

**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 (x/xx/2019)			Date filed (x/xx/2019)			Date filed (x/xx/2020)		
		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	402,066	399,407	395,942									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	587,849	584,564	580,030								
		Total # of trouble reports	6,841	6,039	6,468								
		% of trouble reports	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	1241	979	948									
	Total # of repair tickets restored in ≤ 24hrs	1195	939	884									
	% of repair tickets restored ≤ 24 Hours	96.3%	95.9%	93.2%									
	Sum of the duration of all outages (hh:mm)	14803:42	11189:40	11704:08									
	Avg. outage duration (hh:mm)	11:55	11:26	12:20									
Indicate if catastrophic event is in month		No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	1654	1363	1450									
	Total # of repair tickets restored in ≤ 24hrs	1183	923	876									
	% of repair tickets restored ≤ 24 Hours	63.5%	67.7%	60.4%									
	Sum of the duration of all outages (hh:mm)	16053:22	12821:55	12937:10									
	Avg. outage duration (hh:mm)	9:42	9:24	8:55									
Refunds	Number of customers who received refunds	371	367	360									
	Monthly amount of refunds	\$3,188.15	\$4,602.08	\$4,107.96									
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 2019			Second Quarter 2019			Third Quarter 2019			Fourth Quarter 2019		
Total # of calls for TR, Billing & Non-Billing		41,003	37,286	37,082									
Total # of call seconds to reach live agent		1,311,756	464,519	606,591									
% ≤ 60 seconds		95%	96%	95%									

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 (x/xx/2019)			Date filed (x/x/2019)			Date filed (x/xx/2020)		
		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	224,775	223,179	221,178									
Customer Trouble Report													
Min. Standard 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	332,238	330,259	327,316									
	Total # of trouble reports	3,784	3,345	3,644									
	% of trouble reports	1.1%	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												
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	766	534	509									
	Total # of repair tickets restored in ≤ 24hrs	732	515	473									
	% of repair tickets restored ≤ 24 Hours	96%	96%	93%									
	Sum of the duration of all outages (hh:mm)	8865:13	5638:32	152797:55:12									
	Avg. outage duration (hh:mm)	11:34	10:34	12:31									
	Indicate if catastrophic event is in month	Yes	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	984	733	780									
	Total # of repair tickets restored in ≤ 24hrs	724	507	466									
	% of repair tickets restored ≤ 24 Hours	74%	69%	60%									
	Sum of the duration of all outages (hh:mm)	9803:22	6521:42	6973:31:00									
	Avg. outage duration (hh:mm)	9:58	8:54	8:56									
Refunds	Number of customers who received refunds	225	199	196									
	Monthly amount of refunds	\$2,062.77	\$2,154.31	\$2,334.03									
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: 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 (x/xx/2019)			Date filed (x/x/2019)			Date filed (x/xx/2020)		
		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	137,233	136,277	135,007									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	205,824	204,657	203,312								
		Total # of trouble reports	2,249	2,007	2,157								
		% of trouble reports	1.1%	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											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	332	325	337									
	Total # of repair tickets restored in < 24hrs	324	309	319									
	% of repair tickets restored ≤ 24 Hours	98%	95%	95%									
	Sum of the duration of all outages (hh:mm)	3912:42	4012:46	4295:22									
	Avg. outage duration (hh:mm)	11:47	12:21	12:45									
	Indicate if catastrophic event is in month	Yes	No	No									
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	474	470	529								
		Total # of repair tickets restored in < 24hrs	320	301	314								
		% of repair tickets restored ≤ 24 Hours	68%	64%	59%								
		Sum of the duration of all outages (hh:mm)	3912:42	4607:55	4798:40								
		Avg. outage duration (hh:mm)	8:46	9:48	9:04								
Refunds	Number of customers who received refunds	118	130	121									
	Monthly amount of refunds	\$901.54	\$1,820.85	\$1,384.02									
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

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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 (x/xx/2019)			Date filed (x/x/2019)			Date filed (x/xx/2020)			
		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	15,161	15,104	15,044										
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	16,851	16,757	16,686									
		Total # of trouble reports	371	281	299									
		% of trouble reports	2.2%	1.7%	1.8%									
	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	66	47	38										
	Total # of repair tickets restored in ≤ 24hrs	65	47	37										
	% of repair tickets restored ≤ 24 Hours	98%	100%	97%										
	Sum of the duration of all outages (hh:mm)	764:55	484:38	345:32										
	Avg. outage duration (hh:mm)	11:35	10:19	9:05										
	Indicate if catastrophic event is in month	No	No	No										
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	98	65	58										
	Total # of repair tickets restored in ≤ 24hrs	65	47	35										
	% of repair tickets restored ≤ 24 Hours	66%	72%	60%										
	Sum of the duration of all outages (hh:mm)	791:44	501:22	414:53										
	Avg. outage duration (hh:mm)	8:05	7:43	7:09										
Refunds	Number of customers who received refunds	14	20	23										
	Monthly amount of refunds	\$85.75	\$361.73	\$233.75										
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: 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 (x/xx/2019)			Date filed (x/xx/2019)			Date filed (x/xx/2020)		
		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	24,897	24,847	24,713									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	32,936	32,891	32,716								
		Total # of trouble reports	437	406	368								
		% of trouble reports	1.3%	1.2%	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											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	77	73	64									
	Total # of repair tickets restored in ≤ 24hrs	74	68	55									
	% of repair tickets restored ≤ 24 Hours	96%	93%	86%									
	Sum of the duration of all outages (hh:mm)	1261:02	1053:53	696:16									
	Avg. outage duration (hh:mm)	16:23	14:26	10:53									
Unadjusted of Service Report	Out	Indicate if catastrophic event is in month	Yes	No	No								
		Total # of unadjusted outage report tickets	98	95	83								
		Total # of repair tickets restored in ≤ 24hrs	74	68	61								
		% of repair tickets restored ≤ 24 Hours	76%	72%	73%								
		Sum of the duration of all outages (hh:mm)	1307:40	1191:04	750:06								
		Avg. outage duration (hh:mm)	12:20	12:32	9:02								
Refunds	Number of customers who received refunds	14	18	20									
	Monthly amount of refunds	\$138.09	\$265.19	\$156.16									
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												

* Due to widespread damage that was experienced during and after the January 9, 2018 mudslides in the County of Santa Barbara, substantial plant damage and widespread commercial power outages limited our ability to restore telephone service. Reported Santa Barbara outages between January 9, 2018 and February 5, 2018 were calculated with a restoration date of February 5, 2018 2:49 PDT. Service was restored in the majority of Santa Barbara areas prior to this date however, these customers may have had intermittent service through February 5, 2018, while commercial power was being restored and we were permanently replacing our network. A State of Emergency was declared for the County of Santa Barbara on December 7, 2017 and expanded to include damage created due to the January 2018 mudslides in the region.

Primary Utility Contact Information

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