

**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) 1st Quarter			Date filed (8/13/2020) 2nd Quarter			Date filed (xx/xx/2020) 3rd Quarter			Date filed (x/xx/2021) 4th Quarter																																																																																
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Refunds		<table border="1"> <tr><td>Number of customers who received refunds</td><td>413</td><td>584</td><td>849</td><td>1228</td><td>814</td><td>694</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Monthly amount of refunds</td><td>\$4,062.77</td><td>\$4,520.71</td><td>\$7,919.98</td><td>\$9,942.32</td><td>\$8,447.66</td><td>\$6,664.18</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>												Number of customers who received refunds	413	584	849	1228	814	694							Monthly amount of refunds	\$4,062.77	\$4,520.71	\$7,919.98	\$9,942.32	\$8,447.66	\$6,664.18																																																										
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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	30,537	31,659	32,642																																																																																				
Total # of call seconds to reach live agent		374,209	150,141	1,684,981	2,144,920	1,191,438	931,610																																																																																				
% ≤ 60 seconds		97%	89%	91%	87%	90%	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) 1st Quarter			Date filed (8/13/2020) 2nd Quarter			Date filed (xx/xx/2020) 3rd Quarter			Date filed (x/xx/2021) 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	192,210	190,264	188,443						
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	297,660	295,752	293,593					
		Total # of trouble reports	6,924	4,643	7,809	4,769	4,442	5,061					
		% of trouble reports	2.3%	1.5%	2.6%	1.6%	1.5%	1.7%					
	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	546	506	613						
	Total # of repair tickets restored in ≤ 24hrs	340	410	734	530	478	584						
	% of repair tickets restored ≤ 24 Hours	93%	95%	97%	97%	94%	95%						
	Sum of the duration of all outages (hh:mm)	4795:25	5505:59	8463:06:00	6584:13	5780:57	9373:59						
	Avg. outage duration (hh:mm)	13:08	11:38	11:14	12:06	11:25	15:17						
	Indicate if catastrophic event is in month	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	623	658	735						
	Total # of repair tickets restored in ≤ 24hrs	337	407	727	529	507	579						
	% of repair tickets restored ≤ 24 Hours	67%	74%	87%	85%	77%	79%						
	Sum of the duration of all outages (hh:mm)	5226:07	5833:19	9193:38:00	7111:25	8065:56	9898:58						
	Avg. outage duration (hh:mm)	10:27	10:38	11:01	11:25	12:16	13:28						
Refunds	Number of customers who received refunds	206	308	438	588	403	346						
	Monthly amount of refunds	\$1,866.08	\$2,450.74	\$3,376.42	\$4,280.69	\$4,450.63	\$3,335.35						
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)

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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) 1st Quarter			Date filed (8/13/2020) 2nd Quarter			Date filed (xx/xx/2020) 3rd Quarter			Date filed (x/xx/2021) 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	118,296	116,922	115,667																																								
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	182,974	181,603	180,219					Total # of trouble reports	3,540	2,825	3,857	3,853	2,415	3,056					% of trouble reports	1.9%	1.5%	2.1%	2.1%	1.3%	1.7%																	
	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	496	305	326					Total # of repair tickets restored in ≤ 24hrs	303	235	591	484	300	300							% of repair tickets restored ≤ 24 Hours	95%	96%	97%	98%	98%	92%															
		Sum of the duration of all outages (hh:mm)	4071:20	3134:38	6984:44	6079:45	3264:35	4216:30					Avg. outage duration (hh:mm)	12:43	12:51	11:28	12:15	10:42	12:56																												
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No																																		
		Unadjusted of Service Report	Total # of unadjusted outage report tickets	414	313	703	576	388	333					Total # of repair tickets restored in ≤ 24hrs	290	232	586	480	320	211							% of repair tickets restored ≤ 24 Hours	70%	74%	83%	83%	82%	63%														
	Sum of the duration of all outages (hh:mm)		4572:02	3313:43	7259:49	667:55	4736:27	4444:07					Avg. outage duration (hh:mm)	11:02	10:34	10:20	8:21	12:13	13:21																												
	Refunds		Number of customers who received refunds	147	228	327	540	315	260					Monthly amount of refunds	\$1,747.09	\$1,775.81	\$3,964.09	\$4,855.48	\$3,070.97	\$2,326.95																											
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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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 (8/13/2020)			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	14,104	14,025	13,897						
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	15,660	15,577	15,418					
		Total # of trouble reports	902	453	538	520	428	562					
		% of trouble reports	5.6%	2.9%	3.4%	3.3%	2.7%	3.6%					
	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	68	40	60	64	100	73						
	Total # of repair tickets restored in ≤ 24hrs	66	40	58	64	99	73						
	% of repair tickets restored ≤ 24 Hours	97%	100%	97%	100%	99%	100%						
	Sum of the duration of all outages (hh:mm)	734:08	457:13	608:44	652:05	785:51	856:28						
	Avg. outage duration (hh:mm)	10:48	11:26	8:01	10:11	7:52	11:44						
	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	79	50	76	80	115	85					
		Total # of repair tickets restored in ≤ 24hrs	65	40	58	64	97	73					
		% of repair tickets restored ≤ 24 Hours	82%	80%	76%	80%	84%	86%					
		Sum of the duration of all outages (hh:mm)	770:59	470:26	637:37	667:55	1100:11	918:34					
		Avg. outage duration (hh:mm)	9:46	9:27	10:59	8:21	9:34	10:49					
Refunds	Number of customers who received refunds	32	32	48	54	57	48						
	Monthly amount of refunds	\$239.24	\$213.49	\$298.21	\$384.92	\$654.66	\$578.23						
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												
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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 (8/13/2020)			Date filed (xx/xx/2020)			Date filed (x/xx/2021)			
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	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	23,656	22,480	22,296							
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	30,721	30,551	30,348						
		Total # of trouble reports	649	559	677	570	454	601						
		% of trouble reports	2.1%	1.8%	2.2%	1.9%	1.5%	2.0%						
	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	68	51	68	63	54	65							
	Total # of repair tickets restored in ≤ 24hrs	65	51	61	62	50	58							
	% of repair tickets restored ≤ 24 Hours	96%	100%	90%	98%	93%	89%							
	Sum of the duration of all outages (hh:mm)	828:25	536:13	934:25	824:07	759:07	1126:34							
	Avg. outage duration (hh:mm)	12:11	9:15	13:44	13:05	14:04	17:20							
	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	72	68	78							
	Total # of repair tickets restored in ≤ 24hrs	65	50	66	62	55	58							
	% of repair tickets restored ≤ 24 Hours	73%	86%	79%	86%	81%	74%							
	Sum of the duration of all outages (hh:mm)	869:51	557:15	940:14	898:57	1084:23	1239:08							
	Avg. outage duration (hh:mm)	9:40	11:08	11:11	12:29	15:57	15:53							
Refunds	Number of customers who received refunds	28	16	36	46	39	40							
	Monthly amount of refunds	\$210.36	\$80.67	\$281.26	\$421.23	\$271.40	\$423.65							
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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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)