

**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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed ()			Date filed ()			Date filed ()		
		1st Quarter			3rd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar									
Installation Interval Min. standard = 5 bus. days	Total # of business days	5,669	5,746	6,291									
	Total # of service orders	2,743	2,752	2,712									
	Avg. # of business days	2.07	2.09	2.32									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2,743	2,752	2,712									
	Total # of installation commitment met	2,717	2,718	2,679									
	Total # of installation commitment missed	26	34	33									
	% of commitment met	99.05%	98.76%	98.78%									
Customers	Acct # for voice or bundle, res+bus	357,859	357,245	358,691									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	390,887	390,104	391,593								
		Total # of trouble reports	2,000	1,636	1,611								
		% of trouble reports	0.51%	0.42%	0.41%								
	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	1,421	1,194	1,220									
	Total # of repair tickets restored in ≤ 24hrs	1,294	1,113	1,105									
	% of repair tickets restored ≤ 24 Hours	91.06%	93.21%	90.57%									
	Sum of the duration of all outages (hh:mm)	573,553	403,385	498,319									
	Avg. outage duration (hh:mm)	4:04	3:38	4:08									
Unadjusted Out of Service Report	Total # of outage report tickets	1,492	1,247	1,283									
	Total # of repair tickets restored in ≤ 24hrs	1,337	1,146	1,147									
	% of repair tickets restored ≤ 24 Hours	89.61%	91.90%	89.39%									
	Sum of the duration of all outages (hh:mm)	779,473	551,705	648,079									
	Avg. outage duration (hh:mm)	5:22	4:42	5:05									
Refunds	Number of customers who received refunds	678	425	266									
	Monthly amount of refunds	\$1,097.87	\$844.97	\$747.81									
Answer Time (Trouble Reports, Billing & Non-Billing)		<p>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.</p>											
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)