

**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: 2024

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 (5/15/24) 1st Quarter			Date filed (8/15/24) 2nd Quarter			Date filed (11/15/24) 3rd Quarter			Date filed (2/17/25) 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	315	320	234	212	224	213	218	236	232	215	244
	Total # of service orders	157	162	111	121	118	110	124	128	113	104	117	108	
	Avg. # of business days	2.01	1.98	2.11	1.75	1.90	1.94	1.76	1.84	2.05	2.07	2.09	1.58	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	157	162	111	121	118	110	124	128	113	104	117	108	
	Total # of installation commitment met	153	162	108	120	118	110	124	128	112	102	112	108	
	Total # of installation commitment missed	4	0	3	1	0	0	0	0	1	2	5	0	
	% of commitment met	97.45%	100.00%	97.30%	99.17%	100.00%	100.00%	100.00%	100.00%	99.12%	98.08%	95.73%	100.00%	
Customers	Acct # for voice or bundle, res+bus													
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	41,070	40,405	39,723	39,166	38,563	37,833	37,218	36,359	35,706	35,007	34,429	33,944
		Total # of trouble reports	37,839	37,208	36,595	36,031	35,437	34,756	34,126	33,354	32,860	32,327	31,971	31,715
		% of trouble reports	0.55%	0.58%	0.43%	0.50%	0.45%	0.47%	0.76%	0.68%	0.60%	0.71%	0.61%	0.55%
	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	181	182	146	168	138	144	248	202	182	223	184	156	
	Total # of repair tickets restored in < 24hrs	180	181	146	165	138	143	246	197	182	223	184	154	
	% of repair tickets restored ≤ 24 Hours	99.45%	99.45%	100.00%	98.21%	100.00%	99.31%	99.19%	97.52%	100.00%	100.00%	100.00%	98.72%	
	Sum of the duration of all outages (mm)	23,682	21,445	17,044	23,042	14,653	17,587	21,896	20,691	12,079	19,606	16,952	16,366	
	Avg. outage duration (mm)	131	118	117	137	106	122	88	102	66	88	92	105	
Unadjusted Out of Service Report	Total # of outage report tickets	187	191	149	169	140	149	252	206	183	226	185	158	
	Total # of repair tickets restored in < 24hrs	180	181	146	165	138	143	246	197	182	223	184	154	
	% of repair tickets restored ≤ 24 Hours	96.25%	94.76%	97.98%	97.63%	98.57%	95.97%	97.61%	95.63%	99.45%	98.67%	99.45%	97.46%	
	Sum of the duration of all outages (mm)	37,037	44,527	25,901	26,206	18,761	30,872	33,539	43,459	23,385	27,790	18,505	23,035	
	Avg. outage duration (mm)	198	233	174	155	134	207	133	211	138	123	100	146	
Refunds	Number of customers who received refunds	36	130	152	79	90	114	98	65	91	105	196	89	
	Monthly amount of refunds	\$697.03	\$1,029.65	\$532.19	\$460.31	\$266.11	\$393.79	\$239.23	\$531.03	\$551.67	\$476.70	\$446.93	\$558.27	
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	40,039	39,298	38,047	42,642	40,961	36,406	36,604	31,549	30,532	
	Total # of call seconds to reach live agent	40,112	38,537	38,041	36,994	36,241	33,463	35,569	31,886	28,162	30,338	28,458	28,346	
	% ≤ 60 seconds	94.19%	90.15%	87.75%	92.40%	92.22%	87.95%	83.41%	77.84%	77.35%	82.88%	90.20%	92.80%	

Primary Utility Contact Information

Name: Tommy Johnson, Sr. Manager, Telephony Regulatory

Phone: 314-394-9855

Email: Tommy.Johnson@charter.com

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)