

**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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)		
		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	357,305	354,160	350,672									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	538,897	535,279	531,153								
		Total # of trouble reports	12,015	8,480	12,881								
		% of trouble reports	2.2%	1.6%	2.4%								
	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	821	766	1490									
	Total # of repair tickets restored in ≤ 24hrs	774	736	1444									
	% of repair tickets restored ≤ 24 Hours	94.3%	96.1%	96.9%									
	Sum of the duration of all outages (hh:mm)	10429:18	9634:03:00	16990:59									
	Avg. outage duration (hh:mm)	12:42	12:34	11:24									
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	1082	969	1698									
	Total # of repair tickets restored in ≤ 24hrs	757	729	1437									
	% of repair tickets restored ≤ 24 Hours	63.5%	75.2%	84.6%									
	Sum of the duration of all outages (hh:mm)	11438:59	10174:43	18031:18									
	Avg. outage duration (hh:mm)	10:34	10:30	10:37									
Refunds	Number of customers who received refunds	413	584	849									
	Monthly amount of refunds	\$4,062.77	\$4,520.71	\$7,919.98									
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	33,904	31,569	41,278									
	Total # of call seconds to reach live agent	374,209	150,141	1,684,981									
	% ≤ 60 seconds	97%	89%	91%									

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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)		
		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	197,981	196,151	194,076									
Customer Trouble Report													
Min. Standard 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	303,771	301,860	299,588									
	Total # of trouble reports	6,924	4,643	7,809									
	% of trouble reports	2.3%	1.5%	2.6%									
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	365	431	753									
	Total # of repair tickets restored in ≤ 24hrs	340	410	734									
	% of repair tickets restored ≤ 24 Hours	93%	95%	97%									
	Sum of the duration of all outages (hh:mm)	4795:25	5505:59	8463:06:00									
	Avg. outage duration (hh:mm)	13:08	11:38	11:14									
	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	500	548	835									
	Total # of repair tickets restored in ≤ 24hrs	337	407	727									
	% of repair tickets restored ≤ 24 Hours	67%	74%	87%									
	Sum of the duration of all outages (hh:mm)	5226:07	5833:19	9193:38:00									
	Avg. outage duration (hh:mm)	10:27	10:38	11:01									
Refunds	Number of customers who received refunds	206	308	438									
	Monthly amount of refunds	\$1,866.08	\$2,450.74	\$3,376.42									
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

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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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)		
		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	121,745	120,706	119,548									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	187,801	186,393	184,829								
		Total # of trouble reports	3,540	2,825	3,857								
		% of trouble reports	1.9%	1.5%	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	320	244	609									
	Total # of repair tickets restored in ≤ 24hrs	303	235	591									
	% of repair tickets restored ≤ 24 Hours	95%	96%	97%									
	Sum of the duration of all outages (hh:mm)	4071:20	3134:38	6984:44									
	Avg. outage duration (hh:mm)	12:43	12:51	11:28									
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	414	313	703								
		Total # of repair tickets restored in ≤ 24hrs	290	232	586								
		% of repair tickets restored ≤ 24 Hours	70%	74%	83%								
		Sum of the duration of all outages (hh:mm)	4572:02	3313:43	7259:49								
		Avg. outage duration (hh:mm)	11:02	10:34	10:20								
Refunds	Number of customers who received refunds	147	228	327									
	Monthly amount of refunds	\$1,747.09	\$1,775.81	\$3,964.09									
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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)		
		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	14,384	14,295	14,205									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	15,974	15,873	15,765								
		Total # of trouble reports	902	453	538								
		% of trouble reports	5.6%	2.9%	3.4%								
	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	68	40	60									
	Total # of repair tickets restored in ≤ 24hrs	66	40	58									
	% of repair tickets restored ≤ 24 Hours	97%	100%	97%									
	Sum of the duration of all outages (hh:mm)	734:08	457:13	608:44									
	Avg. outage duration (hh:mm)	10:48	11:26	8:01									
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	79	50	76									
	Total # of repair tickets restored in ≤ 24hrs	65	40	58									
	% of repair tickets restored ≤ 24 Hours	82%	80%	76%									
	Sum of the duration of all outages (hh:mm)	770:59	470:26	637:37									
	Avg. outage duration (hh:mm)	9:46	9:27	10:59									
Refunds	Number of customers who received refunds	32	32	48									
	Monthly amount of refunds	\$239.24	\$213.49	\$298.21									
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: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (x/xx/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)			
		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	23,195	23,008	22,843										
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	31,351	31,153	30,971									
		Total # of trouble reports	649	559	677									
		% of trouble reports	2.1%	1.8%	2.2%									
	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	68	51	68										
	Total # of repair tickets restored in ≤ 24hrs	65	51	61										
	% of repair tickets restored ≤ 24 Hours	96%	100%	90%										
	Sum of the duration of all outages (hh:mm)	828:25	536:13	934:25										
	Avg. outage duration (hh:mm)	12:11	9:15	13:44										
	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	89	58	84										
	Total # of repair tickets restored in ≤ 24hrs	65	50	66										
	% of repair tickets restored ≤ 24 Hours	73%	86%	79%										
	Sum of the duration of all outages (hh:mm)	869:51	557:15	940:14										
	Avg. outage duration (hh:mm)	9:40	11:08	11:11										
Refunds	Number of customers who received refunds	28	16	36										
	Monthly amount of refunds	\$210.36	\$80.67	\$281.26										
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)	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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