

**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 (2/15/2023)			
		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	2,909	2,507	3,347	7,387	6,544	5,585	6,180	6,288	7,246	5,928	5,011	4,537				
	Total # of service orders	1,330	1,322	1,637	1,637	1,490	1,381	1,247	1,355	1,482	1,325	1,222	1,109				
	Avg. # of business days	2.19	1.9	2.04	4.51	4.39	4.04	4.96	4.64	4.89	4.47	4.10	4.09				
Installation Commitment 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	1,325	1,222	1,109				
	Total # of installation commitment met	1,287	1,274	1,606	1,578	1,430	1,350	1,215	1,317	1,422	1,250	1,145	1,059				
	% of commitment met	96.77%	96.37%	98.11%	96.40%	95.97%	97.76%	97.43%	97.20%	95.95%	94.34%	93.70%	95.49%				
Customers	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	344,125	341,928	339,607				
Customer Trouble Report																	
Min. Standard	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	314,880	312,587	310,617			
		Total # of trouble reports	1,412	1,244	1,241	1,204	1,268	1,292	1,740	1,868	1,753	1,621	1,493	1,556			
		% of trouble reports	0.38%	0.33%	0.34%	0.33%	0.35%	0.36%	0.49%	0.54%	0.51%	0.47%	0.44%	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	Total # of outage report tickets	1,100	976	960	934	970	981	1,380	1,495	1,413	1,289	1,198	1,254				
	Total # of repair tickets restored in ≤ 24h	875	910	876	843	916	901	1,251	1,382	1,308	1,224	1,095	1,167				
	% of repair tickets restored ≤ 24 Hours	79.55%	93.24%	91.25%	90.26%	94.43%	91.85%	90.65%	92.44%	92.57%	94.96%	91.40%	93.06%				
	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	321,850	373,371	394,987				
Unadjusted Out of Service Report	Avg. outage duration (mm)	770	328	332	378	293	341	345	298	296	250	312	315				
	Total # of outage report tickets	1,161	1,019	985	996	1,033	1,054	1,455	1,574	1,486	1,346	1,260	1,316				
	Total # of repair tickets restored in ≤ 24h	904	935	891	843	916	901	1,251	1,382	1,308	1,224	1,095	1,167				
	% of repair tickets restored ≤ 24 Hours	77.86%	91.75%	90.45%	84.63%	88.67%	85.48%	85.97%	87.80%	88.02%	90.93%	86.90%	88.67%				
Refunds	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	526,635	657,042	612,781				
	Avg. outage duration (mm)	868	419	414	585	491	565	490	467	499	391	521	466				
	Number of customers who received refund	1,479	387	410	325	735	746	435	629	626	483	468	649				
	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	\$ 3,056.78	\$ 3,340.02	\$ 3,751.57				
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	58,101	50,468	56,299	52,585	57,152	56,156	51,440	55,107	50,649	48,715	46,112	46,292				
	Total # of call seconds to reach live agent	48,567	47,671	53,079	47,042	44,966	43,167	36,913	43,295	42,668	40,796	39,148	40,084				
	% ≤ 60 seconds	83.59%	94.45%	94.28%	89.46%	78.67%	76.86%	71.76%	78.57%	84.24%	83.74%	84.90%	86.60%				

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)