

**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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (x/x/2017)			Date filed (x/x/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business 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												
Customers	Acct # for voice or bundle, res+bus	446,741	447,831	448,009	448,000	447,633	446,389						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	644,233	644,745	644,234	643,438	642,709	640,803					
		Total # of trouble reports	9,803	8,597	10,016	9,654	9,976	12,748					
		% of trouble reports	1.5%	1.3%	1.6%	1.5%	1.6%	2.0%					
	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												
Adjusted of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	2729	2684	2588	2064	1956	1886					
		Total # of repair tickets restored in < 24hrs	2459	2467	2207	1919	1897	1846					
		% of repair tickets restored ≤ 24 Hours	90.1%	91.9%	85.3%	93.0%	97.0%	97.9%					
		Sum of the duration of all outages (hh:mm)	23483:58	24987:36	28016:55	17460:51	16085:49	13882:09					
		Avg. outage duration (hh:mm)	8:36	9:19	10:49	8:27	8:13	7:21					
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	3785	3631	3196	2705	2753	2687					
		Total # of repair tickets restored in ≤ 24hrs	2288	2406	2140	1891	1879	1833					
		% of repair tickets restored ≤ 24 Hours	60.4%	66.3%	67.0%	69.9%	68.3%	68.2%					
		Sum of the duration of all outages (hh:mm)	27124:12	27960:40	30768:02	19171:14	18170:50	14955:51					
		Avg. outage duration (hh:mm)	7:10	7:42	9:38	7:05	6:36	6:34					
Refunds	Number of customers who received refunds	211	195	267	254	261	327						
	Monthly amount of refunds	\$3,239.58	\$2,398.53	\$4,269.69	\$2,563.50	\$3,144.70	\$3,143.45						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		First Quarter 2017			Second Quarter 2017			Third Quarter 2017			Fourth Quarter 2017		
	Total # of calls for TR, Billing & Non-Billing	31961	28326	32557	30878	31042	31626						
	Total # of call seconds to reach live agent	794094	841760	485484	426779	771059	987394						
	% ≤ 60 seconds	93%	92%	93%	95%	92%	92%						

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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (x/x/2017)			Date filed (x/x/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business 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												
Customers	Acct # for voice or bundle, res+bus	257,899	258,256	258,208	258,087	257,605	256,472						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	369,877	370,401	370,067	369,513	368,885	367,776					
		Total # of trouble reports	5,929	5,129	5,909	5,780	5,899	7,459					
		% of trouble reports	1.6%	1.4%	1.6%	1.6%	1.6%	2.0%					
	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											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1600	1603	1476	1169	1107	1092						
	Total # of repair tickets restored in ≤ 24hrs	1444	1480	1258	1088	1070	1066						
	% of repair tickets restored ≤ 24 Hours	90%	92%	85%	93%	97%	98%						
	Sum of the duration of all outages (hh:mm)	14004:53	15000:38	15776:22	10188:56	9673:16	8354:05						
	Avg. outage duration (hh:mm)	8:45	9:22	10:41	8:43	8:44	7:39						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2225	2142	1773	1510	1546	1532						
	Total # of repair tickets restored in ≤ 24hrs	1344	1443	1224	1077	1060	1060						
	% of repair tickets restored ≤ 24 Hours	60%	67%	69%	71%	69%	69%						
	Sum of the duration of all outages (hh:mm)	16179:25	16763:13	17350:36	11036:49	11117:14	8959:40						
	Avg. outage duration (hh:mm)	7:16	7:50	9:55	7:19	7:11	5:51						
Refunds	Number of customers who received refunds	139	98	141	150	150	184						
	Monthly amount of refunds	\$1,999.65	\$1,205.74	\$1,746.82	\$1,438.53	\$1,529.56	\$1,543.01						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (x/x/2017)			Date filed (x/x/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business 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												
Customers	Acct # for voice or bundle, res+bus	149,965	150,364	150,364	150,268	150,203	149,966						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	226,325	225,997	225,576	225,109	224,796	223,807					
		Total # of trouble reports	2,927	2,555	3,164	2,858	2,938	3,937					
		% of trouble reports	1.3%	1.1%	1.4%	1.3%	1.3%	1.8%					
	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											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	868	788	840	667	599	603						
	Total # of repair tickets restored in ≤ 24hrs	782	720	713	617	581	591						
	% of repair tickets restored ≤ 24 Hours	90%	91%	85%	93%	97%	98%						
	Sum of the duration of all outages (hh:mm)	7602:32	7547:59	9767:11	5683:18	4881:48	4475:54						
	Avg. outage duration (hh:mm)	8:46	9:35	11:38	8:31	8:09	7:25						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1217	1092	1074	882	868	888					
		Total # of repair tickets restored in ≤ 24hrs	726	702	687	602	575	586					
		% of repair tickets restored ≤ 24 Hours	60%	64%	64%	68%	66%	66%					
		Sum of the duration of all outages (hh:mm)	8708:59:00	8482:01:00	10623:36	6322:26	5477:44	4846:45					
		Avg. outage duration (hh:mm)	7:10	7:46	9:53	7:10	6:19	5:28					
Refunds	Number of customers who received refunds	66	82	108	89	85	120						
	Monthly amount of refunds	\$1,073.65	\$965.03	\$2,200.20	\$1,062.58	\$1,257.07	\$1,307.83						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)													
	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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (x/x/2017)			Date filed (x/x/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business 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												
Customers	Acct # for voice or bundle, res+bus	14,428	14,535	14,619	14,687	14,757	14,808						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,118	16,221	16,304	16,375	16,436	16,484					
		Total # of trouble reports	386	325	407	408	412	447					
		% of trouble reports	2.4%	2.0%	2.5%	2.5%	2.5%	2.7%					
	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											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	117	126	142	105	108	88						
	Total # of repair tickets restored in ≤ 24hrs	108	113	133	97	106	87						
	% of repair tickets restored ≤ 24 Hours	92%	90%	94%	92%	98%	99%						
	Sum of the duration of all outages (hh:mm)	688:08	1063:43	872:26	693:10	697:49	467:36						
	Avg. outage duration (hh:mm)	5:53	8:26	6:08	6:36	6:28	5:19						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	151	164	167	147	143	124					
		Total # of repair tickets restored in ≤ 24hrs	99	111	130	97	104	85					
		% of repair tickets restored ≤ 24 Hours	66%	68%	78%	66%	73%	69%					
		Sum of the duration of all outages (hh:mm)	887:58	1222:12	1068:52	703:59	520:59	871:58					
		Avg. outage duration (hh:mm)	5:53	7:27	6:24	5:56	4:55	4:12					
Refunds	Number of customers who received refunds	3	6	11	10	12	9						
	Monthly amount of refunds	\$40.02	\$44.56	\$155.46	\$52.28	\$160.13	\$175.32						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	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: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (x/x/2017)			Date filed (x/x/17)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business 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												
Customers	Acct # for voice or bundle, res+bus	24,449	24,676	24,818	24,958	25,068	25,143						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	31,913	32,126	32,287	32,441	32,592	32,736					
		Total # of trouble reports	561	588	536	608	727	905					
		% of trouble reports	1.8%	1.8%	1.7%	1.9%	2.2%	2.8%					
	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											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	144	167	130	123	142	103						
	Total # of repair tickets restored in ≤ 24hrs	125	154	103	117	140	102						
	% of repair tickets restored ≤ 24 Hours	87%	92%	79%	95%	99%	99%						
	Sum of the duration of all outages (hh:mm)	1188:25	1375:16	1600:56	895:27	832:56	584:34						
	Avg. outage duration (hh:mm)	8:15	8:14	12:19	0:00	5:52	4:56						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	192	233	182	166	196	143					
		Total # of repair tickets restored in ≤ 24hrs	119	150	99	115	140	102					
		% of repair tickets restored ≤ 24 Hours	62%	64%	54%	69%	71%	71%					
		Sum of the duration of all outages (hh:mm)	1347:50	1493:14	1724:58	940:03	871:53	628:27					
		Avg. outage duration (hh:mm)	7:00	6:25	9:29	9:40	4:27	4:23					
Refunds	Number of customers who received refunds	3	9	7	5	14	14						
	Monthly amount of refunds	\$126.26	\$183.20	\$167.21	\$10.11	\$197.94	\$117.29						
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)													
	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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