

**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: 2026

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 (5/15/26)			Date filed (8/17/26)			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	142	168	261	183	110	119						
	Total # of service orders	82	86	116	123	226	202						
	Avg. # of business days	1.73	1.95	2.25	1.49	2.05	1.70						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	82	86	116	123	110	119						
	Total # of installation commitment met	81	86	111	122	106	119						
	Total # of installation commitment missed	1	0	5	1	4	0						
	% of commitment met	98.78%	100.00%	95.66%	99.19%	96.36%	100.00%						
Customers	Acct # for voice or bundle, res+bus	24,435	24,014	23,461	22,997	22,526	22,115						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	26,713	26,184	25,561	25,022	24,477	24,033					
		Total # of trouble reports	180	160	137	133	130	120					
		% of trouble reports	0.67%	0.61%	0.54%	0.53%	0.53%	0.50%					
	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	149	131	113	108	103	100						
	Total # of repair tickets restored in ≤ 24hrs	149	130	112	104	100	98						
	% of repair tickets restored ≤ 24 Hours	100.00%	99.24%	99.12%	96.30%	97.09%	98.00%						
	Sum of the duration of all outages (mm)	4,615	18,261	10,498	11,486	14,710	14,219						
	Avg. outage duration (mm)	31	139	93	106	143	142						
Unadjusted Out of Service Report	Total # of outage report tickets	151	134	116	108	103	102						
	Total # of repair tickets restored in ≤ 24hrs	149	130	112	104	100	98						
	% of repair tickets restored ≤ 24 Hours	98.67%	97.01%	96.55%	96.29%	97.08%	96.07%						
	Sum of the duration of all outages (mm)	9,157	25,537	20,405	11,489	20,937	21,251						
	Avg. outage duration (mm)	61	191	176	106	198	208						
Refunds	Number of customers who received refunds	110	82	96	86	84	49						
	Monthly amount of refunds	\$184.77	\$109.61	\$211.40	\$329.37	\$372.69	\$193.10						
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	21,493	20,477	19,910	16,898	15,849	15,789						
	Total # of call seconds to reach live agent	18,696	17,302	17,283	15,601	14,014	13,507						
	% ≤ 60 seconds	86.99%	84.50%	86.81%	92.33%	88.42%	85.55%						

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)