

**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 (2/20/24) 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	2,556	2,389
	Total # of service orders	1,236	1,144	1,337	1,244	1,237	1,132	866	923	944	930	980	791	
	Avg. # of business days	4.11	4.08	4.16	4.08	4.17	4.37	2.58	3.00	2.86	2.75	2.44	2.48	
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	930	980	791	
	Total # of installation commitment met	1,180	1,102	1,271	1,191	1,188	1,075	838	881	905	899	961	774	
	Total # of installation commitment missed	56	42	66	53	49	57	28	42	39	31	19	17	
	% of commitment met	95.47%	96.33%	95.06%	95.74%	96.04%	94.96%	96.77%	95.45%	95.87%	96.67%	98.06%	97.85%	
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	312,071	310,365	306,844	
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	285,667	283,790	280,768
		Total # of trouble reports	1,861	1,465	1,722	1,494	1,722	1,668	1,844	2,092	1,759	1,806	1,442	1,441
		% of trouble reports	0.55%	0.44%	0.52%	0.45%	0.52%	0.51%	0.57%	0.65%	0.56%	0.58%	0.46%	0.47%
	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	1,512	1,211	1,409	1,227	1,389	1,355	1,441	1,707	1,390	1,475	1,193	1,213	
	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	1,430	1,156	1,188	
	% of repair tickets restored ≤ 24 Hours	89.55%	92.65%	90.84%	91.69%	93.88%	93.13%	95.77%	91.56%	94.75%	96.94%	96.90%	97.94%	
	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	258,025	184,696	215,493	
	Avg. outage duration (mm)	396	307	392	373	312	301	219	322	254	175	155	178	
Unadjusted Out of Service Report	Total # of outage report tickets	1,573	1,273	1,488	1,279	1,459	1,403	1,488	1,804	1,439	1,526	1,236	1,246	
	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	1,430	1,156	1,188	
	% of repair tickets restored ≤ 24 Hours	86.07%	88.13%	86.02%	87.95%	89.37%	89.95%	92.74%	86.64%	91.52%	93.70%	93.52%	95.34%	
	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	437,115	333,988	336,190	
	Avg. outage duration (mm)	529	485	570	523	474	392	341	476	361	286	270	270	
Refunds	Number of customers who received refunds	1,091	629	747	593	458	516	835	2,478	845	549	491	450	
	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	\$4,116.08	\$2,334.63	\$3,177.44	
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	44,658	40,793	38,131	
	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	40,687	37,986	36,325	
	% ≤ 60 seconds	80.89%	83.17%	89.23%	86.61%	89.10%	87.64%	86.90%	88.39%	73.59%	91.11%	93.12%	95.26%	

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)