

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (x/xx/2018)			Date filed (x/xx/2018)			Date filed (x/xx/2019)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	438,261	436,577	434,140									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	630,966	628,999	625,818								
		Total # of trouble reports	18,251	13,674	8,968								
		% of trouble reports	2.9%	2.2%	1.4%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	10239*	7050	1940									
	Total # of repair tickets restored in ≤ 24hrs	7101	6643	1886									
	% of repair tickets restored ≤ 24 Hours	69.4%	94.2%	97.2%									
	Sum of the duration of all outages (hh:mm)	1687272:40	67681:33	15370:38									
	Avg. outage duration (hh:mm)	164:47	9:36	7:55									
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month	Yes	No	No									
	Out	Total # of unadjusted outage report tickets	11065*	7836	2432								
		Total # of repair tickets restored in ≤ 24hrs	7031	6586	1878								
		% of repair tickets restored ≤ 24 Hours	63.5%	84.0%	77.2%								
		Sum of the duration of all outages (hh:mm)	1694725:19	75993:50	16342:57								
		Avg. outage duration (hh:mm)	153:10	9:42	6:43								
<b>Refunds</b>	Number of customers who received refunds	684	478	393									
	Monthly amount of refunds	\$7,592.34	\$6,450.46	\$5,516.00									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>		First Quarter 2018			Second Quarter 2018			Third Quarter 2018			Fourth Quarter 2018		
	Total # of calls for TR, Billing & Non-Billing	51,535	42,365	51,604									
	Total # of call seconds to reach live agent	1,854,853	466,524	1,452,433									
	% ≤ 60 seconds	90%	96%	95%									

\* Due to widespread damage that was experienced during and after the January 9, 2018 mudslides in the County of Santa Barbara, substantial plant damage and widespread commercial power outages limited our ability to restore telephone service. Reported Santa Barbara outages between January 9, 2018 and February 5, 2018 were calculated with a restoration date of February 5, 2018 2:49 PDT. Service was restored in the majority of Santa Barbara areas prior to this date however, these customers may have had intermittent service through February 5, 2018, while commercial power was being restored and we were permanently replacing our network. A State of Emergency was declared for the County of Santa Barbara on December 7, 2017 and expanded to include damage created due to the January 2018 mudslides in the region.

**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)

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (x/xx/2018)			Date filed (x/xx/2018)			Date filed (x/xx/2019)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed % of commitment met													
Customers	Acct # for voice or bundle, res+bus	248,640	247,203	245,423										
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	359,367	357,863	355,879									
		Total # of trouble reports	9,616	8,600	4,823									
		% of trouble reports	2.7%	2.4%	1.4%									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines													
	Total # of trouble reports													
	% of trouble reports													
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	4935	4800	1099										
	Total # of repair tickets restored in ≤ 24hrs	4736	4553	1064										
	% of repair tickets restored ≤ 24 Hours	96%	95%	97%										
	Sum of the duration of all outages (hh:mm)	44738:44	72215:42	8692:13:00										
	Avg. outage duration (hh:mm)	9:04	8:47	7:55										
	Indicate if catastrophic event is in month	Yes	No	No										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	5349	5254	1336										
	Total # of repair tickets restored in ≤ 24hrs	4690	4517	1060										
	% of repair tickets restored ≤ 24 Hours	88%	86%	79%										
	Sum of the duration of all outages (hh:mm)	49881:29	48522:11	9295:42:00										
	Avg. outage duration (hh:mm)	9:20	9:14	6:58										
<b>Refunds</b>	Number of customers who received refunds	276	185	191										
	Monthly amount of refunds	\$2,588.85	\$1,511.48	\$2,441.20										
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 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**

**Email: Marcie.Evans@cox.com**

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**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (x/xx/2018)			Date filed (x/xx/2018)			Date filed (x/xx/2019)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	148,771	148,436	147,776									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	221,462	220,864	219,584								
		Total # of trouble reports	4,654	3,905	3,226								
		% of trouble reports	2.1%	1.8%	1.5%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	2046	1718	626									
	Total # of repair tickets restored in ≤ 24hrs	1959	1641	610									
	% of repair tickets restored ≤ 24 Hours	96%	96%	97%									
	Sum of the duration of all outages (hh:mm)	17396:02	17004:57	4967:41									
	Avg. outage duration (hh:mm)	8:30	9:54	7:56									
	Indicate if catastrophic event is in month	Yes	No	No									
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	2426	1978	819								
		Total # of repair tickets restored in ≤ 24hrs	1937	1624	606								
		% of repair tickets restored ≤ 24 Hours	80%	82%	74%								
		Sum of the duration of all outages (hh:mm)	19402:01	18785:55	5281:17:00								
		Avg. outage duration (hh:mm)	8:00	7:27	6:27								
<b>Refunds</b>	Number of customers who received refunds	136	117	153									
	Monthly amount of refunds	\$1,599.05	\$1,107.00	\$1,551.04									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (5/15/18)			Date filed (x/xx/2017)			Date filed (x/xx/2017)			Date filed (x/xx/2019)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed													
	% of commitment met													
Customers	Acct # for voice or bundle, res+bus	15,212	15,242	15,294										
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,887	16,902	16,962									
		Total # of trouble reports	546	420	323									
		% of trouble reports	3.2%	2.5%	1.9%									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	245	185	75										
	Total # of repair tickets restored in ≤ 24hrs	232	183	74										
	% of repair tickets restored ≤ 24 Hours	95%	99%	99%										
	Sum of the duration of all outages (hh:mm)	2226:08	1418:53	403:38										
	Avg. outage duration (hh:mm)	9:05	7:40	5:23										
	Indicate if catastrophic event is in month	No	No	No										
<b>Unadjusted of Service Report</b>	Out	Total # of unadjusted outage report tickets	271	202	86									
		Total # of repair tickets restored in ≤ 24hrs	232	183	74									
		% of repair tickets restored ≤ 24 Hours	86%	91%	86%									
		Sum of the duration of all outages (hh:mm)	2411:14	1504:37	409:05									
		Avg. outage duration (hh:mm)	8:54	7:27	4:46									
<b>Refunds</b>	Number of customers who received refunds	14	10	10										
	Monthly amount of refunds	\$77.27	\$72.44	\$94.53										
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

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General Order No. 133-D**

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U#: 5684-C

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (5/15/18)			Date filed (x/xx/2017)			Date filed (x/xx/2017)			Date filed (x/xx/2019)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	25,638	25,696	25,647									
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	33,250	33,370	33,393								
		Total # of trouble reports	3,435	749	596								
		% of trouble reports	10.3%	2.2%	1.8%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	3013*	347	140									
	Total # of repair tickets restored in ≤ 24hrs	174	266	138									
	% of repair tickets restored ≤ 24 Hours	6%	77%	99%									
	Sum of the duration of all outages (hh:mm)	1622911:46	7042:01	13007:06									
	Avg. outage duration (hh:mm)	538:38	20:17	9:20									
	Indicate if catastrophic event is in month	Yes	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	3019*	402	191									
	Total # of repair tickets restored in ≤ 24hrs	172	262	138									
	% of repair tickets restored ≤ 24 Hours	6%	65%	72%									
	Sum of the duration of all outages (hh:mm)	1623030:35	7181:07	1356:53									
	Avg. outage duration (hh:mm)	537:37	17:55	7:42									
<b>Refunds</b>	Number of customers who received refunds	258	166	39									
	Monthly amount of refunds	\$3,327.17	\$3,759.54	\$1,429.23									
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

\* Due to widespread damage that was experienced during and after the January 9, 2018 mudslides in the County of Santa Barbara, substantial plant damage and widespread commercial power outages limited our ability to restore telephone service. Reported Santa Barbara outages between January 9, 2018 and February 5, 2018 were calculated with a restoration date of February 5, 2018 2:49 PDT. Service was restored in the majority of Santa Barbara areas prior to this date however, these customers may have had intermittent service through February 5, 2018, while commercial power was being restored and we were permanently replacing our network. A State of Emergency was declared for the County of Santa Barbara on December 7, 2017 and expanded to include damage created due to the January 2018 mudslides in the region.

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