

**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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

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

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			
		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	438,261	436,577	434,140	431,586	428,513	424,318	0	0	0	0	0	0	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	630,966	628,999	625,818	622,506	618,617	613,959	0	0	0	0	0	0
		Total # of trouble reports	18,251	13,674	8,968	7,738	5,932	6,189	0	0	0	0	0	0
		% 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!
	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	10239*	7050	1940	1602	1319	1514	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	7101	6643	1886	1576	1290	1462	0	0	0	0	0	0	
	% 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!	
	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							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	11065*	7836	2432	1993	1638	1975	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	7031	6586	1878	1539	1266	1425	0	0	0	0	0	0	
	% 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							
Refunds	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	\$4,817.58	\$4,288.74	\$4,090.80	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
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 2018			Second Quarter 2018			Third Quarter 2018			Fourth Quarter 2018			
	Total # of calls for TR, Billing & Non-Billing	51,535	42,365	51,604	50,609	43,805	38,577							
	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)

**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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: San Diego

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			
		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	248,640	247,203	245,423	243,790	241,738	239,031							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 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						
		% 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 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	4935	4800	1099	841	769	733							
	Total # of repair tickets restored in ≤ 24hrs	4736	4553	1064	830	753	706							
	% of repair tickets restored ≤ 24 Hours	96%	95%	97%	99%	98%	96%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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							
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5349	5254	1336	1054	916	947							
	Total # of repair tickets restored in ≤ 24hrs	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	276	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, 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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Orange County

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			
		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	148,771	148,436	147,776	146,853	145,828	144,560							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	221,462	220,864	219,584	218,394	217,043	215,477						
		Total # of trouble reports	4,654	3,905	3,226	2,479	2,005	2,288						
		% 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!
	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	2046	1718	626	484	404	565							
	Total # of repair tickets restored in < 24hrs	1959	1641	610	473	392	545							
	% of repair tickets restored ≤ 24 Hours	96%	96%	97%	98%	97%	96%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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							
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	2426	1978	819	618	534	738						
		Total # of repair tickets restored in < 24hrs	1937	1624	606	461	385	535						
		% 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						
Refunds	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 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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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: 2018

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Palos Verdes

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		
		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	15,212	15,242	15,294	15,283	15,347	15,278						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,887	16,902	16,962	16,991	17,012	16,934					
		Total # of trouble reports	546	420	323	391	214	290					
		% 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!
	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	245	185	75	130	60	107						
	Total # of repair tickets restored in ≤ 24hrs	232	183	74	130	60	105						
	% of repair tickets restored ≤ 24 Hours	95%	99%	99%	100%	100%	98%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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						
	Indicate if catastrophic event is in month	No	No	No	No	No	No						
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	271	202	86	152	71	134					
		Total # of repair tickets restored in ≤ 24hrs	232	183	74	129	60	102					
		% of repair tickets restored ≤ 24 Hours	86%	91%	86%	85%	85%	76%	#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					
Refunds	Number of customers who received refunds	14	10	10	39	34	51						
	Monthly amount of refunds	\$77.27	\$72.44	\$94.53	\$180.62	\$175.20	\$237.72						
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: 2018

Reporting Unit Type: Total Company Exchange 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		
		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	25,638	25,696	25,647	25,660	25,600	25,449						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	33,250	33,370	33,393	33,366	33,271	33,139					
		Total # of trouble reports	3,435	749	596	561	337	453					
		% 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!
	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	3013*	347	140	147	86	109						
	Total # of repair tickets restored in ≤ 24hrs	174	266	138	143	85	106						
	% of repair tickets restored ≤ 24 Hours	6%	77%	99%	97%	99%	97%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	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						
Unadjusted of Service Report	Out	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!
		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					
Refunds	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 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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