

**Year 2016
Customer Service Annual Report
January–December**

Charter Communications		January 31, 2017
<i>Cable Company</i>	<i>System</i>	<i>Date</i>

**Telephone Availability
(Business Office)**

	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 transferred calls on hold longer than 30 seconds				
(6) Total # of calls abandoned by incoming callers				
(7) Estimated percentage (%) of time callers received a busy signal				
(8) 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				
# of standard installation requests completed within 7 business days				
# of standard installations completed by specific request date				
(2) # of service interruptions				
# of service interruptions responded to within 24 hours				
# of other subscriber service problems				
# of other service problems responded to by next business day				
(3) # of service calls to subscriber residences				
# of service calls requested for a specific time				
# of service calls requested for morning or afternoon hours				
# of service calls requested within 4-hour time block				
# of service calls requested for evenings or Saturdays				
# of service calls rescheduled for missed appointments				
Total # of service calls completed within all appointment windows				
Total amount (\$) of credit issued for missed service calls				

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.

REDACTED VERSION

	Offered	Answered	Answered in SL	Abandon Rate	AHT	ATT	Average Hold Time	ACWT	FCC SL (% in 30)	ASA	% Trunk Blockage
January											
February											
March											
1Q2016											

Report Definitions:

Offered: Calls offered to the switch, IVR applications and agents, cumulative.

Answered: Calls answered by the switch, IVR applications and agents, cumulative.

Answered in SL: % of Answered calls answered in 30 seconds or less.

Abandon Rate: % of Offered Calls that are not Answered [1 - (Answered / Offered)]

AHT: Average Handle Time (ATT + Average Hold Time + ACWT)

ATT: Average Talk Time. The time an agent spends with the customer on an open line.

Average Hold Time: The average time an agent has placed a call is on hold (to validate information, etc.).

ACWT: After Call Work Time. The ACW state is used, after a call is terminated, to enter information in the system to update a customer's account.

FCC SL (% in 30): % of Offered calls that are Answered within 30 seconds [Answered in SL / Answered]

ASA: Average Speed of Answer. The average time a call waits in queue before being answered.

% Trunk Blockage: The percentage of times a customer cannot connect with Charter due to lack of capacity in the access lines into the switches.

REDACTED VERSION

	Offered	Answered	Answered in SL	Abandon Rate	AHT	ATT	Average Hold Time	ACWT	FCC SL (% in 30)	ASA	% Trunk Blockage
April											
May											
June											
2Q2016											

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July											
August											
September											
3Q2016											

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October											
November											
December											
4Q2016											

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