

**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 (11/15/23)			Date filed (2/20/24)			
		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	218	732	580	408	509	551	410	328	378	
	Total # of service orders	227	176	216	99	227	180	174	197	183	169	165	150	
	Avg. # of business days	3.29	3.69	4.97	2.2	3.21	3.22	2.34	2.58	3.01	2.43	1.99	2.52	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	227	176	216	99	227	180	174	197	183	169	165	150	
	Total # of installation commitment met	219	172	211	96	218	173	171	188	166	162	161	150	
	Total # of installation commitment missed	8	4	5	3	10	7	3	9	17	7	4	0	
	% of commitment met	96.48%	97.73%	97.69%	96.97%	95.61%	96.11%	98.28%	95.43%	90.71%	95.86%	97.58%	100.00%	
Customers	Acct # for voice or bundle, res+bus	45,876	45,892	45,475	44,951	44,553	44,855	43,735	43,363	42,869	42,481	42,085	41,629	
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	41,637	41,238	40,780	40,454	40,088	39,637	39,253	38,865	38,393
		Total # of trouble reports	315	332	342	187	361	308	308	259	209	193	220	199
		% of trouble reports	0.69%	0.72%	0.75%	0.42%	0.81%	0.70%	0.70%	0.60%	0.49%	0.45%	0.52%	0.48%
	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	161	316	246	241	203	174	164	177	162	
	Total # of repair tickets restored in ≤ 24hrs	232	263	283	155	295	237	225	189	163	162	175	158	
	% of repair tickets restored ≤ 24 Hours	85.61%	93.59%	94.97%	96.27%	93.35%	96.34%	93.36%	93.10%	93.68%	98.78%	98.87%	97.53%	
	Sum of the duration of all outages (mm)	132,915	75,110	73,979	25,591	71,311	53,147	63,641	49,244	41,170	25,573	21,689	19,234	
	Avg. outage duration (mm)	409	267	248	159	226	216	264	243	237	156	123	119	
Unadjusted Out of Service Report	Total # of outage report tickets	281	291	315	167	325	250	258	215	181	169	182	171	
	Total # of repair tickets restored in ≤ 24hrs	232	263	283	155	295	237	225	189	163	162	175	158	
	% of repair tickets restored ≤ 24 Hours	82.56%	90.37%	89.84%	92.81%	90.76%	94.80%	85.22%	87.90%	90.05%	95.85%	91.14%	92.39%	
	Sum of the duration of all outages (mm)	164,012	107,727	122,807	37,022	95,455	65,647	110,741	76,102	65,616	43,585	30,646	37,223	
	Avg. outage duration (mm)	584	370	390	222	294	263	429	354	363	258	168	218	
Refunds	Number of customers who received refunds	468	423	486	414	455	421	775	1,052	514	521	207	79	
	Monthly amount of refunds	\$16,323.87	\$15,635.47	\$22,692.21	\$17,221.30	\$19,101.10	\$15,542.01	\$20,173.78	\$24,413.52	\$18,481.92	\$19,593.42	\$812.96	\$2,212.00	
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	45,937	44,452	44,825	43,985	49,247	45,632	44,658	40,793	38,131	
	Total # of call seconds to reach live agent	43,377	39,486	47,390	39,790	39,610	39,285	38,224	43,529	33,580	40,687	37,986	36,325	
	% ≤ 60 seconds	80.89%	83.17%	89.23%	86.61%	89.10%	87.64%	86.90%	88.39%	73.59%	91.11%	93.12%	95.26%	

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)