

**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: 2019

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 (02/12/2020)			
		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	12,639	15	12,639	10,263	8,560	9,156	9,362	9,220	7,722	7,155	5,797	5,669	
	Total # of service orders	5,433	15	5,433	4,583	3,845	3,946	3,872	3,710	3,224	3,305	2,783	2,743	
	Avg. # of business days	2.33	1	2.33	2.24	2.23	2.32	2.42	2.49	2.40	2.16	2.08	2.07	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5,433	15	5,392	4,583	3,845	3,946	3,872	3,710	3,224	3,305	2,783	2,743	
	Total # of installation commitment met	5,392	0	5,392	4,543	3,821	3,914	3,842	3,675	3,192	3,268	2,761	2,717	
	Total # of installation commitment missed	41	0	41	40	24	32	30	35	32	37	22	26	
	% of commitment met	99.25%	100.00%	99.25%	99.13%	99.38%	99.19%	99.23%	99.06%	99.01%	98.88%	99.20%	99.05%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	362,975	363,601	363,702	363,538	362,945	362,207	361,644	360,889	360,065	359,686	359,008	358,593	
<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	395,763	396,688	396,681	396,677	396,020	395,175	394,794	393,876	392,996	393,012	392,023	391,667
		Total # of trouble reports	2,995	2,459	2,594	2,482	2,216	2,217	2,364	2,166	1,963	2,089	1,800	1,930
		% of trouble reports	0.76%	0.62%	0.65%	0.63%	0.56%	0.56%	0.60%	0.55%	0.50%	0.53%	0.46%	0.49%
	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	1,272	1,109	1,208	1,161	1,059	1,135	1,039	964	892	1,080	1,168	1,352	
	Total # of repair tickets restored in ≤ 24hrs	1,219	1,059	1,173	1,148	1,036	1,111	1,005	923	846	1,042	1,088	1,203	
	% of repair tickets restored ≤ 24 Hours	95.83%	95.49%	97.10%	98.88%	97.8%	97.9%	96.72%	95.74%	94.84%	96.48%	93.15%	88.97%	
	Sum of the duration of all outages (hh:mm)	242,208	258,401	148,685	88,675	111,826	163,095	135,578	146,186	190,220	175,831	299,855	549,489	
	Avg. outage duration (hh:mm)	19:12	16:23	1:59	18:14	1:26	10:33	1:30	1:52	2:13	1:63.0	2:57.0	4:06.0	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1,336	1,161	1,252	1,197	1,104	1,174	1,092	1,017	951	1,126	1,231	1,421	
	Total # of repair tickets restored in ≤ 24hrs	1,264	1,094	1,203	1,174	1,066	1,141	1,043	961	884	1,075	1,135	1,243	
	% of repair tickets restored ≤ 24 Hours	94.61%	94.22%	96.08%	98.07%	96.55%	97.18%	95.51%	94.49%	92.95%	95.47%	92.20%	87.5%	
	Sum of the duration of all outages (hh:mm)	325,728	337,601	173,165	137,635	143,506	206,295	170,138	164,906	236,300	203,191	488,495	735,249	
	Avg. outage duration (hh:mm)	19:12	16:23	1:59	3:36	7:12	18:43	1:56	1:62	2:48	1:80	3:97	5:17.0	
<b>Refunds</b>	Number of customers who received refunds	332	261	195	139	128	178	176	242	199	461	467	451	
	Monthly amount of refunds	\$1,099.20	\$640.23	\$697.26	\$439.83	\$366.14	\$1,132.54	\$905.34	\$1,018.17	\$1,356.12	\$ 1,036.34	\$ 1,002.13	\$ 1,239.00	
<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	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**

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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)