

**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 Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/17/2021)			Date filed (8/16/2021)			Date filed ()			Date filed ()		
		1st Quarter			3rd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun						
Installation Interval Min. standard = 5 bus. days	Total # of business days	2,588	2,472	2,558	2,381	2,312	2,559						
	Total # of service orders	1,161	1,184	1,275	1,211	1,120	1,267						
	Avg. # of business days	2.23	2.05	2.01	1.97	2.06	2.02						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1,161	1,184	1,275	1,211	1,120	1,267						
	Total # of installation commitment met	1,125	1,165	1,246	1,196	1,096	1,239						
	Total # of installation commitment missed	36	19	29	15	24	28						
	% of commitment met	96.90%	98.40%	97.73%	98.76%	97.86%	97.79%						
Customers	Acct # for voice or bundle, res+bus	388,255	387,055	385,543	384,532	383,065	381,522						
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	353,081	351,971	350,443					
		Total # of trouble reports	1,953	1,763	2,370	1,864	1,638	1,793					
		% of trouble reports	0.50%	0.46%	0.61%	0.48%	0.43%	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	1,402	1,204	1,676	1,334	1,184	1,263						
	Total # of repair tickets restored in ≤ 24hrs	1,170	1,067	1,532	1,231	1,087	1,151						
	% of repair tickets restored ≤ 24 Hours	83.45%	88.62%	91.40%	92.27%	91.80%	91.13%						
	Sum of the duration of all outages (hh:mm)	1,069,877	596,738	553,596	403,043	382,349	437,381						
	Avg. outage duration (hh:mm)	763	496	330	302	323	346						
Unadjusted Out of Service Report	Total # of outage report tickets	1,579	1,399	1,917	1,508	1,334	1,435						
	Total # of repair tickets restored in ≤ 24hrs	1,251	1,164	1,663	1,323	1,167	1,252						
	% of repair tickets restored ≤ 24 Hours	79.22%	83.20%	86.75%	87.73%	87.48%	87.24%						
	Sum of the duration of all outages (hh:mm)	1,426,997	763,778	726,396	498,083	481,709	542,501						
	Avg. outage duration (hh:mm)	904	546	379	330	361	378						
Refunds	Number of customers who received refunds	283	255	310	393	265	260						
	Monthly amount of refunds	\$1,649.73	\$1,474.49	\$2,226.88	\$2,568.35	\$2,149.92	\$2,099.26						
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	69,122	63,100	69,468						
	% ≤ 60 seconds	62.839	69.795	80.326	64.006	58.439	58.583						
		76.78%	88.24%	93.02%	92.60%	92.48%	84.33%						

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)