

**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 (11/15/2022)			Date filed (2/15/2023)			
		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	484	416	626	887	707	890	967	937	829	836	547	832	
	Total # of service orders	287	277	351	303	259	298	287	306	278	256	223	167	
	Avg. # of business days	1.69	1.5	1.78	2.93	2.73	2.99	3.37	3.06	2.98	3.27	2.45	4.98	
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	287	277	351	303	259	298	287	306	278	256	223	167	
	Total # of installation commitment met	286	275	349	299	253	295	283	303	272	252	218	157	
	Total # of installation commitment missed	1	2	1	4	6	3	4	3	6	4	5	10	
	% of commitment met	99.65%	99.28%	99.43%	98.68%	97.68%	98.99%	98.61%	99.02%	97.84%	98.44%	97.76%	94.01%	
<b>Customers</b>	Acct # for voice or bundle, res+bus	51,303	51,283	50,850	50,388	49,778	49,146	48,559	47,433	47,239	46,901	46,718	46,206	
<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	47,354	47,298	46,945	46,507	45,916	45,304	44,762	44,087	43,868	43,581	43,436	42,954
		Total # of trouble reports	225	144	224	192	190	237	290	350	276	280	256	263
		% of trouble reports	0.44%	0.34%	0.44%	0.38%	0.38%	0.48%	0.60%	0.74%	0.58%	0.60%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	177	144	185	155	153	184	240	290	229	243	202	214	
	Total # of repair tickets restored in ≤ 24hrs	163	140	180	147	152	160	216	267	225	232	186	192	
	% of repair tickets restored ≤ 24 Hours	92.09%	97.22%	97.30%	94.84%	99.35%	86.96%	90.00%	92.07%	98.25%	95.47%	92.08%	89.72%	
	Sum of the duration of all outages (mm)	80,064	37,723	52,459	51,350	43,211	97,282	98,759	105,182	61,183	59,935	57,389	76,054	
	Avg. outage duration (mm)	452	262	284	331	282	529	411	363	267	247	284	355	
<b>Unadjusted Out of Service Report</b>	Total # of outage report tickets	181	148	195	163	158	199	246	310	235	249	212	226	
	Total # of repair tickets restored in ≤ 24hrs	154	141	185	147	152	160	216	267	225	232	186	192	
	% of repair tickets restored ≤ 24 Hours	85.08%	95.27%	94.87%	90.18%	96.20%	84.21%	87.80%	95.08%	95.74%	93.17%	87.73%	84.95%	
	Sum of the duration of all outages (mm)	111,744	49,243	72,619	74,161	64,220	141,965	117,529	181,519	113,852	83,170	85,247	114,459	
	Avg. outage duration (mm)	617	333	372	455	406	713	478	586	484	334	402	506	
<b>Refunds</b>	Number of customers who received refund	4	4	2	16	21	14	7	7	12	17	2	0	
	Monthly amount of refunds	\$20.00	\$32.30	\$29.99	\$ 126.53	\$ 201.11	\$ 124.98	\$ 142.00	\$ 78.99	\$ 114.00	\$ 135.74	\$ 15.99	\$ -	
	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	58,101	50,468	56,299	52,585	57,152	56,156	51,440	55,107	50,649	48,715	46,112	46,292	
	Total # of call seconds to reach live agent	48,567	47,671	53,079	47,042	44,966	43,167	36,913	43,295	42,668	40,796	39,148	40,084	
	% ≤ 60 seconds	83.59%	94.45%	94.28%	89.46%	78.67%	76.86%	71.76%	78.57%	84.24%	83.74%	84.90%	86.60%	

**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)