

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<br>(5/15/25)                       |            |            | Date filed<br>(8/15/25) |            |            | Date filed<br>( ) |     |     | Date filed<br>( ) |     |     |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------|------------|------------|-------------------------|------------|------------|-------------------|-----|-----|-------------------|-----|-----|
|                                                                                                      |                                                                     | 1st Quarter                                   |            |            | 2nd Quarter             |            |            | 3rd Quarter       |     |     | 4th Quarter       |     |     |
|                                                                                                      |                                                                     | Jan                                           | Feb        | Mar        | Apr                     | May        | Jun        | Jul               | Aug | Sep | Oct               | Nov | Dec |
| Installation Interval<br>Min. standard = 5 bus. days                                                 | Total # of business days                                            | 1,711                                         | 1,662      | 1,980      | 1,884                   | 1,959      | 2,095      |                   |     |     |                   |     |     |
|                                                                                                      | Total # of service orders                                           | 720                                           | 722        | 836        | 828                     | 820        | 852        |                   |     |     |                   |     |     |
|                                                                                                      | Avg. # of business days                                             | 2.38                                          | 2.30       | 2.37       | 2.28                    | 2.39       | 2.46       |                   |     |     |                   |     |     |
|                                                                                                      | Total # of installation commitments                                 | 720                                           | 722        | 836        | 828                     | 820        | 852        |                   |     |     |                   |     |     |
| Installation Commitment<br>Min. standard = 95% commitment met                                        | Total # of installation commitment met                              | 697                                           | 706        | 812        | 813                     | 802        | 828        |                   |     |     |                   |     |     |
|                                                                                                      | Total # of installation commitment missed                           | 23                                            | 16         | 24         | 15                      | 18         | 24         |                   |     |     |                   |     |     |
|                                                                                                      | % of commitment met                                                 | 96.81%                                        | 97.78%     | 97.13%     | 98.19%                  | 97.80%     | 97.18%     |                   |     |     |                   |     |     |
|                                                                                                      | 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                 | 252,971    | 245,962    | 241,716           |     |     |                   |     |     |
|                                                                                                      |                                                                     | Total # of trouble reports                    | 243,449    | 240,761    | 237,268                 | 234,059    | 230,730    | 228,437           |     |     |                   |     |     |
|                                                                                                      |                                                                     | % of trouble reports                          | 0.72%      | 0.54%      | 0.53%                   | 0.56%      | 0.66%      | 0.70%             |     |     |                   |     |     |
|                                                                                                      | 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<br>Min. standard = 90% within 24 hrs | Total # of outage report tickets              | 1,678      | 1,193      | 1,109                   | 1,202      | 1,389      | 1,685             |     |     |                   |     |     |
|                                                                                                      |                                                                     | Total # of repair tickets restored in ≤ 24hrs | 1,663      | 1,183      | 1,097                   | 1,194      | 1,372      | 1,437             |     |     |                   |     |     |
|                                                                                                      |                                                                     | % of repair tickets restored ≤ 24 Hours       | 99.11%     | 99.16%     | 98.92%                  | 99.33%     | 98.78%     | 98.61%            |     |     |                   |     |     |
| Sum of the duration of all outages (mm)                                                              |                                                                     | 151,365                                       | 115,292    | 123,569    | 120,603                 | 158,015    | 162,454    |                   |     |     |                   |     |     |
| Avg. outage duration (mm)                                                                            |                                                                     | 90                                            | 97         | 111        | 100                     | 114        | 113        |                   |     |     |                   |     |     |
| Unadjusted Out of Service Report                                                                     | Total # of outage report tickets                                    | 1,701                                         | 1,213      | 1,139      | 1,226                   | 1,416      | 1,463      |                   |     |     |                   |     |     |
|                                                                                                      | Total # of repair tickets restored in ≤ 24hrs                       | 1,663                                         | 1,183      | 1,097      | 1,194                   | 1,372      | 1,417      |                   |     |     |                   |     |     |
|                                                                                                      | % of repair tickets restored ≤ 24 Hours                             | 97.76%                                        | 97.52%     | 96.31%     | 97.38%                  | 96.89%     | 96.85%     |                   |     |     |                   |     |     |
|                                                                                                      | Sum of the duration of all outages (mm)                             | 236,538                                       | 181,938    | 226,521    | 256,978                 | 248,027    | 298,877    |                   |     |     |                   |     |     |
|                                                                                                      | Avg. outage duration (mm)                                           | 139                                           | 150        | 199        | 210                     | 175        | 204        |                   |     |     |                   |     |     |
| Refunds                                                                                              | Number of customers who received refunds                            | 1,908                                         | 750        | 635        | 521                     | 974        | 1,801      |                   |     |     |                   |     |     |
|                                                                                                      | Monthly amount of refunds                                           | \$9,054.51                                    | \$4,931.41 | \$3,613.74 | \$3,431.24              | \$3,128.29 | \$4,916.19 |                   |     |     |                   |     |     |
| 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

Name:Tommy Johnson, Sr. Manager, Telephony Regulatory

Phone:314-394-9855

Email:Tommy.Johnson@charter.com

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)