

**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)			Date filed (08/02/2023)			Date filed (11/14/2023)			Date filed (2/12/2024)			
		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	258,022	256,862	254,371	252,803	251,008	248,163	245,601	242,981	240,454	238,007	235,531	232,955	
<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	394,171	390,477	387,293	389,931	380,592	377,395
		Total # of trouble reports	4,736	3,476	4,709	3,430	3,567	3,666	3,806	3,180	4,339	3,206	3,137	2,842
		% of trouble reports	1.1%	0.8%	1.2%	0.8%	0.9%	0.9%	1.0%	0.8%	1.1%	0.8%	0.8%	0.8%
	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	908	812	1421	624	709	704	
	Total # of repair tickets restored in ≤ 24hrs	846	707	823	664	735	713	856	763	1367	575	658	647	
	% of repair tickets restored ≤ 24 Hours	95.7%	94.9%	93.6%	93.9%	94.7%	93.1%	94.3%	94.0%	96.2%	92.1%	92.8%	91.9%	
	Sum of the duration of all outages (hh:mm)	9787:30:00	9450:35:00	10972:31	8609:37	9586:54	10088:59	11079:47	10180:21	14233:44	7616:15	8840:36	9852:15	
	Avg. outage duration (hh:mm)	11:04	12:40	12:29	12:10	12:21	13:10	12:12	12:32	10:01	12:12	12:28	13:59	
<b>Unadjusted Out of Service Report</b>	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No	
	Total # of unadjusted outage report tickets	1295	998	1191	953	1011	1047	1321	1096	1659	878	994	942	
	Total # of repair tickets restored in ≤ 24hrs	835	700	820	661	729	707	850	757	1361	575	650	632	
	% of repair tickets restored ≤ 24 Hours	63.5%	70.1%	68.8%	69.4%	72.1%	67.5%	64.3%	69.1%	82.0%	65.5%	65.4%	67.1%	
	Sum of the duration of all outages (hh:mm)	6018:56:00	9985:41:00	11817:14	9356:43	10460:49	11437:31	11861:41	10991:57	15203:49	8349:25	9813:06	11468:21	
	Avg. outage duration (hh:mm)	8:30	10:01	9:55	9:48	10:20	10:55	8:58	10:01	9:10	9:30	9:52	12:10	
<b>Refunds</b>	Number of customers who received refunds	426	475	648	288	278	334	529	399	395	304	335	308	
	Monthly amount of refunds	\$1,729.45	\$2,299.33	\$2,475.70	\$1,888.92	\$2,855.79	\$1,560.47	\$2,877.93	\$3,191.58	\$2,988.40	\$2,445.85	\$2,326.08	\$1,473.44	
<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 2023			Second Quarter 2023			Third Quarter 2023			Fourth Quarter 2023			
	Total # of calls for TR, Billing & Non-Billing	24,046	21,128	23,501	20,257	23,013	23,117	20,033	24,940	20,872	23,815	21,840	20,816	
	Total # of call seconds to reach live agent	259,584	137,743	102,704	66,147	223,359	182,458	475,055	470,674	530,559	862,910	1,123,943	436,865	
	% ≤ 60 seconds	99%	98%	99%	99%	98%	98%	95%	94%	94%	91%	90%	94%	

**Primary Utility Contact Information**

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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)