

**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: 2023

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2023) 1st Quarter			Date filed (08/02/2023) 2nd Quarter			Date filed (xx/xx/2023) 3rd Quarter			Date filed (x/xx/2024) 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	258,022	256,862	254,371	252,803	251,008	248,163						
<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	414,187	411,681	408,000	404,633	402,051	397,734					
		Total # of trouble reports	4,736	3,476	4,709	3,430	3,567	3,666					
		% of trouble reports	1.1%	0.8%	1.2%	0.8%	0.9%	0.9%					
	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											
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	884	745	879	707	776	766						
	Total # of repair tickets restored in ≤ 24hrs	846	707	823	664	735	713						
	% of repair tickets restored ≤ 24 Hours	95.7%	94.9%	93.6%	93.9%	94.7%	93.1%						
	Sum of the duration of all outages (hh:mm)	9787:30:00	9450:35:00	10972:31	8609:37	9586:54	10088:59						
	Avg. outage duration (hh:mm)	11:04	12:40	12:29	12:10	12:21	13:10						
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month	No	No	No	No	No	No						
	Total # of unadjusted outage report tickets	1295	998	1191	953	1011	1047						
	Total # of repair tickets restored in ≤ 24hrs	835	700	820	661	729	707						
	% of repair tickets restored ≤ 24 Hours	63.5%	70.1%	68.8%	69.4%	72.1%	67.5%						
	Sum of the duration of all outages (hh:mm)	6018:56:00	9985:41:00	11817:14	9356:43	10460:49	11437:31						
	Avg. outage duration (hh:mm)	8:30	10:01	9:55	9:48	10:20	10:55						
<b>Refunds</b>	Number of customers who received refunds	426	475	648	288	278	334						
	Monthly amount of refunds	\$1,729.45	\$2,299.33	\$2,475.70	\$1,888.92	\$2,855.79	\$1,560.47						
<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 2021			Second Quarter 2021			Third Quarter 2021			Fourth Quarter 2021		
	Total # of calls for TR, Billing & Non-Billing	24,046	21,128	23,501	20,257	23,013	23,117						
	Total # of call seconds to reach live agent	259,584	137,743	102,704	66,147	223,359	182,458						
	% ≤ 60 seconds	99%	98%	99%	99%	98%	98%						

**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)