

2014
Customer Service Annual Report
January–December

Charter Communications	Chatham NY	February 4, 2015
<i>Cable Company</i>	<i>System</i>	<i>Date</i>

Telephone Availability
 (Business Office)

* See Attached Quarterly Phone Reports

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
(1) Total # of days per month CSR's answer calls				
(2) Total # of calls received per month				
(3) Total # of calls per month answered in 30 seconds				
(4) Average # seconds on hold before reaching CSR				
(5) Total # of calls abandoned by incoming callers				
(6) Estimated percentage (%) of time callers received a busy signal				
(7) Is local, toll-free or collect-call phone access available 24/7?				

Service Standards

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
(1) # of requests for standard installations	91	94	74	73
# of standard installation requests completed within 7 business days	53	63	58	46
# of standard installations completed by specific request date	61	90	74	73
(2) # of service interruptions	6	12	10	8
# of service interruptions responded to within 24 hours	6	12	10	8
# of other subscriber service problems	4	17	20	8
# of other service problems responded to by next business day	1	12	6	1
(3) # of service calls to subscriber residences	142	191	224	124
# of service calls requested for a specific time	NA	NA	NA	NA
# of service calls requested for morning or afternoon hours	139	183	220	115
# of service calls requested within 4-hour time block	138	180	216	112
# of service calls requested for evenings or Saturdays	26	30	31	26
# of service calls rescheduled for missed appointments	NA	NA	NA	NA
Total # of service calls completed within all appointment windows	142	191	224	124
Total amount (\$) of credit issued for missed service calls	(\$20)	(\$0)	(\$60)	(\$80)

Companies that do not have automated telephone systems or computer generated services statistics may submit other appropriate information or reports which demonstrate telephone availability compliance. Service standards statistics must be completed using this form.