

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

Company Name: Charter Advanced Services, LLC

U#: 1208-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					73,641	74,564							
	Total # of service orders					9,750	10,700							
	Avg. # of business days					7.55	6.97							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments					9,750	10,700							
	Total # of installation commitment met					9,435	10,324							
	Total # of installation commitment missed					314	376							
	% of commitment met					96.77%	96.49%							
Customers	Acct # for voice or bundle, res+bus					336,430	338,109							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines					377,714	379,608						
		Total # of trouble reports					15,259	16,240						
		% of trouble reports					4.0398%	4.2781%						
	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					2,960	3,211							
	Total # of repair tickets restored in ≤ 24hrs					2,505	2,458							
	% of repair tickets restored ≤ 24 Hours					84.63%	76.55%							
	Sum of the duration of all outages (hh:mm)					49826:40	67859:22							
	Avg. outage duration (hh:mm)					16:50	21:08							
	Indicate if catastrophic event is in month													
Unadjusted Out of Service Report	Total # of outage report tickets					3,066	3,358							
	Total # of repair tickets restored in ≤ 24hrs					2,318	2,225							
	% of repair tickets restored ≤ 24 Hours					75.60%	66.26%							
	Sum of the duration of all outages (hh:mm)					61831:00	80884:52							
	Avg. outage duration (hh:mm)					20:10	24:05							
Refunds	Number of customers who received refunds					742	482							
	Monthly amount of refunds					\$3,190.62	\$2,519.23							
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					164,805	167,563							
	Total # of call seconds to reach live agent					48	49							
	% ≤ 60 seconds					84.57%	80.54%							

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)