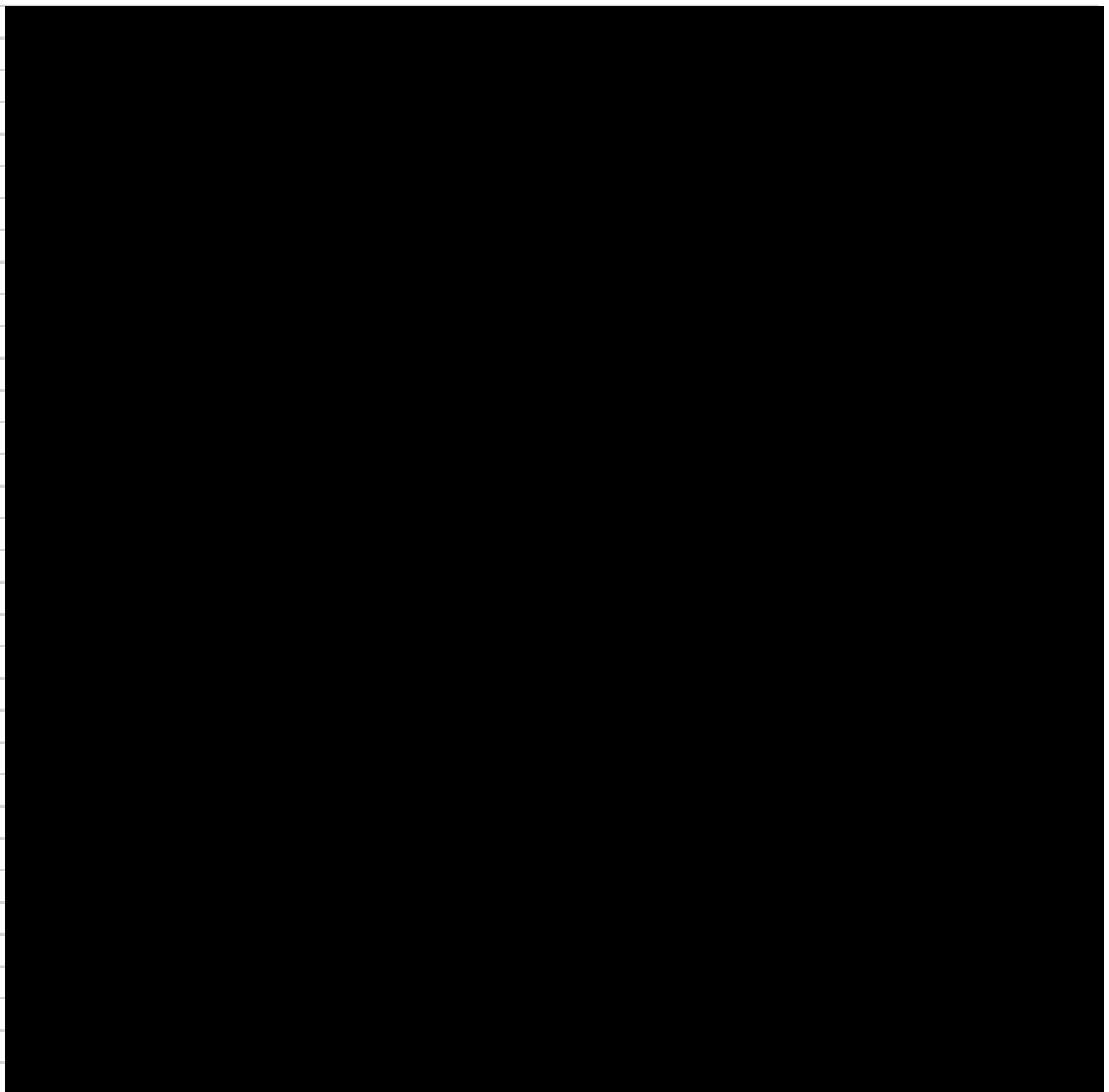
	NEW YORK	JC
	NEW YORK	JD
	NEW YORK	JE
	NEW YORK	JF
	NEW YORK	KA
	NEW YORK	KB
	NEW YORK	KC
	NEW YORK	KD
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	NEW YORK	KF
	NEW YORK	LA
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	NEW YORK	MB
	NEW YORK	MC
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	NEW YORK	OB
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	NEW YORK	OE
	NEW YORK	OK
	NEW YORK	QA
	NEW YORK	QB
	NEW YORK	QC
	NEW YORK	RA
	NEW YORK	RB
	NEW YORK	RC
	NEW YORK	RD
	NEW YORK	RE
	NEW YORK	RF



	NEW YORK	SA
	NEW YORK	SB
	NEW YORK	SC
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