

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:
2025

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 (5/15/25) | | | 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 | 260 | 221 | 233 | | | | | | | | | |
| | Total # of service orders | 126 | 107 | 130 | | | | | | | | | |
| | Avg. # of business days | 2.06 | 2.07 | 1.79 | | | | | | | | | |
| | | | | | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 126 | 107 | 130 | | | | | | | | | |
| | Total # of installation commitment met | 123 | 104 | 126 | | | | | | | | | |
| | Total # of installation commitment missed | 3 | 3 | 4 | | | | | | | | | |
| | % of commitment met | 97.62% | 97.20% | 96.62% | | | | | | | | | |
| Customers | Acct # for voice or bundle, res+bus | | | | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 33,462 | 32,875 | 31,985 | | | | | | | | |
| | | Total # of trouble reports | 31,352 | 30,949 | 30,512 | | | | | | | | |
| | | % of trouble reports | 0.64% | 0.57% | 0.67% | | | | | | | | |
| | 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 | 183 | 166 | 182 | | | | | | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 183 | 166 | 182 | | | | | | | | |
| | | % of repair tickets restored ≤ 24 Hours | 100.00% | 100.00% | 100.00% | | | | | | | | |
| Sum of the duration of all outages (mm) | | 13,552 | 5,118 | 6,896 | | | | | | | | | |
| Avg. outage duration (mm) | | 74 | 31 | 38 | | | | | | | | | |
| Unadjusted Out of Service Report | Total # of outage report tickets | 183 | 166 | 183 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 183 | 166 | 182 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 100.00% | 100.00% | 99.45% | | | | | | | | | |
| | Sum of the duration of all outages (mm) | 13,552 | 5,118 | 11,184 | | | | | | | | | |
| | Avg. outage duration (mm) | 74 | 31 | 174 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 68 | 80 | 123 | | | | | | | | | |
| | Monthly amount of refunds | \$252.25 | \$432.94 | \$461.57 | | | | | | | | | |
| 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 | 35,093 | 31,881 | 34,113 | | | | | | | | | |
| | Total # of call seconds to reach live agent | 34,644 | 31,444 | 33,416 | | | | | | | | | |
| | % ≤ 60 seconds | 98.72% | 98.63% | 97.96% | | | | | | | | | |

Primary Utility Contact Information

Name: **Tommy Johnson, Sr. Manager, Telephony Regulatory**

Phone: **314-394-9855**

Email: Tommy.Johnson@charter.com

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)