

**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 (8/15/2022)			Date filed (11/15/2022)			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	484	416	626	887	707	890	967	937	829			
	Total # of service orders	287	277	351	303	259	298	287	306	278			
	Avg. # of business days	1.69	1.5	1.78	2.93	2.73	2.99	3.37	3.06	2.98			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	287	277	351	303	259	298	287	306	278			
	Total # of installation commitment met	286	275	349	299	253	295	283	303	272			
	Total # of installation commitment missed	1	2	1	4	6	3	4	3	6			
Customers	% of commitment met	99.65%	99.28%	99.43%	98.68%	97.68%	98.99%	98.61%	99.02%	97.84%			
Customer Trouble Report	Acct # for voice or bundle, res+bus	51,303	51,283	50,850	50,388	49,778	49,146	48,559	47,433	47,239			
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	47,354	47,298	46,945	46,507	45,916	45,304	44,762	44,087	43,868		
		Total # of trouble reports	225	144	224	192	190	237	290	350	276		
		% of trouble reports	0.44%	0.34%	0.44%	0.38%	0.38%	0.48%	0.60%	0.74%	0.58%		
	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	177	144	185	155	153	184	240	290	229			
	Total # of repair tickets restored in ≤ 24hrs	163	140	180	147	152	160	216	267	225			
	% of repair tickets restored ≤ 24 Hours	92.09%	97.22%	97.30%	94.84%	99.35%	86.96%	90.00%	92.07%	98.25%			
	Sum of the duration of all outages (mm)	80,064	37,723	52,459	51,350	43,211	97,282	98,759	105,182	61,183			
Unadjusted Out of Service Report	Avg. outage duration (mm)	452	262	284	331	282	529	411	363	267			
	Total # of outage report tickets	181	148	195	163	158	199	246	310	235			
	Total # of repair tickets restored in ≤ 24hrs	154	141	185	147	152	160	216	267	225			
	% of repair tickets restored ≤ 24 Hours	85.08%	95.27%	94.87%	90.18%	96.20%	84.21%	87.80%	95.08%	95.74%			
Refunds	Sum of the duration of all outages (mm)	111,744	49,243	72,619	74,161	64,220	141,965	117,529	181,519	113,852			
	Avg. outage duration (mm)	617	333	372	455	406	713	478	586	484			
	Number of customers who received refunds	4	4	2	16	21	14	7	7	12			
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).	Monthly amount of refunds	\$20.00	\$32.30	\$29.99	\$ 126.53	\$ 201.11	\$ 124.98	\$ 142.00	\$ 78.99	\$ 114.00			
	Total # of calls for TR, Billing & Non-Billing	58,101	50,468	56,299	52,585	57,152	56,156	51,440	55,107	50,649			
	Total # of call seconds to reach live agent	48,567	47,671	53,079	47,042	44,966	43,167	36,913	43,295	42,668			
	% ≤ 60 seconds	83.59%	94.45%	94.28%	89.46%	78.67%	76.86%	71.76%	78.57%	84.24%			
Answer Time: Performance Statement	While Charter met the 80% benchmark for call answer time performance in September 2022, it missed the 80% benchmark in July and August due to the extraordinary circumstances surrounding impacts from more frequent than normal severe weather events and new federal subsidized service offerings, as well as continuing call center staffing impacts related to the COVID-19 pandemic. That said, the 79% performance level for August represents a 29-second difference from the 80% benchmark. When considering customer use of interactive voice response (IVR), the percentage of calls answered within 60 seconds far surpasses the 80% benchmark. Charter remains responsive to the ongoing demand for service, installations, and telephone service inquiries, including continued hiring efforts and overtime shifts. Charter anticipates returning to compliance in the following reporting quarter.												

Primary Utility Contact Information

Name: Tommy Johnson, Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@charter.com

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)