

**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: 2026

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name:

Cox California Telcom, L.L.C.

Measurement (Compile monthly, file quarterly)		Date filed (04/15/2026) 1st Quarter			Date filed (07/23/2026) 2nd Quarter			Date filed (XX/XX/2026) 3rd Quarter			Date filed (XX/XX/2026) 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												
	Acct # for voice or bundle, res+bus	170,767	168,582	166,334	164,377	162,561	160,807						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	297,829	295,205	292,037	289,475	286,933	284,913					
		Total # of trouble reports	1,801	1,577	1,686	1,704	1,445	1,619					
		% of trouble reports	0.6%	0.5%	0.6%	0.6%	0.5%	0.6%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	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	254	216	247	250	237	267	0	0	0	0	0	0
	Total # of repair tickets restored in < 24hrs	231	208	222	224	215	248	0	0	0	0	0	431
	% of repair tickets restored ≤ 24 Hours	90.9%	96.3%	89.9%	89.6%	90.7%	92.9%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	4928:10	4195:38	4971:53	5368:46	4661:49	5603:39						
	Avg. outage duration (hh:mm)	19:24	19:25	20:08	21:29	19:40	20:59						
Unadjusted Out of Service Report	Indicate if catastrophic event is in month												
	Total # of unadjusted outage report tickets	463	358	382	379	402	560	0	0	0	0	0	0
	Total # of repair tickets restored in < 24hrs	231	191	222	224	213	247	0	0	0	0	0	0
	% of repair tickets restored ≤ 24 Hours	49.9%	53.4%	58.1%	59.1%	53.0%	44.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	5170:31	4425:43	5188:17	5695:04	4954:03:00	5786:31						
Refunds	Avg. outage duration (hh:mm)	11:10	11:39	13:35	15:02	12:19	10:20						
	Number of customers who received refunds	70	84	68	79	76	78	0	0	0	0	0	0
	Monthly amount of refunds	\$158.02	\$196.00	\$136.43	\$361.22	\$182.86	\$157.14	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
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 2026			Second Quarter 2026			Third Quarter 2026			Fourth Quarter 2026		
	Total # of calls for TR, Billing & Non-Billing	8,689	7,469	7,609	7,983	7,440	5,724						
	Total # of call seconds to reach live agent	755,216	402,386	399,941	277,645	262,671	499,925						
	% ≤ 60 seconds	80%	86%	90%	90%	84%	84%						

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)