Company Name:	Cox California Telo	com, L.L.C.	U#: <u>5684-C</u>	Report Year:	<u>2020</u>
Reporting Unit Type:	☑ Total Company ☐ Exchange	□ Wire Center	Reporting Unit Name:	Cox California Telcom, L.L.C.	

	Measurement (Comp	pile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)	
		3, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter	r Dec
<u> </u>		Total # of business days	- Cui	1.02	mu	7491	ay	- Jun	- Gui	Aug	Сор		1101	
	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												
	Customers	Acct # for voice or bundle, res+bus	357.305	354.160	350.672									
Cus	tomer Trouble Report		,	,	,-									
	'	Total # of working lines	538,897	535,279	531,153			1					i e	
	6% (6 per 100 working lines	Total # of trouble reports	12,015	8,480	12,881									
rd Id	for units w/ ≥ 3,000 lines)	% of trouble reports	2.2%	1.6%	2.4%									
٣	00/ (0 === 100	Total # of working lines												
Standard	8% (8 per 100 working 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												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	821	766	1490									
Αdju	ısted	Total # of repair tickets restored in < 24hrs	774	736	1444									
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	94.3%	96.1%	96.9%									
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	10429:18	9634:03:00	16990:59									
		Avg. outage duration (hh:mm)	12:42	12:34	11:24									
		Indicate if catastrophic event is in month	No	No	No									
		Total # of unadjusted outage report tickets	1082	969	1698									
	djusted Out		757	729	1437									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	63.5%	75.2%	84.6%									
		Sum of the duration of all outages (hh:mm)	11438:59	10174:43	18031:18									
		Avg. outage duration (hh:mm)	10:34	10:30	10:37									
Refu	ınds	Number of customers who received refunds	413	584	849									
		Monthly amount of refunds	\$4,062.77	\$4,520.71	\$7,919.98									
Answer Time (Trouble			Fire	st Quarter 201	9	Sec	ond Quarter	2019	Т	hird Quarter 201	9	Fou	urth Quarter 2	2019
	Reports,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing	33,904	31,569	41,278									
	standard = 80% of calls ≤ 60	Total # of call seconds to reach live agent	374,209	150,141	1,684,981									
	conds to reach live agent (w/ a		,											
me	nu option to reach live agent)	% ≤ 60 seconds	97%	89%	91%									

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:	Cox California Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year:	<u>2020</u>
Reporting Unit Type:	□ Total Company □ Exchange □ Wire Center	Reporting Unit Name:	San Diego	

	Measurement (Compi	le monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)	
		o monany, mo quantony,	Jan	1st Quarter Feb	Mar	Apr 2	nd Quarter Mav	Jun	Jul	3rd Quarter	Sep	Oct	4th Quarter Nov	Dec
		Total # of business days	Jan	гер	IVIAI	Apr	Iviay	Jun	Jui	Aug	Sep	OCI	NOV	Dec
	allation Interval	Total # of service orders												
Min.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
Ineta	allation Commitment	Total # of installation commitment met												
	standard = 95% commitment met	Total # of installation commitment missed												-
IVIII I.	standard = 95 % commitment met													
	Customers	% of commitment met Acct # for voice or bundle, res+bus	197.981	196.151	194.076									
		Acct # for voice or bundle, res+bus	197,981	196,151	194,076									
Cust	tomer Trouble Report	Tatal # of conding lines	000 774	004.000	000 500								.	
	6% (6 per 100 working lines for	Total # of working lines	303,771	301,860	299,588								1	
0	units w/ ≥ 3,000 lines)	Total # of trouble reports	6,924	4,643	7,809									
Standard	,	% of trouble reports	2.3%	1.5%	2.6%									-
Ĕ	8% (8 per 100 working lines for	Total # of working lines												-
Šŧ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												-
Min.	,	% of trouble reports												-
Ξ	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	, , , , , , , , , , , , , , , , , , , ,	% of trouble reports												
		Total # of outage report tickets	365	431	753									
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	340	410	734									
	standard - 00% within 24 hrs	% of repair tickets restored ≤ 24 Hours	93%	95%	97%									
		Sum of the duration of all outages (hh:mm)	4795:25	5505:59	8463:06:00									
		Avg. outage duration (hh:mm)	13:08	11:38	11:14									
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	500	548	835									
Una	djusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	337	407	727									
Ona	•	% of repair tickets restored ≤ 24 Hours	67%	74%	87%									
		Sum of the duration of all outages (hh:mm)	5226:07	5833:19	9193:38:00									
		Avg. outage duration (hh:mm)	10:27	10:38	11:01									
Refu	ınds	Number of customers who received refunds	206	308	438									
		Monthly amount of refunds	\$1,866.08	\$2,450.74	\$3,376.42			-						
Answer Time (Trouble Reports, Billing														
& N	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing												
	s ≤ 60 seconds to reach live agent	, ,					1						 	
	a menu option to reach live agent)	Total # of call seconds to reach live agent												
,		% ≤ 60 seconds												

Primary Utility Contact Information

Answer 1	Time (Trouble	Reports "	TR	Billing &	Non-Billing)
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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 Phone:

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 Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year: 2020
Reporting Unit Type:	□ Total Company	Reporting Unit Name:	Orange County

				Date filed			Date filed		I	Date filed	<u> </u>	l	Date file	
	Massurament (Camu	sile menthly file acceptable)		(05/15/2020)			(x/xx/2020)			(xx/xx/2020	0)		(x/xx/202	1)
	Measurement (Compile monthly, file quarterly)			1st Quarter			2nd Quarter		3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
lu ata	allation Interval	Total # of business days												
	standard = 5 bus. days	Total # of service orders												i T
IVIII1.	standard = 5 bus. days	Avg. # of business days												i T
		Total # of installation commitments												i
	allation Commitment	Total # of installation commitment met												i
	standard = 95% commitment	Total # of installation commitment missed												
met		% of commitment met												i e
	Customers	Acct # for voice or bundle, res+bus	121,745	120,706	119,548			1						1
Cust	tomer Trouble Report		,											i
	6% (6 per 100 working lines for	Total # of working lines	187,801	186,393	184,829			1						1
		Total # of trouble reports	3,540	2,825	3,857									i
5	units w/ ≥ 3,000 lines)	% of trouble reports	1.9%	1.5%	2.1%									i e
ğ	00/ (0 400 1) (Total # of working lines												i
Standard		Total # of trouble reports												
		% of trouble reports												
Min.		Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												i T
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												1
		Total # of outage report tickets	320	244	609									i T
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	303	235	591									i
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	95%	96%	97%									i
IVIII I.		Sum of the duration of all outages (hh:mm)	4071:20	3134:38	6984:44									i
		Avg. outage duration (hh:mm)	12:43	12:51	11:28									i
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	414	313	703									i
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	290	232	586									<u> </u>
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	70%	74%	83%									i
		Sum of the duration of all outages (hh:mm)	4572:02	3313:43	7259:49									
		Avg. outage duration (hh:mm)	11:02	10:34	10:20									i
Refu	ınds	Number of customers who received refunds	147	228	327									
		Monthly amount of refunds	\$1,747.09	\$1,775.81	\$3,964.09									
	Answer Time (Trouble					-								
	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing				·								1
	standard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	conds to reach live agent (w/ a	% ≤ 60 seconds												
me	nu option to reach live agent)	/0 = 00 3600Hu3						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)

Company Name:	Cox California Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year: <u>2020</u>
Reporting Unit Type:	□ Total Company ☑ Exchange □ Wire Center	Reporting Unit Name:	Palos Verdes

	Measurement (Comp	pile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)	
		, , , ,	lan	1st Quarter Jan Feb Mar			2nd Quarter		3rd Quarter Jul Aug Sep			Oct	4th Quarter	Dec
		Total # of business days	Jan	Feb	Iviar	Apr	May	Jun	Jui	Aug	Sep	Oct	NOV	Dec
Inst	allation Interval	Total # of business days Total # of service orders					-						-	
Min.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments						1						
	allation Commitment	Total # of installation commitment met												
Min.	standard = 95% commitment	Total # of installation commitment missed												
met								-						
	Customer	% of commitment met	44.004	44.005	44.005			-						
Cur	Customers tomer Trouble Report	Acct # for voice or bundle, res+bus	14,384	14,295	14,205		-	 					-	
cus	топнет гтоивне кероп	Total # of working lines	15,974	15.873	15,765		-	 					 	
	6% (6 per 100 working lines	Total # of trouble reports	902	453	538		-	 					-	
ਰ	for units w/ ≥ 3,000 lines)		5.6%	2.9%	3.4%			-						
Standard		% of trouble reports Total # of working lines	5.6%	2.9%	3.4%			-						
aŭ	8% (8 per 100 working lines	Total # of working lines Total # of trouble reports						-						
	for units w/ 1,001 - 2,999 lines)	% of trouble reports						-						
Min.		Total # of working lines						-						
Σ	10% (10 per 100 working lines	Ü						-						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports % of trouble reports						-						
	·	Total # of outage report tickets	68	40	60			-						
		Total # of outage report tickets Total # of repair tickets restored in < 24hrs	66	40	58			-						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	97%	100%	97%			-						
Min.	standard = 90% within 24 hrs	· ·		457:13				-						
		Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm)	734:08 10:48	457:13 11:26	608:44 8:01			-						
		0 0 ,								N.	N.			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
	diversed Out	Total # of unadjusted outage report tickets	79	50	76			-						
		Total # of repair tickets restored in ≤ 24hrs	65	40	58									
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	82%	80%	76%									
		Sum of the duration of all outages (hh:mm)	770:59	470:26	637:37									
		Avg. outage duration (hh:mm)	9:46	9:27	10:59									
Refu	ınds	Number of customers who received refunds	32	32	48									
		Monthly amount of refunds	\$239.24	\$213.49	\$298.21									
l_	Answer Time (Trouble												T	1
	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
	tandard = 80% of calls ≤ 60 onds to reach live agent (w/ a	Total # of call seconds to reach live agent												
	nu option to reach live agent)	Ö												
ALIC.	na option to reach live agent)	/					1						1	l l

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

Company Name:	Cox California Tel	icom, L.L.C.	U#: <u>5684-C</u>	Report Year:	2020
Reporting Unit Type:	□ Total Company ☑ Exchange	□ Wire Center	Reporting Unit Name:	Santa Barbara	

			Date filed		Date filed		Date filed			Date filed				
	Measurement (Compile monthly, file quarterly)			(05/15/2020)		(x/xx/2020)		(xx/xx/2020)			(x/xx/2021)			
measurement (complie monthly, me qualterly)			1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days												
	etandard - 5 bus, days	Total # of service orders												
		Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments												
		Total # of installation commitment met												
		Total # of installation commitment missed												
		% of commitment met												
		Acct # for voice or bundle, res+bus	23,195	23,008	22,843									
Cust	omer Trouble Report													
		Total # of working lines	31,351	31,153	30,971								•	
l _		Total # of trouble reports	649	559	677									
뒫	for units w/ ≥ 3,000 lines)	% of trouble reports	2.1%	1.8%	2.2%									
ğ	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of working lines												
Standard		Total # of trouble reports												
	101 units w/ 1,001 - 2,999 inles)	% of trouble reports												
M in	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	for units w/ \(\sigma 1,000 lines\)	% of trouble reports												
		Total # of outage report tickets	68	51	68									
Out of Service Report		Total # of repair tickets restored in ≤ 24hrs	65	51	61									
		% of repair tickets restored ≤ 24 Hours	96%	100%	90%									
		Sum of the duration of all outages (hh:mm)	828:25	536:13	934:25									
		Avg. outage duration (hh:mm)	12:11	9:15	13:44									
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report		Total # of unadjusted outage report tickets	89	58	84									
		Total # of repair tickets restored in ≤ 24hrs	65	50	66									
		% of repair tickets restored ≤ 24 Hours	73%	86%	79%									
		Sum of the duration of all outages (hh:mm)	869:51	557:15	940:14									
		Avg. outage duration (hh:mm)	9:40	11:08	11:11									
		Number of customers who received refunds	28	16	36									
		Monthly amount of refunds	\$210.36	\$80.67	\$281.26									
	Answer Time (Trouble		•			·	•			•	•			
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
	tandard = 80% of calls < 60	, , ,					 							
sec	onds to reach live agent (w/ a	Total # of call seconds to reach live agent												<u> </u>
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: wardle Evans Phone: (656) 650-7515 Email: wardle.Evans@cox.com	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)

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