

**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: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/16/22)			Date filed (8/15/2022)			Date filed (11/15/2022)			Date filed (1/15/2023)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	2,909	2,507	3,347	7,387	6,544	5,585	6,180	6,288	7,246			
	Total # of service orders	1,330	1,322	1,637	1,637	1,490	1,381	1,247	1,355	1,482			
	Avg. # of business days	2.19	1.9	2.04	4.51	4.39	4.04	4.96	4.64	4.89			
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1,330	1,322	1,637	1,637	1,490	1,381	1,247	1,355	1,482			
	Total # of installation commitment met	1,287	1,274	1,606	1,578	1,430	1,350	1,215	1,317	1,422			
	Total # of installation commitment	43	48	31	59	60	31	32	38	60			
<b>Customers</b>	% of commitment met	96.77%	96.37%	98.11%	96.40%	95.97%	97.76%	97.43%	97.20%	95.95%			
	Acct # for voice or bundle, res+bus	370,934	371,555	363,475	364,388	357,722	354,704	352,918	348,858	346,695			
<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	336,580	335,243	333,043	330,775	327,868	324,856	321,707	319,359	317,230		
		Total # of trouble reports	1,412	1,244	1,241	1,204	1,268	1,292	1,740	1,868	1,753		
		% of trouble reports	0.38%	0.33%	0.34%	0.33%	0.35%	0.36%	0.49%	0.54%	0.51%		
	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	1,100	976	960	934	970	981	1,380	1,495	1,413			
	Total # of repair tickets restored in ≤ 24h	875	910	876	843	916	901	1,251	1,382	1,308			
	% of repair tickets restored ≤ 24 Hours	79.55%	93.24%	91.25%	90.26%	94.43%	91.85%	90.65%	92.44%	92.57%			
	Sum of the duration of all outages (mm)	847,419	320,579	318,439	353,266	284,694	334,126	475,456	446,224	418,783			
	Avg. outage duration (mm)	770	328	332	378	293	341	345	298	296			
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1,161	1,019	985	996	1,033	1,054	1,455	1,574	1,486			
	Total # of repair tickets restored in ≤ 24h	904	935	891	843	916	901	1,251	1,382	1,308			
	% of repair tickets restored ≤ 24 Hours	77.86%	91.75%	90.45%	84.63%	88.67%	85.48%	85.97%	87.80%	88.02%			
	Sum of the duration of all outages (mm)	1,007,259	427,139	407,719	582,430	496,479	595,360	712,334	735,653	741,048			
	Avg. outage duration (mm)	868	419	414	585	491	565	490	467	499			
<b>Refunds</b>	Number of customers who received refu	1,479	387	410	325	735	746	435	629	626			
	Monthly amount of refunds	\$4,591.72	\$3,726.44	\$4,482.84	\$ 4,002.20	\$ 4,595.91	\$ 4,289.61	\$ 4,056.96	\$ 3,759.72	\$4,603.90			
<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-Billi	58,101	50,468	56,299	52,585	57,152	56,156	51,440	55,107	50,649			
	Total # of call seconds to reach live age	48,567	47,671	53,079	47,042	44,966	43,167	36,913	43,295	42,668			
	% ≤ 60 seconds	83.59%	94.43%	94.28%	89.46%	78.67%	76.86%	71.76%	78.57%	84.24%			

**Answer Time: Performance Statement** While Charter met the 80% benchmark for call answer time performance in September 2022, it missed the 80% benchmark in July and August due to the extraordinary circumstances surrounding impacts from more frequent than normal severe weather events and new federal subsidized service offerings, as well as continuing call center staffing impacts related to the COVID-19 pandemic. That said, the 79% performance level for August represents a 29-second difference from the 80% benchmark. When considering customer use of interactive voice response (IVR), the percentage of calls answered within 60 seconds far surpasses the 80% benchmark. Charter remains responsive to the ongoing demand for service, installations, and telephone service inquiries, including continued hiring efforts and overtime shifts. Charter anticipates returning to compliance in the following reporting quarter.

**Primary Utility Contact Information**

Name: Tommy Johnson, Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@charter.com

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)