

**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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (8/15/2019)			Date filed ()			Date filed ()				
		2nd Quarter			3rd Quarter			4th Quarter				
		Apr	May	Jun								
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days			10,263	8,560	9,156						
	Total # of service orders			4,583	3,845	3,946						
	Avg. # of business days			2.24	2.23	2.32						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments			4,583	3,845	3,946						
	Total # of installation commitment met			4,543	3,821	3,914						
	Total # of installation commitment missed			40	24	32						
	% of commitment met			99.13%	99.38%	99.19%						
<b>Customers</b>	Acct # for voice or bundle, res+bus			363,538	362,945	362,207						
<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			396,677	396,020	395,175					
		Total # of trouble reports			2,482	2,216	2,217					
		% of trouble reports			0.63%	0.56%	0.56%					
	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			1,161	1,059	1,135						
	Total # of repair tickets restored in ≤ 24hrs			1,148	1,036	1,111						
	% of repair tickets restored ≤ 24 Hours			98.88%	97.8%	97.9%						
	Sum of the duration of all outages (hh:mm)			88,675	111,826	163,095						
	Avg. outage duration (hh:mm)			18:14	1:26	10:33						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets			1,197	1,104	1,174						
	Total # of repair tickets restored in ≤ 24hrs			1,174	1,066	1,141						
	% of repair tickets restored ≤ 24 Hours			98.07%	96.55%	97.18%						
	Sum of the duration of all outages (hh:mm)			137,635	143,506	206,295						
	Avg. outage duration (hh:mm)			3:36	7:12	18:43						
<b>Refunds</b>	Number of customers who received refunds			139	128	178						
	Monthly amount of refunds			\$439.83	\$366.14	\$1,132.54						
<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			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)