

**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 ( ) 2nd Quarter			Date filed ( ) 3rd Quarter			Date filed ( ) 4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	315	320	234							
	Total # of service orders	157	162	111									
	Avg. # of business days	2.01	1.98	2.11									
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	157	162	111									
	Total # of installation commitment met	153	162	108									
	Total # of installation commitment missed	4	0	3									
	% of commitment met	97.45%	100.00%	97.30%									
<b>Customers</b>	Acct # for voice or bundle, res+bus												
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	41,070	40,405	39,723								
		Total # of trouble reports	37,839	37,208	36,595								
		% of trouble reports	0.55%	0.58%	0.43%								
	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 Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	181	182	146									
	Total # of repair tickets restored in ≤ 24hrs	180	181	146									
	% of repair tickets restored ≤ 24 Hours	99.45%	99.45%	100.00%									
	Sum of the duration of all outages (mm)	23,682	21,445	17,044									
	Avg. outage duration (mm)	131	118	117									
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	187	191	149									
	Total # of repair tickets restored in ≤ 24hrs	180	181	146									
	% of repair tickets restored ≤ 24 Hours	96.25%	94.76%	97.98%									
	Sum of the duration of all outages (mm)	37,037	44,527	25,901									
	Avg. outage duration (mm)	198	233	174									
<b>Refunds</b>	Number of customers who received refunds	36	130	152									
	Monthly amount of refunds	\$697.03	\$1,029.65	\$532.19									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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 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)