

**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 ()			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days										51150	47930	48882	
	Total # of service orders										10237	9721	9951	
	Avg. # of business days										4.85	4.93	4.91	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments										10237	9721	9951	
	Total # of installation commitment met										10207	9716	9940	
	Total # of installation commitment missed										30	5	11	
	% of commitment met										99.71%	99.94%	99.89%	
Customers	Acct # for voice or bundle, res+bus										362,214	363,174	364,389	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines										430,275	431,489	432,856
		Total # of trouble reports										4,086	3,011	3,320
		% of trouble reports										0.95%	0.70%	0.77%
	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										2,435	2,232	2,532	
	Total # of repair tickets restored in ≤ 24hrs										2,374	2,010	2,286	
	% of repair tickets restored ≤ 24 Hours										97.49%	90.05%	90.28%	
	Sum of the duration of all outages (hh:mm)										13413:49	28218:14	28294:09	
	Avg. outage duration (hh:mm)										5:33	12:39	11:11	
Unadjusted Out of Service Report	Total # of outage report tickets										3,638	2,582	2,950	
	Total # of repair tickets restored in ≤ 24hrs										2,692	2,123	2,449	
	% of repair tickets restored ≤ 24 Hours										73.99%	82.22%	83.01%	
	Sum of the duration of all outages (hh:mm)										66827:23	40125:57	29258:55	
	Avg. outage duration (hh:mm)										18:09	15:32	9:55	
Refunds	Number of customers who received refunds										2,166	877	2,933	
	Monthly amount of refunds										2,800.78	2,421.31	4,265.45	
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										1,190,025	1,212,790	1,207,665	
	Total # of call seconds to reach live agent										578,447,342	597,550,648	601,450,428	
	% ≤ 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)