

**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 (x/xx/2021) 4th Quarter | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|------------|--|--|------------|------------|---|------------|--------|--|-----|-----|--|-----|--------------------------|------|------|-----|------|------|------|------|--|--|--|---|------------|---------------------------|------------|------------|------------|------------|------------|------------|------------|--|--|--|---|-------|-------------------------|-------|-------|-------|-------|-------|-------|-------|--|--|--|--|----------|------------|----------|----------|----------|----------|----------|----------|----------|--|--|--|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|--|--|------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--|--|--|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Installation Interval Min. standard = 5 bus. days | | <table border="1"> <tr><td>Total # of business days</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Total # of service orders</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Avg. # of business days</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table> | | | | | | | | | | | | Total # of business days | | | | | | | | | | | | | Total # of service orders | | | | | | | | | | | | | Avg. # of business days | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total # of business days | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total # of service orders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Avg. # of business days | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Installation Commitment Min. standard = 95% commitment met | | <table border="1"> <tr><td>Total # of installation commitments</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Total # of installation commitment met</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Total # of installation commitment missed</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>% of commitment met</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table> | | | | | | | | | | | | Total # of installation commitments | | | | | | | | | | | | | Total # of installation commitment met | | | | | | | | | | | | | Total # of installation commitment missed | | | | | | | | | | | | | % of 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | % 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 | | <table border="1"> <tr><td>Total # of outage report tickets</td><td>821</td><td>766</td><td>1490</td><td>1169</td><td>965</td><td>1077</td><td>1109</td><td>1012</td><td>1266</td><td></td><td></td><td></td></tr> <tr><td>Total # of repair tickets restored in ≤ 24hrs</td><td>774</td><td>736</td><td>1444</td><td>1140</td><td>927</td><td>1015</td><td>1089</td><td>940</td><td>1193</td><td></td><td></td><td></td></tr> <tr><td>% of repair tickets restored ≤ 24 Hours</td><td>94.3%</td><td>96.1%</td><td>96.9%</td><td>97.5%</td><td>96.1%</td><td>94.2%</td><td>98.2%</td><td>92.9%</td><td>94.2%</td><td></td><td></td><td></td></tr> <tr><td>Sum of the duration of all outages (hh:mm)</td><td>10429:18</td><td>9634:03:00</td><td>16990:59</td><td>14140:10</td><td>10590:30</td><td>15573:31</td><td>15595:16</td><td>14631:52</td><td>17552:31</td><td></td><td></td><td></td></tr> <tr><td>Avg. outage duration (hh:mm)</td><td>12:42</td><td>12:34</td><td>11:24</td><td>12:05</td><td>10:58</td><td>14:28</td><td>14:04</td><td>14:27</td><td>13:48</td><td></td><td></td><td></td></tr> </table> | | | | | | | | | | | | Total # of outage report tickets | 821 | 766 | 1490 | 1169 | 965 | 1077 | 1109 | 1012 | 1266 | | | | Total # of repair tickets restored in ≤ 24hrs | 774 | 736 | 1444 | 1140 | 927 | 1015 | 1089 | 940 | 1193 | | | | % of repair tickets restored ≤ 24 Hours | 94.3% | 96.1% | 96.9% | 97.5% | 96.1% | 94.2% | 98.2% | 92.9% | 94.2% | | | | 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 | | | | Avg. outage duration (hh:mm) | 12:42 | 12:34 | 11:24 | 12:05 | 10:58 | 14:28 | 14:04 | 14:27 | 13:48 | | | | | | | | | | | | | | | | |
| Total # of outage report tickets | 821 | 766 | 1490 | 1169 | 965 | 1077 | 1109 | 1012 | 1266 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total # of repair tickets restored in ≤ 24hrs | 774 | 736 | 1444 | 1140 | 927 | 1015 | 1089 | 940 | 1193 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of repair tickets restored ≤ 24 Hours | 94.3% | 96.1% | 96.9% | 97.5% | 96.1% | 94.2% | 98.2% | 92.9% | 94.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Avg. outage duration (hh:mm) | 12:42 | 12:34 | 11:24 | 12:05 | 10:58 | 14:28 | 14:04 | 14:27 | 13:48 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Unadjusted Out of Service Report | | <table border="1"> <tr><td>Indicate if catastrophic event is in month</td><td>No</td><td>No</td><td>No</td><td>No</td><td>No</td><td>No</td><td>No</td><td>No</td><td>No</td><td></td><td></td><td></td></tr> <tr><td>Total # of unadjusted outage report tickets</td><td>1082</td><td>969</td><td>1698</td><td>1351</td><td>1229</td><td>1231</td><td>1433</td><td>1431</td><td>1770</td><td></td><td></td><td></td></tr> <tr><td>Total # of repair tickets restored in ≤ 24hrs</td><td>757</td><td>729</td><td>1437</td><td>1135</td><td>979</td><td>921</td><td>1059</td><td>913</td><td>1152</td><td></td><td></td><td></td></tr> <tr><td>% of repair tickets restored ≤ 24 Hours</td><td>63.5%</td><td>75.2%</td><td>84.6%</td><td>84.0%</td><td>79.7%</td><td>74.8%</td><td>73.9%</td><td>63.8%</td><td>65.1%</td><td></td><td></td><td></td></tr> <tr><td>Sum of the duration of all outages (hh:mm)</td><td>11438:59</td><td>10174:43</td><td>18031:18</td><td>15068:18</td><td>14986:57</td><td>16500:47</td><td>17241:09</td><td>15907:47</td><td>20341:41</td><td></td><td></td><td></td></tr> <tr><td>Avg. outage duration (hh:mm)</td><td>10:34</td><td>10:30</td><td>10:37</td><td>11:08</td><td>12:11</td><td>13:24</td><td>12:02</td><td>11:07</td><td>11:29</td><td></td><td></td><td></td></tr> </table> | | | | | | | | | | | | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | | | | Total # of unadjusted outage report tickets | 1082 | 969 | 1698 | 1351 | 1229 | 1231 | 1433 | 1431 | 1770 | | | | Total # of repair tickets restored in ≤ 24hrs | 757 | 729 | 1437 | 1135 | 979 | 921 | 1059 | 913 | 1152 | | | | % of repair tickets restored ≤ 24 Hours | 63.5% | 75.2% | 84.6% | 84.0% | 79.7% | 74.8% | 73.9% | 63.8% | 65.1% | | | | 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 | | | | Avg. outage duration (hh:mm) | 10:34 | 10:30 | 10:37 | 11:08 | 12:11 | 13:24 | 12:02 | 11:07 | 11:29 | | | |
| Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total # of unadjusted outage report tickets | 1082 | 969 | 1698 | 1351 | 1229 | 1231 | 1433 | 1431 | 1770 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total # of repair tickets restored in ≤ 24hrs | 757 | 729 | 1437 | 1135 | 979 | 921 | 1059 | 913 | 1152 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % of repair tickets restored ≤ 24 Hours | 63.5% | 75.2% | 84.6% | 84.0% | 79.7% | 74.8% | 73.9% | 63.8% | 65.1% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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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>806</td><td>731</td><td>1125</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>\$7,068.25</td><td>\$5,501.15</td><td>\$8,939.10</td><td></td><td></td><td></td></tr> </table> | | | | | | | | | | | | Number of customers who received refunds | 413 | 584 | 849 | 1228 | 814 | 694 | 806 | 731 | 1125 | | | | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of customers who received refunds | 413 | 584 | 849 | 1228 | 814 | 694 | 806 | 731 | 1125 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| % ≤ 60 seconds | | 97% | 89% | 91% | 87% | 90% | 91% | 89% | 85% | 87% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Primary Utility Contact Information

Name: Marcie Evans

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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 (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 | | | | | | | | | |
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| Customers | | Acct # for voice or bundle, res+bus | | | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 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 Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) | | | | | | | | | | | |
| Unadjusted Out of Service Report | | Indicate if catastrophic event is in month Total # of unadjusted outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) | | | | | | | | | | | |
| Refunds | | Number of customers who received refunds Monthly amount of refunds | | | | | | | | | | | |
| 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 (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 | 114,600 | 113,514 | 112,482 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 178,586 | 177,089 | 175,552 | | Total # of trouble reports | 3,540 | 2,825 | 3,857 | 3,853 | 2,415 | 3,056 | 4,224 | 2,886 | 5,065 | | % of trouble reports | 1.9% | 1.5% | 2.1% | 2.1% | 1.3% | 1.7% | 2.4% | 1.6% | 2.9% | | | | | | | | | | | | | | |
| | | 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 | | | | | | | | | | | | | | | | | | | | |
| | Total # of outage report tickets | | | 320 | 244 | 609 | 496 | 305 | 326 | 373 | 358 | 423 | | Total # of repair tickets restored in ≤ 24hrs | 303 | 235 | 591 | 484 | 300 | 300 | 386 | 333 | 402 | | % of repair tickets restored ≤ 24 Hours | 95% | 96% | 97% | 98% | 98% | 92% | 103% | 93% | 95% | | | | | | | | | | | | | |
| | 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 | | Avg. outage duration (hh:mm) | 12:43 | 12:51 | 11:28 | 12:15 | 10:42 | 12:56 | 12:43 | 14:37 | 14:04 | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Indicate if catastrophic event is in month | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | No | 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 | 576 | 388 | 333 | 496 | 515 | 605 | | Total # of repair tickets restored in ≤ 24hrs | 290 | 232 | 586 | 480 | 320 | 211 | 368 | 320 | 385 | | % of repair tickets restored ≤ 24 Hours | 70% | 74% | 83% | 83% | 82% | 63% | 74% | 62% | 64% | | | | | | | | | | | | | |
| | | | 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 | | Avg. outage duration (hh:mm) | 11:02 | 10:34 | 10:20 | 8:21 | 12:13 | 13:21 | 10:36 | 11:19 | 11:44 | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | Number of customers who received refunds | 147 | 228 | 327 | 540 | 315 | 260 | 299 | 293 | 435 | | 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 | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 (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 | 13,809 | 13,744 | 13,631 | | | |
| 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 | | |
| | | Total # of trouble reports | 902 | 453 | 538 | 520 | 428 | 562 | 738 | 518 | 913 | | |
| | | % of trouble reports | 5.6% | 2.9% | 3.4% | 3.3% | 2.7% | 3.6% | 4.8% | 3.4% | 6.0% | | |
| | 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 | 40 | 60 | 64 | 100 | 73 | 61 | 71 | 51 | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 66 | 40 | 58 | 64 | 99 | 73 | 60 | 68 | 48 | | | |
| | % of repair tickets restored ≤ 24 Hours | 97% | 100% | 97% | 100% | 99% | 100% | 98% | 96% | 94% | | | |
| | 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 | | | |
| | Avg. outage duration (hh:mm) | 10:48 | 11:26 | 8:01 | 10:11 | 7:52 | 11:44 | 11:59 | 10:50 | 15:07 | | | |
| | 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 | 73 | 98 | 90 | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 65 | 40 | 58 | 64 | 97 | 73 | 60 | 64 | 45 | | |
| | | % of repair tickets restored ≤ 24 Hours | 82% | 80% | 76% | 80% | 84% | 86% | 82% | 65% | 50% | | |
| | | 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 | | |
| | | Avg. outage duration (hh:mm) | 9:46 | 9:27 | 10:59 | 8:21 | 9:34 | 10:49 | 15:11 | 8:52 | 9:23 | | |
| Refunds | Number of customers who received refunds | 32 | 32 | 48 | 54 | 57 | 48 | 38 | 64 | 55 | | | |
| | Monthly amount of refunds | \$239.24 | \$213.49 | \$298.21 | \$384.92 | \$654.66 | \$578.23 | \$431.93 | \$532.69 | \$582.28 | | | |
| 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: Santa Barbara

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2020) | | | Date filed (8/13/2020) | | | Date filed (11/13/2020) | | | 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 | 23,656 | 22,480 | 22,296 | 22,118 | 21,960 | 21,812 | | | |
| 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 | | |
| | | Total # of trouble reports | 649 | 559 | 677 | 570 | 454 | 601 | 701 | 470 | 995 | | |
| | | % of trouble reports | 2.1% | 1.8% | 2.2% | 1.9% | 1.5% | 2.0% | 2.3% | 1.6% | 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 | 51 | 68 | 63 | 54 | 65 | 75 | 48 | 96 | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 65 | 51 | 61 | 62 | 50 | 58 | 70 | 44 | 92 | | | |
| | % of repair tickets restored ≤ 24 Hours | 96% | 100% | 90% | 98% | 93% | 89% | 93% | 92% | 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 | | | |
| | Avg. outage duration (hh:mm) | 12:11 | 9:15 | 13:44 | 13:05 | 14:04 | 17:20 | 11:01 | 15:02 | 15:07 | | | |
| | 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 | 89 | 58 | 84 | 72 | 68 | 78 | 94 | 67 | 130 | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 65 | 50 | 66 | 62 | 55 | 58 | 70 | 43 | 90 | | | |
| | % of repair tickets restored ≤ 24 Hours | 73% | 86% | 79% | 86% | 81% | 74% | 74% | 64% | 69% | | | |
| | 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 | | | |
| | Avg. outage duration (hh:mm) | 9:40 | 11:08 | 11:11 | 12:29 | 15:57 | 15:53 | 16:29 | 10:58 | 13:19 | | | |
| Refunds | Number of customers who received refunds | 28 | 16 | 36 | 46 | 39 | 40 | 28 | 28 | 42 | | | |
| | Monthly amount of refunds | \$210.36 | \$80.67 | \$281.26 | \$421.23 | \$271.40 | \$423.65 | \$320.57 | \$282.57 | \$495.84 | | | |
| 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)
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