

**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: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (5/16/2022)			Date filed (x/xx/2022)			Date filed (xx/xx/2022)			Date filed (x/xx/2023)		
		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	284,581	281,803	278,672									
<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	449,726	446,084	442,019								
		Total # of trouble reports	4,915	4,462	4,897								
		% of trouble reports	1.1%	1.0%	1.1%								
	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	516	503	558									
	Total # of repair tickets restored in ≤ 24hrs	489	462	528									
	% of repair tickets restored ≤ 24 Hours	94.8%	91.8%	94.6%									
	Sum of the duration of all outages (hh:mm)	7633:27:00	7573:51:00	8257:43:00									
	Avg. outage duration (hh:mm)	14:44	15:03	14:47									
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	753	707	842									
	Total # of repair tickets restored in ≤ 24hrs	481	449	514									
	% of repair tickets restored ≤ 24 Hours	63.5%	63.5%	61.0%									
	Sum of the duration of all outages (hh:mm)	8434:10:00	8684:04:00	9109:59:00									
	Avg. outage duration (hh:mm)	10:44	12:17	10:49									
<b>Refunds</b>	Number of customers who received refunds	429	399	969									
	Monthly amount of refunds	\$2,887.94	\$2,584.51	\$4,621.47									
<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												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

**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)