

**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) 1st Quarter			Date filed (07/14/2025) 2nd Quarter			Date filed (11/05/2025) 3rd Quarter			Date filed (01/16/2026) 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	196,845	193,869	190,946	188,817	186,366	184,423	182,173	180,165	178,427	176,560	174,852	173,093	
<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	330,609	327,516	324,846	321,895	320,084	317,691	314,368	311,789	308,971	305,584	303,019	300,795
		Total # of trouble reports	3,029	2,635	1,890	1,785	2,293	2,483	2,347	2,834	1,867	1,772	1,629	1,564
		% of trouble reports	0.9%	0.8%	0.6%	0.6%	0.7%	0.8%	0.7%	0.9%	0.6%	0.6%	0.5%	0.5%
	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>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	756	607	374	335	359	292	285	364	311	312	276	257	
	Total # of repair tickets restored in ≤ 24hrs	708	561	340	303	334	263	260	339	280	290	256	232	
	% of repair tickets restored ≤ 24 Hours	93.7%	92.4%	90.9%	90.4%	93.0%	90.1%	91.2%	93.1%	90.0%	92.9%	92.8%	90.3%	
	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	6439:13	5499:52	5176:23	
	Avg. outage duration (hh:mm)	13:22	21:54	19:20	21:41	18:54	21:10	20:41	20:41	20:19	20:38	19:56	20:08	
<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	1116	822	573	498	632	447	333	556	405	485	433	405	
	Total # of repair tickets restored in ≤ 24hrs	706	561	335	303	336	263	260	339	282	290	255	232	
	% of repair tickets restored ≤ 24 Hours	63.5%	68.2%	58.5%	60.8%	53.2%	58.8%	78.1%	61.0%	69.6%	59.8%	58.9%	57.3%	
	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	6871:31	6265:59	5382:22	
<b>Refunds</b>	Avg. outage duration (hh:mm)	14:47	17:20	13:32	15:46	11:22	14:38	18:46	14:25	16:08	14:10	14:28	13:17	
	Number of customers who received refunds	215	281	236	190	141	146	148	247	345	122	62	85	
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	\$284.07	\$229.21	\$182.56	
<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 2025			Second Quarter 2025			Third Quarter 2025			Fourth Quarter 2025			
	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	10,236	8,508	8,254	
	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	443,297	341,235	585,206	
	% ≤ 60 seconds	87%	90%	93%	90%	92%	97%	87%	84%	86%	86%	88%	82%	

**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)