

**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: 2021

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 (5/17/21)				Date filed (8/16/2021)			Date filed (2/11/2022)			Date filed ()	
		1st Quarter				2nd Quarter			3rd Quarter			4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
Installation Interval Min. standard = 5 bus. days	Total # of business days	396	408	389	471	496	430	443	333	329			
	Total # of service orders	237	244	255	274	286	246	259	205	211			
	Avg. # of business days	1.67	1.67	1.53	1.72	1.73	1.75	1.71	1.62	1.56			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	237	244	255	274	286	246	259	205	211			
	Total # of installation commitment met	236	243	253	273	282	245	258	202	209			
	Total # of installation commitment missed	1	1	2	1	4	1	1	3	2			
Customers	% of commitment met	99.58%	99.59%	99.22%	99.64%	98.60%	99.59%	99.61%	98.54%	99.05%			
	Acct # for voice or bundle, res+bus	52,968	52,904	52,790	52,973	53,039	52,839						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	48,843	48,785	48,699	48,876	48,954	48,783	48,367	48,080	47,885		
		Total # of trouble reports	268	239	283	274	243	283	252	266	256		
		% of trouble reports	0.51%	0.45%	0.54%	0.52%	0.46%	0.54%	0.48%	0.51%	0.49%		
	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	207	195	217	223	184	226	196	217	211			
	Total # of repair tickets restored in < 24hrs	197	190	217	221	180	224	187	209	208			
	% of repair tickets restored ≤ 24 Hours	95.16%	97.43%	100.00%	99.1%	97.82%	99.11%	95.41%	96.31%	98.58%			
	Sum of the duration of all outages (hh:mm)	77,774	45,643	38,826	62,684	41,910	42,215	68,366	63,596	43,463			
Unadjusted Out of Service Report	Avg. outage duration (hh:mm)	376	234	179	281	228	187	22,256	18,533	12,454			
	Total # of outage report tickets	218	203	234	236	200	241	209	222	221			
	Total # of repair tickets restored in ≤ 24hrs	207	196	228	225	188	231	195	214	214			
	% of repair tickets restored ≤ 24 Hours	94.95%	96.55%	97.43%	95.33%	94.00%	95.85%	93.30%	96.39%	96.83%			
Refunds	Sum of the duration of all outages (hh:mm)	99,374	58,603	56,106	77,084	57,750	52,295	82,766	83,756	60,743			
	Avg. outage duration (hh:mm)	456	289	240	327	289	217	25,279	24,050	17,074			
	Number of customers who received refunds	14	5	8	9	9	10	7	7	21			
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).	Monthly amount of refunds	\$ 193.93	\$ 51.99	\$ 224.31	\$110.93	\$85.90	\$139.50	\$ 116.98	\$ 68.89	\$ 214.94			
	Total # of calls for TR, Billing & Non-Billing	81,843	70,758	80,868	69,122	63,100	69,468	67,065	64,530	60,610			
	Total # of call seconds to reach live agent	62,839	69,795	80,326	64,006	58,439	58,583	58,248	53,883	50,707			
	% < 60 seconds	76.78%	88.24%	93.02%	92.60%	92.48%	84.33%	86.85%	83.50%	83.66%			

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)