

**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: 2019

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 (06/13/2019)			Date filed (8/15/2019)			Date filed (11/15/2019)			Date filed ( )		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2,605	2,512	3,403	2,601	2,771	2,914	3,209	2862	2,839			
	Total # of service orders	1,689	1,647	1,958	1,547	1,566	1,558	1,785	1723	1569			
	Avg. # of business days	1.54	1.53	1.74	1.68	1.77	1.87	1.80	1.66	1.81			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1,689	1,647	1,958	1,547	1,566	1,558	1,785	1,723	1,569			
	Total # of installation commitment met	1,684	1,637	1,948	1,541	1,561	1,553	1,781	1,716	1,567			
	Total # of installation commitment missed	5	10	10	6	5	5	4	7	2			
	% of commitment met	99.70%	99.39%	99.49%	99.61%	99.68%	99.68%	99.78%	99.59%	99.87%			
<b>Customers</b>	Acct # for voice or bundle, res+bus	47,903	47,734	48,398	48,451	48,398	48,181	48,217	48,107	48,066			
<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	52,292	52,619	52,747	52,855	52,790	52,820	52,567	52,437	52,426		
		Total # of trouble reports	416	331	320	294	296	303	327	309	354		
		% of trouble reports	.80%	.63%	.61%	0.56%	0.56%	0.57%	0.62%	0.59%	0.68%		
	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	301	246	256	231	224	237	258	231	278			
	Total # of repair tickets restored in ≤ 24hrs	292	234	247	224	221	234	254	223	268			
	% of repair tickets restored ≤ 24 Hours	97.00	95.12	96.48	97.0%	98.66%	98.73%	98.44%	96.53%	96.40%			
	Sum of the duration of all outages (hh:mm)	47,579	70,294	70,261	57,702	44,286	33,080	60,943	77,212	67,772			
	Avg. outage duration (hh:mm)	792.98333	1,171.5666	1,171.0166	250	198	140	236	334	244			
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	319	257	265	241	238	259	269	252	293			
	Total # of repair tickets restored in ≤ 24hrs	306	241	251	230	229	247	259	229	277			
	% of repair tickets restored ≤ 24 Hours	95.92%	93.77%	94.71%	96.40%	96.21%	95.36%	96.28%	90.87%	94.53%			
	Sum of the duration of all outages (hh:mm)	64,859	104,854	93,301	85,062	52,926	51,800	73,903	90,172	89,372			
	Avg. outage duration (hh:mm)	1,080.9833	1,747.5666	1,555.0165	353	222	200	275	358	305			
<b>Refunds</b>	Number of customers who received refunds	175	124	148	93	129	131	155	132	145			
	Monthly amount of refunds	\$1,659.82	\$948.02	\$1,456.96	\$1,842.87	\$2,109.52	\$2,926.05	\$ 3,684.63	\$ 2,804.29	\$ 4,501.49			
<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	93,666	82,884	84,357	85,478	84,479	76,212	82,331	89,739	91,398			
	Total # of call seconds to reach live agent	75,164	71,910	70,147	74,875	69,558	55,705	49,901	49,504	58,396			
	% ≤ 60 seconds	80.20%	86.80%	83.20%	87.60%	82.33%	73.10%	60.61%	55.16%	63.89%			

**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)