

**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: 2026

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

Reporting Unit Name: Charter Fiberlink CA-CCO, LLC

Measurement (Compile monthly, file quarterly)		Date filed (5/15/26)			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	1,627	1,556	1,693	799	754	825						
	Total # of service orders	801	705	764	1,734	1,565	1,901						
	Avg. # of business days	2.03	2.21	2.22	2.17	2.08	2.30						
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	801	705	764	799	754	825						
	Total # of installation commitment met	785	678	741	776	742	802						
	Total # of installation commitment missed	16	27	23	23	12	23						
	% of commitment met	98.00%	96.17%	96.99%	97.12%	98.41%	97.21%						
Customers	Acct # for voice or bundle, res+bus	196,946	193,973	190,102	187,072	183,752	181,084						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	216,091	210,157	205,511	201,991	198,186	195,163					
		Total # of trouble reports	1,539	1,459	1,364	1,343	1,089	1,104					
		% of trouble reports	0.71%	0.69%	0.66%	0.66%	0.55%	0.57%					
	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	1,221	1,197	1,083	1,056	866	854						
	Total # of repair tickets restored in < 24hrs	1,212	1,181	1,055	1,033	835	817						
	% of repair tickets restored ≤ 24 Hours	99.26%	98.66%	97.41%	97.82%	96.42%	95.67%						
	Sum of the duration of all outages (mm)	156,439	135,550	167,396	154,184	123,599	161,767						
	Avg. outage duration (mm)	128	113	155	146	143	189						
Unadjusted Out of Service Report	Total # of outage report tickets	1,272	1,233	1,125	1,089	887	884						
	Total # of repair tickets restored in < 24hrs	1,212	1,181	1,055	1,033	835	817						
	% of repair tickets restored ≤ 24 Hours	95.28%	95.78%	93.77%	98.85%	94.13%	92.42%						
	Sum of the duration of all outages (mm)	378,638	249,114	313,658	244,273	195,065	278,890						
	Avg. outage duration (mm)	298	202	279	224	220	315						
Refunds	Number of customers who received refunds	927	708	863	1,039	638	444						
	Monthly amount of refunds	\$3,466.49	\$1,958.80	\$2,979.09	\$2,803.48	\$2,018.13	\$1,397.85						
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 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)