Company Name:	Cox Califor	rnia Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year:	<u>2020</u>
Reporting Unit Type:	☑ Total Company ☐ Excha	ange	Reporting Unit Name:	Cox California Telcom, L.L.C.	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (8/13/2020) 2nd Quarte			Date filed (xx/xx/2020) 3rd Quarter			Date filed (x/xx/2021) 4th Quarter	
	, ,	, ,	Jan	1st Quarter Feb	Mar	Apr	Zna Quarte May	r Jun	Jul	Aug	Sep	Oct	Nov Nov	Dec
<b>.</b> .		Total # of business days				- 4	,			9				
	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												1
	standard = 95% commitment	Total # of installation commitment missed												+
met		% of commitment met												1
	Customers	Acct # for voice or bundle, res+bus	357.305	354,160	350,672	348,266	343,691	340,303						
Cus	omer Trouble Report	, , , , , , , , , , , , , , , , , , , ,	,,,,,,,	,		,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,						
	1	Total # of working lines	538,897	535,279	531,153	527,015	523,483	519,578						†
	6% (6 per 100 working lines	Total # of trouble reports	12,015	8,480	12,881	9,712	7,739	9,280						
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	2.2%	1.6%	2.4%	1.8%	1.5%	1.8%						
٦	00/ (0 100 1: 1:	Total # of working lines												
tar	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
_		Total # of trouble reports												1
	for units w/ ≤ 1,000 lines)	% of trouble reports												1
	•	Total # of outage report tickets	821	766	1490	1169	965	1077						1
Adju	sted	Total # of repair tickets restored in < 24hrs	774	736	1444	1140	927	1015						1
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	94.3%	96.1%	96.9%	97.5%	96.1%	94.2%						1
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	10429:18	9634:03:00	16990:59	14140:10	10590:30	15573:31						1
		Avg. outage duration (hh:mm)	12:42	12:34	11:24	12:05	10:58	14:28						1
		Indicate if catastrophic event is in month	No	No	No	No	No	No						1
		Total # of unadjusted outage report tickets	1082	969	1698	1351	1229	1231						
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	757	729	1437	1135	979	921						1
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	63.5%	75.2%	84.6%	84.0%	79.7%	74.8%						1
	·	Sum of the duration of all outages (hh:mm)	11438:59	10174:43	18031:18	15068:18	14986:57	16500:47						
		Avg. outage duration (hh:mm)	10:34	10:30	10:37	11:08	12:11	13:24						
Refu	ınds	Number of customers who received refunds	413	584	849	1228	814	694						
		Monthly amount of refunds	\$4,062.77	\$4,520.71	\$7,919.98	\$9,942.32	\$8,447.66	\$6,664.18						
	Answer Time (Trouble		Fir	st Quarter 201	9	Seco	ond Quarter	2019	TI	nird Quarter 201	9	Fou	rth Quarter 2	2019
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing	33,904	31,569	41,278	30,537	31,659	32,642						
	tandard = 80% of calls ≤ 60				,	,	,						1	+
sec	onds to reach live agent (w/ a	Total # of call seconds to reach live agent	374,209	150,141	1,684,981	2,144,920	1,191,438	931,610						↓
me	nu option to reach live agent)	% ≤ 60 seconds	97%	89%	91%	87%	90%	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 (Compile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (8/13/2020) 2nd Quarter			Date filed (xx/xx/2020) 3rd Quarter			Date filed (x/xx/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days								19				
	allation Interval	Total # of service orders								1				
Min.	standard = 5 bus. days	Avg. # of business days												i
		Total # of installation commitments												
Insta	allation Commitment	Total # of installation commitment met												
Min.	standard = 95% commitment met	Total # of installation commitment missed												
		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	197.981	196.151	194,076	192,210	190.264	188.443						
Customer Trouble Report		7. 100 t 7. 101 t	,	.00,101	, . , . ,	.02,210	.55,264	.55,110						
350	·	Total # of working lines	303.771	301,860	299.588	297.660	295.752	293.593						
	6% (6 per 100 working lines for	Total # of trouble reports	6.924	4.643	7.809	4.769	4.442	5.061					<del> </del>	
rd	units w/ ≥ 3,000 lines)	% of trouble reports	2.3%	1.5%	2.6%	1.6%	1.5%	1.7%						
Standard		Total # of working lines	2.070	1.070	2.070	11070	1.070	/0						
tan	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines												
2	10% (10 per 100 working lines for	Total # of trouble reports								1				
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	365	431	753	546	506	613		1				
		Total # of repair tickets restored in < 24hrs	340	410	734	530	478	584						i
	of Service Report	% of repair tickets restored ≤ 24 Hours	93%	95%	97%	97%	94%	95%						i
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	4795:25	5505:59	8463:06:00	6584:13	5780:57	9373:59		1				
		Avg. outage duration (hh:mm)	13:08	11:38	11:14	12:06	11:25	15:17		1				
		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	623	658	735						
	Product Cod of Complete Box 1	Total # of repair tickets restored in ≤ 24hrs	337	407	727	529	507	579					†	1
Unac	djusted Out of Service Report	% of repair tickets restored ≤ 24 Hours	67%	74%	87%	85%	77%	79%						i
		Sum of the duration of all outages (hh:mm)	5226:07	5833:19	9193:38:00	7111:25	8065:56	9898:58		1				
		Avg. outage duration (hh:mm)	10:27	10:38	11:01	11:25	12:16	13:28						i
Refu	inds	Number of customers who received refunds	206	308	438	588	403	346						
		Monthly amount of refunds	\$1,866.08	\$2,450.74	\$3,376.42	\$4,280.69		\$3,335.35					†	1
Ans	wer Time (Trouble Reports, Billing	,	,	,	,			,				•		•
	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing												1
	s ≤ 60 seconds to reach live agent	, ,					+					-	+	
	a menu option to reach live agent)	Total # of call seconds to reach live agent												<u> </u>
(,	a op to rodon nvo ugom,	% ≤ 60 seconds												1

**Primary Utility Contact Information** 

Answer 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:	<u>2020</u>
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Orange County	

	Measurement (Comr	pile monthly, file quarterly)		Date filed (05/15/2020)		Date filed (8/13/2020)			Date filed (xx/xx/2020)				Date filed	)
	measurement (comp	me monthly, me quarterly)	1st Quarter			2nd Quarter		3rd Quarter				4th Quarte		
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval							-					<b>-</b>	
Min.	standard = 5 bus. days	Total # of service orders Ava. # of business days						-					<b>-</b>	
		Total # of installation commitments						+					-	
Insta	Illation Commitment							+					-	
Min.	standard = 95% commitment	Total # of installation commitment met												
met		Total # of installation commitment missed												
		% of commitment met												
_	Customers	Acct # for voice or bundle, res+bus	121,745	120,706	119,548	118,296	116,922	115,667					ļ	
Cust	omer Trouble Report												ļl	
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)  8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	187,801	186,393	184,829	182,974	181,603	180,219						
-		Total # of trouble reports	3,540	2,825	3,857	3,853	2,415	3,056						
ar		% of trouble reports	1.9%	1.5%	2.1%	2.1%	1.3%	1.7%						
2	8% (8 per 100 working lines for	Total # of working lines												
Sta		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												
	101 di iii 0 W/ 2 1,000 iii 100)	% of trouble reports												
		Total # of outage report tickets	320	244	609	496	305	326						
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	303	235	591	484	300	300						
	standard - 00% within 24 hrs	% of repair tickets restored ≤ 24 Hours	95%	96%	97%	98%	98%	92%						
iviii i.		Sum of the duration of all outages (hh:mm)	4071:20	3134:38	6984:44	6079:45	3264:35	4216:30						
		Avg. outage duration (hh:mm)	12:43	12:51	11:28	12:15	10:42	12:56						
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
	<u>'</u>	Total # of unadjusted outage report tickets	414	313	703	576	388	333						
Unac	djusted Out	Total # of repair tickets restored in < 24hrs	290	232	586	480	320	211						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	70%	74%	83%	83%	82%	63%						
		Sum of the duration of all outages (hh:mm)	4572:02	3313:43	7259:49	667:55	4736:27	4444:07						
		Avg. outage duration (hh:mm)	11:02	10:34	10:20	8:21	12:13	13:21						
Refu	nds	Number of customers who received refunds	147	228	327	540	315	260						
		Monthly amount of refunds	\$1,747.09	\$1,775.81	\$3,964.09	\$4,855.48	\$3,070.97	\$2,326.95						
	Answer Time (Trouble													
Repo	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
s	tandard = 80% of calls ≤ 60							† †						
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent						1						
me	nu option to reach live agent)	% ≤ 60 seconds										l		

**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	oile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (8/13/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)	
				1st Quarter Feb	Mar	2nd Quarter Apr May Jun			3rd Quarter Jul Aug Sep			Oct	4th Quarte	Dec
		Total # of business days	Jan	1 65	IVICI	Apı	IVIAY	Juli	Jui	Aug	Зер	OCI	NOV	Dec
	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	14.384	14.295	14.205	14.104	14.025	13.897						
	tomer Trouble Report	Access to the control of the control	,00 .	,200	,200	1 1,10 1	,626	10,001						
	· · · · · · · · · · · · · · · · · · ·	Total # of working lines	15,974	15,873	15,765	15,660	15,577	15,418						
	6% (6 per 100 working lines	Total # of trouble reports	902	453	538	520	428	562						
2	for units w/ ≥ 3,000 lines)	% of trouble reports	5.6%	2.9%	3.4%	3.3%	2.7%	3.6%						
g	20/ /2 400 1: "	Total # of working lines												
tar	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
		% of trouble reports												
Min.	400/ (40 400	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	68	40	60	64	100	73						
A	of Comico Donost	Total # of repair tickets restored in ≤ 24hrs	66	40	58	64	99	73						
	of Service Report	% of repair tickets restored ≤ 24 Hours	97%	100%	97%	100%	99%	100%						
win.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	734:08	457:13	608:44	652:05	785:51	856:28						
		Avg. outage duration (hh:mm)	10:48	11:26	8:01	10:11	7:52	11:44						
		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	79	50	76	80	115	85						
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	65	40	58	64	97	73						
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	82%	80%	76%	80%	84%	86%						
		Sum of the duration of all outages (hh:mm)	770:59	470:26	637:37	667:55	1100:11	918:34						
		Avg. outage duration (hh:mm)	9:46	9:27	10:59	8:21	9:34	10:49						
Refu	ınds	Number of customers who received refunds	32	32	48	54	57	48						
		Monthly amount of refunds	\$239.24	\$213.49	\$298.21	\$384.92	\$654.66	\$578.23						
	Answer Time (Trouble					·							·	
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
s	tandard = 80% of calls ≤ 60													
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent												<b>├</b>
me	nu option to reach live agent)	% ≤ 60 seconds					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)

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

		ı		Date filed		1	Date filed			Date filed		1	Date filed	
Measurement (Compile monthly, file quarterly)		(05/15/2020) 1st Quarter		(8/13/2020) 2nd Quarter			(xx/xx/2020)			(x/xx/2021)				
							3rd Quarter		4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days				1.40	,			9				
Installation Interval Min. standard = 5 bus. days		Total # of service orders												
		Avg. # of business days												
		Total # of installation commitments												
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitment met												
		Total # of installation commitment missed												
		% of commitment met												<del>                                     </del>
		Acct # for voice or bundle, res+bus	23,195	23.008	22.843	23.656	22,480	22,296						+
Cust	omer Trouble Report				,0.0		,100							1
	· ·	Total # of working lines	31.351	31.153	30,971	30,721	30.551	30.348					1	<b>†</b>
i	6% (6 per 100 working lines	Total # of trouble reports	649	559	677	570	454	601						<b>†</b>
Ē	for units w/ ≥ 3,000 lines)	% of trouble reports	2.1%	1.8%	2.2%	1.9%	1.5%	2.0%						
Standard		Total # of working lines												
ţa	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
_		Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	68	51	68	63	54	65						
Out of Service Report		Total # of repair tickets restored in ≤ 24hrs	65	51	61	62	50	58						
		% of repair tickets restored ≤ 24 Hours	96%	100%	90%	98%	93%	89%						
Min. standard = 90% within 24 hrs		Sum of the duration of all outages (hh:mm)	828:25	536:13	934:25	824:07	759:07	1126:34						
		Avg. outage duration (hh:mm)	12:11	9:15	13:44	13:05	14:04	17:20						
		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	89	58	84	72	68	78						
Unadjusted Out		Total # of repair tickets restored in ≤ 24hrs	65	50	66	62	55	58						
of Service Report	% of repair tickets restored ≤ 24 Hours	73%	86%	79%	86%	81%	74%							
		Sum of the duration of all outages (hh:mm)	869:51	557:15	940:14	898:57	1084:23	1239:08						
		Avg. outage duration (hh:mm)	9:40	11:08	11:11	12:29	15:57	15:53						
		Number of customers who received refunds	28	16	36	46	39	40						
		Monthly amount of refunds	\$210.36	\$80.67	\$281.26	\$421.23	\$271.40	\$423.65						
	Answer Time (Trouble													
Repo	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
s	tandard = 80% of calls ≤ 60							1						<del>                                     </del>
sec	onds to reach live agent (w/ a	Total # of call seconds to reach live agent												<del>                                     </del>
menu option to reach live agent)		% ≤ 60 seconds					l							1

**Primary Utility Contact Information** 

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

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