

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) 1st Quarter			Date filed (8/15/25) 2nd Quarter			Date filed () 3rd Quarter			Date filed () 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	190	270	234						
	Total # of service orders	126	107	130	123	143	147						
	Avg. # of business days	2.06	2.07	1.79	1.54	1.89	1.59						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	126	107	130	123	143	147						
	Total # of installation commitment met	123	104	126	123	142	147						
	Total # of installation commitment missed	3	3	4	0	1	0						
	% of commitment met	97.62%	97.20%	96.62%	100.00%	99.30%	100.00%						
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	31,536	30,671	30,125					
		Total # of trouble reports	31,352	30,949	30,512	30,122	29,777	29,634					
		% of trouble reports	0.64%	0.57%	0.67%	0.45%	0.61%	0.66%					
	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	120	155	169						
	Total # of repair tickets restored in ≤ 24hrs	183	166	182	119	155	169						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	100.00%	99.17%	100.00%	100.00%						
	Sum of the duration of all outages (mm)	13,552	5,118	6,896	11,966	16,537	6,483						
	Avg. outage duration (mm)	74	31	38	100	107	38						
Unadjusted Out of Service Report	Total # of outage report tickets	183	166	183	120	158	171						
	Total # of repair tickets restored in ≤ 24hrs	183	166	182	119	155	169						
	% of repair tickets restored ≤ 24 Hours	100.00%	100.00%	99.45%	99.16%	98.10%	98.83%						
	Sum of the duration of all outages (mm)	13,552	5,118	11,184	11,966	30,515	9,612						
	Avg. outage duration (mm)	74	31	174	100	193	56						
Refunds	Number of customers who received refunds	68	80	123	57	73	91						
	Monthly amount of refunds	\$252.25	\$432.94	\$461.57	\$319.96	\$472.75	\$220.89						
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	31,830	31,090	29,988						
	Total # of call seconds to reach live agent	34,644	31,444	33,416	31,663	30,925	29,817						
	% ≤ 60 seconds	98.72%	98.63%	97.96%	99.48%	99.47%	99.43%						

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)