

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)			
		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	27953	27594	27258	26614	25938	25323	24639	24107	23456	22977	22479	21907	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	40496	39952	39410	38941	38062	37233	36491	35662	34908	34094	33415	32781
		Total # of trouble reports	176	105	91	110	87	85	82	86	51	186	91	106
		% of trouble reports	0.43%	0.26%	0.23%	0.28%	0.23%	0.23%	0.22%	0.24%	0.15%	0.55%	0.27%	0.32%
	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	153	89	74	100	78	76	74	75	45	170	80	94	
	Total # of repair tickets restored in < 24hrs	61	67	29	28	21	19	20	15	12	23	25	19	
	% of repair tickets restored ≤ 24 Hours	40%	75%	39%	28%	27%	25%	27%	20%	27%	14%	31%	20%	
	Sum of the duration of all outages (hh:mm)	8004:23	1974:70	3107:43	6243:32	4396:73	4828:88	3921:87	10539:62	8157:73	54641:75	7026:45	15270:60	
	Avg. outage duration (hh:mm)	52:32	22:19	41:99	62:43	56:37	63:54	53:00	140:53	181:28	321:42	87:83	162:45	
	Indicate if catastrophic events is in month	N	N	Y	N	N	N	N	N	N	N	N	N	
	Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	176	105	91	110	87	85	82	86	51	186	91	106
Total # of all repair tickets restored in < 24hrs	73	77	40	34	25	19	21	17	13	23	28	20		
% of all repair tickets restored ≤ 24 Hours	41%	73%	44%	31%	29%	22%	26%	20%	25%	12%	31%	19%		
Sum of the duration of all outages (hh:mm)	9448:82	2399:02	3542:35	6590:57	5132:25	5479:00	4975:47	12622:78	9981:08	61091:73	8154:23	17028:62		
Avg. unadjusted outage duration (hh:mm)	53:69	23:25	38:93	59:91	58:99	64:46	60:68	146:78	195:71	328:45	89:61	160:54		
Refunds	Number of customers who received refunds	43	22	24	26	14	17	12	12	3	53	63	47	
	Monthly amount of refunds	\$2,381	\$1,484	\$1,325	\$1,317	\$580	\$1,270	\$670	\$791	\$300	\$2,593	\$3,533	\$2,897	
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	688	664	660	584	655	838	675	792	705	611	550	507	
	Total # of call seconds to reach live agent	8532	5254	4760	4799	6110	8768	6028	13158	11779	5070	5646	4639	
	% ≤ 60 seconds	92.81%	89.91%	91.69%	94.86%	95.11%	93.91%	94.96%	91.04%	91.06%	94.60%	94.00%	94.87%	

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)