

**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: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Nan Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/17/2021)			Date filed ()			Date filed ()			Date filed ()		
		1st Quarter			3rd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar									
Installation Interval Min. standard = 5 bus. days	Total # of business days	2,588	2,472	2,558									
	Total # of service orders	1,161	1,184	1,275									
	Avg. # of business days	2.23	2.05	2.01									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1,161	1,184	1,275									
	Total # of installation commitment met	1,125	1,165	1,246									
	Total # of installation commitment missed	36	19	29									
	% of commitment met	96.90%	98.40%	97.73%									
Customers	Acct # for voice or bundle, res+bus	388,255	387,055	385,543									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	356,658	355,495	354,121								
		Total # of trouble reports	1,953	1,763	2,370								
		% of trouble reports	0.50%	0.46%	0.61%								
	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	1,402	1,204	1,676									
	Total # of repair tickets restored in ≤ 24hrs	1,170	1,067	1,532									
	% of repair tickets restored ≤ 24 Hours	83.45%	88.62%	91.40%									
	Sum of the duration of all outages (hh:mm)	1,069,877	596,738	553,596									
	Avg. outage duration (hh:mm)	763	496	330									
Unadjusted Out of Service Report	Total # of outage report tickets	1,579	1,399	1,917									
	Total # of repair tickets restored in ≤ 24hrs	1,251	1,164	1,663									
	% of repair tickets restored ≤ 24 Hours	79.22%	83.20%	86.75%									
	Sum of the duration of all outages (hh:mm)	1,426,997	763,778	726,396									
	Avg. outage duration (hh:mm)	904	546	379									
Refunds	Number of customers who received refunds	283	255	310									
	Monthly amount of refunds	\$1,649.73	\$1,474.49	\$2,226.88									
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												
	Total # of call seconds to reach live agent	81,843	70,758	80,868									
	% ≤ 60 seconds	62,839	69,795	80,326									
		76.78%	88.24%	93.02%									
Out of Service Adjusted Report: Exclusion Statement:		Pursuant to GO 133-D §3.4(b), Charter respectfully requests that the months of Jan and Feb 2021 for Out of Service Repairs Intervals for Charter Fiberlink CA-CCO, LLC 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 for Charter Fiberlink CA-CCO, LLC dropped below GO 133-D metric standards in January and February, it met the Out of Service benchmark for March with a result of 91.40%.											

Primary Utility Contact Information

Name: Tommy Johnson, Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@charter.com