

**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)			Date filed (8/15/24)		Date filed (11/15/24)			Date filed ()		
		1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
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		
	Total # of service orders	948	836	854	820	806	797	775	802	705		
	Avg. # of business days	2.33	2.28	2.42	2.31	2.01	2.17	2.16	2.24	2.15		
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	948	836	854	820	806	797	775	802	705		
	Total # of installation commitment met	936	835	851	814	804	792	760	798	703		
	Total # of installation commitment missed	12	1	3	6	2	5	15	4	2		
Customers		% of commitment met	98.73%	99.88%	99.65%	99.27%	99.75%	99.37%	98.06%	99.50%	99.72%	
Customer Trouble Report		Acct # for voice or bundle, res+bus										
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	
		Total # of trouble reports	278,208	275,639	272,227	269,175	266,191	263,185	260,155	256,269	253,406	
		% of trouble reports	0.50%	0.47%	0.61%	0.47%	0.47%	0.45%	0.61%	0.63%	0.58%	
	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		
	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		
	% of repair tickets restored ≤ 24 Hours	97.68%	97.89%	96.70%	98.29%	98.21%	98.03%	98.01%	97.46%	97.28%		
	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		
Avg. outage duration (mm)		152	168	222	149	150	145	131	144	130		
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		
	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		
	% of repair tickets restored ≤ 24 Hours	95.68%	95.39%	94.51%	96.80%	95.80%	96.40%	95.90%	95.10%	95.52%		
	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		
Avg. outage duration (mm)		217	267	296	194	212	205	193	230	187		
Refunds	Number of customers who received refunds	298	597	586	380	373	760	472	727	538		
	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		
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	
		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	
		% ≤ 60 seconds	94.19%	90.15%	87.75%	92.40%	92.22%	87.95%	83.41%	77.84%	77.35%	

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)