

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	13633	13405	13138	12875	12635	12367	12133	11911	11997	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	14908	14614	14330	21048	20679	20273	19916	19581	19198	18882	18592	18234
		Total # of trouble reports	213	89	81	55	40	38	57	57	45	51	64	68
		% of trouble reports	1.43%	0.61%	0.57%	0.26%	0.19%	0.19%	0.29%	0.29%	0.23%	0.27%	0.34%	0.37%
	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	50	39	36	55	51	43	47	57	66
		Total # of repair tickets restored in < 24hrs	4	6	2	2	0	3	3	7	0	3	4	5
		% of repair tickets restored ≤ 24 Hours	2%	7%	3%	4%	0%	8%	5%	14%	0%	6%	7%	8%
		Sum of the duration of all outages (hh:mm)	76,616.09	10,240.39	10,883.77	6225.90	6551.82	4790.10	8201.08	4751.98	5733.97	6293.08	13009.23	11322.7
		Avg. outage duration (hh:mm)	359.7	115.06	136.05	124.52	168.00	133.06	149.11	93.18	133.35	133.9	228.23	171.56
		Indicate if catastrophic events is in month	N	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	55	40	38	57	57	45	51	64	68	
	Total # of all repair tickets restored in < 24hrs	4	8	2	2	0	3	3	7	0	3	4	5	
	% of all repair tickets restored ≤ 24 Hours	2%	9%	2%	4%	0%	8%	5%	12%	0%	6%	6%	7%	
	Sum of the duration of all outages (hh:mm)	89,136.52	11891.95	12,753.84	7131.90	6646.50	4934.48	8347.45	5173.88	5871.32	6846.72	13513.8	12115.27	
	Avg. unadjusted outage duration (hh:mm)	418.48	133.62	159.42	129.67	166.16	129.85	146.45	90.77	130.47	134.25	211.15	178.17	
Refunds	Number of customers who received refunds	66	65	68	47	56	69	39	45	39	33	44	33	
	Monthly amount of refunds	\$2,820	\$3,146	\$5,885	\$1,969	\$2,916	\$2,192	\$1,090	\$2,331	\$2,418	\$1,139	\$1,389	\$1,589	
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	503	433	474	427	466	409	444	347	373	
	Total # of call seconds to reach live agent	478147	202888	105976	45855	42526	42210	24640	45923	29793	17160	38469	17241	
	% ≤ 60 seconds	61.87%	58.27%	70.63%	77.73%	80.81%	83.12%	87.82%	79.83%	84.35%	92.12%	76.66%	86.86%	

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)