

**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 (08/12/2024)			Date filed (11/14/2024)			Date filed (02/04/2025)			
		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	220,451	217,461	214,568	211,747	209,081	206,667	204,344	202,097	199,686	
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	361,604	357,435	353,938	349,936	346,223	343,910	339,321	336,947	333,883
		Total # of trouble reports	3,044	2,975	3,108	3,123	3,145	2,901	2,865	2,814	3,124	2,654	2,167	2,267
		% of trouble reports	0.8%	0.8%	0.9%	0.9%	0.9%	0.8%	0.8%	0.8%	0.9%	0.8%	0.6%	0.7%
	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	711	802	702	638	581	573	569	529	478	
	Total # of repair tickets restored in ≤ 24hrs	651	667	669	680	761	664	594	529	534	526	508	431	
	% of repair tickets restored ≤ 24 Hours	93.9%	92.9%	92.3%	95.6%	94.9%	94.6%	93.1%	91.0%	93.2%	92.4%	96.0%	90.2%	
	Sum of the duration of all outages (hh:mm)	8324:34	9215:48	8997:34	8583:30	9919:50	9037:00	10941:09	10404:14	9643:39	10108:43	9837:02	9480:26	
	Avg. outage duration (hh:mm)	12:01	12:50	12:25	12:04	12:22	12:52	17:08	17:54	16:50	19:17	20:27	19:17	
Unadjusted Out of Service Report	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	869	928	949	1028	959	942	859	802	795	818	738	777	
	Total # of repair tickets restored in ≤ 24hrs	656	653	669	675	751	655	590	528	525	521	507	478	
	% of repair tickets restored ≤ 24 Hours	63.5%	70.4%	70.5%	65.7%	78.3%	69.5%	68.7%	65.8%	66.0%	63.7%	68.7%	61.5%	
	Sum of the duration of all outages (hh:mm)	9064:14	10481:21	9984:28	9162:19	10811:41	9785:01	11818:36	11199:51	10580:35	10976:24	10819:42	10421:00	
	Avg. outage duration (hh:mm)	10:26	11:17	10:31	8:55	11:16	10:23	13:45	13:58	13:18	13:25	14:40	13:25	
Refunds	Number of customers who received refunds	157	160	202	177	234	230	176	151	189	207	230	491	
	Monthly amount of refunds	\$842.93	\$1,063.73	\$1,122.02	\$876.89	\$909.39	\$1,071.33	\$874.44	\$592.45	\$1,080.63	\$1,588.59	\$1,596.65	\$1,275.76	
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	21,766	20,810	20,413	23,508	23,521	22,646	26,872	25,247	22,885	23,493	20,639	19,665	
	Total # of call seconds to reach live agent	466,915	158,878	202,596	711,682	880,053	1,795,858	720,817	623,809	1,052,799	324,749	567,872	624,923	
	% ≤ 60 seconds	93%	98%	98%	94%	91%	84%	93%	93%	91%	94%	92%	91%	

Primary Utility Contact Information

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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)