

**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: 2023

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 (5/15/23)			Date filed (8/15/23)			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	746	650	1,073	218	732	580						
	Total # of service orders	227	176	216	99	227	180						
	Avg. # of business days	3.29	3.69	4.97	2.2	3.21	3.22						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	227	176	216	99	227	180						
	Total # of installation commitment met	219	172	211	96	218	173						
	Total # of installation commitment missed	8	4	5	3	10	7						
	% of commitment met	96.48%	97.73%	97.69%	96.97%	95.61%	96.11%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	45,876	45,892	45,475	44,951	44,553	440,855						
<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	42,628	42,475	42,132	41,637	41,238	40,780					
		Total # of trouble reports	315	332	342	187	361	308					
		% of trouble reports	0.69%	0.72%	0.75%	0.42%	0.81%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	271	281	298	161	316	246						
	Total # of repair tickets restored in < 24hrs	232	263	283	155	295	237						
	% of repair tickets restored ≤ 24 Hours	85.61%	93.59%	94.97%	96.27%	93.35%	96.34%						
	Sum of the duration of all outages (mm)	132,915	75,110	73,979	25,591	71,311	53,147						
	Avg. outage duration (mm)	409	267	248	159	226	216						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	281	291	315	167	325	250						
	Total # of repair tickets restored in < 24hrs	232	263	283	155	295	237						
	% of repair tickets restored ≤ 24 Hours	82.56%	90.37%	89.84%	92.81%	90.76%	94.80%						
	Sum of the duration of all outages (mm)	164,012	107,727	122,807	37,022	95,455	65,647						
	Avg. outage duration (mm)	584	370	390	222	294	263						
<b>Refunds</b>	Number of customers who received refund	468	423	486	414	455	421						
	Monthly amount of refunds	\$16,323.87	\$15,635.47	\$22,692.21	\$ 17,221.30	\$ 19,101.10	\$ 15,542.01						
<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												
	Total # of call seconds to reach live agent	53,625	47,475	53,110	45,937	44,452	44,825						
	% ≤ 60 seconds	43.377	39.486	47.390	39.790	39.610	39.285						
		80.89%	83.17%	89.23%	86.61%	89.10%	87.64%						

**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)