

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

Company Name: Bright House Network

U#: 6995-C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: _____

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2016)			Date filed (08/15/2016)			Date filed (11/15/2016)			Date filed (02/15/2017)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	July	August	September	October	November	December	
Installation Interval Min. standard = 5 bus. days	Total # of business days					13,728	8,935							
	Total # of service orders					2,931	2,768							
	Avg. # of business days					5	3							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments					2,791	2,699							
	Total # of installation commitment met					2,678	2,591							
	Total # of installation commitment missed					113	108							
	% of commitment met					95.60%	96.00%							
Customers	Acct # for voice or bundle, res+bus					38,331	39,423							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines					47,495	48,553						
		Total # of trouble reports					82	42						
		% of trouble reports					0.1730%	0.0870%						
	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					86	101							
	Total # of repair tickets restored in ≤ 24hrs					61	61							
	% of repair tickets restored ≤ 24 Hours					70.93%	60.40%							
	Sum of the duration of all outages (hh:mm)					2023:24	2821:18							
	Avg. outage duration (hh:mm)					23:31	27:56							
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets					94	111							
	Total # of repair tickets restored in ≤ 24hrs					57	68							
	% of repair tickets restored ≤ 24 Hours					60.64%	61.13%							
	Sum of the duration of all outages (hh:mm)					3435:48	4047:48							
	Avg. outage duration (hh:mm)					36:36	36:30							
Refunds	Number of customers who received refunds					63	75							
	Monthly amount of refunds					\$678.73	\$742.00							
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					67,809	77,260							
	Total # of call seconds to reach live agent					:14	:28							
	% ≤ 60 seconds					94.83%	89.41%							

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)