

**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 ( )			Date filed ( )			Date filed ( )			Date filed 02/16/18)					
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter					
		Jan	Feb	Mar	Apr	May	Jun				Oct	Nov	Dec			
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days											3700.1	4360.72	3832.46		
	Total # of service orders											2075	1663	1453		
	Avg. # of business days											1.78	2.62	2.64		
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments											2399	2155	2096		
	Total # of installation commitment met											2320	2055	1988		
	Total # of installation commitment missed											79	100	108		
	% of commitment met											96.70%	95.35%	94.84%		
<b>Customers</b>	Acct # for voice or bundle, res+bus											40567	41006	41583		
<b>Customer Trouble Report</b>																
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											43979	43929	44508	
		Total # of trouble reports												89	93	78
		% of trouble reports												0.2	0.21	0.18
	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														
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets												74	38	85	
	Total # of repair tickets restored in ≤ 24hrs												63	20	61	
	% of repair tickets restored ≤ 24 Hours												85.14%	52.66%	71.76%	
	Sum of the duration of all outages (hh:mm)												1392:12	1235:30	1641:37	
	Avg. outage duration (hh:mm)												36:38	32:22	19:19	
	Indicate if catastrophic event is in month											No	No	No		
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets												120	110	89	
	Total # of repair tickets restored in ≤ 24hrs												73	49	34	
	% of repair tickets restored ≤ 24 Hours												60.84	44.55%	38.20%	
	Sum of the duration of all outages (hh:mm)												3103:30	4591:55	3934:18	
	Avg. outage duration (hh:mm)												25:22	41:52	41:12	
<b>Refunds</b>	Number of customers who received refunds												136	148	75	
	Monthly amount of refunds												\$2,384.68	1685.33	840.22	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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												55907	57450	57318	
	Total # of call seconds to reach live agent												9943771	1844058	1566927	
	% < 60 seconds												59.65%	88.04%	90.04%	

**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)