

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2022

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/22)			Date filed (02/15/23)			
		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										
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	27123	26741	26319									
		Total # of trouble reports	128	60	72									
		% of trouble reports	0.47%	0.22%	0.27%	#DIV/0!	#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	121	57	71										
	Total # of repair tickets restored in < 24hrs	9	6	7										
	% of repair tickets restored ≤ 24 Hours	7%	11%	10%	#DIV/0!	#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)	29185:79	5919:77	7307:62										
	Avg. outage duration (hh:mm)	228:01	98:66	101:49										
	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	128	60	72										
	Total # of all repair tickets restored in < 24hrs	9	6	7										
	% of all repair tickets restored ≤ 24 Hours	7%	10%	10%	61%	59%	60%	59%	49%	41%	46%	39%	67%	
	Sum of the duration of all outages (hh:mm)	33981:86	6749:12	8371:32										
	Avg. unadjusted outage duration (hh:mm)	265:48	112:49	116:27										
Refunds	Number of customers who received refunds	42	41	45										
	Monthly amount of refunds	\$2,182	\$2,969	\$2,804										
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	636	584	731										
	Total # of call seconds to reach live agent	48236	25563	38114										
	% ≤ 60 seconds	84.12%	90.75%	88.65%										

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)