

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:

2025

Reporting Unit Type:

☒ Total Company    ☐ Exchange    ☐ Wire Center

Reporting Unit Name:

Cox California Telcom, L.L.C.

Measurement (Compile monthly, file quarterly)		Date filed (04/21/2025)			Date filed (XX/XX/2025)			Date filed (XX/XX/2025)			Date filed (XX/XX/2026)		
		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	196,845	193,869	190,946								
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	330,609	327,516	324,846								
		Total # of trouble reports	3,029	2,635	1,890								
		% of trouble reports	0.9%	0.8%	0.6%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/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											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	756	607	374	0	0	0	0	0	0	0	0	0
	Total # of repair tickets restored in ≤ 24hrs	708	561	340	0	0	0	0	0	0	0	0	431
	% of repair tickets restored ≤ 24 Hours	93.7%	92.4%	90.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	10108:43	13293:44	7229:14									
	Avg. outage duration (hh:mm)	13:22	21:54	19:20									
Unadjusted of Service Report Out	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	1116	822	573	0	0	0	0	0	0	0	0	0
	Total # of repair tickets restored in ≤ 24hrs	706	561	335	0	0	0	0	0	0	0	0	0
	% of repair tickets restored ≤ 24 Hours	63.5%	68.2%	58.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	16491:47	14255:26	7753:07									
	Avg. outage duration (hh:mm)	14:47	17:20	13:32									
Refunds	Number of customers who received refunds	215	281	236	0	0	0	0	0	0	0	0	0
	Monthly amount of refunds	\$883.28	\$1,666.01	\$974.06	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
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 2024			Second Quarter 2024			Third Quarter 2024			Fourth Quarter 2024		
		Total # of calls for TR, Billing & Non-Billing	23,123	22,863	21,083								
		Total # of call seconds to reach live agent	988,565	691,844	429,121								
		% ≤ 60 seconds	87%	90%	93%								

Primary Utility Contact Information

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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)