

**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 (11/13/2020) 3rd Quarter			Date filed (2/12/2021) 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	357,305	354,160	350,672	348,266	343,691	340,303	337,350	334,541	331,898	329,344	327,099	324,608	
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	527,015	523,483	519,578	515,961	512,383	508,751	506,121	503,618	500,295
		Total # of trouble reports	12,015	8,480	12,881	9,712	7,739	9,280	12,610	8,384	14,311	9,013	7,987	8,274
		% of trouble reports	2.2%	1.6%	2.4%	1.8%	1.5%	1.8%	2.4%	1.6%	2.8%	1.8%	1.6%	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												
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	821	766	1490	1169	965	1077	1109	1012	1266	1012	964	1174	
	Total # of repair tickets restored in ≤ 24hrs	774	736	1444	1140	927	1015	1089	940	1193	969	940	1137	
	% of repair tickets restored ≤ 24 Hours	94.3%	96.1%	96.9%	97.5%	96.1%	94.2%	98.2%	92.9%	94.2%	95.8%	97.5%	96.8%	
	Sum of the duration of all outages (hh:mm)	10429:18	9634:03:00	16990:59	14140:10	10590:30	15573:31	15595:16	14631:52	17552:31	13607:34	12301:06	16921:41	
	Avg. outage duration (hh:mm)	12:42	12:34	11:24	12:05	10:58	14:28	14:04	14:27	13:48	13:26	12:46	14:27	
	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	1082	969	1698	1351	1229	1231	1433	1431	1770	1293	1332	1650	
	Total # of repair tickets restored in ≤ 24hrs	757	729	1437	1135	979	921	1059	913	1152	949	907	1116	
	% of repair tickets restored ≤ 24 Hours	63.5%	75.2%	84.6%	84.0%	79.7%	74.8%	73.9%	63.8%	65.1%	73.4%	68.1%	67.6%	
	Sum of the duration of all outages (hh:mm)	11438:59	10174:43	18031:18	15068:18	14986:57	16500:47	17241:09	15907:47	20341:41	14992:44	14158:29	18356:47	
	Avg. outage duration (hh:mm)	10:34	10:30	10:37	11:08	12:11	13:24	12:02	11:07	11:29	11:35	10:37	11:07	
Refunds	Number of customers who received refunds	413	584	849	1228	814	694	806	731	1125	893	737	683	
	Monthly amount of refunds	\$4,062.77	\$4,520.71	\$7,919.98	\$9,942.32	\$8,447.66	\$6,664.18	\$7,068.25	\$5,501.15	\$8,939.10	\$7,064.33	\$5,667.91	\$5,210.49	
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 2020			Second Quarter 2020			Third Quarter 2020			Fourth Quarter 2020			
	Total # of calls for TR, Billing & Non-Billing	33,904	31,569	41,278	30,537	31,659	32,642	33,044	32,445	32,122	30,926	27,686	29,768	
	Total # of call seconds to reach live agent	374,209	150,141	1,684,981	2,144,920	1,191,438	931,610	1,412,235	2,066,225	2,032,239	935,490	1,127,776	506,058	
	% ≤ 60 seconds	97%	89%	91%	87%	90%	91%	89%	85%	87%	90%	90%	92%	

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 (11/13/2020) 3rd Quarter			Date filed (2/12/2021) 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	186,823	185,323	183,973	182,529	181,393	180,094	
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	291,895	290,092	288,260	287,082	286,003	284,287
		Total # of trouble reports	6,924	4,643	7,809	4,769	4,442	5,061	6,947	4,510	7,338	4,877	4,359	4,472
		% of trouble reports	2.3%	1.5%	2.6%	1.6%	1.5%	1.7%	2.4%	1.6%	2.5%	1.7%	1.5%	1.6%
	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	546	506	613	600	535	696	549	561	625	
	Total # of repair tickets restored in ≤ 24hrs	340	410	734	530	478	584	573	495	651	526	550	603	
	% of repair tickets restored ≤ 24 Hours	93%	95%	97%	97%	94%	95%	96%	93%	94%	96%	98%	96%	
	Sum of the duration of all outages (hh:mm)	4795:25	5505:59	8463:06:00	6584:13	5780:57	9373:59	8939:53	7910:56	9517:53	7230:52	7173:07	8904:43	
	Avg. outage duration (hh:mm)	13:08	11:38	11:14	12:06	11:25	15:17	14:54	14:47	13:41	13:10	12:47	14:15	
	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	623	658	735	770	751	945	692	752	896	
	Total # of repair tickets restored in ≤ 24hrs	337	407	727	529	507	579	561	486	632	516	532	589	
	% of repair tickets restored ≤ 24 Hours	67%	74%	87%	85%	77%	79%	73%	65%	67%	75%	71%	66%	
	Sum of the duration of all outages (hh:mm)	5226:07	5833:19	9193:38:00	7111:25	8065:56	9898:58	9939:00	8476:57	10670:08	7960:16	8065:11	9737:51	
	Avg. outage duration (hh:mm)	10:27	10:38	11:01	11:25	12:16	13:28	12:55	11:17	11:17	11:30	10:43	10:52	
Refunds	Number of customers who received refunds	206	308	438	588	403	346	441	346	593	481	374	354	
	Monthly amount of refunds	\$1,866.08	\$2,450.74	\$3,376.42	\$4,280.69	\$4,450.63	\$3,335.35	\$3,263.10	\$2,579.58	\$4,474.51	\$3,645.15	\$2,992.30	\$3,083.19	
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: 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 (11/13/2020) 3rd Quarter			Date filed (2/12/2021) 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	114,600	113,514	112,482	111,597	110,672	109,725																																		
Customer Trouble Report	Total # of working lines	187,801	186,393	184,829	182,974	181,603	180,219	178,586	177,089	175,552	174,347	173,088	171,778																																		
Min. Standard 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	3,540	2,825	3,857	3,853	2,415	3,056	4,224	2,886	5,065	2,963	2,639	2,717																																		
	% of trouble reports	1.9%	1.5%	2.1%	2.1%	1.3%	1.7%	2.4%	1.6%	2.9%	1.7%	1.5%	1.6%																																		
	Total # of working lines																																														
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports																																														
	% of trouble reports																																														
	Total # of working lines																																														
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports																																														
	% of trouble reports																																														
	Total # of working lines																																														
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	320	244	609	496	305	326	373	358	423	315	278	390																																		
Total # of repair tickets restored in ≤ 24hrs	303	235	591	484	300	300	386	333	402	304	268	380																																			
% of repair tickets restored ≤ 24 Hours	95%	96%	97%	98%	98%	92%	103%	93%	95%	97%	96%	97%																																			
Sum of the duration of all outages (hh:mm)	4071:20	3134:38	6984:44	6079:45	3264:35	4216:30	4744:32	5230:26	5946:05	4338:05	3594:46	5914:10																																			
Avg. outage duration (hh:mm)	12:43	12:51	11:28	12:15	10:42	12:56	12:43	14:37	14:04	13:46	12:56	15:10																																			
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	414	313	703	576	388	333	496	515	605	416	407	541																																		
Total # of repair tickets restored in ≤ 24hrs	290	232	586	480	320	211	368	320	385	295	255	373																																			
% of repair tickets restored ≤ 24 Hours	70%	74%	83%	83%	82%	63%	74%	62%	64%	71%	63%	69%																																			
Sum of the duration of all outages (hh:mm)	4572:02	3313:43	7259:49	667:55	4736:27	4444:07	5255:20	5826:58	7099:07	4746:45	4364:28	6428:47																																			
Avg. outage duration (hh:mm)	11:02	10:34	10:20	8:21	12:13	13:21	10:36	11:19	11:44	11:25	10:43	15:10																																			
Refunds	Number of customers who received refunds	147	228	327	540	315	260	299	293	435	297	248	256																																		
Monthly amount of refunds	\$1,747.09	\$1,775.81	\$3,964.09	\$4,855.48	\$3,070.97	\$2,326.95	\$3,052.65	\$2,106.31	\$3,386.47	\$2,522.10	\$1,906.09	\$1,610.34																																			
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

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: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (8/13/2020)			Date filed (11/13/2020)			Date filed (2/12/2021)			
		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	13,809	13,744	13,631	13,542	13,476	13,388	
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	15,322	15,251	15,128	15,030	14,994	14,896
		Total # of trouble reports	902	453	538	520	428	562	738	518	913	517	448	489
		% of trouble reports	5.6%	2.9%	3.4%	3.3%	2.7%	3.6%	4.8%	3.4%	6.0%	3.4%	3.0%	3.3%
	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	61	71	51	42	66	59	
	Total # of repair tickets restored in ≤ 24hrs	66	40	58	64	99	73	60	68	48	41	66	58	
	% of repair tickets restored ≤ 24 Hours	97%	100%	97%	100%	99%	100%	98%	96%	94%	98%	100%	98%	
	Sum of the duration of all outages (hh:mm)	734:08	457:13	608:44	652:05	785:51	856:28	874:31	796:16	1450:29	472:29	769:35	785:04	
	Avg. outage duration (hh:mm)	10:48	11:26	8:01	10:11	7:52	11:44	11:59	10:50	15:07	11:15	11:40	13:19	
	Indicate if catastrophic event is in month	No	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	73	98	90	54	87	81
		Total # of repair tickets restored in ≤ 24hrs	65	40	58	64	97	73	60	64	45	40	64	58
		% of repair tickets restored ≤ 24 Hours	82%	80%	76%	80%	84%	86%	82%	65%	50%	74%	74%	72%
		Sum of the duration of all outages (hh:mm)	770:59	470:26	637:37	667:55	1100:11	918:34	910:38	868:38	845:31	537:09	876:25	809:04
		Avg. outage duration (hh:mm)	9:46	9:27	10:59	8:21	9:34	10:49	15:11	8:52	9:23	9:57	10:04	9:59
Refunds	Number of customers who received refunds	32	32	48	54	57	48	38	64	55	50	53	49	
	Monthly amount of refunds	\$239.24	\$213.49	\$298.21	\$384.92	\$654.66	\$578.23	\$431.93	\$532.69	\$582.28	\$401.15	\$338.16	\$300.34	
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: 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 (11/13/2020)			Date filed (2/12/2021)			
		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	23,656	22,480	22,296	22,118	21,960	21,812	21,676	21,558	21,401	
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	30,158	29,951	29,811	29,662	29,533	29,334
		Total # of trouble reports	649	559	677	570	454	601	701	470	995	656	541	596
		% of trouble reports	2.1%	1.8%	2.2%	1.9%	1.5%	2.0%	2.3%	1.6%	3.3%	2.2%	1.8%	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	75	48	96	106	59	100	
	Total # of repair tickets restored in ≤ 24hrs	65	51	61	62	50	58	70	44	92	98	56	96	
	% of repair tickets restored ≤ 24 Hours	96%	100%	90%	98%	93%	89%	93%	92%	96%	92%	95%	96%	
	Sum of the duration of all outages (hh:mm)	828:25	536:13	934:25	824:07	759:07	1126:34	1036:20	721:14	1450:29	1566:08	763:52	1317:44	
	Avg. outage duration (hh:mm)	12:11	9:15	13:44	13:05	14:04	17:20	11:01	15:02	15:07	14:46	12:57	13:11	
	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	94	67	130	131	86	132	
	Total # of repair tickets restored in ≤ 24hrs	65	50	66	62	55	58	70	43	90	98	56	96	
	% of repair tickets restored ≤ 24 Hours	73%	86%	79%	86%	81%	74%	74%	64%	69%	75%	65%	73%	
	Sum of the duration of all outages (hh:mm)	869:51	557:15	940:14	898:57	1084:23	1239:08	1136:11	735:14	1727:01	1748:34	852:25	1381:05	
	Avg. outage duration (hh:mm)	9:40	11:08	11:11	12:29	15:57	15:53	16:29	10:58	13:19	13:21	9:55	10:28	
Refunds	Number of customers who received refunds	28	16	36	46	39	40	28	28	42	65	62	24	
	Monthly amount of refunds	\$210.36	\$80.67	\$281.26	\$421.23	\$271.40	\$423.65	\$320.57	\$282.57	\$495.84	\$495.93	\$431.36	\$216.62	
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: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)