

**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: 2020

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 (5/15/2020)			Date filed (8/17/2020)			Date filed ()			Date filed ()		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days	2,185	2,055	4,273	772	418	684						
	Total # of service orders	1,346	1,260	1,944	427	270	406						
	Avg. # of business days	1.62	1.63	2.20	1.81	1.55	1.68						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1,346	1,260	1,944	427	270	406						
	Total # of installation commitment met	1,338	1,251	1,937	414	263	397						
	Total # of installation commitment missed	8	9	7	13	7	9						
	% of commitment met	99.41%	99.29%	99.64%	96.96%	97.41%	97.78%						
Customers	Acct # for voice or bundle, res+bus	47,603	47,494	47,977	47,883	48,319	48,570						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	51,896	51,784	52,212	52,124	52,518	52,796					
		Total # of trouble reports	331	293	317	291	468	450					
		% of trouble reports	0.64%	0.57%	0.61%	0.56%	0.89%	0.85%					
	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	258	237	253	234	380	352						
	Total # of repair tickets restored in ≤ 24hrs	249	234	232	228	361	320						
	% of repair tickets restored ≤ 24 Hours	96.51%	98.73%	91.69%	97.4%	95.00%	90.90%						
	Sum of the duration of all outages (hh:mm)	56,904	37,088	78,340	44,965	118,383	126,578						
	Avg. outage duration (hh:mm)	221	156	310	192	312	360						
Unadjusted Out of Service Report	Total # of outage report tickets	272	249	268	240	391	379						
	Total # of repair tickets restored in ≤ 24hrs	258	240	236	231	368	333						
	% of repair tickets restored ≤ 24 Hours	94.85%	96.38%	88.05%	96.25%	94.11%	87.86%						
	Sum of the duration of all outages (hh:mm)	79,944	55,808	112,900	66,565	163,023	161,138						
	Avg. outage duration (hh:mm)	294	224	421	277	417	425						
Refunds	Number of customers who received refunds	137	136	153	150	212	164						
	Monthly amount of refunds	\$541.65	\$579.53	\$638.02	\$465.57	\$606.66	\$423.56						
Answer Time (Trouble Reports, Billing & Non-Billing)													
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	86,763	76,807	88,245	79,682	81,919	86,034						
	Total # of call seconds to reach live agent	71,319	70,735	59,278	46,606	62,783	68,092						
	% ≤ 60 seconds	82.19%	92.09%	67.17%	58.49%	76.64%	79.15%						

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)