

**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 () 1st Quarter			Date filed () 2nd Quarter			Date filed () 3rd Quarter			Date filed (2/12/2020) 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	2,605	2,512	3,403	2,601	2,771	2,914	3,209	2862	2,839	2,774	2,392
	Total # of service orders	1,689	1,647	1,958	1,547	1,566	1,558	1,785	1723	1569	1,594	1,511	1,329	
	Avg. # of business days	1.54	1.53	1.74	1.68	1.77	1.87	1.80	1.66	1.81	1.74	1.58	1.67	
Installation Commitment 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	1,594	1,511	1,329	
	Total # of installation commitment met	1,684	1,637	1,948	1,541	1,561	1,553	1,781	1,716	1,567	1,590	1,494	1,327	
	Total # of installation commitment missed	5	10	10	6	5	5	4	7	2	4	17	2	
	% of commitment met	99.70%	99.39%	99.49%	99.61%	99.68%	99.68%	99.78%	99.59%	99.87%	99.75%	98.88%	99.85%	
Customers	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	48,077	47,994	47,834	
Customer Trouble Report														
Min. Standard	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	52,388	52,311	52,139
		Total # of trouble reports	416	331	320	294	296	303	327	309	354	351	316	310
		% of trouble reports	.80%	.63%	.61%	0.56%	0.56%	0.57%	0.62%	0.59%	0.68%	0.67%	0.60%	0.59%
	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	301	246	256	231	224	237	258	231	278	265	244	243	
	Total # of repair tickets restored in ≤ 24hrs	292	234	247	224	221	234	254	223	268	255	241	238	
	% of repair tickets restored ≤ 24 Hours	97.00	95.12	96.48	97.0%	98.66%	98.73%	98.44%	96.53%	96.40%	96.22%	98.77%	97.94%	
	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	78,971	29,342	45,226	
	Avg. outage duration (hh:mm)	792.98333	1,171.5666	1,171.0166	250	198	140	236	334	244	298	120	186	
Unadjusted Out of Service Report	Total # of outage report tickets	319	257	265	241	238	259	269	252	293	283	257	260	
	Total # of repair tickets restored in ≤ 24hrs	306	241	251	230	229	247	259	229	277	265	252	248	
	% of repair tickets restored ≤ 24 Hours	95.92%	93.77%	94.71%	96.40%	96.21%	95.36%	96.28%	90.87%	94.53%	93.63%	98.05%	95.38%	
	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	96,251	68,222	78,346	
	Avg. outage duration (hh:mm)	1,080.9833	1,747.5666	1,555.0165	353	222	200	275	358	305	340	265	301	
Refunds	Number of customers who received refunds	175	124	148	93	129	131	155	132	145	133	103	132	
	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	\$ 2,804.29	\$ 2,122.12	\$ 4,899.07	
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	93,666	82,884	84,357	85,478	84,479	76,212	82,331	89,739	91,398	94,592	86,035	82,378	
	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	64,938	62,092	65,945	
	% ≤ 60 seconds	80.20%	86.80%	83.20%	87.60%	82.33%	73.10%	60.61%	55.16%	63.89%	68.65%	72.17%	80.05%	

Primary Utility Contact Information

Name: Tommy Johnson, Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@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)