

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

Company Name: Bright House Networks Information Services (California), LLC

U#: U-6955-C

Report Year: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Bright House Networks Information Services (California), LLC

Measurement (Compile monthly, file quarterly)		Date filed ()			Date filed (08/14/2018)			Date filed ()			Date filed ()			
		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				6791	8450	7461							
	Total # of service orders				2085	2934	2379							
	Avg. # of business days				3.26	2.89	3.14							
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments				2085	2934	2379							
	Total # of installation commitment met				2047	2867	2349							
	Total # of installation commitment missed				38	67	30							
	% of commitment met				98.18%	97.72%	98.74%							
Customers	Acct # for voice or bundle, res+bus				46,357	47,117	47,550							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines				50,755	51,542	51,962						
		Total # of trouble reports				542	604	586						
		% of trouble reports				1.07%	1.18%	1.13%						
	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				419	504	465							
	Total # of repair tickets restored in ≤ 24hrs				384	458	402							
	% of repair tickets restored ≤ 24 Hours				91.64%	90.87%	86.45%							
	Sum of the duration of all outages (hh:mm)				2657:00	3664:07	4713:22							
	Avg. outage duration (hh:mm)				6:23	7:17	10:10							
Unadjusted Out of Service Report	Total # of outage report tickets				443	553	519							
	Total # of repair tickets restored in ≤ 24hrs				383	462	412							
	% of repair tickets restored ≤ 24 Hours				86.45%	83.54%	79.39%							
	Sum of the duration of all outages (hh:mm)				4000:18	6324:31	7618:09							
	Avg. outage duration (hh:mm)				9:33	11:26	16:23							
Refunds	Number of customers who received refunds				85	120	102							
	Monthly amount of refunds				\$790.85	\$1,105.93	\$979.48							
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				26,582	80,643	57,770							
	Total # of call seconds to reach live agent				11,411,635	36,850,500	23,831,689							
	% ≤ 60 seconds				85.46%	79.42%	63.78%							

Primary Utility Contact Information

Name: Donna Kerschner, Director, Telephone Regulatory

Phone: 908-730-6723

Email: donna.kerschner@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)