

**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: 2022

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 (5/16/22)			Date filed (8/15/2022)			Date filed ( )			Date filed ( )		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	13,203	12,580	15,776	35,302	30,482	31,491						
	Total # of service orders	6,267	6,561	8,087	7,786	6,858	6,850						
	Avg. # of business days	2.11	1.92	1.95	4.53	4.44	4.60						
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	6,267	6,561	8,087	7,786	6,858	6,850						
	Total # of installation commitment met	6,066	6,345	7,777	7,492	6,597	6,606						
	Total # of installation commitment	201	216	310	294	261	244						
	% of commitment met	96.79%	96.71%	96.17%	96.22%	96.19%	96.44%						
<b>Customers</b>	Acct # for voice or bundle, res+bus	1,640,449	1,642,560	1,607,941	1,614,917	1,585,418	1,574,095						
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	1,496,251	1,489,974	1,481,449	1,471,402	1,458,812	1,446,506					
		Total # of trouble reports	6,438	5,398	6,062	5,645	5,266	5,831					
		% of trouble reports	0.39%	0.33%	0.38%	0.35%	0.33%	0.37%					
	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4,917	4,352	4,759	4,389	4,053	4,550						
	Total # of repair tickets restored in < 24h	4,031	4,033	4,442	4,104	3,794	4,221						
	% of repair tickets restored ≤ 24 Hours	81.98%	92.67%	93.34%	93.51%	93.61%	92.77%						
	Sum of the duration of all outages (hh:m)	3,255,873	1,409,965	1,431,377	1,282,174	1,138,424	1,403,172						
	Avg. outage duration (hh:mm)	662	324	301	292	281	308						
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	5,251	4,512	4,920	4,654	4,292	4,825						
	Total # of repair tickets restored in < 24h	4,203	4,130	4,546	4,104	3,794	4,221						
	% of repair tickets restored ≤ 24 Hours	80.04%	91.53%	92.39%	88.18%	88.39%	87.48%						
	Sum of the duration of all outages (hh:m)	3,938,433	1,811,725	1,870,577	2,115,974	1,872,134	2,359,856						
	Avg. outage duration (hh:mm)	750	402	380	455	436	489						
<b>Refunds</b>	Number of customers who received refu	3,756	1,771	2,079	2,637	3,704	2,958						
	Monthly amount of refunds	\$20,078.73	\$17,228.02	\$27,121.53	\$ 24,314.39	\$ 25,658.15	\$ 21,348.64						
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b>													
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing)</b> 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-Billir	58,101	50,468	56,299	52,585	57,152	56,156						
	Total # of call seconds to reach live age	48,567	47,671	53,079	47,042	44,966	43,167						
	% ≤ 60 seconds	83.59%	94.45%	94.28%	89.46%	78.67%	76.86%						
<b>Answer Time: Performance Statement</b>	The current answer time performance for May and June 2022 is slightly below the 80% benchmark due to the extraordinary circumstances surrounding impacts from more frequent than normal severe weather events and new federal subsidized service offerings, as well as call center staffing impacts related to the COVID-19 pandemic. That said, the 79% performance level for May represents a 14-second difference from the 80% benchmark, and the 77% performance level for June represents an 8-second difference from the 80% benchmark. When considering customer use of interactive voice response (IVR), the percentage of calls answered within 60 seconds far surpasses the 80% benchmark. Charter remains responsive to the ongoing demand for service, installations, and telephone service inquiries, including with continued hiring efforts and overtime shifts. Charter anticipates returning to compliance in the following reporting quarter.												

**Primary Utility Contact Information**

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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)