

**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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (11/14/2019)			Date filed (2/3/2020)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> 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	402,066	399,407	395,942	390,512	386,896	383,005	377,091	374,056	371,087	366,774	363,649	360,869	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	587,849	584,564	580,030	574,753	569,847	563,013	559,970	556,853	553,581	549,149	546,459	543,011
		Total # of trouble reports	6,841	6,039	6,468	5,913	6,111	5,350	11,145	14,349	11,788	16,865	16,565	16,513
		% of trouble reports	1.2%	1.0%	1.1%	1.0%	1.1%	1.0%	2.0%	2.6%	2.1%	3.1%	3.0%	3.0%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1241	979	948	955	982	908	1256	1336	1131	1218	1076	1032	
	Total # of repair tickets restored in ≤ 24hrs	1195	939	884	891	911	827	1137	1254	1073	1139	1025	960	
	% of repair tickets restored ≤ 24 Hours	96.3%	95.9%	93.2%	93.3%	92.8%	91.1%	90.5%	93.9%	94.9%	93.5%	95.3%	93.0%	
	Sum of the duration of all outages (hh:mm)	14803:42	11189:40	11704:08	12903:27	13130:58	12574:33	18000:13	18559:34	15065:44	15128:47	13373:24	12539:29	
	Avg. outage duration (hh:mm)	11:55	11:26	12:20	13:31	13:22	13:50	14:20	13:53	13:19	12:25	12:25	12:09	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	1654	1363	1450	1352	1355	1250	1674	1849	1523	1460	1347	1327	
	Total # of repair tickets restored in ≤ 24hrs	1183	923	876	882	889	815	1140	1223	1050	1130	1006	937	
	% of repair tickets restored ≤ 24 Hours	63.5%	67.7%	60.4%	65.2%	65.6%	65.2%	68.1%	66.1%	68.9%	77.4%	74.7%	70.6%	
	Sum of the duration of all outages (hh:mm)	16053:22	12821:55	12937:10	13552:47	14021:08	13729:05	18895:57	19381:03	16152:06	16142:04	14916:34	14129:20	
	Avg. outage duration (hh:mm)	9:42	9:24	8:55	10:01	10:20	10:59	11:17	10:29	10:36	11:01	11:04	10:38	
<b>Refunds</b>	Number of customers who received refunds	371	367	360	400	472	440	537	616	512	608	512	450	
	Monthly amount of refunds	\$3,188.15	\$4,602.08	\$4,107.96	\$3,946.88	\$5,821.41	\$3,945.94	\$3,957.34	\$6,438.23	\$5,538.01	\$6,142.66	\$4,836.53	\$6,418.60	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>		First Quarter 2019			Second Quarter 2019			Third Quarter 2019			Fourth Quarter 2019			
	Total # of calls for TR, Billing & Non-Billing	41,003	37,286	37,082	43,149	41,267	27,497	39,334	40,166	35,860	37,631	32,162	30,202	
	Total # of call seconds to reach live agent	1,311,756	464,519	606,591	664,537	357,182	254,760	550,425	492,855	682,806	375,440	310,470	315,842	
	% ≤ 60 seconds	95%	96%	95%	95%	97%	98%	95%	96%	94%	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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (11/14/2019)			Date filed (2/3/2020)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> 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	224,775	223,179	221,178	217,822	215,818	212,669	210,668	208,659	206,747	203,581	201,531	199,982	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	332,238	330,259	327,316	324,451	322,276	318,688	316,612	314,622	312,577	309,536	308,159	306,083
		Total # of trouble reports	3,784	3,345	3,644	3,178	3,311	2,888	6,272	8,902	6,831	9,889	8,919	9,159
		% of trouble reports	1.1%	1.0%	1.1%	1.0%	1.0%	0.9%	2.0%	2.8%	2.2%	3.2%	2.9%	3.0%
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	766	534	509	467	501	478	670	755	581	643	589	542	
	Total # of repair tickets restored in ≤ 24hrs	732	515	473	422	453	438	593	695	544	593	559	492	
	% of repair tickets restored ≤ 24 Hours	96%	96%	93%	90%	90%	92%	89%	92%	94%	92%	95%	91%	
	Sum of the duration of all outages (hh:mm)	8865:13	5638:32	152797:55:12	6887:35	6881:09	6449:16	9756:44	10386:33	7875:22	7963:00	7117:05	6934:37	
	Avg. outage duration (hh:mm)	11:34	10:34	12:31	14:45	13:44	13:29	14:34	13:46		12:23	12:05	12:47	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	984	733	780	677	695	641	893	1022	793	831	729	696	
	Total # of repair tickets restored in ≤ 24hrs	724	507	466	417	453	434	606	680	533	586	546	480	
	% of repair tickets restored ≤ 24 Hours	74%	69%	60%	62%	65%	68%	68%	67%	67%	71%	75%	69%	
	Sum of the duration of all outages (hh:mm)	9803:22	6521:42	6973:31:00	7278:36	7210:46	6947:02	10200:06	10752:59	8379:26	8580:31	7903:40	7840:07	
	Avg. outage duration (hh:mm)	9:58	8:54	8:56	10:45	10:23	10:50	11:25	10:31	10:34	10:20	10:50	11:16	
<b>Refunds</b>	Number of customers who received refunds	225	199	196	184	223	252	252	311	288	293	275	255	
	Monthly amount of refunds	\$2,062.77	\$2,154.31	\$2,334.03	\$2,067.96	\$2,650.18	\$2,160.08	\$1,836.49	\$2,853.74	\$2,945.60	\$2,675.79	\$2,730.84	\$2,740.62	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>	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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (11/14/2019)			Date filed (2/3/2020)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> 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	137,233	136,277	135,007	133,105	131,711	131,220	127,479	126,629	125,786	124,803	123,941	123,038	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	205,824	204,657	203,312	201,045	199,340	195,355	194,574	193,652	192,584	191,372	190,280	189,305
		Total # of trouble reports	2,249	2,007	2,157	2,059	2,186	1,877	3,681	4,011	3,821	5,361	5,927	5,582
		% of trouble reports	1.1%	1.0%	1.1%	1.0%	1.1%	1.0%	1.9%	2.1%	2.0%	2.8%	3.1%	2.9%
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	332	325	337	366	362	322	418	430	450	456	372	371	
	Total # of repair tickets restored in ≤ 24hrs	324	309	319	349	347	298	387	419	435	431	353	353	
	% of repair tickets restored ≤ 24 Hours	98%	95%	95%	95%	96%	93%	93%	97%	97%	95%	95%	95%	
	Sum of the duration of all outages (hh:mm)	3912:42	4012:46	4295:22	479:38	4940:56	4433:14	5998:17	5961:25	5930:34	5803:52	5041:07	4308:50	
	Avg. outage duration (hh:mm)	11:47	12:21	12:45	13:05	13:39	13:46	14:21	13:52	13:11	12:44	13:33	11:37	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	474	470	529	518	504	461	568	617	598	480	464	479
		Total # of repair tickets restored in < 24hrs	320	301	314	346	328	291	377	404	425	429	349	343
		% of repair tickets restored ≤ 24 Hours	68%	64%	59%	67%	65%	63%	66%	65%	71%	89%	75%	72%
		Sum of the duration of all outages (hh:mm)	3912:42	4607:55	4798:40	4949:25	5259:13	4977:22	6363:49	6324:40	6361:06	6107:31	5682:06	4824:25
		Avg. outage duration (hh:mm)	8:46	9:48	9:04	9:33	10:26	10:48	11:12	10:14	10:38	10:31	12:15	10:04
<b>Refunds</b>	Number of customers who received refunds	118	130	121	151	182	145	199	222	189	262	177	164	
	Monthly amount of refunds	\$901.54	\$1,820.85	\$1,384.02	\$1,549.25	\$2,685.08	\$1,411.23	\$1,497.79	\$2,547.63	\$2,006.03	\$2,975.52	\$1,540.25	\$3,354.17	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
	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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (11/14/2019)			Date filed (2/3/2020)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> 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	15,161	15,104	15,044	14,962	14,866	14,779	14,753	14,698	14,627	14,590	14,558	14,447	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,851	16,757	16,686	16,596	15,638	16,406	16,371	16,309	16,250	16,208	16,157	16,025
		Total # of trouble reports	371	281	299	270	241	268	582	728	586	794	787	837
		% of trouble reports	2.2%	1.7%	1.8%	1.6%	1.5%	1.6%	3.6%	4.5%	3.6%	4.9%	4.9%	5.2%
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	66	47	38	43	43	55	83	75	48	62	48	52	
	Total # of repair tickets restored in ≤ 24hrs	65	47	37	43	39	46	79	71	44	59	48	51	
	% of repair tickets restored ≤ 24 Hours	98%	100%	97%	100%	91%	84%	95%	95%	92%	95%	100%	98%	
	Sum of the duration of all outages (hh:mm)	764:55	484:38	345:32	391:45	523:51	843:09	1044:39	814:32	605:56	782:59	431:40	516:57	
	Avg. outage duration (hh:mm)	11:35	10:19	9:05	9:07	12:23	15:20	12:35	10:52	12:37	12:38	8:59	9:56	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	98	65	58	56	57	71	106	112	65	77	72	66
		Total # of repair tickets restored in ≤ 24hrs	65	47	35	42	37	46	79	70	43	59	46	50
		% of repair tickets restored ≤ 24 Hours	66%	72%	60%	75%	65%	65%	75%	63%	66%	77%	64%	76%
		Sum of the duration of all outages (hh:mm)	791:44	501:22	414:53	391:45	603:33	922:36	1093:40:00	882:58:00	695:15:00	794:26	488:25	609:12
		Avg. outage duration (hh:mm)	8:05	7:43	7:09	7:00	10:35	12:59	10:19	7:49	10:42	10:19	6:47	9:14
<b>Refunds</b>	Number of customers who received refunds	14	20	23	45	21	21	35	35	18	31	37	11	
	Monthly amount of refunds	\$85.75	\$361.73	\$233.75	\$108.99	\$208.23	\$104.97	\$251.78	\$553.49	\$204.49	\$205.06	\$362.38	\$60.08	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
	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: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (05/14/2019)			Date filed (8/12/2019)			Date filed (11/14/2019)			Date filed (2/3/2020)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> 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	24,897	24,847	24,713	24,623	24,501	24,337	24,191	24,070	23,927	23,800	23,619	23,402	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	32,936	32,891	32,716	32,661	32,593	32,564	32,413	32,270	32,170	32,033	31,863	31,598
		Total # of trouble reports	437	406	368	406	373	317	610	708	550	821	932	935
		% of trouble reports	1.3%	1.2%	1.1%	1.2%	1.1%	1.0%	1.9%	2.2%	1.7%	2.6%	2.9%	3.0%
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	77	73	64	79	76	53	85	76	52	57	67	67	
	Total # of repair tickets restored in ≤ 24hrs	74	68	55	77	72	45	78	69	50	56	65	64	
	% of repair tickets restored ≤ 24 Hours	96%	93%	86%	97%	95%	85%	92%	91%	96%	98%	97%	96%	
	Sum of the duration of all outages (hh:mm)	1261:02	1053:53	696:16	832:29	776:02	848:54	1200:33	1397:04	653:52	578:59	783:32	779:05	
	Avg. outage duration (hh:mm)	16:23	14:26	10:53	10:32	10:13	16:01	11:13	18:23	12:34	10:16	11:41	9:56	
Indicate if catastrophic event is in month		No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted of Service Report</b>	<b>Out</b>	Total # of unadjusted outage report tickets	98	95	83	101	99	77	107	98	67	72	82	86
		Total # of repair tickets restored in ≤ 24hrs	74	68	61	77	71	44	78	69	49	56	65	64
		% of repair tickets restored ≤ 24 Hours	76%	72%	73%	76%	72%	57%	73%	70%	73%	78%	79%	74%
		Sum of the duration of all outages (hh:mm)	1307:40	1191:04	750:06	933:01	947:36	882:05	1238:22	1420:26:00	716:19:00	659:36	842:23	855:36
		Avg. outage duration (hh:mm)	12:20	12:32	9:02	9:14	9:42	10:50	15:53	14:19	10:41	9:10	10:16	9:57
<b>Refunds</b>	Number of customers who received refunds	14	18	20	20	46	22	51	48	17	22	23	20	
	Monthly amount of refunds	\$138.09	\$265.19	\$156.16	\$220.68	\$277.92	\$269.66	\$371.28	\$483.37	\$381.89	\$286.29	\$203.06	\$263.73	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>														
Total # of calls for TR, Billing & Non-Billing														
Total # of call seconds to reach live agent														
% ≤ 60 seconds														

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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)