

**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: 2020

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 (5/15/2020)			Date filed (8/15/2020)			Date filed (11/16/2020)			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	2,185	2,055	4,273	772	418	684	812	1,017	719			
	Total # of service orders	1,346	1,260	1,944	427	270	406	453	584	410			
	Avg. # of business days	1.62	1.63	2.20	1.81	1.55	1.68	1.79	1.74	1.75			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1,346	1,260	1,944	427	270	406	453	584	410			
	Total # of installation commitment met	1,338	1,251	1,937	414	263	397	443	580	404			
	Total # of installation commitment missed	8	9	7	13	7	9	10	4	6			
	% of commitment met	99.41%	99.29%	99.64%	96.96%	97.41%	97.78%	97.79%	99.32%	98.54%			
Customers	Acct # for voice or bundle, res+bus	47,603	47,494	47,977	47,883	48,319	48,570	48,608	48,914	49,243			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	51,896	51,784	52,212	52,124	52,518	52,796	52,830	53,131	53,423		
		Total # of trouble reports	331	293	317	291	468	450	503	402	384		
		% of trouble reports	0.64%	0.57%	0.61%	0.56%	0.89%	0.85%	0.95%	0.76%	0.72%		
	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	258	237	253	234	380	352	385	314	321			
	Total # of repair tickets restored in ≤ 24hrs	249	234	232	228	361	320	342	266	308			
	% of repair tickets restored ≤ 24 Hours	96.51%	98.73%	91.69%	97.4%	95.00%	90.90%	88.83%	84.71%	95.95%			
	Sum of the duration of all outages (hh:mm)	56,904	37,088	78,340	44,965	118,383	126,578	167,728	168,525	85,114			
	Avg. outage duration (hh:mm)	221	156	310	192	312	360	436	537				
Unadjusted Out of Service Report	Total # of outage report tickets	272	249	268	240	391	379	405	341	335			
	Total # of repair tickets restored in ≤ 24hrs	258	240	236	231	368	333	349	279	314			
	% of repair tickets restored ≤ 24 Hours	94.85%	96.38%	88.05%	96.25%	94.11%	87.86%	86.17%	81.81%	93.73%			
	Sum of the duration of all outages (hh:mm)	79,944	55,808	112,900	66,565	163,023	161,138	209,488	203,085	100,954			
	Avg. outage duration (hh:mm)	294	224	421	277	417	425	517	596	301			
Refunds	Number of customers who received refunds	137	136	153	150	212	164	39	17	21			
	Monthly amount of refunds	\$541.65	\$579.53	\$638.02	\$465.57	\$606.66	\$423.56	\$ 375.69	\$ 155.38	\$ 210.78			
Answer Time (Trouble Reports, Billing & Non-Billing)													
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	86,763	76,807	88,245	79,682	81,919	86,034	86,522	85,170	84,323			
	Total # of call seconds to reach live agent	71,319	70,735	59,278	46,606	62,783	68,092	62,250	56,162	59,408			
	% ≤ 60 seconds	82.19%	92.09%	67.17%	58.49%	76.64%	79.15%	71.94%	65.94%	70.45%			

Pursuant to GO 133-D §3.4(b), Charter respectfully requests that the months of Jul and Aug 2020 for Out of Service Repairs Intervals be excluded due to the extraordinary circumstances related to the coronavirus pandemic. On March 4, 2020, California Governor Gavin Newsom declared a statewide State of Emergency which remains in effect to this date related to the impact in California of the COVID-19 coronavirus. As detailed in the attached documents entitled, "Our Ongoing Commitment to Our Customers and the Communities We Serve" and "Keeping You Connected When It Matters Most". Charter has taken steps necessary to serve and meet the connectivity needs of our communities while protecting the safety of our employees and customers. Although out of service repair intervals have dropped below GO 133-D metric standards during the period, under the circumstances, Charter has performed to the best of its capabilities and has extended itself to its subscribers in need. Charter anticipates returning to compliance when the pandemic eases.

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)