

**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: 2019

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 8/15/2019)			Date filed ()			Date filed ()		
					2nd Quarter			3rd Quarter			4th Quarter		
					Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days			2,601	2,771	2,914							
	Total # of service orders			1,547	1,566	1,558							
	Avg. # of business days			1.68	1.77	1.87							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments			1,547	1,566	1,558							
	Total # of installation commitment met			1,541	1,561	1,553							
	Total # of installation commitment missed			6	5	5							
	% of commitment met			99.61%	99.68%	99.68%							
Customers	Acct # for voice or bundle, res+bus			48,451	48,398	48,181							
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines			52,855	52,790	52,820						
		Total # of trouble reports			294	296	303						
		% of trouble reports			0.56%	0.56%	0.57%						
	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			231	224	237							
	Total # of repair tickets restored in ≤ 24hrs			224	221	234							
	% of repair tickets restored ≤ 24 Hours			97.0%	98.66%	98.73%							
	Sum of the duration of all outages (hh:mm)			57,702	44,286	33,080							
	Avg. outage duration (hh:mm)			250	198	140							
Unadjusted Out of Service Report	Total # of outage report tickets			241	238	259							
	Total # of repair tickets restored in ≤ 24hrs			230	229	247							
	% of repair tickets restored ≤ 24 Hours			96.40%	96.21%	95.36%							
	Sum of the duration of all outages (hh:mm)			85,062	52,926	51,800							
	Avg. outage duration (hh:mm)			353	222	200							
Refunds	Number of customers who received refunds			93	129	131							
	Monthly amount of refunds			\$1,842.87	\$2,109.52	\$2,926.05							
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			85,478	84,479	76,212							
	Total # of call seconds to reach live agent			74,875	69,558	55,705							
	% ≤ 60 seconds			87.60%	82.33%	73.10%							

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)