

**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 ( )			Date filed ( )			Date filed (02/14/2019)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days										8459	9312	9179	
	Total # of service orders										2022	2453	2109	
	Avg. # of business days										4.18	3.80	4.35	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments										2022	2453	2109	
	Total # of installation commitment met										1984	2418	2077	
	Total # of installation commitment missed										38	35	32	
	% of commitment met										98.12%	98.57%	98.48%	
<b>Customers</b>	Acct # for voice or bundle, res+bus										47,788	47,889	48,017	
<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									60,489	60,593	60,674	
		Total # of trouble reports									607	452	323	
		% of trouble reports										1.00%	0.75%	0.53%
	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										537	363	265	
	Total # of repair tickets restored in ≤ 24hrs										508	336	249	
	% of repair tickets restored ≤ 24 Hours										94.59%	92.56%	93.96%	
	Sum of the duration of all outages (hh:mm)										8103:12	6593:36	4347:30	
	Avg. outage duration (hh:mm)										15:05	18:09	16:24	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets										580	404	354	
	Total # of repair tickets restored in ≤ 24hrs										514	344	257	
	% of repair tickets restored ≤ 24 Hours										88.63%	85.15%	72.60%	
	Sum of the duration of all outages (hh:mm)										10059:24	7942:12	9475:54	
	Avg. outage duration (hh:mm)										17:21	19:39	26:47	
<b>Refunds</b>	Number of customers who received refunds										81	79	51	
	Monthly amount of refunds										1,737.29	983.78	553.13	
<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										1,190,025	1,212,790	1,207,665	
	Total # of call seconds to reach live agent										578447342	597550648	601450428	
	% ≤ 60 seconds										67.23%	76.60%	80.17%	

**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)