

**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: 2026

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (04/15/2026)			Date filed (XX/XX/2026)			Date filed (XX/XX/2026)			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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> 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	170,767	168,582	166,334										
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	297,829	295,205	292,037									
		Total # of trouble reports	1,801	1,577	1,686									
		% of trouble reports	0.6%	0.5%	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	254	216	247	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	231	208	222	0	0	0	0	0	0	0	0	431	
	% of repair tickets restored ≤ 24 Hours	90.9%	96.3%	89.9%	#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)	4928:10	4195:38	4971:53										
	Avg. outage duration (hh:mm)	19:24	19:25	20:08										
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month													
	Total # of unadjusted outage report tickets	463	358	382	0	0	0	0	0	0	0	0	0	
	Total # of repair tickets restored in ≤ 24hrs	231	191	222	0	0	0	0	0	0	0	0	0	
	% of repair tickets restored ≤ 24 Hours	49.9%	53.4%	58.1%	#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)	5170:31	4425:43	5188:17										
	Avg. outage duration (hh:mm)	11:10	11:39	13:35										
<b>Refunds</b>	Number of customers who received refunds	70	84	68	0	0	0	0	0	0	0	0	0	
	Monthly amount of refunds	\$158.02	\$196.00	\$136.43	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Answer Time (Trouble Reports, Billing &amp; Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)</b>		First Quarter 2026			Second Quarter 2026			Third Quarter 2026			Fourth Quarter 2026			
	Total # of calls for TR, Billing & Non-Billing	8,689	7,469	7,609										
	Total # of call seconds to reach live agent	755,216	402,386	399,941										
	% ≤ 60 seconds	80%	86%	90%										

**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)