

**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: 2020

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 (5/15/2020)			Date filed ()			Date filed ()			Date filed ()		
		1st Quarter			2nd Quarter			3rd Quarter			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	2,185	2,055	4,273									
	Total # of service orders	1,346	1,260	1,944									
	Avg. # of business days	1.62	1.63	2									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1,346	1,260	1,944									
	Total # of installation commitment met	1,338	1,251	1,937									
	Total # of installation commitment missed	8	9	7									
	% of commitment met	99.41%	99.29%	99.64%									
Customers	Acct # for voice or bundle, res+bus	47,603	47,494	47,977									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	51,896	51,784	52,212								
		Total # of trouble reports	331	293	317								
		% of trouble reports	0.64%	0.57%	0.61%								
	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	258	237	253									
	Total # of repair tickets restored in ≤ 24hrs	249	234	232									
	% of repair tickets restored ≤ 24 Hours	96.51%	98.73%	91.69%									
	Sum of the duration of all outages (hh:mm)	56,904	37,088	78,340									
	Avg. outage duration (hh:mm)	221	156	310									
Unadjusted Out of Service Report	Total # of outage report tickets	272	249	268									
	Total # of repair tickets restored in ≤ 24hrs	258	240	236									
	% of repair tickets restored ≤ 24 Hours	94.85%	96.38%	88.05%									
	Sum of the duration of all outages (hh:mm)	79,944	55,808	112,900									
	Avg. outage duration (hh:mm)	294	224	421									
Refunds	Number of customers who received refunds	137	136	153									
	Monthly amount of refunds	\$541.65	\$579.53	\$638.02									
Answer Time (Trouble Reports, Billing & Non-Billing)		Charter is aware that its March, 2020 call answer metric is below the 80% of calls answered within 60 seconds benchmark. Call answer time for March was and is continuing to be impacted by the spread of the coronavirus in our service areas across the United States, including California, and the rapid adjustments required in response to the pandemic. The anomalous spike in call activity that began March 14 reflects a surge in customer inquiries and requests for our services and capabilities. Notwithstanding these very demanding extenuating circumstances, Charter has been extremely responsive to the increased demand for service, installations, and telephone service inquiries driven by our efforts to serve the needs of both new customers and existing customers making a sudden transition to performing work and school activities inside their homes.											
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	86,763	76,807	88,245									
	Total # of call seconds to reach live agent	71,319	70,735	59,278									
	% ≤ 60 seconds	82.19%	92.09%	67.17%									

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)