

**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#: 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 (8/15/24)			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	1,896	1,620	1,728						
	Total # of service orders	948	836	854	820	806	797						
	Avg. # of business days	2.33	2.28	2.42	2.31	2.01	2.17						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	948	836	854	820	806	797						
	Total # of installation commitment met	936	835	851	814	804	792						
	Total # of installation commitment missed	12	1	3	6	2	5						
Customers	% of commitment met	98.73%	99.88%	99.65%	99.27%	99.75%	99.37%						
	Acct # for voice or bundle, res+bus	278,208	275,639	272,227	269,175	266,191	263,185						
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					
		Total # of trouble reports	1,520	1,429	1,827	1,397	1,370	1,305					
		% of trouble reports	0.50%	0.47%	0.61%	0.47%	0.47%	0.45%					
	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						
	Total # of repair tickets restored in < 24hrs	1,220	1,161	1,464	1,153	1,096	1,046						
	% of repair tickets restored ≤ 24 Hours	97.68%	97.89%	96.70%	98.29%	98.21%	98.03%						
	Sum of the duration of all outages (mm)	189,547	199,346	336,643	174,419	167,048	154,889						
	Avg. outage duration (mm)	152	168	222	149	150	145						
Unadjusted Out of Service Report	Total # of outage report tickets	1,275	1,217	1,549	1,191	1,143	1,085						
	Total # of repair tickets restored in < 24hrs	1,220	1,161	1,464	1,153	1,095	1,046						
	% of repair tickets restored ≤ 24 Hours	95.68%	95.39%	94.51%	96.80%	95.80%	96.40%						
	Sum of the duration of all outages (mm)	276,169	324,697	458,824	230,604	242,780	222,393						
	Avg. outage duration (mm)	217	267	296	194	212	205						
Refunds	Number of customers who received refunds	298	597	586	380	373	760						
	Monthly amount of refunds	\$3,029.21	\$3,269.81	\$3,345.48	\$2,635.77	\$2,767.19	\$3,085.51						
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						
	Total # of call seconds to reach live agent	40,112	38,537	38,041	36,994	36,241	33,463						
	% ≤ 60 seconds	94.19%	90.15%	87.75%	92.40%	92.22%	87.95%						

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)