

**California Public Utilities Commission**

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2026

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/26)			Date filed (08/15/26)			Date filed (11/15/26)			Date filed (02/15/27)			
		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	7551	7412	7291										
<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	11827	11623	11392									
		Total # of trouble reports	29	37	77									
		% of trouble reports	0.25%	0.32%	0.68%	#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												
<b>Adjusted Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	26	36	69										
	Total # of repair tickets restored in < 24hrs	1	3	2										
	% of repair tickets restored ≤ 24 Hours	4%	8%	3%	#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)	4983.28	8289.57	28470.17										
	Avg. outage duration (hh:mm)	191.66	230.27	412.61										
Indicate if catastrophic events is in month		N	N	N										
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	29	37	77										
	Total # of all repair tickets restored in < 24hrs	1	3	2										
	% of all repair tickets restored ≤ 24 Hours	3%	8%	3%	#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)	5179.85	8390.87	31148.60										
	Avg. unadjusted outage duration (hh:mm)	178.62	226.78	404.53										
<b>Refunds</b>	Number of customers who received refunds	48	50	31										
	Monthly amount of refunds	\$8,382	\$2,744	\$4,052										
<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	128	104	137										
	Total # of call seconds to reach live agent	2088	3114	4285										
	% ≤ 60 seconds	99.22%	93.27%	94.16%										

**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)