

**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 (05/15/2018)			Date filed ()			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	7351	6770	4893									
	Total # of service orders	2132	2162	2372									
	Avg. # of business days	3.45	3.13	2.06									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2505	2383	2373									
	Total # of installation commitment met	2430	2299	2325									
	Total # of installation commitment missed	75	84	48									
	% of commitment met	97.01%	96.48%	97.98%									
Customers	Acct # for voice or bundle, res+bus	44,510	45,155	45,853									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	51,893	52,485	53,150								
		Total # of trouble reports	245	216	237								
		% of trouble reports	.47%	.41%	.45%								
	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	128	146	139									
	Total # of repair tickets restored in ≤ 24hrs	92	109	104									
	% of repair tickets restored ≤ 24 Hours	71.88%	74.65%	74.82%									
	Sum of the duration of all outages (hh:mm)	2256:54	2483:54	3162:15									
	Avg. outage duration (hh:mm)	17:37	17:01	22:45									
Unadjusted Out of Service Report	Total # of outage report tickets	218	186	197									
	Total # of repair tickets restored in ≤ 24hrs	125	115	128									
	% of repair tickets restored ≤ 24 Hours	57.33%	61.84%	64.97%									
	Sum of the duration of all outages (hh:mm)	8186:42	4859:02	4964:06									
	Avg. outage duration (hh:mm)	37:33	26:02	25:11									
Refunds	Number of customers who received refunds	175	124	148									
	Monthly amount of refunds	\$1,659.82	\$948.02	\$1,456.96									
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	58416	65254	58856									
	Total # of call seconds to reach live agent	1586942	2059208	1516717									
	% ≤ 60 seconds	90.34%	89.41%	91.69%									

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)