

**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 ()			Date filed ()			Date filed ()		
		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	396	408	389									
	Total # of service orders	237	244	255									
	Avg. # of business days	1.67	1.67	1.53									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	237	244	255									
	Total # of installation commitment met	236	243	253									
	Total # of installation commitment missed	1	1	2									
Customers	% of commitment met	99.58%	99.59%	99.22%									
	Acct # for voice or bundle, res+bus	52,968	52,904	52,790									
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								
		Total # of trouble reports	268	239	283								
		% of trouble reports	0.51%	0.45%	0.54%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	197	190	217									
	% of repair tickets restored ≤ 24 Hours	95.16%	97.43%	100.00%									
	Sum of the duration of all outages (hh:mm)	77,774	45,643	38,826									
	Avg. outage duration (hh:mm)	376	234	179									
Unadjusted Out of Service Report	Total # of outage report tickets	218	203	234									
	Total # of repair tickets restored in ≤ 24hrs	207	196	228									
	% of repair tickets restored ≤ 24 Hours	94.95%	96.55%	97.43%									
	Sum of the duration of all outages (hh:mm)	99,374	58,603	56,106									
	Avg. outage duration (hh:mm)	456	289	240									
Refunds	Number of customers who received refunds	14	5	8									
	Monthly amount of refunds	\$ 193.93	\$ 51.99	\$ 224.31									
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	81,843	70,758	80,868									
	Total # of call seconds to reach live agent	62,839	69,795	80,326									
	% ≤ 60 seconds	76.78%	88.24%	93.02%									

Primary Utility Contact Information

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