

**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: 2022

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 (5/16/22)			Date filed (8/16/2021)			Date filed (11/22/2021)			Date filed (2/15/2022)		
		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	13,203	12,580	15,776									
	Total # of service orders	6,267	6,561	8,087									
	Avg. # of business days	2.11	1.92	1.95									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6,267	6,561	8,087									
	Total # of installation commitment met	6,066	6,345	7,777									
	Total # of installation commitment missed	201	216	310									
<b>Customers</b>	% of commitment met	96.79%	96.71%	96.17%									
	Acct # for voice or bundle, res+bus	1,640,449	1,642,560	1,607,941									
<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	1,496,251	1,489,974	1,481,449								
		Total # of trouble reports	6,438	5,398	6,062								
		% of trouble reports	0.39%	0.33%	0.38%								
	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	4,917	4,352	4,759									
	Total # of repair tickets restored in ≤ 24hrs	4,031	4,033	4,442									
	% of repair tickets restored ≤ 24 Hours	81.98%	92.67%	93.34%									
	Sum of the duration of all outages (hh:mm)	3,255,873	1,409,965	1,431,377									
	Avg. outage duration (hh:mm)	662	324	301									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5,251	4,512	4,920									
	Total # of repair tickets restored in ≤ 24hrs	4,203	4,130	4,546									
	% of repair tickets restored ≤ 24 Hours	80.04%	91.53%	92.39%									
	Sum of the duration of all outages (hh:mm)	3,938,433	1,811,725	1,870,577									
	Avg. outage duration (hh:mm)	750	402	380									
<b>Refunds</b>	Number of customers who received refunds	3,756	1,771	2,079									
	Monthly amount of refunds	\$20,078.73	\$17,228.02	\$27,121.53									
<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	58,101	50,468	56,299									
	Total # of call seconds to reach live agent	48,567	47,671	53,079									
	% < 60 seconds	83.59%	94.45%	94.28%									
<b>Out of Service Adjusted Report: Exclusion Statement</b>	Pursuant to GO 133-D §3.4(b), Charter respectfully requests that the month of January 2022 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 related to the impact in California of the COVID-19 coronavirus, which remained in effect through January 2022. The pandemic's impact in California has varied over time, however, in January 2022, Charter experienced its highest level of COVID-19 impact to its Field Operations employees to date. While Charter's combined entities reported out of service repair intervals below G.O. 133-D metric standards in January as a direct result of COVID-19 impacts on operations, Charter met the Out of Service benchmark for February (92.67%) and March (93.34%).												

**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)