Company Name:	Cox California Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year: <u>2018</u>
Reporting Unit Type:	✓ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Cox California Telcom, L.L.C.

	Measurement (Comp	oile monthly, file quarterly)		Date filed (5/15/18) 1st Quarter			Date filed (8/14/2018) 2nd Quarte	r		Date filed (x/xx/2018) Brd Quarter			Date filed (x/xx/2019) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Hadan Internal	Total # of business days					,							
	Illation Interval	Total # of service orders												
iviin.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
	Illation 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	438,261	436,577	434,140	431,586	428,513	424,318	0	0	0	0	0	0
	omer Trouble Report	, , , , , , , , , , , , , , , , , , , ,	,===	, , ,	,	,,,,,,,	-,	,=:=						
		Total # of working lines	630,966	628,999	625,818	622,506	618,617	613,959	0	0	0	0	0	0
	6% (6 per 100 working lines	Total # of trouble reports	18,251	13,674	8,968	7,738	5,932	6,189	0	0	0	0	0	0
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	2.9%	2.2%	1.4%	1.2%	1.0%	1.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
ğ		Total # of working lines												
taı	8% (8 per 100 working lines	Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.		Total # of working lines												
-	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	10239*	7050	1940	1602	1319	1514	0	0	0	0	0	0
Adju	sted	Total # of repair tickets restored in ≤ 24hrs	7101	6643	1886	1576	1290	1462	0	0	0	0	0	0
Out 6	of Service Report	% of repair tickets restored ≤ 24 Hours	69.4%	94.2%	97.2%	98.4%	97.8%	96.6%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	1687272:40	67681:33	15370:38	13219:51	16704:44	19804:02						
		Avg. outage duration (hh:mm)	164:47	9:36	7:55	8:15	12:40	13:04						
		Indicate if catastrophic event is in month	Yes	No	No	No	No	No						
Unac	djusted Out	Total # of unadjusted outage report tickets	11065*	7836	2432	1993	1638	1975	0	0	0	0	0	0
	ervice Report	Total # of repair tickets restored in ≤ 24hrs	7031	6586	1878	1539	1266	1425	0	0	0	0	0	0
01 00	sivice Report	% of repair tickets restored ≤ 24 Hours	63.5%	84.0%	77.2%	77.2%	77.3%	72.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1694725:19	75993:50	16342:57	14144:32	17446:12	20612:07						
		Avg. outage duration (hh:mm)	153:10	9:42	6:43	7:05	10:39	10:29						
Refu	nds	Number of customers who received refunds	684	478	393	480	477	470	0	0	0	0	0	0
		Monthly amount of refunds	\$7,592.34	\$6,450.46	\$5,516.00		\$4,288.74		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Answer Time (Trouble		Firs	t Quarter 201	8	Sec	ond Quarter	2018	Thir	d Quarter 20	18	Fou	rth Quarter 2	2018
Repo	orts,Billing & Non-Billing) Min. tandard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	51,535	42,365	51,604	50,609	43,805	38,577						
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent	1,854,853	466,524	1,452,433	495,503	443,511	429,016						
		% ≤ 60 seconds	90%	96%	95%	97%	97%	96%						

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>2018</u>	_
Reporting Unit Type:	☐ Total Company ☑ Exchange	Wire Center			Rep	orting Unit N	lame:		San Diego				_
Measurement (Compile monthly file quarterly)						Date filed (8/14/2018)			Date filed (x/xx/2018)			Date filed (x/xx/2019)	
weasurement (CC	implie monthly, me quarterly)		1st Quarter	ter 2nd Quarter 3rd Quarter			r	4th					
Measurement (Compile monthly, file quarterly) Date filed (5/15/18) 1st Quarter Jan Feb Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov					
Total # of business days													
nstallation Interval	al Total # of service orders												
lin. standard = 5 bus. days	A											Ī	1

	,poo,,o quao,,		1st Quarter			2nd Quarter			3rd Quarte	r		4th Quarter	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval	Total # of business days												
Min. standard = 5 bus. days	Total # of service orders												
iviiri. Staridard = 5 bus. days	Avg. # of business days												
	Total # of installation commitments												
Installation Commitment	Total # of installation commitment met												
Min. standard = 95% commitment r	net Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	248,640	247,203	245,423	243,790	241,738	239,031						
Customer Trouble Report													
6% (6 per 100 working lines	Total # of working lines	359,367	357,863	355,879	353,755	351,291	348,409						
/	Total # of trouble reports	9,616	8,600	4,823	4,307	3,376	3,158						
8% (8 per 100 working lines) units w/ 1.001 - 2.999 lines)	% of trouble reports	2.7%	2.4%	1.4%	1.2%	1.0%	0.9%	#DIV/0!	#DIV/0!	#DIV/0! #[#DIV/0!	#DIV/0!	#DIV/0!
8% (8 per 100 working lines	Total # of working lines												
units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
, , , , , , , , , , , , , , , , , , , ,	% of trouble reports												
10% (10 per 100 working line	Total # of working lines												
units w/ ≤ 1,000 lines)	Total # of trouble reports												
units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports												
	Total # of outage report tickets	4935	4800	1099	841	769	733						
Out of Service Report	Total # of repair tickets restored in ≤ 24hrs	4736	4553	1064	830	753	706			D! #DIV/0! #DIV/0! #DIV/0! #DIV/0!			
Min. standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	95%	97%	99%	98%	96%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
IVIIII. Standard = 90 /6 Within 24 ms	Sum of the duration of all outages (hh:mm)	44738:44	72215:42	8692:13:00	6442:05	9453:17	9669:54						
	Avg. outage duration (hh:mm)	9:04	8:47	7:55	7:40	12:17	13:11						
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No						
	Total # of unadjusted outage report tickets	5349	5254	1336	1054	916	947						
Unadjusted Out of Service Repor		4690	4517	1060	807	737	685						
	% of repair tickets restored ≤ 24 Hours	88%	86%	79%	77%	80%	72%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	49881:29	48522:11	9295:42:00	6909:53	9861:50	10159:22						
	Avg. outage duration (hh:mm)	9:20	9:14	6:58	6:34	10:46	10:44						
Refunds	Number of customers who received refunds		185	191	239	215	204						
	Monthly amount of refunds	\$2,588.85	\$1,511.48	\$2,441.20	\$2,921.96	\$2,159.38	\$2,211.52						
Answer Time (Trouble Reports, E	illing												
& Non-Billing) Min. standard = 86	7% of Total # of calls for TR, Billing & Non-Billing										1		
calls ≤ 60 seconds to reach live a	agent					1							
(w/ a menu option to reach live a											₩	 	
	% ≤ 60 seconds												

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 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 Telco	m, L.L.C.	U#:	<u>5684-C</u>	Report Year	: <u>2018</u>
Reporting Unit Type:	☐ Total Company	Exchange	Wire Center	Reporting Unit	Name:	Orange County	

				Date filed (5/15/18)			Date filed (8/14/2018)			Date filed			Date filed	
	Measurement (Com	pile monthly, file quarterly)		1st Quarter			2nd Quarter	,		3rd Quarte			4th Quart	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days								333.3				
	allation Interval	Total # of service orders												
iviin.	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	148,771	148,436	147,776	146,853	145,828	144,560						
	omer Trouble Report			,	,			1 11,000						
	•	Total # of working lines	221,462	220,864	219,584	218,394	217,043	215,477						
	6% (6 per 100 working lines for	Total # of trouble reports	4,654	3,905	3,226	2,479	2,005	2,288						
Id	units w/ ≥ 3,000 lines)	% of trouble reports	2.1%	1.8%	1.5%	1.1%	0.9%	1.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Standard	20/ /2 400 1: " /	Total # of working lines												
tar	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% 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	2046	1718	626	484	404	565						
0	of Comice Deport	Total # of repair tickets restored in ≤ 24hrs	1959	1641	610	473	392	545						
	of Service Report	% of repair tickets restored ≤ 24 Hours	96%	96%	97%	98%	97%	96%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
iviin.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	17396:02	17004:57	4967:41	4314:39	713:04	7666:22						
		Avg. outage duration (hh:mm)	8:30	9:54	7:56	8:55	10:02	13:34						
		Indicate if catastrophic event is in month	Yes	No	No	No	No	No						
		·												
Linas	divoted	Total # of unadjusted outage report tickets	2426	1978	819	618	534	738						
	djusted Out	Total # of repair tickets restored in ≤ 24hrs	1937	1624	606	461	385	535						
OT 26	ervice Report	% of repair tickets restored ≤ 24 Hours	80%	82%	74%	75%	72%	72%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	19402:01	18785:55	5281:17:00	4637:44	5802:51	7863:51						
		Avg. outage duration (hh:mm)	8:00	7:27	6:27	7:30	10:52	10:40						
Refu	ınds	Number of customers who received refunds	136	117	153	170	203	203						
		Monthly amount of refunds	\$1,599.05	\$1,107.00	\$1,551.04	\$1,517.47	\$1,768.24	\$1,447.46						
	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												
	nu option 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)

Company Name:	Cox California Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year: <u>2018</u>	_
Reporting Unit Type:	☐ Total Company	Reporting Unit Name:	Palos Verdes	_

				Date filed (5/15/18)			Date filed (8/14/2018)	<u> </u>		Date filed (x/xx/2018)			Date filed (x/xx/2019)	
	Measurement (Comp	oile monthly, file quarterly)	1st Quarter				2nd Quarte			3rd Quarter			4th Quarter	'
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inote	allation Intornal	Total # of business days												
	allation Interval	Total # of service orders												
IVIII 1.	standard = 5 bus. days	Avg. # of business days												
lu ata	-11-4: 0	Total # of installation commitments												
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitment met												
		Total # of installation commitment missed												
		% of commitment met												
	Customers	Acct # for voice or bundle, res+bus	15,212	15,242	15,294	15,283	15,347	15,278						
Cust	tomer Trouble Report													
	69/ (6 por 100 working lines	Total # of working lines	16,887	16,902	16,962	16,991	17,012	16,934						
	6% (6 per 100 working lines	Total # of trouble reports	546	420	323	391	214	290						
ard	for units w/ ≥ 3,000 lines)	% of trouble reports	3.2%	2.5%	1.9%	2.3%	1.3%	1.7%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
lğ	8% (8 per 100 working lines	Total # of working lines												
Standard	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
	101 units w/ 1,001 - 2,999 inles)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	245	185	75	130	60	107						
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs	232	183	74	130	60	105						
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	95%	99%	99%	100%	100%	98%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
IVIII I.	Standard = 3070 Within 24 1113	Sum of the duration of all outages (hh:mm)	2226:08	1418:53	403:38	989:13	737:24	1280:19						
		Avg. outage duration (hh:mm)	9:05	7:40	5:23	5:53	12:17	11:58					<u> </u>	
		Indicate if catastrophic event is in month	No	No	No	No	No	No						
						l .								
Una	djusted Out	Total # of unadjusted outage report tickets	271	202	86	152	71	134						
	ervice Report	Total # of repair tickets restored in < 24hrs	232	183	74	129	60	102						
	or tropert	% of repair tickets restored ≤ 24 Hours	86%	91%	86%	85%	85%	76%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	2411:14	1504:37	409:05	1030:02	737:24	1327:54						
		Avg. outage duration (hh:mm)	8:54	7:27	4:46	6:47	12:17	9:55						
Refu	ınds	Number of customers who received refunds	14	10	10	39	34	51					<u> </u>	<u> </u>
		Monthly amount of refunds	\$77.27	\$72.44	\$94.53	\$180.62	\$175.20	\$237.72						
	Answer Time (Trouble						1	<u> </u>						
Repo	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												<u> </u>
	standard = 80% of calls > 60	Total # of call seconds to reach live agent										_	<u> </u>	
me		% ≤ 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)

Company Name:	<u>Cox California</u>	Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year: <u>2018</u>
Reporting Unit Type:	☐ Total Company	ge Wire Center	Reporting Unit Name:	Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (5/15/18)		Date filed (8/14/2018)		Date filed (x/xx/2018)			Date filed (x/xx/2019)					
_			1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
		Total # of business days	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of service orders											 	+
		Avg. # of business days											 	
Installation Commitment Min. standard = 95% commitment		Total # of installation commitments												
		Total # of installation commitment met												
		Total # of installation commitment missed											 	+
met		% of commitment met												
Customore		Acct # for voice or bundle, res+bus	25,638	25,696	25,647	25,660	25,600	25,449						
		Acct # 101 voice of buridle, res+bus	23,030	23,090	25,047	23,000	23,000	25,449					 	+
Customer Trouble Report		Total # of working lines	33,250	33,370	33,393	33,366	33,271	33,139				 		+
	6% (6 per 100 working lines	Total # of trouble reports	3,435	749	596	561	33,271	453						
ō	for units w/ ≥ 3,000 lines)	% of trouble reports	10.3%	2.2%	1.8%	1.7%	1.0%	1.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	10.576	2.2 /0	1.070	1.7 70	1.070	1.470	#51770:	#51770:	#51770:	#517/0:	#51770:	#51770:
tan		Total # of trouble reports											 	
		% of trouble reports												
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
_		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	3013*	347	140	147	86	109						
		Total # of repair tickets restored in ≤ 24hrs	174	266	138	143	85	106						
	of Service Report	% of repair tickets restored ≤ 24 Hours	6%	77%	99%	97%	99%	97%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
iviin.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	1622911:46	7042:01	13007:06	1473:54	1024:06	1187:27						
		Avg. outage duration (hh:mm)	538:38	20:17	9:20	10:02	11:55	10:53						
		Indicate if catastrophic event is in month	Yes	No	No	No	No	No						
		·												
		Total # of unadjusted outage report tickets	3019*	402	191	169	117	156						
		Total # of repair tickets restored in ≤ 24hrs	172	262	138	142	84	103						
		% of repair tickets restored ≤ 24 Hours	6%	65%	72%	84%	72%	66%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1623030:35	7181:07	1356:53	1566:53	1044:07	1269:15						
		Avg. outage duration (hh:mm)	537:37	17:55	7:42	9:16	8:55	8:08						
		Number of customers who received refunds	258	166	39	32	25	12						
		Monthly amount of refunds	\$3,327.17	\$3,759.54	\$1,429.23	\$197.53	\$185.92	\$194.10						
Answer Time (Trouble														
Reports,Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a		Total # of calls for TR. Billing & Non-Billing												
		Total # of call seconds to reach live agent											 	
me	nu option to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Marcie Evans	Phone:	(858) 836-7313	Email: Marcie.Evans@cox.com
Marie. Marcie Evans	i none.	(030) 030-7313	Linaii. Warde. L vans @ 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)
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