

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

Company Name:Charter Fiberlink CA-CCO, LLC

Reporting Unit Type:☒ Total Company☐ Exchange☐ Wire Center

U#:6878-C

Reporting Unit Name:Charter Fiberlink CA-CCO, LLC

Report Year:2025

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	1,711	1,662	1,980									
	Total # of service orders	720	722	836									
	Avg. # of business days	2.38	2.30	2.37									
	Total # of installation commitments	720	722	836									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitment met	697	706	812									
	Total # of installation commitment missed	23	16	24									
	% of commitment met	96.81%	97.78%	97.13%									
	Acct # for voice or bundle, res+bus												
Customers													
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	266,943	261,181	255,062								
		Total # of trouble reports	243,449	240,761	237,268								
		% of trouble reports	0.72%	0.54%	0.53%								
	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	1,678	1,193	1,109								
		Total # of repair tickets restored in ≤ 24hrs	1,663	1,183	1,097								
		% of repair tickets restored ≤ 24 Hours	99.11%	99.16%	98.92%								
Sum of the duration of all outages (mm)		151,365	115,292	123,569									
Avg. outage duration (mm)		90	97	111									
Unadjusted Out of Service Report	Total # of outage report tickets	1,701	1,213	1,139									
	Total # of repair tickets restored in ≤ 24hrs	1,663	1,183	1,097									
	% of repair tickets restored ≤ 24 Hours	97.76%	97.52%	96.31%									
	Sum of the duration of all outages (mm)	236,538	181,938	226,521									
	Avg. outage duration (mm)	139	150	199									
Refunds	Number of customers who received refunds	1,908	750	635									
	Monthly amount of refunds	\$9,054.51	\$4,931.41	\$3,613.74									
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

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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)