

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

Company Name: Charter Fiberlink CA-CCO, LLC

U#: 6878-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed ( ) 1st Quarter			Date filed (08/14/2018 ) 2nd Quarter			Date filed ( ) 3rd Quarter			Date filed ( ) 4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun							
		<b>Installation Interval</b> Min. standard = 5 bus. days		Total # of business days			26859	29961	33159					
		Total # of service orders			8456	8932	9586							
		Avg. # of business days			3.71	3.92	4.13							
<b>Installation Commitment</b> Min. standard = 95% commitment met		Total # of installation commitments			8456	8932	9586							
		Total # of installation commitment met			8203	8703	9315							
		Total # of installation commitment missed			253	229	271							
		% of commitment met			97.01%	97.44%	97.17%							
<b>Customers</b>		Acct # for voice or bundle, res+bus			357,145	358,372	359,308							
<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			393,874	393,153	391,226							
		Total # of trouble reports			4,196	3,859	4,018							
		% of trouble reports			1.07%	0.98%	1.03%							
	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			1,964	2,110	2,072							
		Total # of repair tickets restored in ≤ 24hrs			1,769	1,906	1,821							
		% of repair tickets restored ≤ 24 Hours			90.07%	90.33%	87.89%							
		Sum of the duration of all outages (hh:mm)			19866:24	19949:19	23117:35							
		Avg. outage duration (hh:mm)			10:07	9:28	11:10							
<b>Unadjusted Out of Service Report</b>		Total # of outage report tickets			2,317	2,433	2,278							
		Total # of repair tickets restored in ≤ 24hrs			2,020	2,134	1,824							
		% of repair tickets restored ≤ 24 Hours			87.18%	87.71%	80.07%							
		Sum of the duration of all outages (hh:mm)			29236:39	27715:24	35629:42							
		Avg. outage duration (hh:mm)			12:32	11:16	15:40							
<b>Refunds</b>		Number of customers who received refunds			253	683	1,207							
		Monthly amount of refunds			\$4,883.11	\$5,311.16	\$5,351.72							
<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			151,676	172,487	119,246							
		Total # of call seconds to reach live agent			3,322,427	7,887,768	9,502,346							
		% ≤ 60 seconds			90.31%	84.78%	73.78%							

**Primary Utility Contact Information**

Name: Donna Kerschner, Director, Telephone Regulatory

Phone: 908-730-6723

Email: [donna.kerschner@charter.com](mailto: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)