

**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 (3/14/2018)			
		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	443,048	442,029	440,433	
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	639,284	638,984	637,867	636,736	634,829	633,520
		Total # of trouble reports	9,803	8,597	10,016	9,654	9,976	12,748	8,056	8,594	6,679	6,683	9,095	12,237
		% of trouble reports	1.5%	1.3%	1.6%	1.5%	1.6%	2.0%	1.3%	1.3%	1.0%	1.0%	1.4%	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												
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	1911	1589	4951	
	Total # of repair tickets restored in < 24hrs	2459	2467	2207	1919	1897	1846	1961	1931	1878	1869	1539	4839	
	% of repair tickets restored 24 Hours	90.1%	91.9%	85.3%	93.0%	97.0%	97.9%	96.9%	97.5%	96.7%	97.8%	96.9%	97.7%	
	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	13651:01	11528:38	25543:21	
	Avg. outage duration (hh:mm)	8:36	9:19	10:49	8:27	8:13	7:21	7:13	7:49	7:22	7:08	7:15	5:10	
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	3785	3631	3196	2705	2753	2687	2855	2828	2689	2549	2369	5570	
	Total # of repair tickets restored in < 24hrs	2288	2406	2140	1891	1879	1833	1926	1910	1854	1775	1532	4861	
	% of repair tickets restored 24 Hours	60.4%	66.3%	67.0%	69.9%	68.3%	68.2%	67.5%	67.5%	68.9%	69.6%	64.7%	87.3%	
	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	15062:09	12147:16	30318:52	
	Avg. outage duration (hh:mm)	7:10	7:42	9:38	7:05	6:36	6:34	5:44	5:53	5:55	5:54	5:07	5:27	
Refunds	Number of customers who received refunds	211	195	267	254	261	327	355	306	337	420	342	282	
	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	\$2,945.03	\$3,364.21	\$3,237.61	
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		31,961	28,326	32,557	30,878	31,042	31,626	33,471	34,842	29,825	28,430	43,009	42,574	
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	346,210	514,025	357,381	
% 60 seconds		93%	92%	93%	95%	92%	92%	92%	94%	89%	91%	97%	97%	

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 (3/14/2018)			
		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	257,899	258,256	258,208	258,087	257,605	256,472	255,107	254,668	254,121	252,649	251,628	250,292	
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	366,491	366,320	365,308	364,015	362,237	361,182
		Total # of trouble reports	5,929	5,129	5,909	5,780	5,899	7,459	4,606	5,124	3,803	3,947	5,704	7,243
		% of trouble reports	1.6%	1.4%	1.6%	1.6%	1.6%	2.0%	1.3%	1.4%	1.0%	1.1%	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	1149	1119	1132	1155	984	2892	
	Total # of repair tickets restored in ≤ 24hrs	1444	1480	1258	1088	1070	1066	1112	1090	1091	1130	951	2816	
	% of repair tickets restored 24 Hours	90%	92%	85%	93%	97%	98%	97%	97%	96%	98%	97%	97%	
	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	8491:44	7146:57	15970:21	
	Avg. outage duration (hh:mm)	8:45	9:22	10:41	8:43	8:44	7:39	7:34	7:53	7:07	7:21	7:17	5:31	
	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	2225	2142	1773	1510	1546	1532	1587	1603	1548	1544	1485	3215	
	Total # of repair tickets restored in < 24hrs	1344	1443	1224	1077	1060	1060	1101	1078	1075	1078	945	2851	
	% of repair tickets restored 24 Hours	60%	67%	69%	71%	69%	69%	69%	67%	69%	70%	64%	89%	
	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	9342:37	7581:52	17803:03	
	Avg. outage duration (hh:mm)	7:16	7:50	9:55	7:19	7:11	5:51	6:02	5:55	6:09	6:03	5:06	5:32	
Refunds	Number of customers who received refunds	139	98	141	150	150	184	201	177	201	206	246	173	
	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	\$1,780.44	\$2,382.92	\$1,996.30	
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 (3/14/2018)			
		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	149,941	149,830	149,689	149,685	149,586	149,275	
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	223,406	223,025	222,695	222,713	222,460	222,130
		Total # of trouble reports	2,927	2,555	3,164	2,858	2,938	3,937	2,720	2,683	2,172	2,037	2,532	3,526
		% of trouble reports	1.3%	1.1%	1.4%	1.3%	1.3%	1.8%	1.2%	1.2%	1.0%	0.9%	1.1%	1.6%
	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	668	648	602	546	458	1,241	
	Total # of repair tickets restored in ≤ 24hrs	782	720	713	617	581	591	649	634	582	529	443	1,220	
	% of repair tickets restored 24 Hours	90%	91%	85%	93%	97%	98%	97%	98%	97%	97%	97%	98%	
	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	3862:20	3681:47	6965:14	
	Avg. outage duration (hh:mm)	8:46	9:35	11:38	8:31	8:09	7:25	6:46	7:55	7:27	7:04	8:02	5:37	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1217	1092	1074	882	868	888	972	928	841	714	676	1488
		Total # of repair tickets restored in ≤ 24hrs	726	702	687	602	575	586	630	626	575	495	442	1214
		% of repair tickets restored 24 Hours	60%	64%	64%	68%	66%	66%	65%	67%	68%	69%	65%	82%
		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	4328:56	3843:00	7648:38
		Avg. outage duration (hh:mm)	7:10	7:46	9:53	7:10	6:19	5:28	5:23	6:01	5:58	6:04	5:41	5:08
Refunds	Number of customers who received refunds	66	82	108	89	85	120	131	105	114	176	81	84	
	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	\$986.68	\$871.44	\$1,049.98	
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

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: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (05/11/17)			Date filed (8/14/2017)			Date filed (11/15/2017)			Date filed (3/14/2018)			
		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	14,882	14,955	15,037	15,118	15,156	15,194	
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	16,549	16,624	16,707	16,828	16,855	16,886
		Total # of trouble reports	386	325	407	408	412	447	275	368	320	284	395	374
		% of trouble reports	2.4%	2.0%	2.5%	2.5%	2.5%	2.7%	1.7%	2.2%	1.9%	1.7%	2.3%	2.2%
	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												
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	117	126	142	105	108	88	89	96	77	84	61	136	
	Total # of repair tickets restored in < 24hrs	108	113	133	97	106	87	87	92	75	84	60	133	
	% of repair tickets restored 24 Hours	92%	90%	94%	92%	98%	99%	98%	96%	97%	100%	98%	98%	
	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	523:53	280:19	612:38	
	Avg. outage duration (hh:mm)	5:53	8:26	6:08	6:36	6:28	5:19	6:07	7:12	5:40	6:14	4:35	4:30	
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	151	164	167	147	143	124	111	130	121	116	85	153
		Total # of repair tickets restored in < 24hrs	99	111	130	97	104	85	83	92	75	83	60	132
		% of repair tickets restored 24 Hours	66%	68%	78%	66%	73%	69%	75%	71%	62%	72%	71%	86%
		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	586:17	290:04	685:16
		Avg. outage duration (hh:mm)	5:53	7:27	6:24	5:56	4:55	4:12	5:59	6:47	3:56	6:03	3:25	4:29
Refunds	Number of customers who received refunds	3	6	11	10	12	9	5	15	10	8	9	6	
	Monthly amount of refunds	\$40.02	\$44.56	\$155.46	\$52.28	\$160.13	\$175.32	\$19.13	\$43.81	\$43.80	\$48.26	\$101.76	\$54.30	
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

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 (3/14/2018)			
		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	25,269	25,429	25,521	25,596	25,659	25,672	
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	32,838	33,015	33,157	33,180	33,277	33,322
		Total # of trouble reports	561	588	536	608	727	905	455	419	384	415	464	1,094
		% of trouble reports	1.8%	1.8%	1.7%	1.9%	2.2%	2.8%	1.4%	1.3%	1.2%	1.3%	1.4%	3.3%
	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	117	117	131	126	86	682	
	Total # of repair tickets restored in < 24hrs	125	154	103	117	140	102	113	115	130	126	85	670	
	% of repair tickets restored 24 Hours	87%	92%	79%	95%	99%	99%	97%	98%	99%	100%	99%	98%	
	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	773:04	419:35	1995:08	
	Avg. outage duration (hh:mm)	8:15	8:14	12:19	0:00	5:52	4:56	7:19	6:28	6:20	4:58	4:53	2:56	
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	192	233	182	166	196	143	185	167	179	175	123	714
		Total # of repair tickets restored in < 24hrs	119	150	99	115	140	102	112	114	129	119	85	664
		% of repair tickets restored 24 Hours	62%	64%	54%	69%	71%	71%	61%	68%	72%	68%	69%	93%
		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	804:19	432:20	4181:55
		Avg. outage duration (hh:mm)	7:00	6:25	9:29	9:40	4:27	4:23	4:57	4:55	5:10	4:36	3:51	5:52
Refunds	Number of customers who received refunds	3	9	7	5	14	14	18	9	12	30	6	19	
	Monthly amount of refunds	\$126.26	\$183.20	\$167.21	\$10.11	\$197.94	\$117.29	\$101.47	\$109.67	\$214.20	\$129.65	\$8.09	\$137.03	
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

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)