

**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 (05/15/2019)			Date filed ( )			Date filed ( )			Date filed ( )		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2,605	2,512	3,403									
	Total # of service orders	1,689	1,647	1,958									
	Avg. # of business days	1.54	1.53	1.74									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1,689	1,647	1,958									
	Total # of installation commitment met	1,684	1,637	1,948									
	Total # of installation commitment missed	5	10	10									
	% of commitment met	99.70%	99.39%	99.49%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	47,903	47,734	48,398									
<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								
		Total # of trouble reports	416	331	320								
		% of trouble reports	.80%	.63%	.61%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	292	234	247									
	% of repair tickets restored ≤ 24 Hours	97.00	95.12	96.48									
	Sum of the duration of all outages (hh:mm)	47,579	70,294	70,261									
	Avg. outage duration (hh:mm)	792.98333	1,171.5666	1,171.0166									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	319	257	265									
	Total # of repair tickets restored in ≤ 24hrs	306	241	251									
	% of repair tickets restored ≤ 24 Hours	95.92%	93.77%	94.71%									
	Sum of the duration of all outages (hh:mm)	64,859	104,854	93,301									
	Avg. outage duration (hh:mm)	1,080.9833	1,747.5666	1,555.0165									
<b>Refunds</b>	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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**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)