

**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 ()			Date filed ()			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	746	650	1,073									
	Total # of service orders	227	176	216									
	Avg. # of business days	3.29	3.69	4.97									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	227	176	216									
	Total # of installation commitment met	219	172	211									
	Total # of installation commitment missed	8	4	5									
	% of commitment met	96.48%	97.73%	97.69%									
Customers	Acct # for voice or bundle, res+bus	45,876	45,892	45,475									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	42,628	42,475	42,132								
		Total # of trouble reports	315	332	342								
		% of trouble reports	0.69%	0.72%	0.75%								
	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	271	281	298									
	Total # of repair tickets restored in < 24hrs	232	263	283									
	% of repair tickets restored ≤ 24 Hours	85.61%	93.59%	94.97%									
	Sum of the duration of all outages (mm)	132,915	75,110	73,979									
	Avg. outage duration (mm)	409	267	248									
Unadjusted Out of Service Report	Total # of outage report tickets	281	291	315									
	Total # of repair tickets restored in < 24hrs	232	263	283									
	% of repair tickets restored ≤ 24 Hours	82.56%	90.37%	89.84%									
	Sum of the duration of all outages (mm)	164,012	107,727	122,807									
	Avg. outage duration (mm)	584	370	390									
Refunds	Number of customers who received refund	468	423	486									
	Monthly amount of refunds	\$16,323.87	\$15,635.47	\$22,692.21									
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	53,625	47,475	53,110									
	Total # of call seconds to reach live agent	43,377	39,486	47,390									
	% ≤ 60 seconds	80.89%	83.17%	89.23%									
Out of Service Adjusted Report: Exclusion Statement		Pursuant to GO 133-D §3.4(b), Charter respectfully requests that the month of January 2023 for Out of Service Repairs Intervals be excluded due to the extraordinary circumstances related to storm impacts. On January 4, 2023, California Governor Gavin Newsom declared a statewide State of Emergency related to the impact in California of the winter storms that began at the end of December and continued through late January. While Charter reported out-of-service repair intervals below G.O. 133-D metric standards in January as a direct result of the winter storm's impacts on operations, Charter met the Out of Service benchmark for February (93.59%) and March (94.97%).											

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)