

**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: 2020

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 (5/15/2020)			Date filed (8/15/2020)			Date filed (11/16/2020)			Date filed (2/15/2021)			
		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	2,185	2,055	4,273	772	418	684	812	1,017	719	708	599	486	
	Total # of service orders	1,346	1,260	1,944	427	270	406	453	584	410	374	319	274	
	Avg. # of business days	1.62	1.63	2.20	1.81	1.55	1.68	1.79	1.74	1.75	1.89	1.88	1.79	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1,346	1,260	1,944	427	270	406	453	584	410	374	319	271	
	Total # of installation commitment met	1,338	1,251	1,937	414	263	397	443	580	404	372	315	270	
	Total # of installation commitment missed	8	9	7	13	7	9	10	4	6	2	4	1	
	% of commitment met	99.41%	99.29%	99.64%	96.96%	97.41%	97.78%	97.79%	99.32%	98.54%	99.47%	98.75%	99.63%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	47,603	47,494	47,977	47,883	48,319	48,570	48,608	48,914	49,243	49,219	49,163	48,971	
<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	51,896	51,784	52,212	52,124	52,518	52,796	52,830	53,131	53,423	53,383	53,313	53,122
		Total # of trouble reports	331	293	317	291	468	450	503	402	384	306	347	303
		% of trouble reports	0.64%	0.57%	0.61%	0.56%	0.89%	0.85%	0.95%	0.76%	0.72%	0.57%	0.65%	0.57%
	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	258	237	253	234	380	352	385	314	321	239	285	234	
	Total # of repair tickets restored in ≤ 24hrs	249	234	232	228	361	320	342	266	308	230	264	229	
	% of repair tickets restored ≤ 24 Hours	96.51%	98.73%	91.69%	97.4%	95.00%	90.90%	88.83%	84.71%	95.95%	96.23%	92.63%	97.86%	
	Sum of the duration of all outages (hh:mm)	56,904	37,088	78,340	44,965	118,383	126,578	167,728	168,525	85,114	77,564	96,560	49,516	
	Avg. outage duration (hh:mm)	221	156	310	192	312	360	436	537					
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	272	249	268	240	391	379	405	341	335	325	339	246	
	Total # of repair tickets restored in ≤ 24hrs	258	240	236	231	368	333	349	279	314	250	301	235	
	% of repair tickets restored ≤ 24 Hours	94.85%	96.38%	88.05%	96.25%	94.11%	87.86%	86.17%	81.81%	93.73%	76.92%	88.79%		
	Sum of the duration of all outages (hh:mm)	79,944	55,808	112,900	66,565	163,023	161,138	209,488	203,085	100,954	94,844	122,480	62,476	
	Avg. outage duration (hh:mm)	294	224	421	277	417	425	517	596	301	379	407	254	
<b>Refunds</b>	Number of customers who received refunds	137	136	153	150	212	164	39	17	21	25	13	16	
	Monthly amount of refunds	\$541.65	\$579.53	\$638.02	\$465.57	\$606.66	\$423.56	\$ 375.69	\$ 155.38	\$ 210.78	\$ 220.86	\$ 135.67	\$ 121.94	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b>														
<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-Billing	86,763	76,807	88,245	79,682	81,919	86,034	86,522	85,170	84,323	82,910	73,559	78,562	
	Total # of call seconds to reach live agent	71,319	70,735	59,278	46,606	62,783	68,092	62,250	56,162	59,408	68,677	62,899	67,811	
	% ≤ 60 seconds	82.19%	92.09%	67.17%	58.49%	76.64%	79.15%	71.94%	65.94%	70.45%	82.83%	85.50%	86.31%	

**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)