

**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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			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	
Installation Interval Min. standard = 5 bus. days	Total # of business days	5,669	5,746	6,291	1,800	1,846	2,744	2,527	2,920	2,847	2,692	2,052	2,236	
	Total # of service orders	2,743	2,752	2,712	1,056	923	1,293	1,312	1,419	1,411	1,411	1,116	1,093	
	Avg. # of business days	2.07	2.09	2.32	1.70	2.00	2.12	1.93	2.06	2.02	1.91	1.84	2.05	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	2,743	2,752	2,712	1,056	923	1,293	1,312	1,419	1,411	1,411	1,116	1,093	
	Total # of installation commitment met	2,717	2,718	2,679	1,033	909	1,264	1,292	1,391	1,368	1,363	1,084	1,068	
	Total # of installation commitment missed	26	34	33	23	14	29	20	28	43	48	32	25	
	% of commitment met	99.05%	98.76%	98.78%	97.82%	98.48%	97.75%	98.48%	98.03%	96.95%	96.60%	97.13%	97.71%	
Customers	Acct # for voice or bundle, res+bus	357,859	357,245	358,691	358,346	356,649	360,178	360,489	360,675	360,384	360,147	359,299	357,853	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	390,887	390,104	391,593	391,213	392,063	392,451	392,680	392,796	392,383	391,990	391,107	394,893
		Total # of trouble reports	2,000	1,636	1,611	1,409	1,570	1,816	1,937	1,947	1,889	1,918	1,727	1,871
		% of trouble reports	0.51%	0.42%	0.41%	0.36%	0.40%	0.46%	0.49%	0.50%	0.48%	0.49%	0.44%	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	1,421	1,194	1,220	1,089	1,188	1,354	1,429	1,481	1,428	1,433	1,251	1,320	
	Total # of repair tickets restored in ≤ 24hrs	1,294	1,113	1,105	968	933	1,070	1,120	1,106	1,087	1,149	1,006	1,123	
	% of repair tickets restored ≤ 24 Hours	91.06%	93.21%	90.57%	88.88%	78.53%	79.02%	78.37%	74.67%	76.12%	80.18%	80.41%	85.07%	
	Sum of the duration of all outages (hh:mm)	573,553	403,385	498,319	515,855	1,070,201	1,440,523	1,814,900	2,145,338	2,277,817	1,909,954	1,169,743	818,513	
	Avg. outage duration (hh:mm)	4:04	3:35	4:08	4:74	9:01	1:32	4:00	3:36	14:00	13:33	8:24	6:20.0	
Unadjusted Out of Service Report	Total # of outage report tickets	1,492	1,247	1,283	1,136	1,269	1,457	1,538	1,621	1,595	1,578	1,415	1,492	
	Total # of repair tickets restored in ≤ 24hrs	1,337	1,146	1,147	1,001	982	1,121	1,185	1,186	1,152	1,225	1,114	1,215	
	% of repair tickets restored ≤ 24 Hours	89.61%	91.90%	89.39%	88.11%	77.38%	76.93%	77.0%	73.16%	72.22%	77.62%	78.72%	81.43%	
	Sum of the duration of all outages (hh:mm)	779,473	551,705	648,079	652,655	1,281,881	1,695,403	2,258,420	2,567,258	2,813,497	2,242,594	1,545,583	1,004,273	
	Avg. outage duration (hh:mm)	5:22	4:42	5:05	18:00	2:24	3:56	22:24	11:12	5:12	14:2	10:9	6:73.0	
Refunds	Number of customers who received refunds	678	425	266	361	440	322	314	763	466	469	400	284	
	Monthly amount of refunds	\$1,097.87	\$844.97	\$747.81	\$1,494.25	\$1,331.82	\$1,178.59	\$926.18	\$1,673.40	\$1,481.09	\$1,744.18	\$1,101.79	\$1,580.52	
Answer Time (Trouble Reports, Billing & Non-Billing)														
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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%	
Out of Service Adjusted Report: Exclusion Statement:		<p>Pursuant to GO 133-D §3.4(b), Charter respectfully requests that the months of Oct, Nov and Dec 2020 for Out of Service Repairs Intervals be excluded due to the extraordinary circumstances related to the coronavirus pandemic. On March 4, 2020, California Governor Gavin Newsom declared a statewide State of Emergency which remains in effect to this date related to the impact in California of the COVID-19 coronavirus. As detailed in the attached document entitled, "Our Ongoing Commitment to Our Customers and the Communities We Serve". Charter has taken steps necessary to serve and meet the connectivity needs of our communities while protecting the safety of our employees and customers. Although out of service repair intervals have dropped below GO 133-D metric standards during the period, under the circumstances, Charter has performed to the best of its capabilities and has extended itself to its subscribers in need. Charter anticipates returning to compliance when the pandemic eases.</p>												

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)