Company Name:	<u>C</u> c	x California Te	lcom, L.L.C.		U#:	5684-C	-	Report Yea	r: <u>2019</u>
Reporting Unit Type:	Unit Type:		Wire Center		Unit Name: Cox California Telcom			, L.L.C.	
				Date filed	Date filed			Date filed	Date filed

	Measurement (Comp	pile monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (x/xx/2019) 2nd Quarte	r		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
Inote	alletian Interval	Total # of business days				•								
	allation Interval	Total # of service orders												
iviin.	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												
	Customers	Acct # for voice or bundle, res+bus	402.066	399.407	395.942									
Cus	tomer Trouble Report		,	,									İ	
		Total # of working lines	587,849	584,564	580,030									
	6% (6 per 100 working lines	Total # of trouble reports	6,841	6,039	6,468									
Į.	for units w/ ≥ 3,000 lines)	% of trouble reports	1.2%	1.0%	1.1%									
ğ	00/ (0 === 400== -i== i===	Total # of working lines												
ţa	10% (10 per 100 working lines)	Total # of trouble reports												
		% of trouble reports												
ΙĘ		Total # of working lines												
_		Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	1241	979	948									
Αdjι	ısted	Total # of repair tickets restored in ≤ 24hrs	1195	939	884									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	96.3%	95.9%	93.2%									
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	14803:42	11189:40	11704:08									
		Avg. outage duration (hh:mm)	11:55	11:26	12:20									
		Indicate if catastrophic event is in month	No	No	No									
Hna	djusted Out	Total # of unadjusted outage report tickets	1654	1363	1450									
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	1183	923	876									
01 3	ervice Report	% of repair tickets restored ≤ 24 Hours	63.5%	67.7%	60.4%									
		Sum of the duration of all outages (hh:mm)	16053:22	12821:55	12937:10									
		Avg. outage duration (hh:mm)	9:42	9:24	8:55									
Refu	ınds	Number of customers who received refunds	371	367	360									
		Monthly amount of refunds	\$3,188.15	\$4,602.08	\$4,107.96									
	Answer Time (Trouble		Fire	st Quarter 201	9	Sec	ond Quarter	2019	Thi	rd Quarter 20	19	Fou	urth Quarter 2	2019
	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing	41,003	37,286	37,082									1
	tandard = 80% of calls ≤ 60		,	,										
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent	1,311,756	464,519	606,591									
me	nu option to reach live agent)	% ≤ 60 seconds	95%	96%	95%	l		1						1 '

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)

Co	ompany Name:	Cox California Telcom, L.L.C.	_	•			U#:	<u>5684-C</u>	_		Report Year:		<u>2019</u>	•
Re	eporting Unit Type:	☐Total Company ☐Exchange ☐Wii	re Center			Rep	porting Unit N	lame:		San Diego				
	Measurement (Compi	le monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (x/xx/2019) 2nd Quarter			Date filed (x/x/2019) 3rd Quarte			Date filed (x/xx/2020) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	Carr	102	IVIGI	дрі	in a y	- Cuii	- oui	Aug	ССР		1101	200
	allation Interval	Total # of service orders					1						†	1
Min.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
Insta	allation Commitment	Total # of installation commitment met												
Min.	standard = 95% commitment met	Total # of installation commitment missed											1	
		% of commitment met											+	
	Customers	Acct # for voice or bundle, res+bus	224,775	223,179	221,178								+	
Cust	tomer Trouble Report	ricet in fer veree or burnare, ree value	22 1,770	220,110	221,110								1	
•		Total # of working lines	332.238	330,259	327.316		1						†	1
	6% (6 per 100 working lines for	Total # of trouble reports	3,784	3,345	3,644		1						†	1
rd	units w/ ≥ 3,000 lines)	% of trouble reports	1.1%	1.0%	1.1%									
Standard	00/ /0 100 1' 1' 1	Total # of working lines												
ţar	8% (8 per 100 working lines for	Total # of trouble reports												
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines											1	
_	` '	Total # of trouble reports											1	
	units w/ ≤ 1,000 lines)	% of trouble reports											1	
		Total # of outage report tickets	766	534	509								1	
A	of Service Report	Total # of repair tickets restored in < 24hrs	732	515	473									
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	96%	93%									
wiin.	standard = 90% Within 24 hrs	Sum of the duration of all outages (hh:mm)	8865:13	5638:32	152797:55:12									
		Avg. outage duration (hh:mm)	11:34	10:34	12:31									
		Indicate if catastrophic event is in month	Yes	No	No									
		Total # of unadjusted outage report tickets	984	733	780									
Una	djusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	724	507	466								1	

60%

6973:31:00

8:56

196

\$2,334.03

Primary Utility Contact Information

Answer Time (Trouble Reports "TR Billing & Non-Billing)

& Non-Billing) Min. standard = 80% of Total # of calls for TR, Billing & Non-Billing

Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)

% of repair tickets restored ≤ 24 Hours

Avg. outage duration (hh:mm)

Monthly amount of refunds

Sum of the duration of all outages (hh:mm)

Number of customers who received refunds

Total # of call seconds to reach live agent

74%

9803:22

9:58

225

\$2,062.77

69%

6521:42

8:54

\$2,154.31

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

Date Adopted: 7/28/09

Refunds

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

Answer Time (Trouble Reports, Billing

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

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Co	ompany Name:	Cox California Telcom, L.L.C	<u>; </u>	_			U#:	<u>5684-C</u>			Report Year:		<u>2019</u>	•
Re	eporting Unit Type:	☐ otal Company	enter			Rej	oorting Unit N	lame:		Orange Co	unty			
	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (x/xx/2019) 2nd Quarte	r		Date filed (x/x/2019)		Date filed (x/xx/2020 4th Quart	0)
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	Total # of business days												
	standard = 5 bus. days	Total # of service orders												
IVIII I.	standard = 5 bds. days	Avg. # of business days												
Inot	allation Commitment	Total # of installation commitments												
	standard = 95% commitment	Total # of installation commitment met											1	
met	standard = 95 /6 Commitment	Total # of installation commitment missed												
met		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	137,233	136,277	135,007									
Cus	tomer Trouble Report												1	
	6% (6 per 100 working lines	Total # of working lines	205,824	204,657	203,312								1	
l _	for units w/ ≥ 3,000 lines)	Total # of trouble reports	2,249	2,007	2,157								1	
ard	ior units w/ ≥ 3,000 lines)	% of trouble reports	1.1%	1.0%	1.1%								1	
Standard	8% (8 per 100 working lines	Total # of working lines											1	
ţa	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports											1	
9	101 units w/ 1,001 - 2,999 lines)	% of trouble reports											1	
Min.	10% (10 per 100 working lines	Total # of working lines											1	
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi units w/ = 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	332	325	337									
O+	of Service Report	Total # of repair tickets restored in ≤ 24hrs	324	309	319									
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	98%	95%	95%									
IVIII I.	3tandard = 30 /0 Within 24 1113	Sum of the duration of all outages (hh:mm)	3912:42	4012:46	4295:22									
		Avg. outage duration (hh:mm)	11:47	12:21	12:45									
		Indicate if catastrophic event is in month	Yes	No	No									
Hna	djusted Out	Total # of unadjusted outage report tickets	474	470	529									
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	320	301	314									
01 3	ervice Report	% of repair tickets restored ≤ 24 Hours	68%	64%	59%									
		Sum of the duration of all outages (hh:mm)	3912:42	4607:55	4798:40									
		Avg. outage duration (hh:mm)	8:46	9:48	9:04									
Refu	unds	Number of customers who received refunds	118	130	121									
<u></u>		Monthly amount of refunds	\$901.54	\$1,820.85	\$1,384.02									
	Answer Time (Trouble													
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
	standard = 80% of calls ≤ 60 conds to reach live agent (w/ a	Total # of call seconds to reach live agent												
	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)

Co	mpany Name:	Cox California Telcom, L.L.C	<u>.</u>	-			U#:	<u>5684-C</u>	•		Report Year:		<u>2019</u>	i
Re	porting Unit Type:	Total Company Exchange Wire C	Center			Rep	orting Unit N	lame:		Palos Verdes				ı
	Measurement (Com	pile monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (x/xx/2019) 2nd Quarte			Date filed (x/x/2019)			Date filed (x/xx/2020) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	3rd Quarter Aug	Sep	Oct	Nov Nov	Dec
	-11-41 1-41	Total # of business days				7.40.		• • • • • • • • • • • • • • • • • • • •		79	300		1101	
	allation Interval standard = 5 bus. days	Total # of service orders												
IVIII.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
	allation Commitment standard = 95% 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	15,161	15,104	15,044									
Cus	tomer Trouble Report													
	6% (6 per 100 working lines	Total # of working lines	16,851	16,757	16,686									
_	for units w/ ≥ 3,000 lines)	Total # of trouble reports	371	281	299									
Standard	101 units w/ 2 3,000 lines)	% of trouble reports	2.2%	1.7%	1.8%									
ď	8% (8 per 100 working lines	Total # of working lines												
šta	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
٠,	101 units w/ 1,001 - 2,999 inles/	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	101 unite W/ = 1,000 iii100)	% of trouble reports												
		Total # of outage report tickets	66	47	38									
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	65	47	37									
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	98%	100%	97%									
IVIII I.	Standard = 90 /6 Within 24 ms	Sum of the duration of all outages (hh:mm)	764:55	484:38	345:32									
		Avg. outage duration (hh:mm)	11:35	10:19	9:05									
		Indicate if catastrophic event is in month	No	No	No									
lina	djusted Out	Total # of unadjusted outage report tickets	98	65	58									
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	65	47	35									
01 3	er vice izehori	% of repair tickets restored ≤ 24 Hours	66%	72%	60%							1		

Primary Utility Contact Information

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

414:53

7:09

23

\$233.75

Date Adopted: 7/28/09

Answer Time (Trouble

standard = 80% of calls ≤ 60

seconds to reach live agent (w/ a

menu option to reach live agent)

Refunds

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)

Sum of the duration of all outages (hh:mm)

Number of customers who received refunds

Total # of call seconds to reach live agent

Avg. outage duration (hh:mm)

Monthly amount of refunds

791:44

8:05

14

\$85.75

501:22

7:43

20

\$361.73

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

% ≤ 60 seconds

Co	ompany Name:	Cox California Telcom, L.L.C	<u>. </u>	_			U#:	<u>5684-C</u>			Report Year		<u>2019</u>	•
Re	eporting Unit Type:	☐ otal Company	enter			Rep	orting Unit N	lame:		Santa Barba	ara			•
	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/14/2019) 1st Quarter			Date filed (x/xx/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
l==4.	allation Interval	Total # of business days								9				
	standard = 5 bus. days	Total # of service orders												
IVIII I.	Standard = 5 bus. days	Avg. # of business days												
l 1-	- !! - !! 0!!!	Total # of installation commitments												
	allation 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	24,897	24,847	24,713									
Cus	tomer Trouble Report	·	·											
	6% (6 per 100 working lines	Total # of working lines	32,936	32,891	32,716								•	
_		Total # of trouble reports	437	406	368									
aro	ior units w/ ≥ 3,000 lines)	% of trouble reports	1.3%	1.2%	1.1%									
ğ	Tor units w/ 2 3,000 lines) % 8% (8 per 100 working lines) Tor units w/ 1,001 - 2,999 lines) % Tor units w/ 1,001 - 2,999 lines % Tor units w/ 1,001 - 2,999 lines % Tor units w/ 1,001 - 2,999 lines % Tor units w/ 1,001 - 2	Total # of working lines												
ţa		Total # of trouble reports												
9,	101 units w/ 1,001 - 2,999 lines)	% of trouble reports												
ŧ	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	77	73	64									
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	74	68	55									
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	93%	86%									
IVIIII.	3tandard = 30 /0 Within 24 m3	Sum of the duration of all outages (hh:mm)	1261:02	1053:53	696:16									
		Avg. outage duration (hh:mm)	16:23	14:26	10:53									
		Indicate if catastrophic event is in month	Yes	No	No									
Una	djusted Out	Total # of unadjusted outage report tickets	98	95	83									
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	74	68	61									
01 3	ervice Report	% of repair tickets restored ≤ 24 Hours	76%	72%	73%									
		Sum of the duration of all outages (hh:mm)	1307:40	1191:04	750:06									
		Avg. outage duration (hh:mm)	12:20	12:32	9:02									
Refu	unds	Number of customers who received refunds	14	18	20									
		Monthly amount of refunds	\$138.09	\$265.19	\$156.16									
_	Answer Time (Trouble													
Rep	orts,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
sec	conds to reach live agent (w/ a	Total # of call seconds to reach live agent												
me	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)

^{*} 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.