

**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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (x/x/2019)			Date filed (x/xx/2020)		
		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	402,066	399,407	395,942	390,512	386,896	383,005						
<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	587,849	584,564	580,030	574,753	569,847	563,013					
		Total # of trouble reports	6,841	6,039	6,468	5,913	6,111	5,350					
		% of trouble reports	1.2%	1.0%	1.1%	1.0%	1.1%	1.0%					
	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	1241	979	948	955	982	908						
	Total # of repair tickets restored in ≤ 24hrs	1195	939	884	891	911	827						
	% of repair tickets restored ≤ 24 Hours	96.3%	95.9%	93.2%	93.3%	92.8%	91.1%						
	Sum of the duration of all outages (hh:mm)	14803:42	11189:40	11704:08	12903:27	13130:58	12574:33						
	Avg. outage duration (hh:mm)	11:55	11:26	12:20	13:31	13:22	13:50						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1654	1363	1450	1352	1355	1250						
	Total # of repair tickets restored in ≤ 24hrs	1183	923	876	882	889	815						
	% of repair tickets restored ≤ 24 Hours	63.5%	67.7%	60.4%	65.2%	65.6%	65.2%						
	Sum of the duration of all outages (hh:mm)	16053:22	12821:55	12937:10	13552:47	14021:08	13729:05						
	Avg. outage duration (hh:mm)	9:42	9:24	8:55	10:01	10:20	10:59						
<b>Refunds</b>	Number of customers who received refunds	371	367	360	400	472	440						
	Monthly amount of refunds	\$3,188.15	\$4,602.08	\$4,107.96	\$3,946.88	\$5,821.41	\$3,945.94						
		First Quarter 2019			Second Quarter 2019			Third Quarter 2019			Fourth Quarter 2019		
<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	41,003	37,286	37,082	43,149	41,267	27,497						
	Total # of call seconds to reach live agent	1,311,756	464,519	606,591	664,537	357,182	254,760						
	% ≤ 60 seconds	95%	96%	95%	95%	97%	98%						

**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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (8/12/2019) 2nd Quarter			Date filed (x/x/2019) 3rd Quarter			Date filed (x/x/2020) 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			224,775			223,179			221,178			217,822			215,818			212,669		
<b>Customer Trouble Report</b>																						
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines		332,238		330,259		327,316		324,451		322,276		318,688								
		Total # of trouble reports		3,784		3,345		3,644		3,178		3,311		2,888								
		% of trouble reports		1.1%		1.0%		1.1%		1.0%		1.0%		0.9%								
	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		766		534		509		467		501		478								
		Total # of repair tickets restored in ≤ 24hrs		732		515		473		422		453		438								
		% of repair tickets restored ≤ 24 Hours		96%		96%		93%		90%		90%		92%								
		Sum of the duration of all outages (hh:mm)		8865:13		5638:32		152797:55:12		6887:35		6881:09		6449:16								
		Avg. outage duration (hh:mm)		11:34		10:34		12:31		14:45		13:44		13:29								
		Indicate if catastrophic event is in month		Yes		No		No														
<b>Unadjusted Out of Service Report</b>		Total # of unadjusted outage report tickets		984		733		780		677		695		641								
		Total # of repair tickets restored in ≤ 24hrs		724		507		466		417		453		434								
		% of repair tickets restored ≤ 24 Hours		74%		69%		60%		62%		65%		68%								
		Sum of the duration of all outages (hh:mm)		9803:22		6521:42		6973:31:00		7278:36		7210:46		6947:02								
		Avg. outage duration (hh:mm)		9:58		8:54		8:56		10:45		10:23		10:50								
<b>Refunds</b>		Number of customers who received refunds		225		199		196		184		223		252								
		Monthly amount of refunds		\$2,062.77		\$2,154.31		\$2,334.03		\$2,067.96		\$2,650.18		\$2,160.08								
<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

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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (x/x/2019)			Date filed (x/x/2020)		
		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	137,233	136,277	135,007	133,105	131,711	131,220						
<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	205,824	204,657	203,312	201,045	199,340	195,355					
		Total # of trouble reports	2,249	2,007	2,157	2,059	2,186	1,877					
		% of trouble reports	1.1%	1.0%	1.1%	1.0%	1.1%	1.0%					
	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	332	325	337	366	362	322						
	Total # of repair tickets restored in < 24hrs	324	309	319	349	347	298						
	% of repair tickets restored ≤ 24 Hours	98%	95%	95%	95%	96%	93%						
	Sum of the duration of all outages (hh:mm)	3912:42	4012:46	4295:22	479:38	4940:56	4433:14						
	Avg. outage duration (hh:mm)	11:47	12:21	12:45	13:05	13:39	13:46						
	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	474	470	529	518	504	461					
		Total # of repair tickets restored in < 24hrs	320	301	314	346	328	291					
		% of repair tickets restored ≤ 24 Hours	68%	64%	59%	67%	65%	63%					
		Sum of the duration of all outages (hh:mm)	3912:42	4607:55	4798:40	4949:25	5259:13	4977:22					
		Avg. outage duration (hh:mm)	8:46	9:48	9:04	9:33	10:26	10:48					
<b>Refunds</b>	Number of customers who received refunds	118	130	121	151	182	145						
	Monthly amount of refunds	\$901.54	\$1,820.85	\$1,384.02	\$1,549.25	\$2,685.08	\$1,411.23						
<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												

**Primary Utility Contact Information**

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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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (x/x/2019)			Date filed (x/xx/2020)		
		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	15,161	15,104	15,044	14,962	14,866	14,779						
<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	16,851	16,757	16,686	16,596	15,638	16,406					
		Total # of trouble reports	371	281	299	270	241	268					
		% of trouble reports	2.2%	1.7%	1.8%	1.6%	1.5%	1.6%					
	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	66	47	38	43	43	55						
	Total # of repair tickets restored in ≤ 24hrs	65	47	37	43	39	46						
	% of repair tickets restored ≤ 24 Hours	98%	100%	97%	100%	91%	84%						
	Sum of the duration of all outages (hh:mm)	764:55	484:38	345:32	391:45	523:51	843:09						
	Avg. outage duration (hh:mm)	11:35	10:19	9:05	9:07	12:23	15:20						
	Indicate if catastrophic event is in month	No	No	No									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	98	65	58	56	57	71						
	Total # of repair tickets restored in ≤ 24hrs	65	47	35	42	37	46						
	% of repair tickets restored ≤ 24 Hours	66%	72%	60%	75%	65%	65%						
	Sum of the duration of all outages (hh:mm)	791:44	501:22	414:53	391:45	603:33	922:36						
	Avg. outage duration (hh:mm)	8:05	7:43	7:09	7:00	10:35	12:59						
<b>Refunds</b>	Number of customers who received refunds	14	20	23	45	21	21						
	Monthly amount of refunds	\$85.75	\$361.73	\$233.75	\$108.99	\$208.23	\$104.97						
<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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**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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (x/x/2019)			Date filed (x/xx/2020)			
		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	24,897	24,847	24,713	24,623	24,501	24,337							
<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	32,936	32,891	32,716	32,661	32,593	32,564						
		Total # of trouble reports	437	406	368	406	373	317						
		% of trouble reports	1.3%	1.2%	1.1%	1.2%	1.1%	1.0%						
	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	77	73	64	79	76	53							
	Total # of repair tickets restored in ≤ 24hrs	74	68	55	77	72	45							
	% of repair tickets restored ≤ 24 Hours	96%	93%	86%	97%	95%	85%							
	Sum of the duration of all outages (hh:mm)	1261:02	1053:53	696:16	832:29	776:02	848:54							
	Avg. outage duration (hh:mm)	16:23	14:26	10:53	10:32	10:13	16:01							
<b>Unadjusted of Service Report</b>	Out	Indicate if catastrophic event is in month	Yes	No	No									
		Total # of unadjusted outage report tickets	98	95	83	101	99	77						
	Total # of repair tickets restored in ≤ 24hrs	74	68	61	77	71	44							
	% of repair tickets restored ≤ 24 Hours	76%	72%	73%	76%	72%	57%							
	Sum of the duration of all outages (hh:mm)	1307:40	1191:04	750:06	933:01	947:36	882:05							
	Avg. outage duration (hh:mm)	12:20	12:32	9:02	9:14	9:42	10:50							
	<b>Refunds</b>	Number of customers who received refunds	14	18	20	20	46	22						
Monthly amount of refunds		\$138.09	\$265.19	\$156.16	\$220.68	\$277.92	\$269.66							
<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.

**Primary Utility Contact Information**

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