

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

Company Name: Brighthouse Networks Information Services (California), LLC

U#: U6995C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: _____

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017)			Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (02/15/2018)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days							3119.14	4140.59	3845.32			
	Total # of service orders							2211	1743	1895			
	Avg. # of business days							1.41	2.38	2.03			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments							2624	2413	2568			
	Total # of installation commitment met							2445	2318	2432			
	Total # of installation commitment missed							179	95	136			
	% of commitment met							93.18%	96.06%	94.70%			
Customers	Acct # for voice or bundle, res+bus							40,374	41,266	42,267			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines						46,657	47,567	48,631			
		Total # of trouble reports						253	146	134			
		% of trouble reports							0.54%	0.31%	0.28%		
	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							56	87	101			
	Total # of repair tickets restored in ≤ 24hrs							29	50	55			
	% of repair tickets restored 24 Hours							51.79%	57.47%	54.46%			
	Sum of the duration of all outages (hh:mm)							2049:52	2421:06	2101:30			
	Avg. outage duration (hh:mm)							36:37	27:46	20:49			
Unadjusted Out of Service Report	Total # of outage report tickets							75	101	118			
	Total # of repair tickets restored in ≤ 24hrs							34	53	55			
	% of repair tickets restored 24 Hours							45.33%	52.47%	49.62%			
	Sum of the duration of all outages (hh:mm)							3853:25	3265:02	4120:49			
	Avg. outage duration (hh:mm)							51:22	32:33	34:52			
Refunds	Number of customers who received refunds							264	85	153			
	Monthly amount of refunds							\$ 1,356.02	\$ 791.88	\$ 1,705.14			
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							72773	74120	54395			
	Total # of call seconds to reach live agent							2527540	3888769	11663034			
	% ≤ 60 seconds							86.54%	78.62%	54.17%			

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)