Co	mpany Name:	Cox California Telcom, L.L.C	<u>. </u>	- 1			U#:	5684-C	•	Report Year:			<u>2018</u>	ı
Re	porting Unit Type:	✓ Total Company	Center			Repo	orting Unit N	lame:		Cox Califo	rnia Telcom,	, L.L.C.		
Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment		oile monthly, file quarterly)	Date filed (05/15/18) 1st Quarter			Date filed (x/xx/2018) 2nd Quarter			Date filed (x/x/2018) 3rd Quarter			Date filed (x/xx/2019) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inoto	alletion Interval	Total # of business days												
		Total # of service orders												
IVIII I.	standard = 3 bus. days	Avg. # of business days												
	Matian Commitment	Total # of installation commitments												
Min. standard = 95% commitment met		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									
Cust	omer Trouble Report	·												
	00/ /0 100 1	Total # of working lines	630,966	628,999	625,818									
		Total # of trouble reports	18,251	13,674	8,968									
덛	ior units w/ ≥ 3,000 lines)	% of trouble reports	2.9%	2.2%	1.4%									
ğ	90/ (0 per 100erking lines	Total # of working lines												
Į.		Total # of trouble reports												
o.	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ę	400/ (40 400 4i li	Total # of working lines												
_		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	10239*	7050	1940									
Adju	sted	Total # of repair tickets restored in ≤ 24hrs	7101	6643	1886									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	69.4%	94.2%	97.2%									
Min.	standard = 90% within 24 hrs	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									
		Indicate if catastrophic event is in month	Yes	No	No									
Unac	djusted Out	Total # of unadjusted outage report tickets	11065*	7836	2432									
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	7031	6586	1878									
01 36	ervice Report	% 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									
Refu	nds	Number of customers who received refunds	684	478	393									
		Monthly amount of refunds	\$7,592.34	\$6,450.46	\$5,516.00									
	Answer Time (Trouble		Firs	t Quarter 201	8	Sec	ond Quarter:	2018	Thir	d Quarter 20)18	Fou	urth Quarter 2	2018
	orts,Billing & Non-Billing) Min. tandard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	51,535	42,365	51,604									
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent	1,854,853	466,524	1,452,433									
mei	nu option to reach live agent)	% ≤ 60 seconds	90%	96%	95%									

Primary Utility Contact Information

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)

^{*} 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.

Co	ompany Name:	Cox California Telcom, L.L.C.	_				U#:	<u>5684-C</u>	ı		Report Year:		2018	•
Re	eporting Unit Type:	☐ Total Company ☑ Exchange ☐ W	lire Center			Rep	orting Unit N	lame:		San Diego				
	Measurement (Compil	le monthly, file quarterly)		Date filed (05/15/18) 1st Quarter			Date filed (x/xx/2018) 2nd Quarter			Date filed (x/xx/2018) 3rd Quarter			Date filed (x/xx/2019) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days					,						1	
	allation Interval	Total # of service orders										-		
VIIN.	standard = 5 bus. days	Avg. # of business days											1	
		Total # of installation commitments												
nsta	allation Commitment	Total # of installation commitment met											1	
Min. standard = 95% commitment met		Total # of installation commitment missed										-		
		% of commitment met											1	
	Customers	Acct # for voice or bundle, res+bus	248,640	247,203	245,423							-	1	
Cus	tomer Trouble Report			,	-, -							-		
	· ·	Total # of working lines	359,367	357,863	355,879							-		
	6% (6 per 100 working lines for	Total # of trouble reports	9,616	8,600	4,823									
Standard	units w/ ≥ 3,000 lines)	% of trouble reports	2.7%	2.4%	1.4%								1	
ğ	00/ /0 100	Total # of working lines												
ţa	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
9	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ā.	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ ≤ 1,000 inles)	% of trouble reports												
		Total # of outage report tickets	4935	4800	1099									
O.,4	of Service Report	Total # of repair tickets restored in ≤ 24hrs	4736	4553	1064									
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	95%	97%									
VIIII.	Standard = 90 /0 Within 24 ms	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									
		Total # of unadjusted outage report tickets	5349	5254	1336									
Una	djusted Out of Service Report	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		ļ						 	
Refu		Number of customers who received refunds	276	185	191		ļ	ļ					 	
_		Monthly amount of refunds	\$2,588.85	\$1,511.48	\$2,441.20								<u> </u>	
Ans	wer Time (Trouble Reports,Billing							1						T
& N	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing												

Primary Utility Contact Information

(858) 836-7313

Email: Marcie.Evans@cox.com

Phone:

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)

Total # of call seconds to reach live agent

Name: Marcie Evans

Date Adopted: 7/28/09

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

calls ≤ 60 seconds to reach live agent

(w/ a menu option to reach live agent)

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

% ≤ 60 seconds

Со	mpany 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	Center			Reporting Unit Name:			Orange County				-	
Measurement (Com		oile monthly, file quarterly)	Date filed (05/15/18) 1st Quarter			Date filed (x/xx/2018) 2nd Quarter			Date filed (x/xx/2018) 3rd Quarter			Date filed (x/xx/2019) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
nsta	allation Interval	Total # of business days												
	standard = 5 bus. days	Total # of service orders												
	otaniaara o bao. aayo	Avg. # of business days												
nets	allation Commitment	Total # of installation commitments												
	standard = 95% commitment	Total # of installation commitment met												
net	Standard 0070 Communicity	Total # of installation commitment missed												
ict		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	148,771	148,436	147,776									
ust	omer Trouble Report													
	6% (6 per 100 working lines for	Total # of working lines	221,462	220,864	219,584									
_	units w/ ≥ 3,000 lines)	Total # of trouble reports	4,654	3,905	3,226									
ā	u 11 2 0,00000)	% of trouble reports	2.1%	1.8%	1.5%									
Standard	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Ē.	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	, , , , , , , , , , , , , , , , , , , ,	% of trouble reports												
		Total # of outage report tickets	2046	1718	626									
ut	of Service Report	Total # of repair tickets restored in ≤ 24hrs	1959	1641	610									
	standard = 00% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	96%	97%									
		Sum of the duration of all outages (hh:mm)	17396:02	17004:57	4967:41			1						
		Avg. outage duration (hh:mm)	8:30	9:54	7:56									
		Indicate if catastrophic event is in month	Yes	No	No			1						
lnar	djusted Out	Total # of unadjusted outage report tickets	2426	1978	819									
	ervice Report	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									
efu	nds	Number of customers who received refunds	136	117	153									
		Monthly amount of refunds	\$1,599.05	\$1,107.00	\$1,551.04									
	Answer Time (Trouble						,						1	
ep s	orts,Billing & Non-Billing) Min. tandard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing						1						
sec	onds to reach live agent (w/ a	Total # of call seconds to reach live agent					ļ							
	nu option to reach live agent)	% ≤ 60 seconds					<u> </u>							
				Prima	ry Utility Con	tact Inform	ation							

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)

Name: Marcie Evans

Co	mpany Name:	Cox California Telcom, L.L.C	<u>-</u>			U#:	<u>5684-C</u>	=			2018			
Re	porting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire			Repo	orting Unit I	Name:		Palos Verdes					
Measurement (Comp		pile monthly, file quarterly)		Date filed (5/15/18) 1st Quarter		Date filed (x/xx/2017) 2nd Quarter				Date filed (x/xx/2017)			Date filed (x/xx/2019) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	3rd Quarter Aug	Sep	Oct	Nov	Dec
		Total # of business days		102		.,,,,,				7.0.9	ССР			
	llation Interval	Total # of service orders												
iviin. s	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
	Ilation Commitment	Total # of installation commitment met												
Min. standard = 95% commitment		Total # of installation commitment missed												
met		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	15,212	15,242	15,294									
Cust	omer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines	16,887	16,902	16,962									
l _	for units w/ ≥ 3,000 lines)	Total # of trouble reports	546	420	323									
Min. Standard	ioi units w/ ≥ 3,000 inles)	% of trouble reports	3.2%	2.5%	1.9%									
ğ	8% (8 per 100 working lines	Total # of working lines												
Sta	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
٠,	101 driits 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												
	101 drilles W/ 2 1,000 lines/	% of trouble reports												
		Total # of outage report tickets	245	185	75									
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	232	183	74									
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	95%	99%	99%									
	Managara 0070 Mami 211110	Sum of the duration of all outages (hh:mm)	2226:08	1418:53	403:38		1							
		Avg. outage duration (hh:mm)	9:05	7:40	5:23		1							
		Indicate if catastrophic event is in month	No	No	No									
Unac	ljusted Out	Total # of unadjusted outage report tickets	271	202	86									
	rvice Report	Total # of repair tickets restored in ≤ 24hrs	232	183	74									
0.00	Trice Report	% 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									
Refu	nds	Number of customers who received refunds	14	10	10									
		Monthly amount of refunds	\$77.27	\$72.44	\$94.53									
	Answer Time (Trouble						1	1					1	1
	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
	andard = 80% of calls ≤ 60 onds to reach live agent (w/ a	Total # of call seconds to reach live agent												
	u 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)

Со	mpany 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 Exchange Wire	Center			Repo	orting Unit N	Name:		Santa Barba	ra			•
Measurement (Com		oile monthly, file quarterly)	Date filed (5/15/18) 1st Quarter Jan Feb Mar			Date filed (x/xx/2017)			Date filed (x/xx/2017)			Date filed (x/xx/2019)		
	3, - 4, - 3,				Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter Nov	Dec	
_		Total # of business days	Guii	1 05	ividi	Дрі	inuy	- Ouii	- oui	Aug	ССР		1101	500
	llation Interval	Total # of service orders												
ın.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
	llation Commitment	Total # of installation commitment met												
in. standard = 95% commitment et		Total # of installation commitment missed												
		% of commitment met											—	
		Acct # for voice or bundle, res+bus	25,638	25,696	25,647								—	
	omer Trouble Report	Note in for voice of buriale, rest bus	20,000	20,000	20,047									
		Total # of working lines	33.250	33.370	33.393									
	6% (6 per 100 working lines	Total # of trouble reports	3,435	749	596									
2	for units w/ ≥ 3,000 lines)	% of trouble reports	10.3%	2.2%	1.8%									
ğ	00/ /0	Total # of working lines												
Ē	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
틭	100/ (10 100 10 10	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	3013*	347	140									
	f Complete Bonners	Total # of repair tickets restored in < 24hrs	174	266	138									
	of Service Report standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	6%	77%	99%									
ın.	standard = 90% Within 24 nrs	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									
nac	ljusted Out	Total # of unadjusted outage report tickets	3019*	402	191									
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	172	262	138									
36	ivice Report	% 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									
efu	nds	Number of customers who received refunds	258	166	39									
		Monthly amount of refunds	\$3,327.17	\$3,759.54	\$1,429.23									
	Answer Time (Trouble													
epc	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing											'	
		Total # of call seconds to reach live agent												
-	ande to reach live agent (w/ a	I I Otal # OI Call SECULIUS TO LEACH INVE AUCHT					•	1				i e		

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)

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)

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