

**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 (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	12,639	15	12,639									
	Total # of service orders	5,433	15	5,433									
	Avg. # of business days	2.33	1	2.33									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	5,433	15	5,392									
	Total # of installation commitment met	5,392	0	5,392									
	Total # of installation commitment missed	41	0	41									
	% of commitment met	99.25%	100.00%	99.25%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	362,975	363,601	363,702									
<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								
		Total # of trouble reports	2,995	2,459	2,594								
		% of trouble reports	0.76%	0.62%	0.65%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	1,219	1,059	1,173									
	% of repair tickets restored ≤ 24 Hours	95.83%	95.49%	97.10%									
	Sum of the duration of all outages (hh:mm)	242,208	258,401	148,685									
	Avg. outage duration (hh:mm)	19:12	16:23	1:59									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1,336	1,161	1,252									
	Total # of repair tickets restored in ≤ 24hrs	1,264	1,094	1,203									
	% of repair tickets restored ≤ 24 Hours	94.61%	94.22%	96.08%									
	Sum of the duration of all outages (hh:mm)	325,728	337,601	173,165									
	Avg. outage duration (hh:mm)	19:12	16:23	1:59									
<b>Refunds</b>	Number of customers who received refunds	332	261	195									
	Monthly amount of refunds	\$1,099.20	\$640.23	\$697.26									
<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												
	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)