

**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 (11/14/2018)			Date filed (2/11/2019)			
		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	420,372	416,735	413,441	410,352	407,647	405,238	
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	609,678	605,696	601,990	598,425	594,860	591,467
		Total # of trouble reports	18,251	13,674	8,968	7,738	5,932	6,189	6,775	7,478	6,673	7,418	6,130	6,636
		% of trouble reports	2.9%	2.2%	1.4%	1.2%	1.0%	1.0%	1.1%	1.2%	1.1%	1.2%	1.0%	1.1%
	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	1556	1625	1320	1910	1533	1193	
	Total # of repair tickets restored in ≤ 24hrs	7101	6643	1886	1576	1290	1462	1481	1594	1248	1824	1488	1124	
	% of repair tickets restored ≤ 24 Hours	69.4%	94.2%	97.2%	98.4%	97.8%	96.6%	95.2%	98.1%	94.5%	95.5%	97.1%	94.2%	
	Sum of the duration of all outages (hh:mm)	1687272:40	67681:33	15370:38	13219:51	16704:44	19804:02	22863:52	21195:08	16443:16	23:27	19068:01	14371:00	
	Avg. outage duration (hh:mm)	164:47	9:36	7:55	8:15	12:40	13:04	14:41	13:02	12:28	11:48	12:26	12:04	
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	11065*	7836	2432	1993	1638	1975	2047	2092	1715	2400	1959	1526	
	Total # of repair tickets restored in ≤ 24hrs	7031	6586	1878	1539	1266	1425	1424	1561	1231	1805	1455	1131	
	% of repair tickets restored ≤ 24 Hours	63.5%	84.0%	77.2%	77.2%	77.3%	72.2%	69.6%	74.6%	71.8%	75.2%	74.3%	74.1%	
	Sum of the duration of all outages (hh:mm)	1694725:19	75993:50	16342:57	14144:32	17446:12	20612:07	25048:54	22206:06	17676:55	24019:33	20360:56	15350:01	
	Avg. outage duration (hh:mm)	153:10	9:42	6:43	7:05	10:39	10:29	12:14	10:37	10:19	10:00	10:39	10:04	
	Refunds	Number of customers who received refunds	684	478	393	480	477	470	330	348	304	383	282	335
Monthly amount of refunds		\$7,592.34	\$6,450.46	\$5,516.00	\$4,817.58	\$4,288.74	\$4,090.80	\$4,013.30	\$4,020.25	\$3,283.00	\$4,873.37	\$3,571.01	\$3,180.26	
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	37,271	40,398	36,182	39,769	36,381	35,603	
	Total # of call seconds to reach live agent	1,854,853	466,524	1,452,433	495,503	443,511	429,016	629,804	714,193	646,168	825,159	354,973	606,394	
	% ≤ 60 seconds	90%	96%	95%	97%	97%	96%	95%	95%	95%	95%	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: 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 (11/14/2018)			Date filed (2/11/2019)		
		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	248,640	247,203	245,423	243,790	241,738	239,031	236,569	234,131	232,065	229,876	228,241	226,644
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	345,790	343,472	341,284	338,697	336,630	334,607
	Total # of trouble reports	9,616	8,600	4,823	4,307	3,376	3,158	3,576	4,132	3,665	3,770	3,526	3,736
	% of trouble reports	2.7%	2.4%	1.4%	1.2%	1.0%	0.9%	1.0%	1.2%	1.1%	1.1%	1.0%	1.1%
Min. Standard 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												
Min. Standard 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	811	916	726	948	904	647
	Total # of repair tickets restored in ≤ 24hrs	4736	4553	1064	830	753	706	771	896	687	908	880	616
	% of repair tickets restored ≤ 24 Hours	96%	95%	97%	99%	98%	96%	95%	98%	95%	96%	97%	95%
	Sum of the duration of all outages (hh:mm)	44738:44	72215:42	8692:13:00	6442:05	9453:17	9669:54	11843:03	12044:08	8982:31	10391:45	11230:43	7945:04
	Avg. outage duration (hh:mm)	9:04	8:47	7:55	7:40	12:17	13:11	14:36	13:09	9:36	10:58	12:25	12:17
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No	No	No	No
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	5349	5254	1336	1054	916	947	1040	1148	936	1169	1130	837
	Total # of repair tickets restored in ≤ 24hrs	4690	4517	1060	807	737	685	744	874	677	899	854	610
	% of repair tickets restored ≤ 24 Hours	88%	86%	79%	77%	80%	72%	72%	76%	72%	77%	76%	73%
	Sum of the duration of all outages (hh:mm)	49881:29	48522:11	9295:42:00	6909:53	9861:50	10159:22	12961:58	12633:29	9853:49	11207:40	11975:20	8623:44
	Avg. outage duration (hh:mm)	9:20	9:14	6:58	6:34	10:46	10:44	12:28	11:00	14:34	9:24	10:36	10:18
Refunds	Number of customers who received refunds	276	185	191	239	215	204	179	178	157	177	166	165
	Monthly amount of refunds	\$2,588.85	\$1,511.48	\$2,441.20	\$2,921.96	\$2,159.38	\$2,211.52	\$2,149.88	\$2,254.91	\$1,663.20	\$2,111.97	\$1,998.97	\$1,519.76
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 (11/14/2018)			Date filed (2/11/2019)			
		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	143,219	142,110	140,955	140,187	139,185	138,451	
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	213,868	212,187	210,722	209,800	208,296	207,022
		Total # of trouble reports	4,654	3,905	3,226	2,479	2,005	2,288	2,406	2,553	2,214	2,751	1,954	2,153
		% of trouble reports	2.1%	1.8%	1.5%	1.1%	0.9%	1.1%	1.1%	1.2%	1.1%	1.3%	0.9%	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	2046	1718	626	484	404	565	525	544	443	724	468	420	
	Total # of repair tickets restored in < 24hrs	1959	1641	610	473	392	545	498	537	417	691	452	404	
	% of repair tickets restored ≤ 24 Hours	96%	96%	97%	98%	97%	96%	95%	99%	94%	95%	97%	96%	
	Sum of the duration of all outages (hh:mm)	17396:02	17004:57	4967:41	4314:39	713:04	7666:22	8113:58	7243:05	5574:10	9429:09	6072:28	4923:49	
	Avg. outage duration (hh:mm)	8:30	9:54	7:56	8:55	10:02	13:34	15:28	13:13	12:35	13:01	12:59	11:43	
	Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	2426	1978	819	618	534	738	723	724	588	925	619	526
		Total # of repair tickets restored in < 24hrs	1937	1624	606	461	385	535	478	527	413	683	445	400
		% of repair tickets restored ≤ 24 Hours	80%	82%	74%	75%	72%	72%	66%	73%	70%	74%	72%	76%
		Sum of the duration of all outages (hh:mm)	19402:01	18785:55	5281:17:00	4637:44	5802:51	7863:51	8856:53	7550:01	5823:26	9950:36	6509:26	5140:56
		Avg. outage duration (hh:mm)	8:00	7:27	6:27	7:30	10:52	10:40	12:14	14:20	13:58	10:45	10:31	9:46
Refunds	Number of customers who received refunds	136	117	153	170	203	203	112	125	105	142	85	151	
	Monthly amount of refunds	\$1,599.05	\$1,107.00	\$1,551.04	\$1,517.47	\$1,768.24	\$1,447.46	\$1,298.81	\$1,496.60	\$1,274.43	\$2,026.90	\$1,152.27	\$1,466.47	
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

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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: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (5/15/18)			Date filed (8/14/2018)			Date filed (11/14/2018)			Date filed (2/11/2019)			
		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	15,257	15,279	15,252	15,232	15,202	15,169	
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	16,893	16,931	16,898	16,912	16,872	16,857
		Total # of trouble reports	546	420	323	391	214	290	297	307	333	497	292	350
		% of trouble reports	3.2%	2.5%	1.9%	2.3%	1.3%	1.7%	1.8%	1.8%	2.0%	2.9%	1.7%	2.1%
	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	88	73	74	141	77	61	
	Total # of repair tickets restored in ≤ 24hrs	232	183	74	130	60	105	88	70	72	131	76	40	
	% of repair tickets restored ≤ 24 Hours	95%	99%	99%	100%	100%	98%	100%	96%	97%	93%	99%	66%	
	Sum of the duration of all outages (hh:mm)	2226:08	1418:53	403:38	989:13	737:24	1280:19	1104:44	891:48	923:22	1511:25	7501:37	663:35	
	Avg. outage duration (hh:mm)	9:05	7:40	5:23	5:53	12:17	11:58	12:33	12:22	10:22	10:43	9:45	10:53	
	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	271	202	86	152	71	134	115	93	89	176	95	79	
	Total # of repair tickets restored in < 24hrs	232	183	74	129	60	102	84	69	70	129	76	59	
	% of repair tickets restored ≤ 24 Hours	86%	91%	86%	85%	85%	76%	73%	74%	79%	73%	80%	75%	
	Sum of the duration of all outages (hh:mm)	2411:14	1504:37	409:05	1030:02	737:24	1327:54	1221:19:00	950:29:00	1013:54:00	1622:46	791:45	709:59	
	Avg. outage duration (hh:mm)	8:54	7:27	4:46	6:47	12:17	9:55	10:37	10:13	14:29	9:13	8:15	8:59	
Refunds	Number of customers who received refunds	14	10	10	39	34	51	25	34	26	49	18	10	
	Monthly amount of refunds	\$77.27	\$72.44	\$94.53	\$180.62	\$175.20	\$237.72	\$320.98	\$211.13	\$176.85	\$486.68	\$189.32	\$88.59	
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

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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 (11/14/2018)			Date filed (2/11/2019)			
		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	25,327	25,215	25,169	25,057	25,019	24,974	
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	33,127	33,106	33,086	33,016	33,062	32,981
		Total # of trouble reports	3,435	749	596	561	337	453	496	486	461	400	358	397
		% of trouble reports	10.3%	2.2%	1.8%	1.7%	1.0%	1.4%	1.5%	1.5%	1.4%	1.2%	1.1%	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												
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	3013*	347	140	147	86	109	132	92	77	97	84	65	
	Total # of repair tickets restored in ≤ 24hrs	174	266	138	143	85	106	124	91	72	94	80	64	
	% of repair tickets restored ≤ 24 Hours	6%	77%	99%	97%	99%	97%	94%	99%	94%	97%	95%	98%	
	Sum of the duration of all outages (hh:mm)	1622911:46	7042:01	13007:06	1473:54	1024:06	1187:27	1802:07	1016:07	963:13	1223:08	1014:13	784:32	
	Avg. outage duration (hh:mm)	538:38	20:17	9:20	10:02	11:55	10:53	13:39	8:00	12:31	12:37	12:04	12:04	
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	Yes	No	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	3019*	402	191	169	117	156	169	127	102	130	115	84	
	Total # of repair tickets restored in ≤ 24hrs	172	262	138	142	84	103	118	91	71	94	80	62	
	% of repair tickets restored ≤ 24 Hours	6%	65%	72%	84%	72%	66%	70%	72%	70%	72%	70%	74%	
	Sum of the duration of all outages (hh:mm)	1623030:35	7181:07	1356:53	1566:53	1044:07	1269:15	2008:44	1072:07:00	985:46:00	1238:31	1084:25	875:22	
	Avg. outage duration (hh:mm)	537:37	17:55	7:42	9:16	8:55	8:08	11:53	11:47	9:40	9:32	9:26	10:25	
	Number of customers who received refunds	258	166	39	32	25	12	14	11	16	15	13	9	
Refunds	Monthly amount of refunds	\$3,327.17	\$3,759.54	\$1,429.23	\$197.53	\$185.92	\$194.10	\$243.63	\$57.61	\$168.52	\$247.82	\$230.45	\$105.44	
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

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