

**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

UF: 6878-C Report Year: 2023  
 Reporting Unit Name: Charter Fiberlink CA-CCO, 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
<b>Installation Interval</b>	Total # of business days	5,086	4,671	5,559									
Min. standard = 5 bus. days	Total # of service orders	1,236	1,144	1,337									
	Avg. # of business days	4.11	4.08	4.16									
	Total # of installation commitments	1,236	1,144	1,337									
<b>Installation Commitment</b>	Total # of installation commitment met	1,180	1,102	1,271									
Min. standard = 95% commitment met	Total # of installation commitment missed	56	42	66									
	% of commitment met	95.47%	96.33%	95.06%									
<b>Customers</b>	Acct # for voice or bundle, res+bus	336,784	334,691	332,356									
<b>Customer Trouble Report</b>	Total # of working lines	307,788	305,767	303,867									
Min. Standard	8% (6 per 100 working lines for units w/ ≥ 3,000 lines)	1,861	1,465	1,725									
	% of trouble reports	0.55%	0.44%	0.52%									
	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</b>	Total # of outage report tickets	1,512	1,211	1,409									
<b>Out of Service Report</b>	Total # of repair tickets restored in < 24hrs	1,354	1,122	1,280									
Min. standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	89.55%	92.65%	90.84%									
	Sum of the duration of all outages (mm)	598,204	371,934	552,374									
	Avg. outage duration (mm)	396	307	392									
<b>Unadjusted</b>	Total # of outage report tickets	1,573	1,273	1,488									
<b>Out of Service Report</b>	Total # of repair tickets restored in < 24hrs	1,354	1,122	1,280									
	% of repair tickets restored ≤ 24 Hours	86.07%	88.13%	86.02%									
	Sum of the duration of all outages (mm)	831,497	617,392	848,666									
	Avg. outage duration (mm)	529	485	570									
<b>Refunds</b>	Number of customers who received refunds	1,091	629	747									
	Monthly amount of refunds	\$5,895.31	\$4,855.24	\$7,022.37									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b>	Total # of calls for TR, Billing & Non-Billing	53,625	47,475	53,110									
Min. standard = 80% of calls < 60 seconds to reach live agent	Total # of call seconds to reach live agent	43,377	39,468	47,390									
live agent (w/ menu option to reach live agent)	% < 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 (92.65%) and March (90.84%).

**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)