Company Name: <u>Cox California Telcom, L.L.C.</u>			com, L.L.C.	U#: <u>5684-C</u>	Report Year:		
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporting Unit Name:	Cox California Telcom, L.L.C.		

	Measurement (Comp	oile 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/xx/2020) 4th Quarte	
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lu ata	allation Intonial	Total # of business days												
	allation Interval	Total # of service orders												
Min.	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												
met		% of commitment met												1
	Customers	Acct # for voice or bundle, res+bus	402.066	399.407	395.942	390,512	386.896	383.005						1
Cust	tomer Trouble Report		,000	222,101	222,012	111,012	222,000	222,000						†
20		Total # of working lines	587.849	584,564	580,030	574,753	569,847	563,013						†
	6% (6 per 100 working lines	Total # of trouble reports	6,841	6,039	6,468	5,913	6,111	5,350						
rd	for units w/ ≥ 3,000 lines 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines	% of trouble reports	1.2%	1.0%	1.1%	1.0%	1.1%	1.0%						
ğ		Total # of working lines												
tar		Total # of trouble reports												
σ.	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												1
		Total # of outage report tickets	1241	979	948	955	982	908						1
Adju	ısted	Total # of repair tickets restored in ≤ 24hrs	1195	939	884	891	911	827						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	96.3%	95.9%	93.2%	93.3%	92.8%	91.1%						1
Min.	standard = 90% within 24 hrs	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						1
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
Hna	djusted Out	Total # of unadjusted outage report tickets	1654	1363	1450	1352	1355	1250						
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	1183	923	876	882	889	815						1
01 3	ervice Report	% 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						
Refu	ınds	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						
	Answer Time (Trouble		Firs	t Quarter 201	9	Sec	ond Quarter	2019	Thir	d Quarter 20)19	Fou	ırth Quarter :	2019
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing	41,003	37,286	37,082	43,149	41,267	27,497						
	standard = 80% of calls ≤ 60	, ,	,	,	,		,	,						
sec	conds to reach live agent (w/ a	Total # of call seconds to reach live agent	1,311,756	464,519	606,591	664,537	357,182	254,760						ļ
		% ≤ 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)

Company Name:	mpany Name: <u>Cox California Telcom, L.L.C.</u>			U#: <u>5684-C</u>	Report Year:	<u>2019</u>
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting Unit Name:	San Diego	

	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)			
	measurement (comp	ile monthly, me quarterly,		1st Quarter			2nd Quarter			3rd Quarte			4th Quarter		
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Insta	allation Interval	Total # of business days Total # of service orders												\vdash	
Min.	standard = 5 bus. days	Avg. # of business days								1				\vdash	
		Total # of installation commitments								1				\vdash	
														 	
	allation Commitment	Total # of installation commitment met												├	
wiin.	standard = 95% commitment met	Total # of installation commitment missed												├	
	Ta .	% of commitment met													
	Customers	Acct # for voice or bundle, res+bus	224,775	223,179	221,178	217,822	215,818	212,669							
Cust	tomer Trouble Report	T + 1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		000.055	207.046	204.45:	000.075	0.40.005					ļ		
	6% (6 per 100 working lines for	Total # of working lines	332,238	330,259	327,316	324,451	322,276	318,688							
-	units w/ ≥ 3,000 lines)	Total # of trouble reports	3,784	3,345	3,644	3,178	3,311	2,888							
ar		% of trouble reports	1.1%	1.0%	1.1%	1.0%	1.0%	0.9%							
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													
Min.	units w/ < 1 000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	766	534	509	467	501	478							
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	732	515	473	422	453	438							
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	96%	93%	90%	90%	92%							
	Staridard = 5075 Within 2 1 mg	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										
														1	
		Total # of unadjusted outage report tickets	984	733	780	677	695	641						<u> </u>	
Unac	djusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	724	507	466	417	453	434						<u></u>	
		% of repair tickets restored ≤ 24 Hours	74%	69%	60%	62%	65%	68%						<u></u>	
		Sum of the duration of all outages (hh:mm)	9803:22	6521:42	6973:31:00	7278:36	7210:46	6947:02						L	
		Avg. outage duration (hh:mm)	9:58	8:54	8:56	10:45	10:23	10:50						<u> </u>	
Refu	ınds	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							
Ans	wer Time (Trouble Reports,Billing														
& No	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing													
	s ≤ 60 seconds to reach live agent	Total # of ballo for TTC, Billing a TVolt Billing												 	
	a menu option to reach live agent)	Total # of call seconds to reach live agent											ļ		
		% ≤ 60 seconds												<u> </u>	

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 (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:	npany Name: <u>Cox California Telcom, L.L.C.</u>			U#: <u>5684-C</u>	Report Year: 2019	_
Reporting Unit Type:	☐ Total Company	☑ Exchange	□ Wire Center	Reporting Unit Name:	Orange County	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (8/12/2019) 2nd Quarter	,		Date filed (x/x/2019 3rd Quarte)		Date filed (x/xx/2020 4th Quart))
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days												
	allation 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	137,233	136,277	135,007	133,105	131,711	131,220						
Cust	omer Trouble Report		,	,	,	,	,	,0						
		Total # of working lines	205,824	204,657	203,312	201,045	199.340	195,355						
	6% (6 per 100 working lines	Total # of trouble reports	2,249	2,007	2,157	2,059	2,186	1,877						
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	1.1%	1.0%	1.1%	1.0%	1.1%	1.0%						
ρģ	20/ /2 100 1: 1:	Total # of working lines												
ţa	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Min.	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	332	325	337	366	362	322						
A	of Comice Demant	Total # of repair tickets restored in ≤ 24hrs	324	309	319	349	347	298						
	of Service Report standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	98%	95%	95%	95%	96%	93%						
iviin.	standard = 90% Within 24 hrs	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									
		·												
Hnor	djusted Out	Total # of unadjusted outage report tickets	474	470	529	518	504	461						
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	320	301	314	346	328	291						
OI SE	ervice Report	% 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						•
Refu	ınds	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						
	Answer Time (Trouble	wer Time (Trouble												
Repo	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
s	tandard = 80% of calls ≤ 60							1						
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent						1						
mei	nu option to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

arcie 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 Telco	om, L.L.C.	U#: <u>5684-C</u>	Report Year:	<u>2019</u>
Reporting Unit Type:	☐ Total Company ☑ Exchange	☐ Wire Center	Reporting Unit Name:	Palos Verdes	

	Measurement (Comp	pile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019))		Date filed (x/x/2019)			Date filed (x/xx/2020)	
	measurement (comp	one monthly, me quarterry)		1st Quarter			2nd Quarte			3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	allation Interval	Total # of business days												
Min.	standard = 5 bus. days	Total # of service orders												
		Avg. # of business days												
Insta	allation Commitment	Total # of installation commitments												
	standard = 95% commitment	Total # of installation commitment met												
met	5676 55771	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						
Cus	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines	16,851	16,757	16,686	16,596	15,638	16,406						
76 (6 per 100 Working lines) 87 (8 per 100 working lines) 88 (8 per 100 working lines) 87 (8 per 100 working lines) 87 (8 per 100 working lines)	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%							
5	8% (8 per 100 working lines	Total # of working lines												
) ţa	for units w/ 1 001 - 2 999 lines)	Total # of trouble reports												
	101 units w/ 1,001 2,000 inics)	% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
-		Total # of trouble reports												
	ioi units w/ = 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	66	47	38	43	43	55						
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	65	47	37	43	39	46						
	standard 000/ within 24 hrs	% of repair tickets restored ≤ 24 Hours	98%	100%	97%	100%	91%	84%						
IVIII I.	Standard = 90 /6 Within 24 ms	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									
														1
Una	djusted Out	Total # of unadjusted outage report tickets	98	65	58	56	57	71						
	ervice Report	Total # of repair tickets restored in < 24hrs	65	47	35	42	37	46						
01 3	ervice Report	% 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						
Refu	ınds	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						
	Answer Time (Trouble													
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
	standard = 80% of calls ≤ 60	Total # of calls for TTC, Billing & TVOIT Billing											+	
sec	conds to reach live agent (w/ a	Total # of call seconds to reach live agent						ļ					-	
	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

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)

Со	Company Name: Cox California Telcom, L.L.C.			•			U#:	5684-C			Report Year	:	2019	•
Re	porting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire C	enter			Repo	orting Unit N	Name:		Santa Barba	ıra			•
	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (8/12/2019) 2nd Quarte			Date filed (x/x/2019) 3rd Quarter			Date filed (x/xx/2020) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days				1.70	,							
	Illation Interval	Total # of service orders												
ıın.	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												
et		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	24,897	24,847	24,713	24,623	24,501	24,337						
ust	omer Trouble Report	rice in terreles of barrare, recribes	21,001	2.,0	21,710	2 1,020	2 1,00 1	2 1,007						
		Total # of working lines	32,936	32,891	32,716	32,661	32,593	32,564					1	
dard	6% (6 per 100 working lines	Total # of trouble reports	437	406	368	406	373	317					1	
	for units w/ ≥ 3,000 lines)	% of trouble reports	1.3%	1.2%	1.1%	1.2%	1.1%	1.0%						
	90/ (9 per 100 warking lines	Total # of working lines												
Stal	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	77	73	64	79	76	53						
	of Service Report	Total # of repair tickets restored in ≤ 24hrs	74	68	55	77	72	45						
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	93%	86%	97%	95%	85%						
	Standard = 90 % Within 24 ms	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						
		Indicate if catastrophic event is in month	Yes	No	No									
nar	djusted Out	Total # of unadjusted outage report tickets	98	95	83	101	99	77						
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	74	68	61	77	71	44						
1 36	ervice Report	% 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						
efu	nds	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						
	Answer Time (Trouble													

Primary Utility Contact Information

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

^{*} 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.