

**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 (8/17/20)			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	5,669	5,746	6,291	1,800	1,846	2,744						
	Total # of service orders	2,743	2,752	2,712	1,056	923	1,293						
	Avg. # of business days	2.07	2.09	2.32	1.70	2.00	2.12						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2,743	2,752	2,712	1,056	923	1,293						
	Total # of installation commitment met	2,717	2,718	2,679	1,033	909	1,264						
	Total # of installation commitment missed	26	34	33	23	14	29						
	% of commitment met	99.05%	98.76%	98.78%	97.82%	98.48%	97.75%						
Customers	Acct # for voice or bundle, res+bus	357,859	357,245	358,691	358,346	356,649	360,178						
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	391,213	392,063	392,451					
		Total # of trouble reports	2,000	1,636	1,611	1,409	1,570	1,816					
		% of trouble reports	0.51%	0.42%	0.41%	0.36%	0.40%	0.46%					
	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 *Please see statement line 45	Total # of outage report tickets	1,421	1,194	1,220	1,089	1,188	1,354						
	Total # of repair tickets restored in ≤ 24hrs	1,294	1,113	1,105	968	933	1,070						
	% of repair tickets restored ≤ 24 Hours	91.06%	93.21%	90.57%	88.88%	78.53%	79.02%						
	Sum of the duration of all outages (hh:mm)	573,553	403,385	498,319	515,855	1,070,201	1,440,523						
	Avg. outage duration (hh:mm)	4:04	3:35	4:08	4:47	9:01	1:32						
Unadjusted Out of Service Report	Total # of outage report tickets	1,492	1,247	1,283	1,136	1,269	1,457						
	Total # of repair tickets restored in ≤ 24hrs	1,337	1,146	1,147	1,001	982	1,121						
	% of repair tickets restored ≤ 24 Hours	89.61%	91.90%	89.39%	88.11%	77.38%	76.93%						
	Sum of the duration of all outages (hh:mm)	779,473	551,705	648,079	652,655	1,281,881	1,695,403						
	Avg. outage duration (hh:mm)	5:22	4:42	5:05	18:00	2:24	3:56						
Refunds	Number of customers who received refunds	678	425	266	361	440	322						
	Monthly amount of refunds	\$1,097.87	\$844.97	\$747.81	\$1,494.25	\$1,331.82	\$1,178.59						
Answer Time (Trouble Reports, Billing & Non-Billing)													
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	79,682	81,919	86,034						
	Total # of call seconds to reach live agent	71,319	70,735	59,278	46,606	62,783	68,092						
	% ≤ 60 seconds	82.19%	92.09%	67.17%	58.49%	76.64%	79.15%						

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)