

**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									
<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								
		Total # of trouble reports	116	122	119								
		% of trouble reports	0.36%	0.38%	0.38%								
	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									
	Total # of repair tickets restored in < 24hrs	30	61	38									
	% of repair tickets restored ≤ 24 Hours	31%	58%	35%									
	Sum of the duration of all outages (hh:mm)	11536:62	4992:73	6846:75									
	Avg. outage duration (hh:mm)	117:72	47:55	62:24									
	Indicate if catastrophic events is in month	N	N	N									
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	116	122	119									
	Total # of all repair tickets restored in < 24hrs	30	67	38									
	% of all repair tickets restored ≤ 24 Hours	26%	55%	32%									
	Sum of the duration of all outages (hh:mm)	15824:55	5737:70	7545:32									
	Avg. unadjusted outage duration (hh:mm)	136:42	47:03	63:41									
<b>Refunds</b>	Number of customers who received refunds	44	28	50									
	Monthly amount of refunds	\$2,297	\$1,028	\$2,604									
<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									
	Total # of call seconds to reach live agent	22033	20933	20197									
	% ≤ 60 seconds	90.45%	91.16%	94.38%									

**Primary Utility Contact Information**

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