

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

Company Name: Charter Fiberlink CA-CCO, LLC

U#: 6878-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/17/2021)			Date filed (8/16/2021)			Date filed (2/15/22)			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	2,588	2,472	2,558	2,381	2,312	2,559	2,408	2,398	2,245			
	Total # of service orders	1,161	1,184	1,275	1,211	1,120	1,267	1,160	1,220	1,177			
	Avg. # of business days	2.23	2.05	2.01	1.97	2.06	2.02	2.08	1.97	1.91			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	1,161	1,184	1,275	1,211	1,120	1,267	1,160	1,220	1,177			
	Total # of installation commitment met	1,125	1,165	1,246	1,196	1,096	1,239	1,133	1,159	1,128			
	Total # of installation commitment missed	36	19	29	15	24	28	27	61	49			
	% of commitment met	96.90%	98.40%	97.73%	98.76%	97.86%	97.79%	97.67%	95.00%	95.84%			
Customers	Acct # for voice or bundle, res+bus	388,255	387,055	385,543	384,532	383,065	381,522	378,600	376,104	373,866			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	356,658	355,495	354,121	353,081	351,971	350,443	347,664	345,209	343,022		
		Total # of trouble reports	1,953	1,763	2,370	1,864	1,638	1,793	1,751	1,601	1,601		
		% of trouble reports	0.50%	0.46%	0.61%	0.48%	0.43%	0.47%	0.46%	0.43%	0.43%		
	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	1,402	1,204	1,676	1,334	1,184	1,263	1,225	1,226	1,217			
	Total # of repair tickets restored in ≤ 24hrs	1,170	1,067	1,532	1,231	1,087	1,151	1,099	1,053	1,080			
	% of repair tickets restored ≤ 24 Hours	83.45%	88.62%	91.40%	92.27%	91.80%	91.13%	89.71%	85.89%	88.74%			
	Sum of the duration of all outages (hh:mm)	1,069,877	596,738	553,596	403,043	382,349	437,381	479,438	618,419	580,187			
	Avg. outage duration (hh:mm)	763	496	330	302	323	346	19,422	28,385	22,136			
Unadjusted Out of Service Report	Total # of outage report tickets	1,579	1,399	1,917	1,508	1,334	1,435	1,370	1,281	1,269			
	Total # of repair tickets restored in ≤ 24hrs	1,251	1,164	1,663	1,323	1,167	1,252	1,168	1,084	1,107			
	% of repair tickets restored ≤ 24 Hours	79.22%	83.20%	86.75%	87.73%	87.48%	87.24%	85.25%	84.62%	87.23%			
	Sum of the duration of all outages (hh:mm)	1,426,997	763,778	726,396	498,083	481,709	542,501	610,478	745,139	732,827			
	Avg. outage duration (hh:mm)	904	546	379	330	361	378	24,055	33,059	255,992			
Refunds	Number of customers who received refunds	283	255	310	393	265	260	271	243	398			
	Monthly amount of refunds	\$1,649.73	\$1,474.49	\$2,226.88	\$2,568.35	\$2,149.92	\$2,099.26	\$3,105.04	\$4,417.41	\$6,349.74			
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												
	Total # of call seconds to reach live agent	81,843	70,758	80,868	69,122	63,100	69,468	67,065	64,530	60,610			
	% < 60 seconds	62.839	69.795	80.326	64.006	58.439	58.583	58.248	53.883	50.707			
		76.78%	88.24%	93.02%	92.60%	92.48%	84.33%	86.85%	83.50%	83.66%			
Corrective Action Statement:		Charter has a process in place to ensure that voice no-dial-tone tickets are scheduled to be resolved within 24 hours, including daily review and action on outlier tickets. However, in 2021 Charter underwent a transition period to modify its structure, process, and systems, during which time the above-described process for resolving tickets was, inadvertently, not in place for Charter Fiberlink, which led to the misses for OOS benchmarks. Charter's senior leadership have addressed this issue by re-instituting the process. Already preliminary results for 4th Quarter 2021 OOS metrics demonstrate significant improvement. While the October OOS figure is slightly under the benchmark, the OOS figures for November and December surpass the benchmark.											

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)