

**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: 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 (2/16/26)					
		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	2,034	1,396	1,700			
	Total # of service orders	720	722	836	828	820	852	889	853	889	866	713	770			
	Avg. # of business days	2.38	2.30	2.37	2.28	2.39	2.46	2.37	2.44	2.36	2.35	1.96	2.21			
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	720	722	836	828	820	852	889	853	889	886	713	770			
	Total # of installation commitment met	697	706	812	813	802	828	858	829	863	845	698	747			
	Total # of installation commitment missed	23	16	24	15	18	24	31	24	26	21	15	23			
	% of commitment met	96.81%	97.78%	97.13%	98.19%	97.80%	97.18%	96.51%	97.19%	97.08%	97.58%	97.90%	97.01%			
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	216,758	215,175	213,965			
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	222,371	219,353	216,640	
			Total # of trouble reports	1,915	1,404	1,353	1,427	1,629	1,685	1,611	1,544	1,519	1,840	1,638	1,528	
		% of trouble reports	0.72%	0.54%	0.53%	0.56%	0.66%	0.70%	0.69%	0.67%	0.66%	0.83%	0.75%	0.71%		
		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	1,527	1,339	1,234		
		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	1,509	1,320	1,220		
		% of repair tickets restored ≤ 24 Hours	99.11%	99.16%	98.92%	99.33%	98.78%	98.61%	98.81%	97.84%	98.65%	98.82%	98.58%	98.87%		
Unadjusted Out of Service Report	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	202,805	152,127	152,435			
	Avg. outage duration (mm)	90	97	111	100	114	113	108	116	114	133	114	124			
	Total # of outage report tickets	1,701	1,213	1,139	1,226	1,416	1,463	1,367	1,321	1,289	1,557	1,388	1,260			
Refunds	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	1,509	1,320	1,220			
	% of repair tickets restored ≤ 24 Hours	97.76%	97.52%	96.31%	97.38%	96.89%	96.85%	97.36%	96.06%	96.04%	96.91%	95.10%	98.82%			
	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	292,142	321,274	251,146			
	Avg. outage duration (mm)	139	150	199	210	175	204	148	171	196	188	231	199			
	Number of customers who received refunds	1,908	750	635	521	974	1,801	935	1,065	639	684	373	495			
	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	\$ 2,285.46	\$ 677.14	\$ 1,281.16			
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	30,774	27,498	26,418			
	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	29,373	26,134	25,414			
	% < 60 seconds	98.72%	98.63%	97.96%	99.48%	99.47%	99.43%	93.61%	93.07%	93.57%	95.45%	95.04%	96.20%			

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)