California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

<form> Company Name: Bight House Networks Information Services (Lablem): Circ Life Circle Circle</form>								. 155-6							
Nepton units upon the main The provide the main of the provide (partner) (partner) Construction of the provide (partner) (partner) Optimize the provide (partner) (partner) Data of partner (partner) Units main of the provide (partner) (partner) Units main of the partner (partne) Units main of the partner (partne)			Bright House Networks Information Services (California), LLC				ι	J#:	U-6955-C			Report Year:		2022	i i
(git1022) (git1022) <th cols<="" th=""><th>✓ Total Company</th><th colspan="3">Reporting Unit Name:</th><th colspan="5">Bright House Networks Information Services (California), LLC</th></th>			<th>✓ Total Company</th> <th colspan="3">Reporting Unit Name:</th> <th colspan="5">Bright House Networks Information Services (California), LLC</th>	✓ Total Company	Reporting Unit Name:			Bright House Networks Information Services (California), LLC							
Installation Insultation Line is using the state is a state in the state is a state is state state is a sta	Measurement (Compile monthly, file quarterly)			(5/16/22)			(8/15/2022)			(11/15/2022)			(2/15/2023)		
Installation interval Imstallation Total # d service orders 287 277 331 303 229 287 306 276 256 223 167 Imstallation commitment met Min. standard = 69% commitment met Sectores Total # d stratallation commitment met Total # d stratallation commitment met 286 277 351 303 259 288 287 306 278 225 223 167 Customer Touble Report Total # d stratallation commitment met Customer Touble Report 286 275 349 299 287 306 278 256 223 167 Customer Touble Report Total # d stratallation commitment met 10 all # d vorking lines 96,65% 90,28% 96,86% 97,68% 96,80% 96,81% 90,02% 97,84% 47,85% 44,01% 47,84% 47,85% 44,01% 47,84% 47,85% 44,01% 47,84% 47,85% 44,01% 47,84% 47,85% 44,01% 47,84% 47,85% 44,01% 47,84% 47,85% 44,01% 47,84% 47,85% 47,41% 47,84% 47,			F			Mar	Apr		Jun	Jul		Sep	Oct		
Min. standard = 5 bus. days Iotal # of envice orders 227 31 403 259 289 287 306 278 226 223 236 237 306 278 225 233 300 Installation Commitment met Min. standard = 95% commitment met Customer Total # of installation commitment met 50 of commitment met 50 o	Installation Into	nal	Total # of business days	484		626	887	707				829			832
Installation Commitment 102 222 113 253 253 253 253 253 253 253 163 Nin, standard = 95% commitment met 236 225 349 293 430 272 252 218 157 Nin, standard = 95% commitment met 236 225 349 290 233 303 272 252 218 157 Customer Trouble Report Total # of mislation commitment met 99.65% 99.25% 99.99% 98.99% 98.99% 99.92% 97.84% 98.44% 97.05% 94.01% 44.00 44.02 44.02 44.021			Total # of service orders	287	277		303	259	298			278		223	
Installation Commitment met Total # of installation commitment met 226 230 295 293 303 272 226 218 157 Min. standard = 95% commitment met 096 for unise number missed 2 1 4 6 3 4 3 6 4 5 10 Customer Truble Report Act # for vices or bundle, res-bus 51,030 51,233 50,530 50,358 497,784 49,146 44,555 47,433 47,239 44,436 47,234 47,249 44,057 44,164 44,057 44,164 44,057 44,164 44,057 44,164 44,057 44,164 44,057 44,164 44,057 44,164 44,057 44,164 44,057 44,057 44,057 42,067 45,00 46,75 0.00 55% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05% 0.05%															
Nin. standard = 95% commitment met. Total # or installation commitment missed 1 2 1 4 6 3 4 3 6 4 5 10 Customers Acct # for volce or bundle, res+bus 51,03 51,283 50,358 49,778 49,146 48,559 47,433 47,239 46,901 46,718 44,040 47,239 46,901 46,718 42,000 46,718 44,020 77,764 94,047 43,868 43,250 47,239 46,901 46,718 42,26 44,020 44,020 44,020 44,020 44,020 44,020 44,020 44,020 43,868 43,366 43,366 43,366 43,366 43,366 43,366 43,366 44,350 44,020 4							303		298		306				167
Custome: % of commilment met 99.02% 99.28% 99.28% 99.28% 99.28% 99.28% 99.28% 99.28% 99.28% 99.28% 99.28% 99.28% 99.28% 99.02% 97.84% 99.02% 97.84% 99.02% 97.84% 99.02% 97.84% 97.06% 40.206 Custome: Total # of working lines Act #for vices or bundle, res+bus 51.30 51.283 50.85% 50.388 49.778 49.16 44.50% 47.33 47.29 46.926 By of trouble reports 22.23 144 22.4 192 190 23.7 290 35.0 27.6 28.0 25.6 26.3 By of trouble reports 0.44% 0.34% 0.44% 0.38% 0.38% 0.60% 0.60% 0.55%				286	275	349	299	253	295				252		
Customers Accit #for voice or bundle, res+bus 51,301 51,283 50,850 50,388 49,778 49,146 45,559 47,433 47,239 46,718 46,001 46,718 46,001 46,718 46,001 46,718 46,001 46,718 46,001 46,718 42,239 45,001 46,718 42,204 122 120 190 227 290 350 27.6 28.00 26.0 <td></td> <td>1</td> <td>2</td> <td>1</td> <td>4</td> <td>6</td> <td>3</td> <td></td> <td></td> <td>0</td> <td>4</td> <td>-</td> <td></td>				1	2	1	4	6	3			0	4	-	
Custome Trouble Report Intel # drawning lines 17.54 drawning lines 17.55 17															
B 6% (6 per 100 working lines) 1/334 4/2,298 4/6,945 4/5,017 4/3,06 0.00 0.00			Acct # for voice or bundle, res+bus	51,303	51,283	50,850	50,388	49,778	49,146	48,559	47,433	47,239	46,901	46,718	46,206
Pg By/s (6 per 100 working lines) for units w 2 3,000 lines) by/s (8 per 100 working lines) for units w 1,001 - 2,999 lines) Total # of trouble reports 0.44% 0.34% 0.44% 0.38% 0.48% 0.48% 0.60% 0.75% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.55% 0.60% 0.60% 0.55% 0.60% 0.60% 0.55% 0.60% 0.	Customer Trou	ble Report													
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§ 0.44% 0.34% 0.34% 0.38% 0.38% 0.48% 0.04% 0.74% 0.58% 0.60% 0.55% 0.57% §% 0.for units wi 1,001 - 2.99% Ines 0 0 0 0 0 0 0.60% 0.55% 0.57% 10% (10 per 100 working lines for units wi ≤ 1,000 lines Total # of trouble reports 0 0 0 0 0 0 0.60% 0.55% 0.57% Adjusted Out of Service Report Total # of trouble reports 0 0 0 0 0 0 0 0 0.60% 0.55% 0.57% Min. standard = 90% within 24 hrs Total # of trouble reports 107 144 185 153 184 240 290 229 243 202 214 Out of Service Report Total # of outage quarta for the duration of all outages (mm) 80.064 37.73 52.49 51.130 184 240 290 225 232 186 192 20.05% 86.06% <			Total # of trouble reports	225	144	224	192	190	237				280	256	263
E % of trouble reports % of trouble reports </td <td>% of trouble reports</td> <td>0.44%</td> <td>0.34%</td> <td>0.44%</td> <td>0.38%</td> <td>0.38%</td> <td>0.48%</td> <td>0.60%</td> <td>0.74%</td> <td>0.58%</td> <td>0.60%</td> <td>0.55%</td> <td>0.57%</td>			% of trouble reports	0.44%	0.34%	0.44%	0.38%	0.38%	0.48%	0.60%	0.74%	0.58%	0.60%	0.55%	0.57%
E % of trouble reports % of trouble reports </td <td rowspan="3">for units w/ 1,001 - 2,999</td> <td>Total # of working lines</td> <td></td>		for units w/ 1,001 - 2,999	Total # of working lines												
E % of trouble reports % of trouble reports </td <td></td>															
lines for units w/ \$ 1,000 lines) Total # of trouble reports Image: construct trouble reports Image: construct troubl			% of trouble reports												
lines for units w/ \$ 1,000 lines) Total # of trouble reports Image: construct trouble reports Image: construct troubl		lines for units w/ ≤ 1,000	Total # of working lines												
lines) % of trouble reports m </td <td></td>															
Adjusted Total # of outage report tickets 177 144 185 155 153 184 240 290 229 243 202 214 Adjusted Total # of repair tickets restored in < 24hrs															
Adjusted Total # of repair tickets restored in ≤ 24hrs 163 140 180 147 152 160 216 267 225 232 186 192 Out of Service Report % of repair tickets restored ≤ 24 Hours 92.09% 97.32% 97.30% 94.84% 99.35% 86.96% 90.00% 92.07% 98.25% 95.47% 95.17% 163 141 97.25% 91.35% 43.211 97.25% 91.47% 152 101 363 267 227 284 355 Unadjusted Total # of outage report tickets 181 148 195 163 158 199 246 310 235 249 212 226 Out of Service Report <td></td> <td></td> <td></td> <td>177</td> <td>144</td> <td>185</td> <td>155</td> <td>153</td> <td>184</td> <td>240</td> <td>290</td> <td>229</td> <td>243</td> <td>202</td> <td>214</td>				177	144	185	155	153	184	240	290	229	243	202	214
Out of Service Report % of repair tickets restored ≤ 24 Hours 92.09% 97.22% 97.30% 94.84% 99.35% 86.96% 90.00% 92.07% 98.25% 95.47% 92.08% 89.72% Min. standard = 90% within 24 hrs Sum of the duration of all outages (mm) 80.064 37.723 52.459 51.350 43.211 97.282 98,759 105.182 61.183 59.935 7.389 76.054 Vag. outage duration (mm) 452 262 284 331 282 529 411 363 267 249 212 226 Unadjusted Total # of repair tickets restored in ≤ 24hors 154 141 185 147 152 160 216 267 225 232 186 192 Out of Service Report 50m of the duration of all outages (mm) 111.744 49.243 72.619 74.161 64.200 141.965 117.529 181.519 113.852 83.170 85.73% 94.87% 90.18% 96.20% 84.21% 87.80% 95.08% 95.74%	Out of Service Report														
Min. standard = 90% within 24 hrs Sum of the duration of all outages (mm) 80,064 37,723 52,459 51,350 43,211 97,282 98,759 105,182 61,183 59,935 57,389 76,054 Avg. outage duration (mm) 452 262 284 331 282 529 411 363 267 247 284 355 Unadjusted Total # of repair tickets 181 148 195 163 158 199 246 310 235 222 222 226 206 216 267 225 232 186 192 160 216 267 225 232 186 192 160 216 267 225 232 186 192 146 171 478 58,08% 95,27% 90,18% 96,20% 84,21% 87,80% 95,08% 95,74% 93,17% 85,73% 84,35% 144,59 141,965 117,529 181,519 113,852 83,170 85,247 114,459 442 </td <td></td>															
Avg. outage duration (mm) 452 262 284 331 282 529 411 363 267 247 284 355 Unadjusted Out of Service Report Total # of outage report tickets 181 148 195 163 158 199 246 310 235 249 212 226 Out of Service Report Total # of repair tickets restored is 24hrs 154 141 185 147 152 160 216 267 225 232 186 192 Out of Service Report # of repair tickets restored \$24 Hours 85.08% 95.27% 94.87% 90.18% 96.20% 84.21% 87.80% 95.80% 95.74% 93.17% 85.247 114.459 Sum of the duration of all outages (mm) 111.744 49.243 72.619 74.161 64.220 141.965 117.529 181.519 113.852 83.170 85.247 114.459 Avg. outage duration (mm) 617 333 372 455 406 713 478 586<				80,064	37,723	52,459	51,350	43,211	97,282	98,759	105,182	61,183	59,935	57,389	76.054
Unadjusted Out of Service Report Total # of repair tickets restored in ≤ 24hrs 154 141 185 147 152 160 216 267 225 232 186 192 Out of Service Report % of repair tickets restored ≤ 24 hruns 85.08% 95.27% 94.87% 90.18% 96.20% 84.21% 87.80% 95.08% 95.74% 93.17% 84.35% 44.95% Sum of the duration of all outages (mm) 111.744 49.243 72.619 74.161 64.220 141.965 117.529 83.170 85.73% 84.95% Avg. outage duration (mm) 617 333 372 455 406 713 478 586 484 334 402 506 Monthly amount of received refund 4 4 2 16 21 14 7 7 12 17 2 0 Monthly amount of refunds \$20.00 \$32.30 \$29.99 \$26.53 \$20.11 \$124.98 \$142.00 \$78.99 14.00 \$15.74 \$1.99			Avg. outage duration (mm)	452	262	284	331	282	529	411	363	267	247	284	355
Out of Service Report Itotal # of repair tackets restored \$24 Hours 5.34 141 185 147 152 100 216 207 225 232 186 192 0ut of Service Report % of repair tackets restored \$24 Hours \$8.08% 95.27% 94.87% 90.18% 96.20% 84.21% 87.80% 95.27% 94.87% 90.18% 96.20% 84.21% 87.80% 95.27% 94.87% 90.18% 96.20% 84.21% 83.170 85.247 114.459 Avg. outage duration (mm) 617 333 372 455 406 713 478 586 484 334 402 506 Number of customers who received refunds 4 4 16 21 14 7 7 12 17 2 0 Answer Time (Trouble Reports, Billing & Non-Billing) 126.53 \$ 201.11 \$ 124.98 \$ 142.00 \$ 78.99 \$ 114.00 \$ 135.74 \$ 15.99 \$ - Min. standard = 80% of calls cot as cocods to reach live agent 58.101				181	148	195	163	158	199	246			-	212	226
And on tepain dickes resided 2 4 rolds 33.08/0 33.08/0 33.08/0 30.08/0				154	141	185	147	152	160	216	267	225	232	186	192
Avg. outage duration (mm) 617 333 372 455 406 713 478 586 484 334 402 506 Refunds Number of customers who received refund 4 4 2 16 21 14 7 7 12 17 2 0 Monthly amount of refunds \$20.00 \$32.30 \$29.99 \$ 216.53 \$ 0111 \$ 142.00 \$ 78.99 \$ 114.00 \$ 157.74 \$ 5 6 Min. standard = 80% of calls < 60 seconds to reach live agent 58,101 50.468 56,299 52.585 57,152 56,156 51,440 55,107 50,649 46,112 46,292 Via agent (w/a menu option to reach live agent 58,67 47,671 53,079 47,042 44,066 43,167 36,913 43,295 42,668 40,796 39,148 40,084	Out of Service P	Report													
Refunds Number of customers who received refunds 4 4 2 16 21 14 7 7 12 17 2 0 Monthly amount of refunds \$20.00 \$32.30 \$29.99 \$ 126.53 \$ 201.11 \$ 124.98 \$ 142.00 \$ 78.99 \$ 114.00 \$ 135.74 \$ 15.99 \$ -															
Monthly amount of refunds \$20.00 \$32.30 \$29.99 \$ 126.53 \$ 201.11 \$ 124.98 \$ 142.00 \$ 78.99 \$ 114.00 \$ 135.74 \$ 15.99 \$ Answer Time (Trouble Reports, Billing & Non-Billing) 5 56,299 \$22,585 \$7,152 56,156 51,440 \$55,107 50,649 48,715 46,112 46,292 Vin. standard = 80% of calls < 60 seconds to reach live agent				617	333	372	455				586			=	
Answer Time (Trouble Reports, Billing & Non-Billing)	Refunds			4	4	2	16		14	/	7		17	2	0
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $				\$20.00	\$32.30	\$29.99	\$ 126.53	\$ 201.11	\$ 124.98	\$ 142.00	\$ 78.99	\$ 114.00	\$ 135.74	\$ 15.99	\$ -
live agent (w/a menu option to reach live agent). Total # of call seconds to reach live agent 48,567 47,671 53,079 47,042 44,966 43,167 36,913 43,295 42,668 40,796 39,148 40,084	Min. standard = 80% of calls < 60 seconds to read														
%≤60 seconds 83.59% 94.45% 94.28% 89.46% 78.67% 76.86% 71.76% 78.57% 84.24% 83.74% 84.90% 86.60%															
			%<60 seconds	83.59%	94.45%	94.28%	89.46%	78.67%	76.86%	71.76%	78.57%	84.24%	83.74%	84.90%	86.60%
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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)