

**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 (05/15/2018)			Date filed ()			Date filed ()			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	32444	34422	38235									
	Total # of service orders	7365	7797	9155									
	Avg. # of business days	4.41	4.42	4.17									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7365	7797	9155									
	Total # of installation commitment met	7220	7629	8989									
	Total # of installation commitment missed	145	168	166									
	% of commitment met	98.03%	97.84%	98.19%									
Customers	Acct # for voice or bundle, res+bus	344,642	345,496	345,589									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	375,495	367,213	381,935								
		Total # of trouble reports	5,290	4,162	4,611								
		% of trouble reports	1.41%	1.13%	1.21%								
	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	2,420	2,272	2,492									
	Total # of repair tickets restored in ≤ 24hrs	2,189	2,111	2,301									
	% of repair tickets restored ≤ 24 Hours	90.45%	92.91%	92.34%									
	Sum of the duration of all outages (hh:mm)	27939:42	20216:51	23348:08									
	Avg. outage duration (hh:mm)	11:33	8:56	9:22									
Unadjusted Out of Service Report	Total # of outage report tickets	3,114	2,650	2,589									
	Total # of repair tickets restored in ≤ 24hrs	2,684	2,397	2,264									
	% of repair tickets restored ≤ 24 Hours	86.19%	90.45%	87.44%									
	Sum of the duration of all outages (hh:mm)	40411:54	26910:00	29822:30									
	Avg. outage duration (hh:mm)	15:03	10:10	11:31									
Refunds	Number of customers who received refunds	217	168	208									
	Monthly amount of refunds	\$5,451.27	\$3,480.66	\$5,086.14									
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	167,095	151,236	167,551									
	Total # of call seconds to reach live agent	7,139,729	9,950,393	4,017,022									
	% < 60 seconds	85.25%	74.18%	88.87%									

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)