

**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)			Date filed (xx/xx/2024)			Date filed (xx/xx/2024)			Date filed (xx/xx/2025)		
		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	229,632	226,590	223,674									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	372,878	369,279	365,574								
		Total # of trouble reports	3,044	2,975	3,108								
		% of trouble reports	0.8%	0.8%	0.9%								
	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	693	718	725									
	Total # of repair tickets restored in ≤ 24hrs	651	667	669									
	% of repair tickets restored ≤ 24 Hours	93.9%	92.9%	92.3%									
	Sum of the duration of all outages (hh:mm)	8324:34	9215:48	8997:34									
	Avg. outage duration (hh:mm)	12:01	12:50	12:25									
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	869	928	949									
	Total # of repair tickets restored in ≤ 24hrs	656	653	669									
	% of repair tickets restored ≤ 24 Hours	63.5%	70.4%	70.5%									
	Sum of the duration of all outages (hh:mm)	9064:14	10481:21	9984:28									
	Avg. outage duration (hh:mm)	10:26	11:17	10:31									
Refunds	Number of customers who received refunds	157	160	202									
	Monthly amount of refunds	\$842.93	\$1,063.73	\$1,122.02									
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 2023			Second Quarter 2023			Third Quarter 2023			Fourth Quarter 2023		
	Total # of calls for TR, Billing & Non-Billing	21,766	20,810	20,413									
	Total # of call seconds to reach live agent	466,915	158,878	202,596									
	% ≤ 60 seconds	93%	98%	98%									

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)