

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
		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	21644	21309	20996	20837	20666	20389	20156	19644	19930			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	32031	31694	31139	30726	30486	30210	29828	29501	29159		
		Total # of trouble reports	116	122	119	77	71	88	61	81	130		
		% of trouble reports	0.36%	0.38%	0.38%	0.25%	0.23%	0.29%	0.20%	0.27%	0.45%		
	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	98	105	110	68	64	82	56	75	114			
	Total # of repair tickets restored in < 24hrs	30	61	38	46	37	51	33	38	49			
	% of repair tickets restored ≤ 24 Hours	31%	58%	35%	68%	58%	62%	59%	51%	43%			
	Sum of the duration of all outages (hh:mm)	11536:62	4992:73	6846:75	2546:07	3470:03	3171:65	4070:93	6260:82	7855:62			
	Avg. outage duration (hh:mm)	117:72	47:55	62:24	37:44	54:22	38:68	72:70	83:48	68:91			
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	116	122	119	77	71	88	61	81	130			
	Total # of all repair tickets restored in < 24hrs	30	67	38	47	42	53	36	40	53			
	% of all repair tickets restored ≤ 24 Hours	26%	55%	32%	61%	59%	60%	59%	49%	41%			
	Sum of the duration of all outages (hh:mm)	15824:55	5737:70	7545:32	3168:75	3629:03	3528:60	4239:53	6854:82	8463:73			
	Avg. unadjusted outage duration (hh:mm)	136:42	47:03	63:41	41:15	51:11	40:10	69:50	84:63	65:11			
Refunds	Number of customers who received refunds	44	28	50	35	53	50	46	36	48			
	Monthly amount of refunds	\$2,297	\$1,028	\$2,604	\$1,880	\$2,517	\$1,975	\$2,609	\$1,770	\$2,792			
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	482	509	641	625	563	667	608	633	729			
	Total # of call seconds to reach live agent	22033	20933	20197	25982	30172	45082	28110	37610	46546			
	% ≤ 60 seconds	90.45%	91.16%	94.38%	95.36%	91.83%	89.66%	90.79%	88.47%	88.75%			

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