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 Center	Reporting Unit Name:	Cox California Telcom, L.L.C.

				Date filed (07/31/17)			Date filed (x/x/2017)			Date filed (x/x/2017)			Date filed (x/x/17)	
	Measurement (Com	pile monthly, file quarterly)		1st Quarter		2nd Quarter				3rd Quarte	r		4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inat	tallation Interval	Total # of business days												
		Total # of service orders												
IVIII I.	. standard = 5 bus. days	Avg. # of business days												
lnot	tallation Commitment	Total # of installation commitments												
Min. standard = 95% commitment		Total # of installation commitment met												
		Total # of installation commitment missed												
met		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	446,741	447,831	448,009									
Cus	stomer Trouble Report													
	69/ (6 per 100 working lines	Total # of working lines	644,233	644,745	644,234									
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	9,803	8,597	10,016									
ard	101 utilits w/ 2 3,000 lines)	% of trouble reports	1.5%	1.3%	1.6%									
Standard	8% (8 per 100 working lines	Total # of working lines												
Sta	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	101 driits W/ 1,001 - 2,999 liiles/	% of trouble reports												
Min.	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									
Δdiı	usted	Total # of repair tickets restored in ≤ 24hrs	2459	2467	2207									
-	of Service Report	% of repair tickets restored ≤ 24 Hours	90.1%	91.9%	85.3%									
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	23483:58	24987:36	28016:55									
	. Standard = 0070 Within 2 1 1110	Avg. outage duration (hh:mm)	8:36	9:19	10:49									
		Indicate if catastrophic event is in month	No	No	No									
llna	adjusted Out	Total # of unadjusted outage report tickets	3785	3631	3196									
	Service Report	Total # of repair tickets restored in ≤ 24hrs	2288	2406	2140									
01 3	service Report	% of repair tickets restored ≤ 24 Hours	60.4%	66.3%	67.0%									
		Sum of the duration of all outages (hh:mm)	27124:12	27960:40	30768:02									
		Avg. outage duration (hh:mm)	7:10	7:42	9:38									
Refu	unds	Number of customers who received refunds	211	195	267									
		Monthly amount of refunds	\$3,239.58	\$2,398.53	\$4,269.69									
	Answer Time (Trouble		Fire	st Quarter 201	7	Sec	ond Quarter	2017	Th	ird Quarter 2	.017	Fou	urth Quarter 2	2017
Rep	oorts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing	31961	28326	32,557									
•	standard = 80% of calls > 60		794094	841760	485484									
	conds to reach live agent (w/ a		93%	92%	93%									
me	enu option to reach live agent)	% ≤ 60 seconds	3370	32 /0	3370									

**Primary Utility Contact Information** 

Name: Marcie Evans	Phone: (858) 836-7313	Email: Marcie.Evans@cox.com
Name: warcie Evans	Pnone: (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>	Report Year: 2017
Reporting Unit Type:	☐ Total Company	Reporting Unit Name:	San Diego

				Date filed (07/31/17)			Date filed (x/x/2017)			Date filed (x/x/2017)			Date filed (x/x/17)	
	Measurement (Compil	le monthly, file quarterly)		1st Quarter			and Quarter			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Incta	Illation Interval	Total # of business days												
	standard = 5 bus. days	Total # of service orders												
IVIII I. 3	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
Insta	Illation 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									
	omer Trouble Report	·												
		Total # of working lines	369,877	370,401	370,067									
	6% (6 per 100 working lines for	Total # of trouble reports	5,929	5,129	5,909									
Standard	units w/ ≥ 3,000 lines)	% of trouble reports	1.6%	1.4%	1.6%									
ρρι	00/ (0 = = 400 dia = line = for	Total # of working lines												
taı	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% 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	1600	1603	1476									
		Total # of repair tickets restored in ≤ 24hrs	1444	1480	1258									
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	90%	92%	85%									
Min. s	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	14004:53	15000:38	15776:22									
		Avg. outage duration (hh:mm)	8:45	9:22	10:41									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	2225	2142	1773									
Unac	djusted Out of Service Report	Total # of repair tickets restored in < 24hrs	1344	1443	1224									
		% of repair tickets restored ≤ 24 Hours	60%	67%	69%									
		Sum of the duration of all outages (hh:mm)	16179:25	16763:13	17350:36									
		Avg. outage duration (hh:mm)	7:16	7:50	9:55									
Refu	nds	Number of customers who received refunds	139	98	141									
		Monthly amount of refunds	\$1,999.65	\$1,205.74	\$1,746.82									
Ansv	wer Time (Trouble Reports,Billing												_	
& No	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing												
caiis	s ≤ 60 seconds to reach live agent	Total # of call seconds to reach live agent												
(w/ a	a illellu option to reach live agent) F	% ≤ 60 seconds												

**Primary Utility Contact Information** 

Answer Time (Trouble Reports "TR	Billina & Non-Billina)
Allower Tille Cilouple Reports In	

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 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)

Co	ompany Name:	Cox California Telcom, L.L.C	<u>.                                    </u>	•			U#:	<u>5684-C</u>			Report Year:		<u>2017</u>	
Re	eporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire	Total Company    Exchange							Orange Co	unty			•
	Measurement (Comp	oile monthly, file quarterly)		Date filed (07/31/17) 1st Quarter			Date filed (x/x/2017) 2nd Quarter	,		Date filed (x/x/2017) <b>3rd Quarter</b>			Date filed (x/x/17) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days	0000				,			9				
		Total # of service orders												
		Avg. # of business days												
I 1	- II - t' O t	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	149,965	150,364	150,364									
Cus	tomer Trouble Report	,	,		,									
	·	Total # of working lines	226,325	225,997	225,576									
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	2,927	2,555	3,164									
	units w/ ≥ 3,000 lines)	% of trouble reports	1.3%	1.1%	1.4%									
	90/ /9 per 100 working lines for	Total # of working lines												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi units w/ \(\frac{1}{2}\) i,000 inles)	% of trouble reports												
		Total # of outage report tickets	868	788	840							,		
		Total # of repair tickets restored in ≤ 24hrs	782	720	713							,		
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	90%	91%	85%							,		
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	7602:32	7547:59	9767:11									
		Avg. outage duration (hh:mm)	8:46	9:35	11:38							,		
		Indicate if catastrophic event is in month	No	No	No									
llno	djusted Out	Total # of unadjusted outage report tickets	1217	1092	1074									
	-	Total # of repair tickets restored in ≤ 24hrs	726	702	687									
01 3	ervice Report	% of repair tickets restored ≤ 24 Hours	60%	64%	64%							,		
		Sum of the duration of all outages (hh:mm)	8708:59:00	8482:01:00	10623:36							,		
		Avg. outage duration (hh:mm)	7:10	7:46	9:53							'		
Refu	ınds	Number of customers who received refunds	66	82	108									
		Monthly amount of refunds	\$1,073.65	\$965.03	\$2,200.20									
	Answer Time (Trouble						-			•				
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
5	standard = 80% of calls ≤ 60 conds to reach live agent (w/ a	Total # of call seconds to reach live agent												
	enu option to reach live agent)	% ≤ 60 seconds												

**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)

Co	ompany Name:	Cox California Telcom, L.L.C	<u>.</u>	_			U#:	<u>5684-C</u>	-		Report Year:		<u>2017</u>	
Re	eporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire	e Center			Rep	orting Unit I	Name:		Palos Verdes				
				Date filed		1	Date filed			Date filed			Date filed	
	Measurement (Com	oile monthly, file quarterly)		(07/31/17)			(x/x/2017)			(x/x/2017)		(x/x/17) 4th Quarter		
	weasurement (Comp	one monthly, me quarterly)		1st Quarter			2nd Quarte			3rd 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												
IVIII I.	Standard = 5 bus. days	Avg. # of business days												
lnate	allation Commitment	Total # of installation commitments											'	
	standard = 95% 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	14,428	14,535	14,619									
Cust	tomer Trouble Report	,	,	,	ĺ									
	6% (6 per 100 working lines for	Total # of working lines	16,118	16,221	16,304									
		Total # of trouble reports	386	325	407		İ							
ī		% of trouble reports	2.4%	2.0%	2.5%									
Standard		Total # of working lines												
ţ	8% (8 per 100 working lines for	Total # of trouble reports												
<u>.</u>	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	100/ (10 per 100 werking lines	Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	117	126	142									
		Total # of repair tickets restored in ≤ 24hrs	108	113	133									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	92%	90%	94%									
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	688:08	1063:43	872:26									
		Avg. outage duration (hh:mm)	5:53	8:26	6:08								,	
		Indicate if catastrophic event is in month	No	No	No									
llna	djusted Out	Total # of unadjusted outage report tickets	151	164	167								<u> </u>	
	•	Total # of repair tickets restored in ≤ 24hrs	99	111	130									
UI 30	ervice Report	% of repair tickets restored ≤ 24 Hours	66%	68%	78%									
	Sum of the duration of all outages (hh:mm)	887:58	1222:12	1068:52										

**Primary Utility Contact Information** 

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

6:24

11

\$155.46

Date Adopted: 7/28/09

Answer Time (Trouble

standard = 80% of calls ≤ 60

seconds to reach live agent (w/ a

Refunds

Date Revised: 12/08/09 (Corrects typographical errors)

menu option to reach live agent) % ≤ 60 seconds

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Avg. outage duration (hh:mm)

Monthly amount of refunds

Number of customers who received refunds

Total # of call seconds to reach live agent

5:53

3

\$40.02

7:27

6

\$44.56

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

Reports,Billing & Non-Billing) Min. Total # of calls for TR, Billing & Non-Billing

Co	empany Name:	Cox California Telcom, L.L.C	<u>.</u>	-			U#:	<u>5684-C</u>			Report Year	:	<u>2017</u>	ı	
Re	porting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire			Repo	orting Unit N		Santa Barba	ra						
	Measurement (Compile monthly, file quarterly)			Date filed (07/31/17)			Date filed (x/x/2017)			Date filed (x/x/2017)			Date filed (x/x/17) 4th Quarter		
			Jan	1st Quarter Feb	Mar	Apr	2nd Quarter Apr May Jun		Jul	3rd Quarter Aug	Sep	Oct	Nov	Dec	
		Total # of business days	Jan	105	IVIGI	Дрі	Way	Juli	oui	Aug	ОСР		1407	DCC	
nstallation Interval		Total # of service orders													
∕lin.	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													
net		% of commitment met													
Customers		Acct # for voice or bundle, res+bus	24,449	24,676	24,818										
Cust	tomer Trouble Report		,	2 1,01 0	_ :,0:0										
		Total # of working lines	31,913	32,126	32,287										
Standard	for units w/ > 3 000 lines	Total # of trouble reports	561	588	536										
		% of trouble reports	1.8%	1.8%	1.7%								<u>'</u>		
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											<u>'</u>		
tar		Total # of trouble reports													
		% of trouble reports											1		
Min.	100/ (10 per 100 working lines	Total # of working lines											1		
	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	144	167	130										
		Total # of repair tickets restored in ≤ 24hrs	125	154	103										
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	87%	92%	79%										
∕lin.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	1188:25	1375:16	1600:56										
		Avg. outage duration (hh:mm)	8:15	8:14	12:19										
		Indicate if catastrophic event is in month	No	No	No										
Ina	djusted Out	Total # of unadjusted outage report tickets	192	233	182										
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	119	150	99										
, 5	ervice Report	% of repair tickets restored ≤ 24 Hours	62%	64%	54%										
		Sum of the duration of all outages (hh:mm)	1347:50	1493:14	1724:58										
		Avg. outage duration (hh:mm)	7:00	6:25	9:29										
Refu	ınds	Number of customers who received refunds	3	9	7										
		Monthly amount of refunds	\$126.26	\$183.20	\$167.21										
	Answer Time (Trouble														

## **Primary Utility Contact Information**

Name: Marcie Evans	Phone:	(858) 836-7313	Email: Marcie.Evans@cox.com
Marcie Evalis	i none.	(030) 030-7313	Elliali. Warde.Evans@cox.com

Date Adopted: 7/28/09

standard = 80% of calls ≤ 60

seconds to reach live agent (w/ a

Date Revised: 12/08/09 (Corrects typographical errors)

menu option to reach live agent) % ≤ 60 seconds

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Total # of call seconds to reach live agent

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

Reports, Billing & Non-Billing) Min. Total # of calls for TR, Billing & Non-Billing