

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

Company Name: Charter Fiberlink CA-CCO, LLC
Reporting Unit Type: Total Company Exchange Wire Center

U#: 6878-C **Report Year:** 2024
Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/24)			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	2,206	1,904	2,063									
	Total # of service orders	948	836	854									
	Avg. # of business days	2.33	2.28	2.42									
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	948	836	854									
	Total # of installation commitment met	936	835	851									
	Total # of installation commitment missed	12	1	3									
Customers	% of commitment met	98.73%	99.88%	99.65%									
Customer Trouble Report	Acct # for voice or bundle, res+bus												
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	304,450	301,782	297,909								
		Total # of trouble reports	278,208	275,639	272,227								
		% of trouble reports	0.50%	0.47%	0.61%								
	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	1,249	1,186	1,514									
	Total # of repair tickets restored in ≤ 24hrs	1,220	1,161	1,464									
	% of repair tickets restored ≤ 24 Hours	97.68%	97.89%	96.70%									
	Sum of the duration of all outages (mm)	189,547	199,346	336,643									
Unadjusted Out of Service Report	Avg. outage duration (mm)	152	168	222									
	Total # of outage report tickets	1,275	1,217	1,549									
	Total # of repair tickets restored in ≤ 24hrs	1,220	1,161	1,464									
	% of repair tickets restored ≤ 24 Hours	95.68%	95.39%	94.51%									
Refunds	Sum of the duration of all outages (mm)	276,169	324,697	458,824									
	Avg. outage duration (mm)	217	267	296									
	Number of customers who received refunds	298	597	586									
	Monthly amount of refunds	\$3,029.21	\$3,269.81	\$3,345.48									
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	42,588	42,750	43,352									
	Total # of call seconds to reach live agent	40,112	38,537	38,041									
	% ≤ 60 seconds	94.19%	90.15%	87.75%									

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)