

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

Company Name: Charter Fiberlink CA-CCO, LLC

U#: U-6878-C

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/24) 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	2,206	1,904	2,063	1,896	1,620	1,728	1,674	1,800	1,519	1,815	1,530
	Total # of service orders	948	836	854	820	806	797	775	802	705	810	665	631	
	Avg. # of business days	2.33	2.28	2.42	2.31	2.01	2.17	2.16	2.24	2.15	2.24	2.30	2.58	
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	948	836	854	820	806	797	775	802	705	810	665	631	
	Total # of installation commitment met	936	835	851	814	804	792	760	798	703	799	643	607	
	Total # of installation commitment missed	12	1	3	6	2	5	15	4	2	11	2	24	
	% of commitment met	98.73%	99.88%	99.65%	99.27%	99.75%	99.37%	98.06%	99.50%	99.72%	98.64%	96.69%	96.20%	
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	304,450	301,782	297,909	295,027	291,886	288,446	288,542	281,174	277,587	273,873	270,865	267,848
		Total # of trouble reports	278,208	275,639	272,227	269,175	266,191	263,185	260,155	256,269	253,406	250,563	248,501	246,548
		% of trouble reports	0.50%	0.47%	0.61%	0.47%	0.47%	0.45%	0.61%	0.63%	0.58%	0.67%	0.60%	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1,249	1,186	1,514	1,173	1,116	1,067	1,458	1,494	1,361	1,539	1,391	1,199	
	Total # of repair tickets restored in ≤ 24hrs	1,220	1,161	1,464	1,153	1,096	1,046	1,429	1,456	1,324	1,523	1,383	1,191	
	% of repair tickets restored ≤ 24 Hours	97.68%	97.89%	96.70%	98.29%	98.21%	98.03%	98.01%	97.46%	97.28%	98.96%	99.42%	99.33%	
	Sum of the duration of all outages (mm)	189,547	199,346	336,643	174,419	167,048	154,889	190,801	215,775	177,415	180,164	113,645	103,205	
	Avg. outage duration (mm)	152	168	222	149	150	145	131	144	130	117	82	86	
Unadjusted Out of Service Report	Total # of outage report tickets	1,275	1,217	1,549	1,191	1,143	1,085	1,490	1,531	1,386	1,569	1,416	1,219	
	Total # of repair tickets restored in ≤ 24hrs	1,220	1,161	1,464	1,153	1,095	1,046	1,429	1,456	1,324	1,523	1,383	1,191	
	% of repair tickets restored ≤ 24 Hours	95.68%	95.39%	94.51%	96.80%	95.80%	96.40%	95.90%	95.10%	95.52%	97.06%	97.66%	97.70%	
	Sum of the duration of all outages (mm)	276,169	324,697	458,824	230,604	242,780	222,393	287,720	352,099	259,409	263,089	182,620	191,058	
	Avg. outage duration (mm)	217	267	296	194	212	205	193	230	187	168	129	157	
Refunds	Number of customers who received refunds	298	597	586	380	373	760	472	727	538	943	809	485	
	Monthly amount of refunds	\$3,029.21	\$3,269.81	\$3,345.48	\$2,635.77	\$2,767.19	\$3,085.51	\$2,344.87	\$4,385.67	\$2,628.34	\$2,406.26	\$3,448.67	\$1,976.34	
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 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)