

**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: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, 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	5,086	4,671	5,559	5,080	5,161	4,947						
	Total # of service orders	1,236	1,144	1,337	1,244	1,237	1,132						
	Avg. # of business days	4.11	4.08	4.16	4.08	4.17	4.37						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	1,236	1,144	1,337	1,244	1,237	1,132						
	Total # of installation commitment met	1,180	1,102	1,271	1,191	1,188	1,075						
	Total # of installation commitment missed	56	42	66	53	49	57						
	% of commitment met	95.47%	96.33%	95.06%	95.74%	96.04%	94.96%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	336,784	334,691	332,356	330,290	328,248	325,815						
<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	307,788	305,767	303,867	301,933	300,135	297,735					
		Total # of trouble reports	1,861	1,465	1,722	1,494	1,722	1,668					
		% of trouble reports	0.55%	0.44%	0.52%	0.45%	0.52%	0.51%					
	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	1,512	1,211	1,409	1,227	1,389	1,355						
	Total # of repair tickets restored in < 24hrs	1,354	1,122	1,280	1,125	1,304	1,262						
	% of repair tickets restored ≤ 24 Hours	89.55%	92.65%	90.84%	91.69%	93.88%	93.13%						
	Sum of the duration of all outages (mm)	598,204	371,934	552,374	457,384	433,233	408,141						
	Avg. outage duration (mm)	396	307	392	373	312	301						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	1,573	1,273	1,488	1,279	1,459	1,403						
	Total # of repair tickets restored in < 24hrs	1,354	1,122	1,280	1,125	1,304	1,262						
	% of repair tickets restored ≤ 24 Hours	86.07%	88.13%	86.02%	87.95%	89.37%	89.95%						
	Sum of the duration of all outages (mm)	831,497	617,392	848,606	669,152	691,946	549,992						
	Avg. outage duration (mm)	529	485	570	523	474	392						
<b>Refunds</b>	Number of customers who received refunds	1,091	629	747	593	458	516						
	Monthly amount of refunds	\$5,895.31	\$4,885.24	\$7,022.87	\$ 6,309.09	\$ 4,099.88	\$ 5,467.38						
<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	53,625	47,475	53,110	45,937	44,452	44,825						
	Total # of call seconds to reach live agent	43,377	39,486	47,390	39,486	39,790	39,285						
	% ≤ 60 seconds	80.89%	83.17%	89.23%	86.61%	89.10%	87.64%						

**Primary Utility Contact Information**

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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)