

CHARTER COMMUNICATIONS SERVICE QUALITY REPORT



CHARTS

Repair Service Center Access

	2010	2011
January		95.3%
February		94.6%
March		88.4%
April		89.5%
May		87.7%
June		86.1%
July		89.9%
August		88.1%
September		93.6%
October		89.8%
November		92.2%
December	94.6%	

Business Office Access

	2010	2011
January		93.0%
February		95.2%
March		91.9%
April		93.3%
May		92.2%
June		91.3%
July		85.6%
August		86.2%
September		89.9%
October		89.9%
November		91.3%
December	93.0%	

OAR Standard: Representative must answer at least 80% of the calls within 20 Seconds.

DID NOT MEET OAR STANDARD

Commitments for Service - Provisioning

	2010	2011
January		98.6%
February		98.3%
March		98.3%
April		96.6%
May		98.9%
June		98.6%
July		98.7%
August		90.2%
September		91.1%
October		98.0%
November		98.1%
December	98.6%	

OAR Standard: 90%

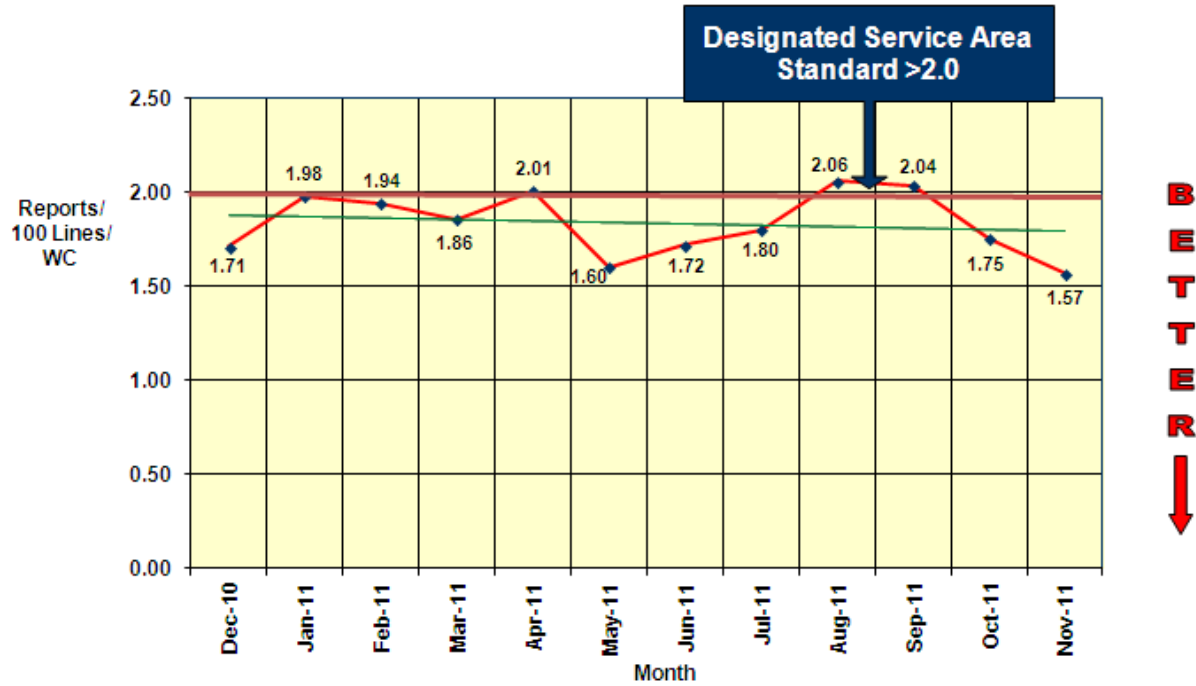
Trouble Report Cleared within 48 Hours

	2010	2011
January		90.2%
February		96.2%
March		97.5%
April		98.0%
May		97.2%
June		92.9%
July		93.2%
August		94.1%
September		93.5%
October		92.4%
November		93.3%
December	95.7%	

OAR Standard: 95%

DID NOT MEET OAR STANDARD

Trouble Report Rate Monthly State Average



MONTHLY TROUBLE REPORT RATE

SERVICE AREA	MO >2.00 ¹	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11
Charter Communications	3	1.71	1.98	1.94	1.86	2.01	1.60	1.72	1.80	2.06	2.04	1.75	1.57
Statewide Average		1.71	1.98	1.94	1.86	2.01	1.60	1.72	1.80	2.06	2.04	1.75	1.57

NOTE 1: The "MO>2.00" column is the number of times a service area with over 1,000 access lines exceeded a 2.00 trouble report rate during the reported twelve month period.

Service Area Out of Standard >2.0