Company Name:	Cox California Telo	om, L.L.C.	U#: <u>5684-C</u>	Report Year:	<u>2017</u>
Reporting Unit Type:	✓ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit Name:	Cox California Telcom, L.L.C.	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/11/17) 1st Quarter			Date filed (8/14/2017) 2nd Quarte			Date filed 11/15/2017) Brd Quarter			Date filed (3/14/2018) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
l	allatian Intonnal	Total # of business days				·	,							
	allation Interval	Total # of service orders												
iviin.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
	allation Commitment	Total # of installation commitment met												
	standard = 95% commitment	Total # of installation commitment missed												
met		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	446.741	447.831	448.009	448,000	447.633	446.389	445.199	444.882	444.368	443.048	442.029	440.433
Cust	tomer Trouble Report	recent for voice of burials, recorbus	440,741	447,001	110,000	110,000	447,000	110,000	440,100	111,002	411,000	110,010	112,020	110,100
Cas		Total # of working lines	644,233	644,745	644,234	643,438	642,709	640,803	639,284	638,984	637,867	636,736	634,829	633,520
	6% (6 per 100 working lines	Total # of trouble reports	9.803	8,597	10,016	9,654	9,976	12,748	8,056	8,594	6.679	6.683	9.095	12,237
5	for units w/ 3,000 lines)	% of trouble reports	1.5%	1.3%	1.6%	1.5%	1.6%	2.0%	1.3%	1.3%	1.0%	1.0%	1.4%	1.9%
Standard		Total # of working lines	1.070	1.070	1.070	1.070	1.070	2.070	1.070	1.070	1.070	1.070	1.470	1.070
an	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines												
2	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ 1,000 lines)	% of trouble reports												
	1	Total # of outage report tickets	2729	2684	2588	2064	1956	1886	2023	1980	1942	1911	1589	4951
Adiu	usted	Total # of repair tickets restored in < 24hrs	2459	2467	2207	1919	1897	1846	1961	1931	1878	1869	1539	4839
	of Service Report	% of repair tickets restored 24 Hours	90.1%	91.9%	85.3%	93.0%	97.0%	97.9%	96.9%	97.5%	96.7%	97.8%	96.9%	97.7%
	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	14606:57	15406:47	14320:51	13651:01	11528:38	25543:21
		Avg. outage duration (hh:mm)	8:36	9:19	10:49	8:27	8:13	7:21	7:13	7:49	7:22	7:08	7:15	5:10
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
l		Total # of unadjusted outage report tickets	3785	3631	3196	2705	2753	2687	2855	2828	2689	2549	2369	5570
	djusted Out	Total # of repair tickets restored in < 24hrs	2288	2406	2140	1891	1879	1833	1926	1910	1854	1775	1532	4861
of S	ervice Report	% of repair tickets restored 24 Hours	60.4%	66.3%	67.0%	69.9%	68.3%	68.2%	67.5%	67.5%	68.9%	69.6%	64.7%	87.3%
		Sum of the duration of all outages (hh:mm)	27124:12	27960:40	30768:02	19171:14	18170:50	14955:51	16407:51	16655:38	15939:37	15062:09	12147:16	30318:52
		Avg. outage duration (hh:mm)	7:10	7:42	9:38	7:05	6:36	6:34	5:44	5:53	5:55	5:54	5:07	5:27
Refu	ınds	Number of customers who received refunds	211	195	267	254	261	327	355	306	337	420	342	282
		Monthly amount of refunds	\$3,239.58	\$2,398.53	\$4,269.69	\$2,563.50	\$3,144.70	\$3,143.45	\$3,309.39	\$3,877.00	\$5,398.39	\$2,945.03	\$3,364.21	\$3,237.61
	Answer Time (Trouble		Firs	t Quarter 201			ond Quarter			d Quarter 20			rth Quarter 2	
Rep	THE BUILD OF NEW BUILDINGS AND	Total # of calls for TR, Billing & Non-Billing	31,961	28,326	32,557	30,878	31,042	31,626	33,471	34,842	29,825	28,430	43,009	42,574
s	standard = 80% of calls 60	Total # of call seconds to reach live agent	794,094	841,760	485,484	426,779	771,059	987,394	1,215,872	503,772	734,239	346,210	514,025	357,381
	onds to reach live agent (w/ a		,	,	,		,		, ,	,				
me	nu option to reach live agent)	% 60 seconds	93%	92%	93%	95%	92%	92%	92%	94%	89%	91%	97%	97%

Primary Utility Contact Information

Marie. Marcie Evans	Name: Marcie Evans	Phone: (858) 836-7313	Email: Marcie.Evans@cox.com
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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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	Cox Ca	alifornia Telcom	, L.L.C.	<u> </u>	U#: <u>5684-C</u>	Report Year	: <u>2017</u>
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center		Reporting Unit Name:	San Diego	
Manager amont (Co	mpile monthly, file a	artarly)		Date filed (05/11/17)	Date filed (8/14/2017)	Date filed (11/15/2017)	Date filed (3/14/2018)
wieasurement (Co	mbne monthiv. Tile a	uarteriv)			à 1 à . ·		1.1 4 .

			Date filed				Date filed			Date filed		Date filed			
	Measurement (Compi	le monthly, file quarterly)		(05/11/17)			(8/14/2017)			(11/15/2017			(3/14/2018)		
	moded of one (Compi	io monuny, mo quartony,		1st Quarter			2nd Quarter			3rd Quarte			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Insta	allation Interval	Total # of business days													
	standard = 5 bus. days	Total # of service orders											<u> </u>		
	otandara – o buo. dayo	Avg. # of business days											<u> </u>		
		Total # of installation commitments													
Insta	allation Commitment	Total # of installation commitment met													
Min.	standard = 95% commitment met	Total # of installation commitment missed													
		% of commitment met													
	Customers	Acct # for voice or bundle, res+bus	257,899	258,256	258,208	258,087	257,605	256,472	255,107	254,668	254,121	252,649	251,628	250,292	
Cust	tomer Trouble Report														
	6% (6 per 100 working lines for	Total # of working lines	369,877	370,401	370,067	369,513	368,885	367,776	366,491	366,320	365,308	364,015	362,237	361,182	
_	units w/ 3,000 lines)	Total # of trouble reports	5,929	5,129	5,909	5,780	5,899	7,459	4,606	5,124	3,803	3,947	5,704	7,243	
Standard	units w/ 3,000 lines)	% of trouble reports	1.6%	1.4%	1.6%	1.6%	1.6%	2.0%	1.3%	1.4%	1.0%	1.1%	1.6%	2.0%	
ğ	8% (8 per 100 working lines for	Total # of working lines													
šťa	units w/ 1,001 - 2,999 lines)	Total # of trouble reports													
	units w/ 1,001 - 2,999 inles)	% of trouble reports													
Min.	10% (10 per 100 working lines for	Total # of working lines													
_	units w/ 1,000 lines)	Total # of trouble reports													
	units w/ 1,000 lines)	% of trouble reports													
		Total # of outage report tickets	1600	1603	1476	1169	1107	1092	1149	1119	1132	1155	984	2892	
۸	of Service Report	Total # of repair tickets restored in ≤ 24hrs	1444	1480	1258	1088	1070	1066	1112	1090	1091	1130	951	2816	
	standard = 90% within 24 hrs	% of repair tickets restored 24 Hours	90%	92%	85%	93%	97%	98%	97%	97%	96%	98%	97%	97%	
IVIII.	standard = 90% Within 24 hrs	Sum of the duration of all outages (hh:mm)	14004:53	15000:38	15776:22	10188:56	9673:16	8354:05	362	368	8573:41	8491:44	7146:57	15970:21	
		Avg. outage duration (hh:mm)	8:45	9:22	10:41	8:43	8:44	7:39	7:34	7:53	7:07	7:21	7:17	5:31	
		Indicate if catastrophic event is in month	No	No	No										
		Total # of unadjusted suitage report tickets	2225	2142	1773	1510	1546	1532	1587	1603	1548	1544	1485	3215	
	diversed Out of Comics Bowers	Total # of unadjusted outage report tickets Total # of repair tickets restored in < 24hrs	1344	1443	1224	1077	1060	1060	1101	1078	1075	1078	945	2851	
Una	djusted Out of Service Report	% of repair tickets restored 11 < 24 Hours	60%	67%	69%	71%	69%	69%	69%	67%	69%	70%	64%	89%	
		Sum of the duration of all outages (hh:mm)	16179:25	16763:13	17350:36	11036:49	11117:14	8959:40	9588:27:00	9487:34	9527:52	9342:37	7581:52	17803:03	
		Avg. outage duration (hh:mm)	7:16	7:50	9:55	7:19	7:11	5:51	6:02	5:55	6:09	6:03	5:06	5:32	
D . (Number of customers who received refunds	139	98	141	150	150	184	201	177	201	206	246	173	
кети	unds		\$1,999.65	\$1,205.74	\$1,746.82	\$1,438.53	\$1,529.56	\$1,543.01	\$1,812.99	\$2,263.19	\$1,463.29	\$1,780.44	\$2,382.92	\$1,996.30	
•	T /T I	Monthly amount of refunds	\$1,999.05	\$1,205.74	\$1,746.82	φ1,438.53	ф1,529.56	φ1,543.01	ф1,012.99	\$2,203.19	ф1,463.29	\$1,780.44	\$2,382.92	ф1,996.30	
Ans	wer Time (Trouble Reports,Billing						1	1						1	
& No	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing										4			
cans	s 60 seconds to reach live agent a menu option to reach live agent)	Total # of call accounts to second live account													
,,		% 60 seconds					1					4		1	

Primary Utility Contact Information

Answer Time (Trouble Reports "TR	Billing & Non-Billing)
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Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)

Name: Marcie Evans

(858) 836-7313 Email: Marcie.Evans@cox.com Phone:

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>	_		Report Year:		<u>2017</u>	_
Reporting Unit Type:	Total Company	Exchange	☐ Wire	e Center			Rep	oorting Unit Na	ame:		Orange Co	unty			-
					Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (11/15/201			Date file (3/14/201	
Measurement (Comp	pile monthly, file	e quarteriy)			1st Quarter 2nd Quarte					3rd Quarter			4th Quart		
				Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Γ
stallation Interval	Total # of business	days													Γ
in standard – 5 bus days	Total # of service of	orders													Ι

Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment Min. standard = 95% commitment Customer Trouble Report	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Tatal # of working lines	Jan 149,965 226,325 2,927 1.3%	1st Quarter Feb 150,364 225,997 2,555 1.1%	150,364 225,576 3,164 1.4%	150,268 225,109 2,858 1.3%	2nd Quarter May 150,203 224,796 2,938 1.3%	149,966 223,807 3,937 1.8%	149,941 223,406 2,720 1.2%	149,830 223,025 2,683 1.2%	149,689 222,695 2,172 1.0%	149,685 222,713 2,037 0.9%	149,586 222,460 2,532	149,275 222,130 3,526
Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met 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) Out of Service Report	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports	149,965 226,325 2,927	150,364 225,997 2,555	150,364 225,576 3,164	150,268 225,109 2,858	150,203 224,796 2,938	149,966 223,807 3,937	149,941 223,406 2,720	149,830 223,025 2,683	149,689 222,695 2,172	149,685 222,713 2,037	149,586 222,460 2,532	149,275 222,130 3,526
Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment Min. standard = 95% commitment 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	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment Min. standard = 95% commitment 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	Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
public with the control of the contr	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports Total # of trouble reports % of trouble reports Total # of trouble reports Total # of trouble reports Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
Min. standard = 95% commitment met Customers Customer Trouble Report	Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports Yof to working lines Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
Min. standard = 95% commitment met Customers Customer Trouble Report	Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
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) Out of Service Report	% of commitment met Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of trouble reports Total # of trouble reports Total # of two orking lines Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
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) Out of Service Report	Acct # for voice or bundle, res+bus Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
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) Out of Service Report	Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports	226,325 2,927	225,997 2,555	225,576 3,164	225,109 2,858	224,796 2,938	223,807 3,937	223,406 2,720	223,025 2,683	222,695 2,172	222,713 2,037	222,460 2,532	222,130 3,526
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) Out of Service Report	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports	2,927	2,555	3,164	2,858	2,938	3,937	2,720	2,683	2,172	2,037	2,532	3,526
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	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports Total # of trouble reports	2,927	2,555	3,164	2,858	2,938	3,937	2,720	2,683	2,172	2,037	2,532	3,526
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	Iotal # of trouble reports W of trouble reports Total # of working lines Total # of trouble reports W of trouble reports Total # of working lines Total # of trouble reports												
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	Total # of working lines Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports	1.3%	1.1%	1.4%	1.3%	1.3%	1.8%	1.2%	1 2%	1 00/	0.00/	4.40/	1.00:
10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports									1.076	0.9%	1.1%	1.6%
10% (10 per 100 working lines for units w/ 1,000 lines)	lotal # of trouble reports % of trouble reports Total # of working lines Total # of trouble reports												
10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines Total # of trouble reports												
for units w/ 1,000 lines) Out of Service Report	Total # of trouble reports												
for units w/ 1,000 lines) Out of Service Report	Total # of trouble reports												
Out of Service Report	0/ of trouble reports												
	70 OF TOURIE TEPOFTS												
	Total # of outage report tickets	868	788	840	667	599	603	668	648	602	546	458	1,241
	Total # of repair tickets restored in ≤ 24hrs	782	720	713	617	581	591	649	634	582	529	443	1,220
viin. Standard = 90% Within 24 nrs	% of repair tickets restored 24 Hours	90%	91%	85%	93%	97%	98%	97%	98%	97%	97%	97%	98%
	Sum of the duration of all outages (hh:mm)	7602:32	7547:59	9767:11	5683:18	4881:48	4475:54	4521:35	5131:29	4482:28	3862:20	3681:47	6965:14
	Avg. outage duration (hh:mm)	8:46	9:35	11:38	8:31	8:09	7:25	6:46	7:55	7:27	7:04	8:02	5:37
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
	Total # of unadjusted outage report tickets	1217	1092	1074	882	868	888	972	928	841	714	676	1488
Jnadjusted Out	Total # of repair tickets restored in < 24hrs	726	702	687	602	575	586	630	626	575	495	442	1214
of Service Report	% of repair tickets restored 24 Hours	60%	64%	64%	68%	66%	66%	65%	67%	68%	69%	65%	82%
	Sum of the duration of all outages (hh:mm)	8708:59:00	8482:01:00	10623:36	6322:26	5477:44	4846:45	5240:55	5588:48	5012:58	4328:56	3843:00	7648:38
	Avg. outage duration (hh:mm)	7:10	7:46	9:53	7:10	6:19	5:28	5:23	6:01	5:58	6:04	5:41	5:08
Refunds	Number of customers who received refunds	66	82	108	89	85	120	131	105	114	176	81	84
	Monthly amount of refunds	\$1,073.65	\$965.03	\$2,200.20	\$1,062.58	\$1,257.07	\$1,307.83	\$1,375.80	\$1,460.33	\$3,677.10	\$986.68	\$871.44	\$1,049.98
Answer Time (Trouble	,					1	1						
Reports,Billing & Non-Billing) Min.	· Total # of calls for TR, Billing & Non-Billing												
standard = 80% of calls 60	Total # Of Calls for TK, Dilling & NON-Billing											 	
seconds to reach live agent (w/ a	I—												
menu option to reach live agent)	Total # of call seconds to reach live agent 60 seconds											T T	

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 Telco	om, L.L.C.		U#: <u>5684-C</u>	Report Year:	<u>2017</u>
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center		Reporting Unit Name:	Palos Verdes	
				Date filed	Date filed	Date filed	Date filed
				(05/44/47)	(0/4.4/00.47)	(44 (45 (0047)	(0/4.4/0040)

	Measurement (Com	pile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (11/15/2017)		Date filed (3/14/2018)		
		p,, q,,		1st Quarter			2nd Quarte			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inst	allation Interval	Total # of business days												
	standard = 5 bus. days	Total # of service orders												
		Avg. # of business days												
Inst	allation Commitment	Total # of installation commitments												ļ
	standard = 95% commitment	Total # of installation commitment met												
met	Standard = 3570 Commitment	Total # of installation commitment missed												
		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	14,428	14,535	14,619	14,687	14,757	14,808	14,882	14,955	15,037	15,118	15,156	15,194
Cus	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines	16,118	16,221	16,304	16,375	16,436	16,484	16,549	16,624	16,707	16,828	16,855	16,886
l _	for units w/ 3,000 lines)	Total # of trouble reports	386	325	407	408	412	447	275	368	320	284	395	374
Standard	ior units w/ 3,000 lines)	% of trouble reports	2.4%	2.0%	2.5%	2.5%	2.5%	2.7%	1.7%	2.2%	1.9%	1.7%	2.3%	2.2%
ğ	8% (8 per 100 working lines	Total # of working lines												
ţa	for units w/ 1 001 2 000 lines)	Total # of trouble reports												
	101 units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
-		Total # of trouble reports												
	for units w/ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	117	126	142	105	108	88	89	96	77	84	61	136
A	of Service Report	Total # of repair tickets restored in ≤ 24hrs	108	113	133	97	106	87	87	92	75	84	60	133
	standard = 90% within 24 hrs	% of repair tickets restored 24 Hours	92%	90%	94%	92%	98%	99%	98%	96%	97%	100%	98%	98%
iviin.	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	544:19	691:08	435:35	523:53	280:19	612:38
		Avg. outage duration (hh:mm)	5:53	8:26	6:08	6:36	6:28	5:19	6:07	7:12	5:40	6:14	4:35	4:30
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		·												
llna	diusted Out	Total # of unadjusted outage report tickets	151	164	167	147	143	124	111	130	121	116	85	153
-		Total # of repair tickets restored in ≤ 24hrs	99	111	130	97	104	85	83	92	75	83	60	132
or 5	ervice Report	% of repair tickets restored 24 Hours	66%	68%	78%	66%	73%	69%	75%	71%	62%	72%	71%	86%
		Sum of the duration of all outages (hh:mm)	887:58	1222:12	1068:52	703:59	520:59	871:58	663:20:00	753:31:00	475:55:00	586:17	290:04	685:16
		Avg. outage duration (hh:mm)	5:53	7:27	6:24	5:56	4:55	4:12	5:59	6:47	3:56	6:03	3:25	4:29
Refu	ınds	Number of customers who received refunds	3	6	11	10	12	9	5	15	10	8	9	6
		Monthly amount of refunds	\$40.02	\$44.56	\$155.46	\$52.28	\$160.13	\$175.32	\$19.13	\$43.81	\$43.80	\$48.26	\$101.76	\$54.30
	Answer Time (Trouble													
Rep	orts,Billing & Non-Billing) Min	Total # of calls for TR, Billing & Non-Billing												
';	standard = 80% of calls 60							+					1	\vdash
sec	conds to reach live agent (w/ a	Total # of call seconds to reach live agent												ļ
me	nu option to reach live agent)	% 60 seconds				l							1	1

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)

ompany Name: <u>Cox California Telcom, L.L.C.</u>			U#: <u>5684-C</u>	Report Year:	<u>2017</u>	
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center		Reporting Unit Name:	Santa Barbara		

				Date filed		1	Date filed			Date filed		ı	Date filed	
Measurement (Compile monthly, file quarterly)			(05/11/17) 1st Quarter			(8/14/2017)			(11/15/2017)		(3/14/2018)			
					2nd Quarter		3rd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	- Hardan Jaran - I	Total # of business days					,							
	allation Interval	Total # of service orders												
win.	standard = 5 bus. days	Avg. # of business days												
Installation Commitment		Total # of installation commitments												
		Total # of installation commitment met												
	standard = 95% commitment	Total # of installation commitment missed												
met		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	24,449	24,676	24,818	24,958	25,068	25,143	25,269	25,429	25,521	25,596	25,659	25,672
Cus	tomer Trouble Report	,	,		, -	,,,,,,	,	,		,	,-	,	,	- /-
	·	Total # of working lines	31,913	32,126	32,287	32,441	32,592	32,736	32,838	33,015	33,157	33,180	33,277	33,322
	6% (6 per 100 working lines	Total # of trouble reports	561	588	536	608	727	905	455	419	384	415	464	1,094
Standard	for units w/ 3,000 lines)	% of trouble reports	1.8%	1.8%	1.7%	1.9%	2.2%	2.8%	1.4%	1.3%	1.2%	1.3%	1.4%	3.3%
٦	00/ (0 100 11 "	Total # of working lines												
tar	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ 1,000 lines)	Total # of trouble reports												
	for units w/ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	144	167	130	123	142	103	117	117	131	126	86	682
A	of Service Report	Total # of repair tickets restored in ≤ 24hrs	125	154	103	117	140	102	113	115	130	126	85	670
l	standard = 90% within 24 hrs	% of repair tickets restored 24 Hours	87%	92%	79%	95%	99%	99%	97%	98%	99%	100%	99%	98%
IVIII I.	standard = 90% Within 24 hrs	Sum of the duration of all outages (hh:mm)	1188:25	1375:16	1600:56	895:27	832:56	584:34	855:53	756:35	829:07	773:04	419:35	1995:08
		Avg. outage duration (hh:mm)	8:15	8:14	12:19	0:00	5:52	4:56	7:19	6:28	6:20	4:58	4:53	2:56
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
llna	diusted Out	Total # of unadjusted outage report tickets	192	233	182	166	196	143	185	167	179	175	123	714
Unadjusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	119	150	99	115	140	102	112	114	129	119	85	664	
or service Report		% of repair tickets restored 24 Hours	62%	64%	54%	69%	71%	71%	61%	68%	72%	68%	69%	93%
		Sum of the duration of all outages (hh:mm)	1347:50	1493:14	1724:58	940:03	871:53	628:27	915:09	825:45:00	922:52:00	804:19	432:20	4181:55
		Avg. outage duration (hh:mm)	7:00	6:25	9:29	9:40	4:27	4:23	4:57	4:55	5:10	4:36	3:51	5:52
Refunds		Number of customers who received refunds	3	9	7	5	14	14	18	9	12	30	6	19
		Monthly amount of refunds	\$126.26	\$183.20	\$167.21	\$10.11	\$197.94	\$117.29	\$101.47	\$109.67	\$214.20	\$129.65	\$8.09	\$137.03
	Answer Time (Trouble													
Rep	orts,Billing & Non-Billing) Min.	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					-							
me	nu option to reach live agent)	% 60 seconds						1						1

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