

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

Company Name:
Charter Fiberlink CA-CCO, LLC

U#:
6878-C

Report Year:
2025

Reporting Unit Type:
☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name:
Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/25)			Date filed (8/15/25)			Date filed (11/17/25)			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	1,711	1,662	1,980	1,884	1,959	2,095	2,111	2,084	2,098			
	Total # of service orders	720	722	836	828	820	852	889	853	889			
	Avg. # of business days	2.38	2.30	2.37	2.28	2.39	2.46	2.37	2.44	2.36			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	720	722	836	828	820	852	889	853	889			
	Total # of installation commitment met	697	706	812	813	802	828	858	829	863			
	Total # of installation commitment missed	23	16	24	15	18	24	31	24	26			
	% of commitment met	96.81%	97.78%	97.13%	98.19%	97.80%	97.18%	96.51%	97.19%	97.08%			
Customers	Acct # for voice or bundle, res+bus	243,449	240,761	237,268	234,059	230,730	228,437	223,438	220,752	218,741			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	266,943	261,181	255,062	252,971	245,962	241,716	233,737	229,308	230,750		
		Total # of trouble reports	1,915	1,404	1,353	1,427	1,629	1,685	1,611	1,544	1,519		
		% of trouble reports	0.72%	0.54%	0.53%	0.56%	0.66%	0.70%	0.69%	0.67%	0.66%		
	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	1,678	1,193	1,109	1,202	1,389	1,437	1,347	1,297	1,255		
		Total # of repair tickets restored in ≤ 24hrs	1,663	1,183	1,097	1,194	1,372	1,417	1,331	1,269	1,238		
		% of repair tickets restored ≤ 24 Hours	99.11%	99.16%	98.92%	99.33%	98.78%	98.61%	98.81%	97.84%	98.65%		
Sum of the duration of all outages (mm)		151,365	115,292	123,569	120,603	158,015	162,454	145,719	150,809	142,763			
Avg. outage duration (mm)		90	97	111	100	114	113	108	116	114			
Unadjusted Out of Service Report	Total # of outage report tickets	1,701	1,213	1,139	1,226	1,416	1,463	1,367	1,321	1,289			
	Total # of repair tickets restored in ≤ 24hrs	1,663	1,183	1,097	1,194	1,372	1,417	1,331	1,269	1,238			
	% of repair tickets restored ≤ 24 Hours	97.76%	97.52%	96.31%	97.38%	96.89%	96.85%	97.36%	96.06%	96.04%			
	Sum of the duration of all outages (mm)	236,538	181,938	226,521	256,978	248,027	298,877	202,481	225,774	252,110			
	Avg. outage duration (mm)	139	150	199	210	175	204	148	171	196			
Refunds	Number of customers who received refunds	1,908	750	635	521	974	1,801	935	1,065	639			
	Monthly amount of refunds	\$9,054.51	\$4,931.41	\$3,613.74	\$3,431.24	\$3,128.29	\$4,916.19	\$2,764.36	\$2,581.62	\$1,491.48			
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	35,093	31,881	34,113	31,830	31,090	29,988	30,376	30,687	29,610			
	Total # of call seconds to reach live agent	34,644	31,444	33,416	31,663	30,925	29,817	28,436	28,559	27,706			
	%≤ 60 seconds	98.72%	98.63%	97.96%	99.48%	99.47%	99.43%	93.61%	93.07%	93.57%			

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)