

**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 () 1st Quarter			Date filed () 2nd Quarter			Date filed () 3rd Quarter			Date filed (02/15/2018) 4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun				Oct	Nov	Dec		
Installation Interval Min. standard = 5 bus. days	Total # of business days											20277	21891	24396	
	Total # of service orders											7477	7829	8430	
	Avg. # of business days											2.71	2.8	2.89	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments											7477	7829	8430	
	Total # of installation commitment met											7395	7710	8332	
	Total # of installation commitment missed											82	119	98	
	% of commitment met											98.90%	98.48%	98.89%	
Customers	Acct # for voice or bundle, res+bus											341827	342831	343782	
Customer Trouble Report															
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines											377704	376683	376177
		Total # of trouble reports											15712	15934	14370
		% of trouble reports											4.16%	4.23%	3.82%
	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											1558	1226	1093	
	Total # of repair tickets restored in ≤ 24hrs											1105	879	857	
	% of repair tickets restored ≤ 24 Hours											70.92%	71.69%	78.41%	
	Sum of the duration of all outages (hh:mm)											12150:18	8954:08	8265:91	
	Avg. outage duration (hh:mm)											7:47	7:19	7:34	
Unadjusted Out of Service Report	Indicate if catastrophic event is in month											No	No	No	
	Total # of outage report tickets											2126	1681	1540	
	Total # of repair tickets restored in ≤ 24hrs											1521	1215	1209	
	% of repair tickets restored ≤ 24 Hours											71.54%	72.28%	78.51%	
	Sum of the duration of all outages (hh:mm)											49534:31	35397:51	28861:25	
Refunds	Avg. outage duration (hh:mm)											23:19	21:04	23:54	
	Number of customers who received refunds											1166	512	231	
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).	Monthly amount of refunds											\$7,747.31	\$5,914.80	\$4,370.14	
	Total # of calls for TR, Billing & Non-Billing											150875	159866	147511	
	Total # of call seconds to reach live agent											17850162	563897	6962023	
	% < 60 seconds											64.59%	86.26%	82.58%	

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)