

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

Company Name: Charter Fiberlink CA-CCO, LLC

U#: U-6878-C

Report Year: 2026

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/26)			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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	1,627	1,556	1,693									
	Total # of service orders	801	705	764									
	Avg. # of business days	2.03	2.21	2.22									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	801	705	764									
	Total # of installation commitment met	785	678	741									
	Total # of installation commitment missed	16	27	23									
	% of commitment met	98.00%	96.17%	96.99%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	196,946	193,973	190,102									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	216,091	210,157	205,511								
		Total # of trouble reports	1,539	1,459	1,364								
		% of trouble reports	0.71%	0.69%	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1,221	1,197	1,083									
	Total # of repair tickets restored in ≤ 24hrs	1,212	1,181	1,055									
	% of repair tickets restored ≤ 24 Hours	99.26%	98.66%	97.41%									
	Sum of the duration of all outages (mm)	156,439	135,550	167,396									
	Avg. outage duration (mm)	128	113	155									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1,272	1,233	1,125									
	Total # of repair tickets restored in ≤ 24hrs	1,212	1,181	1,055									
	% of repair tickets restored ≤ 24 Hours	95.28%	95.78%	93.77%									
	Sum of the duration of all outages (mm)	378,638	249,114	313,658									
	Avg. outage duration (mm)	298	202	279									
<b>Refunds</b>	Number of customers who received refunds	927	708	863									
	Monthly amount of refunds	\$3,466.49	\$1,958.80	\$2,979.09									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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	21,493	20,477	19,910									
	Total # of call seconds to reach live agent	18,696	17,302	17,283									
	% < 60 seconds	86.99%	84.50%	86.81%									

**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)