

**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 (5/15/2023) | | | Date filed (x/xx/2023) | | | Date filed (xx/xx/2023) | | | Date filed (x/xx/2024) | | |
|--|---|----------------------------|------------|------------|---------------------------|-----|-----|----------------------------|-----|-----|---------------------------|-----|-----|
| | | 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 | 258,022 | 256,862 | 254,371 | | | | | | | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 414,187 | 411,681 | 408,000 | | | | | | | | |
| | | Total # of trouble reports | 4,736 | 3,476 | 4,709 | | | | | | | | |
| | | % of trouble reports | 1.1% | 0.8% | 1.2% | | | | | | | | |
| | 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 | 884 | 745 | 879 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 846 | 707 | 823 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 95.7% | 94.9% | 93.6% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 9787:30:00 | 9450:35:00 | 10972:31 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 11:04 | 12:40 | 12:29 | | | | | | | | | |
| Unadjusted Out of Service Report | Indicate if catastrophic event is in month | No | No | No | | | | | | | | | |
| | Total # of unadjusted outage report tickets | 1295 | 998 | 1191 | | | | | | | | | |
| | Total # of repair tickets restored in ≤ 24hrs | 835 | 700 | 820 | | | | | | | | | |
| | % of repair tickets restored ≤ 24 Hours | 63.5% | 70.1% | 68.8% | | | | | | | | | |
| | Sum of the duration of all outages (hh:mm) | 6018:56:00 | 9985:41:00 | 11817:14 | | | | | | | | | |
| | Avg. outage duration (hh:mm) | 8:30 | 10:01 | 9:55 | | | | | | | | | |
| Refunds | Number of customers who received refunds | 426 | 475 | 648 | | | | | | | | | |
| | Monthly amount of refunds | \$1,729.45 | \$2,299.33 | \$2,475.70 | | | | | | | | | |
| 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 2021 | | | Second Quarter 2021 | | | Third Quarter 2021 | | | Fourth Quarter 2021 | | |
| | Total # of calls for TR, Billing & Non-Billing | 24,046 | 21,128 | 23,501 | | | | | | | | | |
| | Total # of call seconds to reach live agent | 259,584 | 137,743 | 102,704 | | | | | | | | | |
| | % ≤ 60 seconds | 99% | 98% | 99% | | | | | | | | | |

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)