

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:

2025

Reporting Unit Type:

☒ Total Company    ☐ Exchange    ☐ Wire Center

Reporting Unit Name:

Cox California Telcom, L.L.C.

Measurement (Compile monthly, file quarterly)		Date filed (04/21/2025)			Date filed (07/14/2025)			Date filed (11/05/2025)			Date filed (XX/XX/2026)		
		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	196,845	193,869	190,946	188,817	186,366	184,423	182,173	180,165	178,427		
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	330,609	327,516	324,846	321,895	320,084	317,691	314,368	311,789	308,971		
		Total # of trouble reports	3,029	2,635	1,890	1,785	2,293	2,483	2,347	2,834	1,867		
		% of trouble reports	0.9%	0.8%	0.6%	0.6%	0.7%	0.8%	0.7%	0.9%	0.6%		
	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	756	607	374	335	359	292	285	364	311			
	Total # of repair tickets restored in ≤ 24hrs	708	561	340	303	334	263	260	339	280			
	% of repair tickets restored ≤ 24 Hours	93.7%	92.4%	90.9%	90.4%	93.0%	90.1%	91.2%	93.1%	90.0%			
	Sum of the duration of all outages (hh:mm)	10108:43	13293:44	7229:14	7263:02	6784:46	6178:58	5896:00	7529:00	6317:50			
	Avg. outage duration (hh:mm)	13:22	21:54	19:20	21:41	18:54	21:10	20:41	20:41	20:19			
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
	Total # of unadjusted outage report tickets	1116	822	573	498	632	447	333	556	405			
	Total # of repair tickets restored in ≤ 24hrs	706	561	335	303	336	263	260	339	282			
	% of repair tickets restored ≤ 24 Hours	63.5%	68.2%	58.5%	60.8%	53.2%	58.8%	78.1%	61.0%	69.6%			
	Sum of the duration of all outages (hh:mm)	16491:47	14255:26	7753:07	7855:30	7183:35	6544:05	6251:41	8013:04	6533:46			
	Avg. outage duration (hh:mm)	14:47	17:20	13:32	15:46	11:22	14:38	18:46	14:25	16:08			
Refunds	Number of customers who received refunds	215	281	236	190	141	146	148	247	345			
	Monthly amount of refunds	\$883.28	\$1,666.01	\$974.06	\$1,201.66	\$583.81	\$763.06	\$1,350.99	\$988.61	\$789.19			
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 2024			Second Quarter 2024			Third Quarter 2024			Fourth Quarter 2024		
		Total # of calls for TR, Billing & Non-Billing	23,123	22,863	21,083	20,769	20,545	20,193	9,578	10,642	10,020		
		Total # of call seconds to reach live agent	988,565	691,844	429,121	368,165	349,566	183,055	437,374	461,742	496,673		
		% ≤ 60 seconds	87%	90%	93%	90%	92%	97%	87%	84%	86%		

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)