

**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: 2024

Reporting Unit Type:  Total Company  Exchange  Wire Center

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

Measurement (Compile monthly, file quarterly)		Date filed (05/10/2024) 1st Quarter			Date filed (08/12/2024) 2nd Quarter			Date filed (xx/xx/2024) 3rd Quarter			Date filed (xx/xx/2025) 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	229,632	226,590	223,674	220,451	217,461	214,568							
<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	372,878	369,279	365,574	361,604	357,435	353,938						
		Total # of trouble reports	3,044	2,975	3,108	3,123	3,145	2,901						
		% of trouble reports	0.8%	0.8%	0.9%	0.9%	0.9%	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 of Service Report</b> Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	693	718	725	711	802	702						
		Total # of repair tickets restored in ≤ 24hrs	651	667	669	680	761	664						
		% of repair tickets restored ≤ 24 Hours	93.9%	92.9%	92.3%	95.6%	94.9%	94.6%						
		Sum of the duration of all outages (hh:mm)	8324:34	9215:48	8997:34	8583:30	9919:50	9037:00						
		Avg. outage duration (hh:mm)	12:01	12:50	12:25	12:04	12:22	12:52						
<b>Unadjusted of Service Report</b>	Out	Indicate if catastrophic event is in month	No	No	No	No	No	No						
		Total # of unadjusted outage report tickets	869	928	949	1028	959	942						
		Total # of repair tickets restored in ≤ 24hrs	656	653	669	675	751	655						
		% of repair tickets restored ≤ 24 Hours	63.5%	70.4%	70.5%	65.7%	78.3%	69.5%						
		Sum of the duration of all outages (hh:mm)	9064:14	10481:21	9984:28	9162:19	10811:41	9785:01						
	Avg. outage duration (hh:mm)	10:26	11:17	10:31	8:55	11:16	10:23							
<b>Refunds</b>		Number of customers who received refunds	157	160	202	177	234	230						
		Monthly amount of refunds	\$842.93	\$1,063.73	\$1,122.02	\$876.89	\$909.39	\$1,071.33						
<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	21,766	20,810	20,413	23,508	23,521	22,646						
		Total # of call seconds to reach live agent	466,915	158,878	202,596	711,682	880,053	1,795,858						
		% ≤ 60 seconds	93%	98%	98%	94%	91%	84%						

**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)