

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/23)			Date filed (08/15/23)			Date filed (11/15/23)			Date filed (02/15/24)		
		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	18470	18200	17938	17670	17406	17066	16645	16296	15994	15749	15472	15227
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	14908	14614	14330								
		Total # of trouble reports	213	89	81								
		% of trouble reports	1.43%	0.61%	0.57%	#DIV/0!	#DIV/0!	#DIV/0!	#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 standard = 90% within 24 hrs Min.	Total # of outage report tickets	193	81	77									
	Total # of repair tickets restored in < 24hrs	4	6	2									
	% of repair tickets restored ≤ 24 Hours	2%	7%	3%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	76,616.09	10,240.39	10,883.77									
	Avg. outage duration (hh:mm)	359.70	115.06	136.05									
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N	N	N	
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	213	89	81									
	Total # of all repair tickets restored in < 24hrs	4	8	2									
	% of all repair tickets restored ≤ 24 Hours	2%	9%	2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
	Sum of the duration of all outages (hh:mm)	89,136.52	11891.95	12,753.84									
	Avg. unadjusted outage duration (hh:mm)	418.48	133.62	159.42									
Refunds	Number of customers who received refunds	66	65	68									
	Monthly amount of refunds	\$2,820	\$3,146	\$5,885									
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	695	496	521									
	Total # of call seconds to reach live agent	478147	202888	105976									
	% ≤ 60 seconds	61.87%	58.27%	70.63%									

Primary Utility Contact Information

Name: Patti Ringo
Stefan Ghazikhanian

Phone: 707-522-1000

Email: sonic_regulatory@sonic.com

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: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)