

**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	
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed													
	% of commitment met													
<b>Customers</b>	Acct# for voice or bundle, res+bus	21644	21309	20996	20837	20666	20389	20156	19644	19930	19405	19056	18772	
<b>Customer Trouble Report</b>														
<b>Min. Standard</b>	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	28421	27958	27527
		Total # of trouble reports	116	122	119	77	71	88	61	81	130	93	168	135
		% of trouble reports	0.36%	0.38%	0.38%	0.25%	0.23%	0.29%	0.20%	0.27%	0.45%	0.33%	0.60%	0.49%
	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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	98	105	110	68	64	82	56	75	114	80	137	120	
	Total # of repair tickets restored in < 24hrs	30	61	38	46	37	51	33	38	49	32	52	81	
	% of repair tickets restored ≤ 24 Hours	31%	58%	35%	68%	58%	62%	59%	51%	43%	40%	38%	68%	
	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	5391:67	7955:40	7527:43	
	Avg. outage duration (hh:mm)	117:72	47:55	62:24	37:44	54:22	38:68	72:70	83:48	68:91	67:40	58:07	62:73	
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N	N	N	N	N
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	116	122	119	77	71	88	61	81	130	93	168	135	
	Total # of all repair tickets restored in < 24hrs	30	67	38	47	42	53	36	40	53	43	65	91	
	% of all repair tickets restored ≤ 24 Hours	26%	55%	32%	61%	59%	60%	59%	49%	41%	46%	39%	67%	
	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	5689:55	10270:32	8043:32	
	Avg. unadjusted outage duration (hh:mm)	136:42	47:03	63:41	41:15	51:11	40:10	69:50	84:63	65:11	61:18	61:13	59:58	
<b>Refunds</b>	Number of customers who received refunds	44	28	50	35	53	50	46	36	48	41	53	58	
	Monthly amount of refunds	\$2,297	\$1,028	\$2,604	\$1,880	\$2,517	\$1,975	\$2,609	\$1,770	\$2,792	\$1,633	\$2,680	\$2,379	
<b>Answer Time</b> (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	790	664	626	
	Total # of call seconds to reach live agent	22033	20933	20197	25982	30172	45082	28110	37610	46546	62750	45555	21738	
	% ≤ 60 seconds	90.45%	91.16%	94.38%	95.36%	91.83%	89.66%	90.79%	88.47%	88.75%	85.95%	88.70%	91.53%	

**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)