

**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 (11/15/2017)			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	445,199	444,882	444,368				
<b>Customer Trouble Report</b>														
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	639,284	638,984	637,867			
		Total # of trouble reports	9,803	8,597	10,016	9,654	9,976	12,748	8,056	8,594	6,679			
		% of trouble reports	1.5%	1.3%	1.6%	1.5%	1.6%	2.0%	1.3%	1.3%	1.0%			
	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 Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2729	2684	2588	2064	1956	1886	2023	1980	1942				
	Total # of repair tickets restored in < 24hrs	2459	2467	2207	1919	1897	1846	1961	1931	1878				
	% of repair tickets restored 24 Hours	90.1%	91.9%	85.3%	93.0%	97.0%	97.9%	96.9%	97.5%	96.7%				
	Sum of the duration of all outages (hh:mm)	23483:58	24987:36	28016:55	17460:51	16085:49	13882:09	14606:57	15406:47	14320:51				
	Avg. outage duration (hh:mm)	8:36	9:19	10:49	8:27	8:13	7:21	7:13	7:49	7:22				
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No				
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3785	3631	3196	2705	2753	2687	2855	2828	2689				
	Total # of repair tickets restored in < 24hrs	2288	2406	2140	1891	1879	1833	1926	1910	1854				
	% of repair tickets restored 24 Hours	60.4%	66.3%	67.0%	69.9%	68.3%	68.2%	67.5%	67.5%	68.9%				
	Sum of the duration of all outages (hh:mm)	27124:12	27960:40	30768:02	19171:14	18170:50	14955:51	16407:51	16655:38	15939:37				
	Avg. outage duration (hh:mm)	7:10	7:42	9:38	7:05	6:36	6:34	5:44	5:53	5:55				
Refunds	Number of customers who received refunds	211	195	267	254	261	327	355	306	337				
	Monthly amount of refunds	\$3,239.58	\$2,398.53	\$4,269.69	\$2,563.50	\$3,144.70	\$3,143.45	\$3,309.39	\$3,877.00	\$5,398.39				
		First Quarter 2017			Second Quarter 2017			Third Quarter 2017			Fourth Quarter 2017			
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	31,961	28,326	32,557	30,878	31,042	31,626	33,471	34,842	29,825				
	Total # of call seconds to reach live agent	794,094	841,760	485,484	426,779	771,059	987,394	1,215,872	503,772	734,239				
	% 60 seconds	93%	92%	93%	95%	92%	92%	92%	94%	89%				

**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 (11/15/2017)			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	255,107	254,668	254,121			
<b>Customer Trouble Report</b>													
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	366,491	366,320	365,308		
		Total # of trouble reports	5,929	5,129	5,909	5,780	5,899	7,459	4,606	5,124	3,803		
		% of trouble reports	1.6%	1.4%	1.6%	1.6%	1.6%	2.0%	1.3%	1.4%	1.0%		
	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	1149	1119	1132			
	Total # of repair tickets restored in ≤ 24hrs	1444	1480	1258	1088	1070	1066	1112	1090	1091			
	% of repair tickets restored 24 Hours	90%	92%	85%	93%	97%	98%	97%	97%	96%			
	Sum of the duration of all outages (hh:mm)	14004:53	15000:38	15776:22	10188:56	9673:16	8354:05	362	368	8573:41			
	Avg. outage duration (hh:mm)	8:45	9:22	10:41	8:43	8:44	7:39	7:34	7:53	7:07			
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2225	2142	1773	1510	1546	1532	1587	1603	1548			
	Total # of repair tickets restored in < 24hrs	1344	1443	1224	1077	1060	1060	1101	1078	1075			
	% of repair tickets restored 24 Hours	60%	67%	69%	71%	69%	69%	69%	67%	69%			
	Sum of the duration of all outages (hh:mm)	16179:25	16763:13	17350:36	11036:49	11117:14	8959:40	9588:27:00	9487:34	9527:52			
	Avg. outage duration (hh:mm)	7:16	7:50	9:55	7:19	7:11	5:51	6:02	5:55	6:09			
Refunds	Number of customers who received refunds	139	98	141	150	150	184	201	177	201			
	Monthly amount of refunds	\$1,999.65	\$1,205.74	\$1,746.82	\$1,438.53	\$1,529.56	\$1,543.01	\$1,812.99	\$2,263.19	\$1,463.29			
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**

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 (11/15/2017)			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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> 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	149,941	149,830	149,689			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	223,406	223,025	222,695		
		Total # of trouble reports	2,927	2,555	3,164	2,858	2,937	3,937	2,720	2,683	2,172		
		% of trouble reports	1.3%	1.1%	1.4%	1.3%	1.3%	1.8%	1.2%	1.2%	1.0%		
	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											
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	868	788	840	667	599	603	668	648	602			
	Total # of repair tickets restored in < 24hrs	782	720	713	617	581	591	649	634	582			
	% of repair tickets restored 24 Hours	90%	91%	85%	93%	97%	98%	97%	98%	97%			
	Sum of the duration of all outages (hh:mm)	7602:32	7547:59	9767:11	5683:18	4881:48	4475:54	4521:35	5131:29	4482:28			
	Avg. outage duration (hh:mm)	8:46	9:35	11:38	8:31	8:09	7:25	6:46	7:55	7:27			
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No			
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	1217	1092	1074	882	868	888	972	928	841		
		Total # of repair tickets restored in < 24hrs	726	702	687	602	575	586	630	626	575		
		% of repair tickets restored 24 Hours	60%	64%	64%	68%	66%	66%	65%	67%	68%		
		Sum of the duration of all outages (hh:mm)	8708:59:00	8482:01:00	10623:36	6322:26	5477:44	4846:45	5240:55	5588:48	5012:58		
		Avg. outage duration (hh:mm)	7:10	7:46	9:53	7:10	6:19	5:28	5:23	6:01	5:58		
<b>Refunds</b>	Number of customers who received refunds	66	82	108	89	85	120	131	105	114			
	Monthly amount of refunds	\$1,073.65	\$965.03	\$2,200.20	\$1,062.58	\$1,257.07	\$1,307.83	\$1,375.80	\$1,460.33	\$3,677.10			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
Total # of calls for TR, Billing & Non-Billing													
Total # of call seconds to reach live agent													
% 60 seconds													

**Primary Utility Contact Information**

Name: Marcie Evans

Phone: (858) 836-7313

Email: Marcie.Evans@cox.com

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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: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (11/15/2017)			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
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> 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	14,882	14,955	15,037			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	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	16,549	16,624	16,707		
		Total # of trouble reports	386	325	407	408	412	447	275	368	320		
		% of trouble reports	2.4%	2.0%	2.5%	2.5%	2.5%	2.7%	1.7%	2.2%	1.9%		
	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											
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	117	126	142	105	108	88	89	96	77			
	Total # of repair tickets restored in < 24hrs	108	113	133	97	106	87	87	92	75			
	% of repair tickets restored 24 Hours	92%	90%	94%	92%	98%	99%	98%	96%	97%			
	Sum of the duration of all outages (hh:mm)	688:08	1063:43	872:26	693:10	697:49	467:36	544:19	691:08	435:35			
	Avg. outage duration (hh:mm)	5:53	8:26	6:08	6:36	6:28	5:19	6:07	7:12	5:40			
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No			
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	151	164	167	147	143	124	111	130	121		
		Total # of repair tickets restored in < 24hrs	99	111	130	97	104	85	83	92	75		
		% of repair tickets restored 24 Hours	66%	68%	78%	66%	73%	69%	75%	71%	62%		
		Sum of the duration of all outages (hh:mm)	887:58	1222:12	1068:52	703:59	520:59	871:58	663:20:00	753:31:00	475:55:00		
		Avg. outage duration (hh:mm)	5:53	7:27	6:24	5:56	4:55	4:12	5:59	6:47	3:56		
<b>Refunds</b>	Number of customers who received refunds	3	6	11	10	12	9	5	15	10			
	Monthly amount of refunds	\$40.02	\$44.56	\$155.46	\$52.28	\$160.13	\$175.32	\$19.13	\$43.81	\$43.80			
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>													
Total # of calls for TR, Billing & Non-Billing													
Total # of call seconds 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)

**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 (11/15/2017)			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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> 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	25,269	25,429	25,521				
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	32,838	33,015	33,157			
		Total # of trouble reports	561	588	536	608	727	905	455	419	384			
		% of trouble reports	1.8%	1.8%	1.7%	1.9%	2.2%	2.8%	1.4%	1.3%	1.2%			
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	144	167	130	123	142	103	117	117	131				
	Total # of repair tickets restored in < 24hrs	125	154	103	117	140	102	113	115	130				
	% of repair tickets restored 24 Hours	87%	92%	79%	95%	99%	99%	97%	98%	99%				
	Sum of the duration of all outages (hh:mm)	1188:25	1375:16	1600:56	895:27	832:56	584:34	855:53	756:35	829:07				
	Avg. outage duration (hh:mm)	8:15	8:14	12:19	0:00	5:52	4:56	7:19	6:28	6:20				
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No				
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	192	233	182	166	196	143	185	167	179			
		Total # of repair tickets restored in < 24hrs	119	150	99	115	140	102	112	114	129			
		% of repair tickets restored 24 Hours	62%	64%	54%	69%	71%	71%	61%	68%	72%			
		Sum of the duration of all outages (hh:mm)	1347:50	1493:14	1724:58	940:03	871:53	628:27	915:09	825:45:00	922:52:00			
		Avg. outage duration (hh:mm)	7:00	6:25	9:29	9:40	4:27	4:23	4:57	4:55	5:10			
<b>Refunds</b>	Number of customers who received refunds	3	9	7	5	14	14	18	9	12				
	Monthly amount of refunds	\$126.26	\$183.20	\$167.21	\$10.11	\$197.94	\$117.29	\$101.47	\$109.67	\$214.20				
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
Total # of calls for TR, Billing & Non-Billing														
Total # of call seconds to reach live agent														
% 60 seconds														

**Primary Utility Contact Information**

Name: Marcie Evans

Phone: (858) 836-7313

Email: Marcie.Evans@cox.com

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