

**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 (8/15/2022)			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	
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	284,581	281,803	278,672	276,086	274,026	271,532							
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	449,726	446,084	442,019	438,294	435,507	432,067						
		Total # of trouble reports	4,915	4,462	4,897	2,377	2,018	2,238						
		% of trouble reports	1.1%	1.0%	1.1%	0.5%	0.5%	0.5%						
	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	516	503	558	747	651	700							
	Total # of repair tickets restored in ≤ 24hrs	489	462	528	711	632	640							
	% of repair tickets restored ≤ 24 Hours	94.8%	91.8%	94.6%	95.2%	97.1%	91.4%							
	Sum of the duration of all outages (hh:mm)	7633:27:00	7573:51:00	8257:43:00	12782:08	10538:12	15318:22							
	Avg. outage duration (hh:mm)	14:44	15:03	14:47	17:06	15:57	21:53							
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No	No	No	No							
	Total # of unadjusted outage report tickets	753	707	842	1050	905	1083							
	Total # of repair tickets restored in ≤ 24hrs	481	449	514	710	623	691							
	% of repair tickets restored ≤ 24 Hours	63.5%	63.5%	61.0%	67.6%	68.8%	63.8%							
	Sum of the duration of all outages (hh:mm)	8434:10:00	8684:04:00	9109:59:00	13871:16	11982:11	16277:41							
	Avg. outage duration (hh:mm)	10:44	12:17	10:49	13:13	13:14	15:02							
Refunds	Number of customers who received refunds	429	399	969	607	420	591							
	Monthly amount of refunds	\$2,887.94	\$2,584.51	\$4,621.47	\$5,446.61	\$2,702.13	\$3,132.55							
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 2022			Second Quarter 2022			Third Quarter 2022			Fourth Quarter 2022			
	Total # of calls for TR, Billing & Non-Billing	25,400	23,498	26,814	21,206	21,564	23,170							
	Total # of call seconds to reach live agent	526,527	335,178	251,096	312,466	1,152,573	1,427,561							
	% ≤ 60 seconds	95%	97%	98%	96%	87%	83%							

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)