

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

Company Name: Charter Fiberlink CA-CCO, LLC

U#: U-6878_C

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: _____

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2017) 1st Quarter			Date filed (08/15/2017) 2nd Quarter			Date filed (11/15/2017) 3rd Quarter			Date filed (02/15/2018) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun							
Installation Interval Min. standard = 5 bus. days	Total # of business days							67,213	71,932	65,788				
	Total # of service orders							9,571	10,566	10,868				
	Avg. # of business days							7.02	6.81	6.05				
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments							9,571	10,566	10,868				
	Total # of installation commitment met							9,354	10,459	10,747				
	Total # of installation commitment missed							217	107	121				
	% of commitment met							97.73%	98.98%	98.8%				
Customers	Acct # for voice or bundle, res+bus							341,602	343,257	345,350				
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines									375,106	372,594	370,995	
		Total # of trouble reports										15,496	17,502	15,380
		% of trouble reports										4.13%	4.69%	4.15%
	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										1,909	1,549	1,574	
	Total # of repair tickets restored in ≤ 24hrs										1,070	931	1,116	
	% of repair tickets restored ≤ 24 Hours										56.05%	60.10%	70.91%	
	Sum of the duration of all outages (hh:mm)										56929:07	41459:40	34614:21	
	Avg. outage duration (hh:mm)										29:49	26:46	21:59	
Unadjusted Out of Service Report	Total # of outage report tickets										2,602	1,998	1,974	
	Total # of repair tickets restored in ≤ 24hrs										1,454	1,217	1,387	
	% of repair tickets restored ≤ 24 Hours										55.88%	60.91%	70.26%	
	Sum of the duration of all outages (hh:mm)										78630:46	52736:40	43241:17	
	Avg. outage duration (hh:mm)										30:13	26:23	21:54	
Refunds	Number of customers who received refunds										3,334	2,292	1,346	
	Monthly amount of refunds										\$ 12,340.15	\$ 10,950.44	\$ 8,112.24	
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										186,178	190,920	171,056	
	Total # of call seconds to reach live agent										17530682	15143540	28633910	
	% ≤ 60 seconds										64.02%	70.93%	50.39%	

Primary Utility Contact Information

Name: David Lafrance

Phone: 314-394-9848

Email: david.lafrance@charter.com

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)