Company Name:		Cox California Telcom, L.L.C	<u>.</u>	-			U#:	<u>5684-C</u>			Report Yea	ir:	<u>2017</u>	_	
Re	Reporting Unit Type: Image: Total Company Exchange		Center			Reporting Unit Name:			Cox California Telcom, L.L.C					-	
	Measurement (Compile monthly, file quarterly)			Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (x/x/2017)			Date filed (x/x/17) 4th Quarter		
			1st Quarter Jan Feb Mar		2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sep			Oct	Dec			
		Total # of business days	Uun	1.00	indi	7491	inay	- Cuii		, rug			Nov		
Installation Interval Min. standard = 5 bus. days		Total # of service orders											1		
		Avg. # of business days						1							
Installation Commitment		Total # of installation commitments						1					1		
		Total # of installation commitment met													
	standard = 95% commitment	Total # of installation commitment missed											+	1	
met		% of commitment met						1					1	<u>† </u>	
	Customers	Acct # for voice or bundle, res+bus	446,741	447,831	448,009	448,000	447,633	446,389					†	1	
Cus	tomer Trouble Report		- /	,			,	- ,					1		
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines	644,233	644,745	644,234	643,438	642,709	640,803							
		Total # of trouble reports	9,803	8,597	10,016	9,654	9,976	12,748							
Standard		% of trouble reports	1.5%	1.3%	1.6%	1.5%	1.6%	2.0%							
sbr	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
tar		Total # of trouble reports													
		% of trouble reports													
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
	-	Total # of outage report tickets	2729	2684	2588	2064	1956	1886							
Adju	isted Out	Total # of repair tickets restored in < 24hrs	2459	2467	2207	1919	1897	1846							
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	90.1%	91.9%	85.3%	93.0%	97.0%	97.9%							
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	23483:58	24987:36	28016:55	17460:51	16085:49	13882:09							
		Avg. outage duration (hh:mm)	8:36	9:19	10:49	8:27	8:13	7:21							
		Indicate if catastrophic event is in month	No	No	No	No	No	No							
llna	djusted Out	Total # of unadjusted outage report tickets	3785	3631	3196	2705	2753	2687							
	djusted Out ervice Report	Total # of repair tickets restored in \leq 24hrs	2288	2406	2140	1891	1879	1833							
013		% of repair tickets restored ≤ 24 Hours	60.4%	66.3%	67.0%	69.9%	68.3%	68.2%							
		Sum of the duration of all outages (hh:mm)	27124:12	27960:40	30768:02	19171:14	18170:50	14955:51							
		Avg. outage duration (hh:mm)	7:10	7:42	9:38	7:05	6:36	6:34							
Refu	Inds	Number of customers who received refunds	211	195	267	254	261	327							
		Monthly amount of refunds	\$3,239.58	\$2,398.53	\$4,269.69	\$2,563.50	\$3,144.70	\$3,143.45							
	Answer Time (Trouble		Firs	st Quarter 201	7	Seco	ond Quarter	2017	Th	ird Quarter 2	2017	Foi	urth Quarter 2	2017	
	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing	31961	28326	32557	30878	31042	31626							
	standard = 80% of calls \leq 60	Total # of call seconds to reach live agent	794094	841760	485484	426779	771059	987394					1	1	
seconds to reach live agent (w			93%	92%	93%								+	+	
me	enu option to reach live agent)	% ≤ 60 seconds	93%	92%	93%	95%	92%	92%				L			

Primary Utility Contact Information

Name: Marcie Evans

Phone: (858) 836-7313

Email: Marcie.Evans@cox.com

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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:		Cox California Telcom, L.L.C	-			U#:	<u>5684-C</u>	-		
Re	porting Unit Type:	🗌 Total Company 🔽 Exchange 🗌 V	Wire Center			Rep	Reporting Unit Name:			San Diego
	Measurement (Compi	le monthly, file guarterly)		Date filed (05/11/17)			Date filed (8/14/2017)	Date filed (x/x/2017		
		······································		1st Quarter			2nd Quarter		<u> </u>	3rd Quarte
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug
Insta	Illation Interval	Total # of business days								
Reporting Unit Type: Measurement (Comp Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met Customers Customers Customer Trouble Report G% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Min. standard = 90% within 24 hrs Refunds Answer Time (Trouble Reports, Billing, % Non-Billing) Min. standard = 80% or calls ≤ 60 seconds to reach live agen	Total # of service orders									
	-	Avg. # of business days								
		Total # of installation commitments								
		Total # of installation commitment met								
Min.	standard = 95% commitment met	Total # of installation commitment missed								
		% of commitment met								
		Acct # for voice or bundle, res+bus	257,899	258,256	258,208	258,087	257,605	256,472		
Cust	omer Trouble Report									
	6% (6 per 100 working lines for	Total # of working lines	369,877	370,401	370,067	369,513	368,885			
Min. Standard		Total # of trouble reports	5,929	5,129	5,909	5,780	5,899			
arc		% of trouble reports	1.6%	1.4%	1.6%	1.6%	1.6%	2.0%		
pu	8% (8 per 100 working lines for	Total # of working lines								
Sta		Total # of trouble reports								
	ints w 1,001 2,000 intes/	% of trouble reports								
Ξ	10% (10 per 100 working lines for	Total # of working lines								
		Total # of trouble reports								
		% of trouble reports								
		Total # of outage report tickets	1600	1603	1476	1169	1107	1092		
	of Sarvica Papart	Total # of repair tickets restored in \leq 24hrs	1444	1480	1258	1088	1070	1066		
	-	% of repair tickets restored ≤ 24 Hours	90%	92%	85%	93%	97%	t Name:		
IVIII I.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	14004:53	15000:38	15776:22	10188:56	9673:16			
		Avg. outage duration (hh:mm)	8:45	9:22	10:41	8:43	8:44	7:39		
		Indicate if catastrophic event is in month	No	No	No	No	No	No	Jul	
		Total # of unadjusted outage report tickets	2225	2142	1773	1510	1546	1532		
Unad	ljusted Out of Service Report	Total # of repair tickets restored in \leq 24hrs	1344	1443	1224	1077	1060	1060		
		% of repair tickets restored \leq 24 Hours	60%	67%	69%	71%	69%			
		Sum of the duration of all outages (hh:mm)	16179:25	16763:13	17350:36	11036:49	11117:14	8959:40		
		Avg. outage duration (hh:mm)	7:16	7:50	9:55	7:19	7:11			
Refunds		Number of customers who received refunds	139	98	141	150	150	184		
		Monthly amount of refunds	\$1,999.65	\$1,205.74	\$1,746.82	\$1,438.53	\$1,529.56			
Ans	wer Time (Trouble Reports Billing					· •				
& No	on-Billing) Min. standard = 80% of	Total # of calls for TD, Dilling 9 Non Dilling								
calls	nstallation Interval Win. standard = 5 bus. days nstallation Commitment Win. standard = 95% commitment me Customers Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Dut of Service Report Win. standard = 90% within 24 hrs Jnadjusted Out of Service Report Refunds Answer Time (Trouble Reports,Bill & Non-Billing) Min. standard = 80% calls ≤ 60 seconds to reach live age						+			
Image: Second state 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Image: Second state Refunds 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 call accords to reach live accord									
		% ≤ 60 seconds								

Primary Utility Contact Information

 Answer Time (Trouble Reports "TR
 Billing & Non-Billing)

 Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)

 Name: Marcie Evans

Phone: (858) 836-7313

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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Report Year:

<u>2017</u>

		Date filed								
	(x/x/17)									
		(x/x/17) 4th Quarter								
Sep	Oct	Nov	Dec							
		1								
		}								
		ļ								

Email: Marcie.Evans@cox.com

Company Name:		Cox California Telcom, L.L.C	<u>.</u>	•			U#:	<u>5684-C</u>			Report Year:		<u>2017</u>	1
Re	porting Unit Type:	🗌 Total Company 🗹 Exchange 🗌 Wire	e Center			Reporting Unit Name:			Orange County					1
	Measurement (Com	pile monthly, file quarterly)		Date filed (05/11/17) 1st Quarter		Date filed (8/14/2017) 2nd Quarter			Date filed (x/x/2017) 3rd Quarter			Date filed (x/x/17) 4th Quarter		
			Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval												ļ!	
										Orange County Date filed Date filed (x/x/2017) (x/x/17) 3rd Quarter 4th Quarter	ļ/	 		
												Date filed (x/x/17) 4th Quarter	 	
Insta	allation Commitment	Nyme: Image: Transform Orange County Interment (Complete monthly, file quarterly) Date filed (0.5111/17) Date filed (0.	 											
		Total # of installation commitment met												I
Reporting Unit Type: Measurement (Comp Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met Customers Customer Trouble Report Mo% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Out of Service Report Min. standard = 90% within 24 hrs Unadjusted of Service Report Out of Service Report Refunds Answer Time (Trouble Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a	Total # of installation commitment missed												1	
	% of commitment met												1	
	Customers	Acct # for voice or bundle, res+bus	149,965	150,364	150,364	150,268	150,203	149,966						í <u> </u>
Cust	omer Trouble Report													í
	6% (6 per 100 working lines		226,325	225,997										I
-	· · ·	•						-						I
arc	for units $W \ge 3,000$ lines)		1.3%	1.1%	1.4%	1.3%	1.3%	1.8%						I
Report Installati Min. stan met Custome Custome Custome Custome of Servic Min. stan Unadjus of Servic Refunds	8% (8 per 100 working lines	Total # of working lines												I
Sta														I
÷		% of trouble reports												I
Mi	10% (10 per 100 working lines													I
		Total # of trouble reports												I
														I
		Total # of trouble reports Image: Constraint of trouble reports <		I										
	of Service Report	·												I
	-	•										Dat (x 4th (I
	Standard = 30% within 24 ms	Sum of the duration of all outages (hh:mm)	7602:32			5683:18	4881:48							I
		Avg. outage duration (hh:mm)	8:46	9:35	11:38	8:31	8:09	7:25						1
		Indicate if catastrophic event is in month	No	No	No	No	No	No						í <u> </u>
Uno	diveted	Total # of unadjusted outage report tickets	1217	1092	1074	882	868	888						
	orvice Penert	Total # of repair tickets restored in \leq 24hrs	726	702	687	602	575							Í
01.26	ervice Report	% of repair tickets restored ≤ 24 Hours	60%	64%	64%	68%	66%	66%						Í
		Sum of the duration of all outages (hh:mm)	8708:59:00	8482:01:00	10623:36	6322:26	5477:44	4846:45						Í
		Avg. outage duration (hh:mm)	7:10	7:46	9:53	7:10	6:19	5:28						1
Refu	Inds	Number of customers who received refunds	66	82			85	120						Í
		Monthly amount of refunds	\$1,073.65	\$965.03	\$2,200.20	\$1,062.58	\$1,257.07	\$1,307.83					Date filed (x/x/17) 4th Quarter	Í
	Answer Time (Trouble												· · · · · ·	
Repo	orts,Billing & Non-Billing) Min. tandard = 80% of calls < 60													
		Total # of call seconds to reach live agent												L
seconds to reach live agent (w/ a menu option to reach live agent)		% ≤ 60 seconds												1

Primary Utility Contact Information

Name: Marcie Evans

Phone:

(858) 836-7313

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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Email: Marcie.Evans@cox.com

Company	Name:
company	Name.

Reporting Unit Type:

Total Company ✓ Exchange

Cox California Telcom, L.L.C.

Wire Center

U#: <u>5684-C</u>

Reporting Unit Name:

			Date filed (05/11/17)			Date filed (8/14/2017)				Date filed (x/x/2017)	Date filed (x/x/17)			
	Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inche	llation Internal	Total # of business days					-							
	Illation Interval	Total # of service orders												
Min. standard = 5 bus. days		Avg. # of business days												
		Total # of installation commitments												
	Illation Commitment	Total # of installation commitment met												
	standard = 95% commitment	Total # of installation commitment missed												<u> </u>
met		% of commitment met				-								<u> </u>
	Customers	Acct # for voice or bundle, res+bus	14,428	14,535	14,619	14,687	14,757	14,808						
	omer Trouble Report		11,120	11,000	1,010	11,007	1,707	1,000						<u> </u>
5431		Total # of working lines	16,118	16,221	16,304	16,375	16,436	16,484						<u> </u>
Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	386	325	407	408	412	447						<u> </u>
		% of trouble reports	2.4%	2.0%	2.5%	2.5%	2.5%	2.7%						
	8% (8 per 100 working lines	Total # of working lines	2.470	2.070	2.070	2.070	2.070	2.170						
an		Total # of trouble reports												
		% of trouble reports						1						
Min.		Total # of working lines						1						
2	for units $w/ \leq 1.000$ lines	Total # of trouble reports												<u> </u>
		% of trouble reports												
		Total # of outage report tickets	117	126	142	105	108	88						
		Total # of repair tickets restored in \leq 24hrs	108	113	133	97	106	87						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	92%	90%	94%	92%	98%	99%						
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	688:08	1063:43	872:26	693:10	697:49	467:36						
		Avg. outage duration (hh:mm)	5:53	8:26	6:08	6:36	6:28	5:19						
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
			INU	INU	INO	NO	INU	NO				_		
		Total # of unadjusted outage report tickets	151	164	167	147	143	124						
Unad	djusted Out	Total # of repair tickets restored in \leq 24hrs	99	111	130	97	143	85						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	66%	68%	78%	66%	73%	69%						<u> </u>
		Sum of the duration of all outages (hh:mm)	887:58	1222:12	1068:52	703:59	520:59	871:58				-		
		Avg. outage duration (hh:mm)	5:53	7:27	6:24	5:56	4:55	4:12						
Refu	inde	Number of customers who received refunds	3	6	11	10	4.33	9						+
Neiu		Monthly amount of refunds	\$40.02	\$44.56	\$155.46	\$52.28	\$160.13	9 \$175.32				-		
			ψ +0.02	ψ++.50	ψ100.40	ψ02.20	ψ100.15	ψιτυ.υΖ						L
Done	Answer Time (Trouble							1						1
керс	$p_{1,5}$, $p_{1,1}$, $p_{1,1}$, $p_{1,1}$, $p_{2,1}$, $p_{3,1}$,	Total # of calls for TR, Billing & Non-Billing												
	tandard = 80% of calls ≤ 60 onds to reach live agent (w/ a	Total # of call seconds to reach live agent												
menu option to reach live agent (w/ a		% ≤ 60 seconds												
me	nu option to reach live agent)													

Primary Utility Contact Information

Name: Marcie Evans

Phone:

(858) 836-7313

Email: <u>Marcie.Evans@cox.com</u>

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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Report Year:

Palos Verdes

<u>2017</u>

Company Name:

Cox California Telcom, L.L.C.

U#: <u>5684-C</u>

Re	porting Unit Type:	☐ Total Company 🔽 Exchange 🗌 Wire	Center			Repo	orting Unit N	Name:		Santa Barbara						
	Measurement (Comp	ile monthly, file quarterly)	Date filed (05/11/17) 1st Quarter			Date filed (8/14/2017) 2nd Quarter			Date filed (x/x/2017) 3rd Quarter			Date filed (x/x/17) 4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Inch	allation Interval	Total # of business days				<u> </u>	,			Ŭ Ŭ				· · · · · · · · · · · · · · · · · · ·		
	standard = 5 bus. days	Total # of service orders														
iviiri.	standard = 5 bus. days	Avg. # of business days														
		Total # of installation commitments														
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met														
		Total # of installation commitment missed												·		
		% of commitment met												┼───┦		
		Acct # for voice or bundle, res+bus	24,449	24,676	24,818	24,958	25,068	25,143						├─── ┦		
Customer Trouble Report			,			,	,000	,					1	<u>∤</u> /		
	•	Total # of working lines	31,913	32,126	32,287	32,441	32,592	32,736					1	łł		
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of trouble reports	561	588	536	608	727	905						┼───┦		
D		% of trouble reports	1.8%	1.8%	1.7%	1.9%	2.2%	2.8%						++		
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												·		
tar		Total # of trouble reports												·		
		% of trouble reports												·		
Min.	10% (10 per 100 working lines	Total # of working lines												·		
2		Total # of trouble reports												·		
	for units w/ \leq 1,000 lines)	% of trouble reports												·		
		Total # of outage report tickets	144	167	130	123	142	103						·		
		Total # of repair tickets restored in \leq 24hrs	125	154	103	117	140	102						·		
	of Service Report	% of repair tickets restored ≤ 24 Hours	87%	92%	79%	95%	99%	99%						·		
Min.		Sum of the duration of all outages (hh:mm)	1188:25	1375:16	1600:56	895:27	832:56	584:34						++		
		Avg. outage duration (hh:mm)	8:15	8:14	12:19	0:00	5:52	4:56						·		
		Indicate if catastrophic event is in month	No	No	No	No	No	No						·		
			110		110									├ ───┦		
		Total # of unadjusted outage report tickets	192	233	182	166	196	143				_				
	djusted Out	Total # of repair tickets restored in < 24hrs	119	150	99	115	140	102						┼───┦		
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	62%	64%	54%	69%	71%	71%						├─── /		
		Sum of the duration of all outages (hh:mm)	1347:50	1493:14	1724:58	940:03	871:53	628:27						┼───┦		
		Avg. outage duration (hh:mm)	7:00	6:25	9:29	9:40	4:27	4:23						├─── ┦		
Refu		Number of customers who received refunds	3	9	7	5	14	14						łł		
		Monthly amount of refunds	\$126.26	\$183.20	, \$167.21	\$10.11	\$197.94	\$117.29					1	łł		
<u> </u>	Answer Time (Trouble	,	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				, . .	· ·····					1	J		
Ren	orts Billing & Non-Billing) Min	Total # of calls for TR, Billing & Non-Billing												,		
p	standard = 80% of calls \leq 60	I OTAI # OT CAILS TOT IR, BIILING & NON-BILLING				╞────		 					+	ب ــــــــــــــــــــــــــــــــــــ		
	conds to reach live agent (w/ a	Total # of call seconds to reach live agent														
	nu option to reach live agent (w/ a	% ≤ 60 seconds														
menu option to reach live agent)														J		

Primary Utility Contact Information

Phone:

(858) 836-7313

Name: Marcie Evans

Date Adopted: 7/28/09

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Report Year:

<u>2017</u>

Email: Marcie.Evans@cox.com