

**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: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/23) 1st Quarter			Date filed (8/15/23) 2nd Quarter			Date filed (11/15/23) 3rd Quarter			Date filed () 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	5,086	4,671	5,559	5,080	5,161	4,947	2,230	2,772	2,697	
	Total # of service orders	1,236	1,144	1,337	1,244	1,237	1,132	866	923	944			
	Avg. # of business days	4.11	4.08	4.16	4.08	4.17	4.37	2.58	3.00	2.86			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1,236	1,144	1,337	1,244	1,237	1,132	866	923	944			
	Total # of installation commitment met	1,180	1,102	1,271	1,191	1,188	1,075	838	881	905			
	Total # of installation commitment missed	56	42	66	53	49	57	28	42	39			
	% of commitment met	95.47%	96.33%	95.06%	95.74%	96.04%	94.96%	96.77%	95.45%	95.87%			
Customers	Acct # for voice or bundle, res+bus	336,784	334,691	332,356	330,290	328,248	325,815	323,221	321,041	315,647			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	307,788	305,767	303,867	301,933	300,135	297,735	295,405	291,924	288,478		
		Total # of trouble reports	1,861	1,465	1,722	1,494	1,722	1,668	1,844	2,092	1,759		
		% of trouble reports	0.55%	0.44%	0.52%	0.45%	0.52%	0.51%	0.57%	0.65%	0.56%		
	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	Total # of outage report tickets	1,512	1,211	1,409	1,227	1,389	1,355	1,441	1,707	1,390			
Out of Service Report Min. standard = 90% within 24 hrs	Total # of repair tickets restored in ≤ 24hrs	1,354	1,122	1,280	1,125	1,304	1,262	1,380	1,563	1,317			
	% of repair tickets restored ≤ 24 Hours	89.55%	92.65%	90.84%	91.69%	93.88%	93.13%	95.77%	91.56%	94.75%			
	Sum of the duration of all outages (mm)	598,204	371,934	552,374	457,384	433,233	408,141	314,906	550,156	353,215			
	Avg. outage duration (mm)	396	307	392	373	312	301	219	322	254			
Unadjusted	Total # of outage report tickets	1,573	1,273	1,488	1,279	1,459	1,403	1,488	1,804	1,439			
Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	1,354	1,122	1,280	1,125	1,304	1,262	1,380	1,563	1,317			
	% of repair tickets restored ≤ 24 Hours	86.07%	88.13%	86.02%	87.95%	89.37%	89.95%	92.74%	86.64%	91.52%			
	Sum of the duration of all outages (mm)	831,497	617,392	848,606	669,152	691,946	549,992	507,210	858,199	519,021			
	Avg. outage duration (mm)	529	485	570	523	474	392	341	476	361			
Refunds	Number of customers who received refunds	1,091	629	747	593	458	516	835	2,478	845			
	Monthly amount of refunds	\$5,895.31	\$4,885.24	\$7,022.87	\$6,309.09	\$4,099.88	\$5,467.38	\$4,586.66	\$5,641.87	\$6,023.45			
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	53,625	47,475	53,110	45,937	44,452	44,825	43,985	49,247	45,632			
	Total # of call seconds to reach live agent	43,377	39,486	47,390	39,790	39,610	39,285	38,224	43,529	33,580			
	% ≤ 60 seconds	80.89%	83.17%	89.23%	86.61%	89.10%	87.64%	86.90%	88.39%	73.59%			

Primary Utility Contact Information

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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)