

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Bright House Networks Information Services (California), LLC

U#: U-6955-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Bright House Networks Information Services (California), LLC

Measurement (Compile monthly, file quarterly)		Date filed ( )			Date filed ( )			Date filed (11/15/2018)			Date filed ( )			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep				
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days							7426	10379	8287				
	Total # of service orders							2177	2086	2105				
	Avg. # of business days							3.41	4.98	3.94				
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments							2177	2086	2105				
	Total # of installation commitment met							2154	2055	2060				
	Total # of installation commitment missed							23	31	45				
	% of commitment met							98.94%	98.51%	97.86%				
<b>Customers</b>	Acct # for voice or bundle, res+bus							47,980	47,721	47,973				
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines							60,673	60,508	60,765			
		Total # of trouble reports							361	289	384			
		% of trouble reports							0.59%	0.48%	0.63%			
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets							339	269	350				
	Total # of repair tickets restored in ≤ 24hrs							310	246	319				
	% of repair tickets restored ≤ 24 Hours							91.45%	91.44%	91.14%				
	Sum of the duration of all outages (hh:mm)							1776:12	2141:26	3663:24				
	Avg. outage duration (hh:mm)							5:15	7:58	10:28				
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets							336	285	378				
	Total # of repair tickets restored in ≤ 24hrs							293	233	302				
	% of repair tickets restored ≤ 24 Hours							87.20%	81.75%	79.89%				
	Sum of the duration of all outages (hh:mm)							2707:36	3401:54	5300:02				
	Avg. outage duration (hh:mm)							8:04	11:56	14:01				
<b>Refunds</b>	Number of customers who received refunds							140	123	82				
	Monthly amount of refunds							\$904.58	\$832.23	\$283.79				
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/a menu option to reach live agent).	Total # of calls for TR, Billing & Non-Billing							813,650	840,302	792,002				
	Total # of call seconds to reach live agent							427,333,773	447,090,170	411,933,753				
	% ≤ 60 seconds							69.04%	63.19%	62.45%				

GO 133D Corrective Action Report for each Answer Time metric failing to meet the 80% threshold answered in less than or equal to 60 seconds will be forthcoming

**Primary Utility Contact Information**

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Date Adopted: 7/28/09  
Date Revised: 12/08/09 (Corrects typographical errors)  
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O. 133-C)  
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)