Co	ompany Name:	Cox California Telcom, L.L.C	<u>. </u>				U#:	<u>5684-C</u>			nr:	<u>2018</u>	-	
Re	porting Unit Type:	Total Company Exchange Wire Ce	nter			Repo	orting Unit N	Name:		Cox Califo	rnia Telcom	, L.L.C.		-
Measurement (Compile monthly, file qu		bile monthly, file quarterly)	Date filed (5/15/18) 1st Quarter			Date filed (8/14/2018) 2nd Quarter			Date filed (11/14/2018) 3rd Quarter				r	
		Total # of business days	Jan	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days											<u> </u>	
Min.	standard = 5 bus. days	Avg. # of business days				-						-		
		Total # of installation commitments											<u> </u>	
Insta	allation Commitment					-						-		
Min.	standard = 95% commitment	Total # of installation commitment met												
met		Total # of installation commitment missed												
		% of commitment met	400.004	100 577	10.1.1.10	101 500	100 510	101.010	100.070	440 705	110 111			
-	Customers	Acct # for voice or bundle, res+bus	438,261	436,577	434,140	431,586	428,513	424,318	420,372	416,735	413,441		┨─────	───
Cus	tomer Trouble Report	Total # of working lines	000.000	600.000	005.040	000 500	C40 C47	040.050	000.070	005 000	001 000		───	┣────
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	630,966	628,999	625,818	622,506	618,617	613,959	609,678	605,696	601,990 6.673		───	───
σ		Total # of trouble reports	18,251	13,674	8,968	7,738	5,932	6,189	6,775	7,478			───	───
Standard		% of trouble reports	2.9%	2.2%	1.4%	1.2%	1.0%	1.0%	1.1%	1.2%	1.1%		<u> </u>	
ano	8% (8 per 100 working lines	Total # of working lines Total # of trouble reports											╉─────	
	for units w/ 1,001 - 2,999 lines)												╉─────	
Min.		% of trouble reports Total # of working lines											<u> </u>	
Σ	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of trouble reports											<u> </u>	
		% of trouble reports												
		Total # of outage report tickets	10239*	7050	1940	1602	1319	1514	1556	1625	1320			
Adju	interd	Total # of repair tickets restored in \leq 24hrs	7101	6643	1940	1576	1290	1462	1481	1594	1248			
	of Service Report	% of repair tickets restored ≤ 24 Hours	69.4%	94.2%	97.2%	98.4%	97.8%	96.6%	95.2%	98.1%	94.5%	-		
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	1687272:40	67681:33	15370:38	13219:51	16704:44	19804:02	22863:52	21195:08	16443:16		<u> </u>	
IVIIII.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	164:47	9:36	7:55	8:15	12:40	13:04	14:41	13:02	12:28		<u> </u>	
		Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No		───	
			165	NO	NO	INU	INU	NU	NU	NU	NU		ł	+
		Total # of unadjusted outage report tickets	11065*	7836	2432	1993	1638	1975	2047	2092	1715			
	djusted Out	Total # of repair tickets restored in < 24hrs	7031	6586	1878	1539	1266	1425	1424	1561	1231			-
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	63.5%	84.0%	77.2%	77.2%	77.3%	72.2%	69.6%	74.6%	71.8%			
		Sum of the duration of all outages (hh:mm)	1694725:19	75993:50	16342:57	14144:32	17446:12	20612:07	25048:54	22206:06	17676:55			
		Avg. outage duration (hh:mm)	153:10	9:42	6:43	7:05	10:39	10:29	12:14	10:37	10:19		1	1
Refu	inds	Number of customers who received refunds	684	478	393	480	477	470	330	348	304		+	
		Monthly amount of refunds	\$7,592.34	\$6,450.46	\$5,516.00	\$4,817.58			\$4,013.30	\$4,020.25			1	1
<u> </u>	Answer Time (Trouble			t Quarter 201			ond Quarter			d Quarter 20		Fou	urth Quarter 2	2018
Ren	orts,Billing & Non-Billing) Min.						1	1			-			
	tandard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	51,535	42,365	51,604	50,609	43,805	38,577	37,271	40,398	36,182		┨─────	
-	onds to reach live agent (w/ a	Total # of call seconds to reach live agent	1,854,853	466,524	1,452,433	495,503	443,511	429,016	629,804	714,193	646,168			
	nu option to reach live agent (w/ a	% ≤ 60 seconds	90%	96%	95%	97%	97%	96%	95%	95%	95%			
me	nu option to reach live agent)	70 = 00 3000Hu3	3070	3070	3370	3170	3170	3070	3570	3370	3070	l		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>	-		Report Year:	:	2018			
Re	porting Unit Type:	☐Total Company			Repo	orting Unit N	lame:		San Diego						
Measurement (Compile monthly, file quarterly)			lave	Date filed (5/15/18) 1st Quarter			Date filed (8/14/2018) 2nd Quarter			Date filed (11/14/2018) 3rd Quarter			Date filed (x/xx/2019) 4th Quarter		
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Insta	llation Interval	Total # of business days													
Min.	standard = 5 bus. days	Avg. # of business days	· · · · · · · · · · · · · · · · · · ·												
		Total # of installation commitments					ł						'	-	
Incto	Ilation Commitment						ł						'	-	
		Total # of installation commitment met											'		
win.	standard = 95% commitment met	Total # of installation commitment missed											[!]		
L		% of commitment met	040.046	0.47.000	0.45,400	0.40 700	0.44 700	000.001	000 500	004.424	000.005		<mark>ا</mark>	┟────	
	Customers	Acct # for voice or bundle, res+bus	248,640	247,203	245,423	243,790	241,738	239,031	236,569	234,131	232,065		<mark>ا</mark>	───	
Cust	omer Trouble Report	Total Water adda a Press	050.007	057.000	055.070	050 755	054 004	0.40,400	0.45 700	0.40, 470	0.44,00.4		'	───	
	6% (6 per 100 working lines for units w/ \geq 3,000 lines)	Total # of working lines Total # of trouble reports	359,367	357,863	355,879	353,755	351,291	348,409	345,790 3,576	343,472	341,284 3,665		'	-	
σ			9,616	8,600	4,823	4,307	3,376	3,158		4,132			'		
Standard	. ,	% of trouble reports	2.7%	2.4%	1.4%	1.2%	1.0%	0.9%	1.0%	1.2%	1.1%		'		
aŭ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines Total # of trouble reports											'		
													'		
Min.		% of trouble reports											'		
Σ	10% (10 per 100 working lines for	Total # of working lines											'		
	units w/ ≤ 1,000 lines)	Total # of trouble reports											'		
		% of trouble reports	4005	4000	4000	0.44	700	700	014	010	700		'		
		Total # of outage report tickets	4935	4800	1099	841	769	733	811	916	726		'	-	
Out o	of Service Report	Total # of repair tickets restored in \leq 24hrs	4736 96%	4553 95%	1064 97%	830 99%	753 98%	706 96%	771 95%	896 98%	687 95%		'		
Min.	standard = 90% within 24 hrs	% of repair tickets restored \leq 24 Hours							95% 11843:03		95% 8982:31		'		
		Sum of the duration of all outages (hh:mm)	44738:44 9:04	72215:42 8:47	8692:13:00 7:55	6442:05 7:40	9453:17 12:17	9669:54 13:11	14:36	12044:08 13:09	9:36		'		
		Avg. outage duration (hh:mm)		-		-		-					'	<u> </u>	
		Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No		'		
		Total # of unadjusted outage report tickets	5349	5254	1336	1054	916	947	1040	1148	936				
Unac	ljusted Out of Service Report	Total # of repair tickets restored in < 24hrs	4690	4517	1060	807	737	685	744	874	677				
		% of repair tickets restored ≤ 24 Hours	88%	86%	79%	77%	80%	72%	72%	76%	72%				
		Sum of the duration of all outages (hh:mm)	49881:29	48522:11	9295:42:00	6909:53	9861:50	10159:22	12961:58	12633:29	9853:49				
		Avg. outage duration (hh:mm)	9:20	9:14	6:58	6:34	10:46	10:44	12:28	11:00	14:34		<u> </u>	L	
Refu	nds	Number of customers who received refunds	276	185	191	239	215	204	179	178	157				
		Monthly amount of refunds	\$2,588.85	\$1,511.48	\$2,441.20	\$2,921.96	\$2,159.38	\$2,211.52	\$2,149.88	\$2,254.91	\$1,663.20				
	wer Time (Trouble Reports, Billing							-							
	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing													
	\leq 60 seconds to reach live agent menu option to reach live agent)	Total # of call seconds to reach live agent													
(w/ a		% ≤ 60 seconds													

Primary Utility Contact Information

Answer Time (Trouble Reports "TR Billing & Non-Billing) Min. standard = 80% of calls \leq 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)

Company Name:		Cox California Telcom, L.L.C	<u>.</u>				U#:	<u>5684-C</u>			Report Year:		<u>2018</u>	
Re	porting Unit Type:	Total Company Achange Vire C			Rep	orting Unit Na	ame:		Orange Co	unty				
	Measurement (Compile monthly, file quarterly)		Date filed (5/15/18) 1st Quarter Jan Feb Mar			Date filed (8/14/2018) 2nd Quarter Apr May Jun			Jul	Date filed (11/14/2013 3rd Quarte Aug	8)	Date filed (x/xx/2019) 4th Quarter Oct Nov		
		Total # of business days	• un			7.0	inay	• • • •	• ui	, tug	Cop	001		200
Installation 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												
met		% of commitment met												
-	Customers	Acct # for voice or bundle, res+bus	148,771	148,436	147,776	146,853	145,828	144,560	143,219	142,110	140,955			
Cust	comer Trouble Report		,///	1.10,400	,//0	0,000	3,020	,000	0,210	2,110	0,000		1	
	6% (6 per 100 working lines for	Total # of working lines	221,462	220,864	219,584	218,394	217,043	215,477	213,868	212,187	210,722			
		Total # of trouble reports	4,654	3,905	3.226	2,479	2,005	2,288	2.406	2,553	2,214			
Id		% of trouble reports	2.1%	1.8%	1.5%	1.1%	0.9%	1.1%	1.1%	1.2%	1.1%			
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 for units $w \le 1,000$ lines)	Total # of working lines												
_		Total # of trouble reports												
	for units $W \leq 1,000$ lines)	% of trouble reports												
		Total # of outage report tickets	2046	1718	626	484	404	565	525	544	443			
0+	of Service Report	Total # of repair tickets restored in ≤ 24hrs	1959	1641	610	473	392	545	498	537	417			
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	96%	97%	98%	97%	96%	95%	99%	94%			
iviiri.	stanuaru = 90% within 24 his	Sum of the duration of all outages (hh:mm)	17396:02	17004:57	4967:41	4314:39	713:04	7666:22	8113:58	7243:05	5574:10			
		Avg. outage duration (hh:mm)	8:30	9:54	7:56	8:55	10:02	13:34	15:28	13:13	12:35			
		Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No			
Unad	djusted Out	Total # of unadjusted outage report tickets	2426	1978	819	618	534	738	723	724	588			
	ervice Report	Total # of repair tickets restored in < 24hrs	1937	1624	606	461	385	535	478	527	413			
		% of repair tickets restored ≤ 24 Hours	80%	82%	74%	75%	72%	72%	66%	73%	70%			
		Sum of the duration of all outages (hh:mm)	19402:01	18785:55	5281:17:00	4637:44	5802:51	7863:51	8856:53	7550:01	5823:26			
<u> </u>	-	Avg. outage duration (hh:mm)	8:00	7:27	6:27	7:30	10:52	10:40	12:14	14:20	13:58			
Refu	inds	Number of customers who received refunds	136	117	153	170	203	203	112	125	105			
		Monthly amount of refunds	\$1,599.05	\$1,107.00	\$1,551.04	\$1,517.47	\$1,768.24	\$1,447.46	\$1,298.81	\$1,496.60	\$1,274.43		I	
1_	Answer Time (Trouble						1	T						
	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
	tandard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
me	nu option to reach live agent)	/0 2 00 3000HUS					I	1				I	I	

Primary Utility Contact Information

Name: Marcie Evans

(858) 836-7313 Phone:

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:		<u>2018</u>	
Re	porting Unit Type:	Total Company Exchange Wire Ce	enter			Repo	orting Unit N	Name:						
	Measurement (Comp	bile monthly, file quarterly)		Date filed (5/15/18) 1st Quarter Jan Feb Mar			Date filed (8/14/2018) 2nd Quarte		Date filed (11/14/2018) 3rd Quarter			Date filed (x/xx/2019) 4th Quarter		
			Jan			Apr			Jul	Aug	Sep	Oct Nov		Dec
	Illation Interval standard = 5 bus. days	Total # of business days Total # of service orders												
	Illation Commitment	Avg. # of business days Total # of installation commitments											<u> </u>	
Min. met	standard = 95% commitment	Total # of installation commitment met Total # of installation commitment missed % of commitment met											<u> </u>	
	Customers	% of commitment met Acct # for voice or bundle, res+bus	15.212	15.242	15.294	15.283	15,347	15,278	15.257	15.279	15.252		+	<u> </u>
Cust	comer Trouble Report		13,212	10,242	13,234	13,203	13,347	15,210	10,201	13,213	10,202		╉─────	╞────
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines Total # of trouble reports	16,887 546	16,902 420	16,962 323	16,991 391	17,012 214	16,934 290	16,893 297	16,931 307	16,898 333			
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports Total # of working lines Total # of trouble reports	3.2%	2.5%	1.9%	2.3%	1.3%	1.7%	1.8%	1.8%	2.0%		<u> </u>	
Min. S	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	% of trouble reports Total # of working lines Total # of trouble reports												
		% of trouble reports											<u> </u>	
	of Service Report standard = 90% within 24 hrs	Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	245 232 95%	185 183 99%	75 74 99%	130 130 100%	60 60 100%	107 105 98%	88 88 100%	73 70 96%	74 72 97%			
IVIII I.		Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)	2226:08 9:05	1418:53 7:40	403:38 5:23	989:13 5:53	737:24 12:17	1280:19 11:58	1104:44 12:33	891:48 12:22	923:22 10:22		<u> </u>	
Una	djusted Out	Indicate if catastrophic event is in month Total # of unadjusted outage report tickets	<u>No</u> 271	No 202	No 86	No 152	No 71	No 134	No 115	No 93	No 89			
	ervice Report	Total # of repair tickets restored in ≤ 24 Hours% of repair tickets restored ≤ 24 HoursSum of the duration of all outages (hh:mm)	232 86% 2411:14	183 91% 1504:37	74 86% 409:05	129 85% 1030:02	60 85% 737:24	102 76% 1327:54	84 73% 1221:19:00	69 74% 950:29:00	70 79% 1013:54:00		<u> </u>	
Refunds		Avg. outage duration (hh:mm) Number of customers who received refunds	8:54 14	7:27 10	4:46	6:47 39	12:17 34	9:55 51	10:37 25	10:13 34	1013.34.00 14:29 26		<u> </u>	
Neru		Monthly amount of refunds	\$77.27	\$72.44	\$94.53	\$180.62	\$175.20	\$237.72	\$320.98	\$211.13	\$176.85		<u>1</u>	
	Answer Time (Trouble orts,Billing & Non-Billing) Min. tandard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
sec	onds to reach live agent (w/ a nu option to reach live agent)	Total # of call seconds to reach live agent % ≤ 60 seconds											──	

Primary Utility Contact Information

(858) 836-7313

Name: Marcie Evans

Phone:

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	mpany Name:	Cox California Telcom, L.L.C				U#:	<u>5684-C</u>		Report Year:				-	
Reporting Unit Type: Total Company Exchange Wire			Center			Repo	orting Unit N	Name:		Santa Barba			-	
Measurement (Compile monthly, file quarterly)			Date filed (5/15/18) 1st Quarter			Date filed (8/14/2018) 2nd Quarter			Date filed (11/14/2018) 3rd Quarter			Date filed (x/xx/2019) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval	Total # of business days												
Min. standard = 5 bus. days		Total # of service orders												
		Avg. # of business days												
Insta	Ilation Commitment	Total # of installation commitments												
	standard = 95% commitment	Total # of installation commitment met												
met		Total # of installation commitment missed												
mor		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	25,638	25,696	25,647	25,660	25,600	25,449	25,327	25,215	25,169			
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines	33,250	33,370	33,393	33,366	33,271	33,139	33,127	33,106	33,086			
-	for units w/ \geq 3,000 lines)	Total # of trouble reports	3,435	749	596	561	337	453	496	486	461			
Standard		% of trouble reports	10.3%	2.2%	1.8%	1.7%	1.0%	1.4%	1.5%	1.5%	1.4%			
pu	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
Sta		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines												
_		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3013*	347	140	147	86	109	132	92	77			
	of Service Report	Total # of repair tickets restored in < 24hrs	174	266	138	143	85	106	124	91	72			
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	6%	77%	99%	97%	99%	97%	94%	99%	94%			
IVIII I.	standard = 30% within 24 ms	Sum of the duration of all outages (hh:mm)	1622911:46	7042:01	13007:06	1473:54	1024:06	1187:27	1802:07	1016:07	963:13			
		Avg. outage duration (hh:mm)	538:38	20:17	9:20	10:02	11:55	10:53	13:39	8:00	12:31			
		Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No			
Unad	ljusted Out	Total # of unadjusted outage report tickets	3019*	402	191	169	117	156	169	127	102			
	ervice Report	Total # of repair tickets restored in < 24hrs	172	262	138	142	84	103	118	91	71			
01 36	a vice Report	% of repair tickets restored ≤ 24 Hours	6%	65%	72%	84%	72%	66%	70%	72%	70%			
		Sum of the duration of all outages (hh:mm)	1623030:35	7181:07	1356:53	1566:53	1044:07	1269:15	2008:44	1072:07:00	985:46:00			
		Avg. outage duration (hh:mm)	537:37	17:55	7:42	9:16	8:55	8:08	11:53	11:47	9:40			
Refu	nds	Number of customers who received refunds	258	166	39	32	25	12	14	11	16			
		Monthly amount of refunds	\$3,327.17	\$3,759.54	\$1,429.23	\$197.53	\$185.92	\$194.10	\$243.63	\$57.61	\$168.52			
	Answer Time (Trouble													
Repo	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
S	tandard = 80% of calls ≤ 60	, , , , , , , , , , , , , , , , , , , ,						<u> </u>						1
sec	onds to reach live agent (w/ a	Total # of call seconds to reach live agent			-			l						
	nu 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

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