

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

Company Name: Charter Fiberlink CA-CCO, LLC

U#: 6878-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, 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							
Installation Interval Min. standard = 5 bus. days	Total # of business days							33940	32623	34897				
	Total # of service orders							7386	8703	7753				
	Avg. # of business days							4.59	3.75	4.5				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments							7386	8703	7753				
	Total # of installation commitment met							7275	8610	7693				
	Total # of installation commitment missed							111	93	60				
	% of commitment met							98.50%	98.93%	99.23%				
Customers	Acct # for voice or bundle, res+bus							345,446	345,888	346,339				
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines							377,220	368,081	375,793			
		Total # of trouble reports							3,433	3,528	3,148			
		% of trouble reports							0.91%	0.96%	0.84%			
	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets							3,497	4,753	3,409				
	Total # of repair tickets restored in ≤ 24hrs							3,403	4,305	2,850				
	% of repair tickets restored ≤ 24 Hours							97.31%	90.57%	83.61%				
	Sum of the duration of all outages (hh:mm)							37153:38	79834:36	32181:56				
	Avg. outage duration (hh:mm)							10:38	16:48	9:27				
Unadjusted Out of Service Report	Total # of outage report tickets							5,489	4,822	3,671				
	Total # of repair tickets restored in ≤ 24hrs							3,780	3,772	3,074				
	% of repair tickets restored ≤ 24 Hours							68.87%	78.23%	83.73%				
	Sum of the duration of all outages (hh:mm)							127283:56	101671:49	41364:52				
	Avg. outage duration (hh:mm)							23:11	21:23	11:17				
Refunds	Number of customers who received refunds							1910	2193	2206				
	Monthly amount of refunds							3,060.10	2,935.79	3,781.12				
Answer Time (Trouble Reports, Billing & Non-Billing) 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)