

**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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (11/15/2021)			Date filed (2/11/2022)			
		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	321,546	318,942	315,600	311,987	308,917	305,329	301,972	298,654	295,494	292,539	290,017	287,517	
<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	496,445	483,313	489,027	485,489	481,699	476,896	472,416	468,386	464,184	460,415	456,957	454,397
		Total # of trouble reports	7,959	7,781	8,725	7,375	7,136	7,602	7,493	8,855	9,255	7,104	6,345	6,108
		% of trouble reports	1.6%	1.6%	1.8%	1.5%	1.5%	1.6%	1.6%	1.9%	2.0%	1.5%	1.4%	1.3%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	1052	919	1083	1061	1098	1371	1146	1170	1374	1296	849	1035	
	Total # of repair tickets restored in < 24hrs	1017	887	1053	1029	1062	1322	1107	1144	1330	1255	816	991	
	% of repair tickets restored ≤ 24 Hours	96.7%	96.5%	97.2%	97.0%	96.7%	96.4%	96.6%	97.8%	96.8%	96.8%	96.1%	95.7%	
	Sum of the duration of all outages (hh:mm)	13808:30	10737:47	13550:12	14631:02	15046:32	19520:22	15495:17	15831:28	13620:08	16089:19	11398:00	13740:04	
	Avg. outage duration (hh:mm)	13:07	11:41	12:31	13:47	1:42	14:14	13:31	13:32	9:55	12:25	13:25	13:16	
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	Nov	No	
	Total # of unadjusted outage report tickets	1446	1271	1384	1387	1383	1705	1476	1448	1645	1618	1174	1282	
	Total # of repair tickets restored in ≤ 24hrs	989	879	1038	1021	1044	1304	1099	1139	1307	1236	806	973	
	% of repair tickets restored ≤ 24 Hours	63.5%	69.2%	75.0%	73.6%	75.5%	76.5%	74.5%	78.7%	79.5%	76.4%	68.7%	75.9%	
	Sum of the duration of all outages (hh:mm)	15237:58	11989:05	14029:56	15465:20	17262:48	20456:09	17267:30	16893:58	19838:19	19697:45	12872:42	15897:49	
	Avg. outage duration (hh:mm)	10:32	9:26	10:08	11:09	12:28	11:59	11:42	11:40	12:04	12:10	10:58	12:24	
	<b>Refunds</b>	Number of customers who received refunds	552	578	683	834	648	1015	743	651	898	692	529	581
Monthly amount of refunds		\$7,690.72	\$5,764.50	\$5,210.49	\$5,606.14	\$4,245.95	\$5,200.81	\$3,798.06	\$4,368.97	\$6,720.88	\$4,084.92	\$4,715.07	\$3,636.54	
<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	29,782	26,839	29,827	26,003	25,286	31,867	29,323	29,069	30,098	25,810	23,872	24,847	
	Total # of call seconds to reach live agent	444,612	340,515	886,640	744,165	564,969	860,763	297,201	373,211	1,395,282	648,946	258,591	159,928	
	% ≤ 60 seconds	95%	95%	91%	91%	92%	87%	96%	95%	88%	92%	96%	98%	

**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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (11/15/2021)			Date filed (2/11/2022)			
		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	178,439	177,023	175,257	173,222	171,520	169,472	167,531	165,660	163,852	162,108	160,593	159,125	
<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	282,235	280,483	278,372	276,427	274,395	271,675	269,167	267,194	264,746	262,738	260,682	259,534
		Total # of trouble reports	4,236	4,437	4,770	4,194	3,996	4,323	4,083	5,707	5,875	4,092	3,150	3,290
		% of trouble reports	1.5%	1.6%	1.7%	1.5%	1.5%	1.6%	1.5%	2.1%	2.2%	1.6%	1.2%	1.3%
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	581	546	645	615	645	809	628	671	708	749	446	664	
	Total # of repair tickets restored in ≤ 24hrs	556	528	622	592	623	780	605	660	686	726	428	636	
	% of repair tickets restored ≤ 24 Hours	96%	97%	96%	96%	97%	96%	96%	98%	97%	97%	96%	96%	
	Sum of the duration of all outages (hh:mm)	7876:08	6721:28	8548:19:00	8703:19	8970:57	11573:37	8498:55	9024:34	6885:42	8981:34	6236:22	8497:07	
	Avg. outage duration (hh:mm)	13:34	12:19	13:15	14:09	13:55	14:19	13:32	13:27	9:44	11:59	13:59	12:48	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	Nov	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	803	752	802	783	801	991	791	815	836	930	614	779	
	Total # of repair tickets restored in ≤ 24hrs	539	523	612	588	612	770	597	657	674	718	428	627	
	% of repair tickets restored ≤ 24 Hours	67%	70%	76%	75%	76%	78%	75%	81%	81%	77%	70%	80%	
	Sum of the duration of all outages (hh:mm)	8892:01	7309:10	8931:27:00	9278:28	10256:48	12043:13	9413:46	9588:54	10860:47	11048:34	7180:21	9833:30	
	Avg. outage duration (hh:mm)	15:59	9:43	11:08	11:51	12:48	12:09	11:54	11:46	12:59	11:53	11:41	12:15	
<b>Refunds</b>	Number of customers who received refunds	280	350	354	551	379	736	434	374	344	325	229	385	
	Monthly amount of refunds	\$2,387.45	\$3,744.41	\$3,083.19	\$3,638.64	\$2,347.74	\$2,991.31	\$2,186.12	\$2,713.01	\$2,452.95	\$1,891.04	\$2,388.92	\$2,339.19	
<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>	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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (11/15/2021)			Date filed (2/11/2022)			
		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													
<b>Customers</b>	Acct # for voice or bundle, res+bus	108,570	107,587	106,311	105,028	103,952	102,745	101,575	100,429	99,378	98,463	97,694	96,885	
<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	170,129	158,866	167,088	165,863	164,389	162,629	160,933	159,172	157,780	156,379	155,235	154,039
		Total # of trouble reports	2,691	2,385	2,874	2,303	2,329	2,290	2,575	2,181	2,231	2,060	2,490	2,007
		% of trouble reports	1.6%	1.5%	1.7%	1.4%	1.4%	1.4%	1.6%	1.4%	1.4%	1.3%	1.6%	1.3%
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	333	271	322	326	325	392	398	339	314	353	302	256	
	Total # of repair tickets restored in ≤ 24hrs	325	261	319	319	311	375	386	332	302	343	291	246	
	% of repair tickets restored ≤ 24 Hours	98%	96%	99%	98%	96%	96%	97%	98%	96%	97%	96%	96%	
	Sum of the duration of all outages (hh:mm)	4253:56	2997:10	3641:18	4448:13	4499:41	5552:46	5364:20	4679:46	3140:47	4693:08	3869:25	3678:29	
	Avg. outage duration (hh:mm)	12:46	11:04	11:19	13:38	13:51	14:10	13:29	13:48	10:00	13:17	12:49	14:22	
<b>Unadjusted of Service Report</b>	<b>Out</b>	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	Nov	No	
		Total # of unadjusted outage report tickets	464	385	427	434	423	488	529	437	414	459	410	340
		Total # of repair tickets restored in ≤ 24hrs	314	258	315	316	305	368	386	332	296	333	284	240
		% of repair tickets restored ≤ 24 Hours	68%	67%	74%	73%	72%	75%	73%	76%	71%	73%	69%	71%
		Sum of the duration of all outages (hh:mm)	4570:49	3467:37	3737:54	4662:16	5217:50	5956:26	6041:44	4959:15	4401:08	5671:02	4236:09	4279:46
		Avg. outage duration (hh:mm)	9:51	9:01	8:45	10:44	12:20	12:13	11:25	11:21	10:38	12:22	10:20	12:35
<b>Refunds</b>	Number of customers who received refunds	191	151	256	197	204	188	237	207	222	256	232	153	
	Monthly amount of refunds	\$4,552.65	\$1,367.87	\$1,610.34	\$1,357.94	\$1,582.03	\$1,454.90	\$1,191.80	\$1,138.85	\$2,253.51	\$1,524.50	\$1,833.05	\$1,044.96	
<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>														
	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

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**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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (11/15/2021)			Date filed (2/11/2022)			
		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	13,290	13,225	13,108	12,998	12,876	12,751	12,643	12,529	12,377	12,223	12,106	11,996	
<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	14,791	14,713	14,597	14,469	14,340	14,194	14,075	13,966	13,803	13,636	13,513	13,432
		Total # of trouble reports	465	458	457	413	371	445	408	405	420	337	270	335
		% of trouble reports	3.1%	3.1%	3.1%	2.9%	2.6%	3.1%	2.9%	2.9%	3.0%	2.5%	2.0%	2.5%
	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												
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	59	60	48	61	53	55	54	56	67	47	26	35	
	Total # of repair tickets restored in ≤ 24hrs	59	58	46	59	53	54	51	52	65	45	26	35	
	% of repair tickets restored ≤ 24 Hours	100%	97%	96%	97%	100%	98%	94%	93%	97%	96%	100%	100%	
	Sum of the duration of all outages (hh:mm)	688:34	631:59	647:49	770:58	840:51	740:38	741:59	753:09	588:38	810:11	330:44	437:46	
	Avg. outage duration (hh:mm)	11:40	10:32	13:30	12:38	11:13	13:28	13:44	13:27	8:47	17:14	12:43	7:33	
<b>Unadjusted of Service Report</b>	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	Nov	No	
	Total # of unadjusted outage report tickets	72	71	57	81	66	76	77	69	81	59	43	58	
	Total # of repair tickets restored in ≤ 24hrs	59	58	45	59	53	53	51	51	63	45	23	35	
	% of repair tickets restored ≤ 24 Hours	82%	82%	79%	73%	80%	70%	66%	74%	78%	76%	53%	60%	
	Sum of the duration of all outages (hh:mm)	712:58	741:47	647:49	789:41	816:05	779:07	830:09	844:29	872:02	895:44	392:25	488:52	
	Avg. outage duration (hh:mm)	9:54	10:45	11:22	8:16	12:22	10:15	12:26	12:24	10:38	15:11	9:08	13:58	
<b>Refunds</b>	Number of customers who received refunds	56	59	49	48	35	51	39	30	49	32	39	22	
	Monthly amount of refunds	\$283.28	\$474.42	\$300.34	\$339.38	\$188.06	\$327.64	\$248.83	\$195.67	\$260.80	\$164.11	\$276.31	\$142.20	
<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>	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

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**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: 2021

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (8/16/2021)			Date filed (11/15/2021)			Date filed (2/11/2022)			
		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	21,247	21,107	20,924	20,739	20,569	20,361	20,223	20,036	19,887	19,745	19,624	19,511	
<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	29,290	29,251	28,970	28,730	28,575	28,398	28,241	28,054	27,855	27,662	27,527	27,392
		Total # of trouble reports	567	501	624	465	440	544	427	562	729	615	435	476
		% of trouble reports	1.9%	1.7%	2.2%	1.6%	1.5%	1.9%	1.5%	2.0%	2.6%	2.2%	1.6%	1.7%
	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>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	79	42	68	59	75	115	66	104	285	147	75	80	
	Total # of repair tickets restored in ≤ 24hrs	77	40	66	59	75	113	65	100	277	141	71	74	
	% of repair tickets restored ≤ 24 Hours	97%	95%	97%	100%	100%	98%	98%	96%	97%	96%	95%	93%	
	Sum of the duration of all outages (hh:mm)	989:52	387:10	712:46	708:32	840:51	1653:22	890:03	1373:59	3005:01	1604:26	961:29	1126:42	
	Avg. outage duration (hh:mm)	12:32	9:13	10:29	12:01	13:55	14:23	13:29	13:13	8:47	10:55	12:42	14:05	
	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	107	63	98	89	93	150	79	127	314	170	107	105	
	Total # of repair tickets restored in < 24hrs	77	40	66	58	74	113	65	99	274	140	71	71	
	% of repair tickets restored ≤ 24 Hours	72%	63%	67%	65%	80%	75%	82%	78%	87%	82%	66%	68%	
	Sum of the duration of all outages (hh:mm)	1062:10	470:31	712:46	734:55	972:05	1677:22	981:51	1501:20	3704:22	2082:25	1063:47	1295:41	
	Avg. outage duration (hh:mm)	9:56	7:28	7:16	8:16	10:27	11:11	12:26	11:49	11:48	12:15	9:56	12:20	
<b>Refunds</b>	Number of customers who received refunds	25	18	24	38	30	40	33	40	283	79	29	21	
	Monthly amount of refunds	\$467.34	\$177.80	\$216.62	\$270.18	\$128.12	\$426.96	\$171.31	\$321.44	\$1,753.62	\$505.27	\$216.79	\$110.19	
<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>	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

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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)