

**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 (07/31/17)			Date filed (x/x/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									
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								
		Total # of trouble reports	9,803	8,597	10,016								
		% of trouble reports	1.5%	1.3%	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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2729	2684	2588									
	Total # of repair tickets restored in ≤ 24hrs	2459	2467	2207									
	% of repair tickets restored ≤ 24 Hours	90.1%	91.9%	85.3%									
	Sum of the duration of all outages (hh:mm)	23483:58	24987:36	28016:55									
	Avg. outage duration (hh:mm)	8:36	9:19	10:49									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	3785	3631	3196									
	Total # of repair tickets restored in ≤ 24hrs	2288	2406	2140									
	% of repair tickets restored ≤ 24 Hours	60.4%	66.3%	67.0%									
	Sum of the duration of all outages (hh:mm)	27124:12	27960:40	30768:02									
	Avg. outage duration (hh:mm)	7:10	7:42	9:38									
Refunds	Number of customers who received refunds	211	195	267									
	Monthly amount of refunds	\$3,239.58	\$2,398.53	\$4,269.69									
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	32,557									
	Total # of call seconds to reach live agent	794094	841760	485484									
	% ≤ 60 seconds	93%	92%	93%									

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 (07/31/17)			Date filed (x/x/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										
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									
		Total # of trouble reports	5,929	5,129	5,909									
		% of trouble reports	1.6%	1.4%	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	1600	1603	1476										
	Total # of repair tickets restored in ≤ 24hrs	1444	1480	1258										
	% of repair tickets restored ≤ 24 Hours	90%	92%	85%										
	Sum of the duration of all outages (hh:mm)	14004:53	15000:38	15776:22										
	Avg. outage duration (hh:mm)	8:45	9:22	10:41										
	Indicate if catastrophic event is in month	No	No	No										
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	2225	2142	1773										
	Total # of repair tickets restored in ≤ 24hrs	1344	1443	1224										
	% of repair tickets restored ≤ 24 Hours	60%	67%	69%										
	Sum of the duration of all outages (hh:mm)	16179:25	16763:13	17350:36										
	Avg. outage duration (hh:mm)	7:16	7:50	9:55										
Refunds	Number of customers who received refunds	139	98	141										
	Monthly amount of refunds	\$1,999.65	\$1,205.74	\$1,746.82										
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

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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: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (07/31/17)			Date filed (x/x/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									
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								
		Total # of trouble reports	2,927	2,555	3,164								
		% of trouble reports	1.3%	1.1%	1.4%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	782	720	713									
	% of repair tickets restored ≤ 24 Hours	90%	91%	85%									
	Sum of the duration of all outages (hh:mm)	7602:32	7547:59	9767:11									
	Avg. outage duration (hh:mm)	8:46	9:35	11:38									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	1217	1092	1074								
		Total # of repair tickets restored in ≤ 24hrs	726	702	687								
		% of repair tickets restored ≤ 24 Hours	60%	64%	64%								
		Sum of the duration of all outages (hh:mm)	8708:59:00	8482:01:00	10623:36								
		Avg. outage duration (hh:mm)	7:10	7:46	9:53								
Refunds	Number of customers who received refunds	66	82	108									
	Monthly amount of refunds	\$1,073.65	\$965.03	\$2,200.20									
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 (07/31/17)			Date filed (x/x/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									
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								
		Total # of trouble reports	386	325	407								
		% of trouble reports	2.4%	2.0%	2.5%								
	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									
	Total # of repair tickets restored in ≤ 24hrs	108	113	133									
	% of repair tickets restored ≤ 24 Hours	92%	90%	94%									
	Sum of the duration of all outages (hh:mm)	688:08	1063:43	872:26									
	Avg. outage duration (hh:mm)	5:53	8:26	6:08									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	151	164	167								
		Total # of repair tickets restored in ≤ 24hrs	99	111	130								
		% of repair tickets restored ≤ 24 Hours	66%	68%	78%								
		Sum of the duration of all outages (hh:mm)	887:58	1222:12	1068:52								
		Avg. outage duration (hh:mm)	5:53	7:27	6:24								
Refunds	Number of customers who received refunds	3	6	11									
	Monthly amount of refunds	\$40.02	\$44.56	\$155.46									
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												

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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 (07/31/17)			Date filed (x/x/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									
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								
		Total # of trouble reports	561	588	536								
		% of trouble reports	1.8%	1.8%	1.7%								
	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	144	167	130									
	Total # of repair tickets restored in ≤ 24hrs	125	154	103									
	% of repair tickets restored ≤ 24 Hours	87%	92%	79%									
	Sum of the duration of all outages (hh:mm)	1188:25	1375:16	1600:56									
	Avg. outage duration (hh:mm)	8:15	8:14	12:19									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	192	233	182								
		Total # of repair tickets restored in ≤ 24hrs	119	150	99								
		% of repair tickets restored ≤ 24 Hours	62%	64%	54%								
		Sum of the duration of all outages (hh:mm)	1347:50	1493:14	1724:58								
		Avg. outage duration (hh:mm)	7:00	6:25	9:29								
Refunds	Number of customers who received refunds	3	9	7									
	Monthly amount of refunds	\$126.26	\$183.20	\$167.21									
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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