

**California Public Utilities Commission**

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2016

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (11/15/16)			Date filed (02/15/17)			
		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							38797	38797	38797	38788	38742	38680	
<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	52658	52627	52556	53607	54658	55959	55948	55948	55948	55930	55876	55807
		Total # of trouble reports	302	181	200	140	100	115	93	127	163	260	258	280
		% of trouble reports	0.57%	0.34%	0.38%	0.26%	0.18%	0.21%	0.17%	0.23%	0.29%	0.46%	0.46%	0.50%
	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	201	113	136	91	53	68	49	84	101	181	171	160	
	Total # of repair tickets restored in < 24hrs	73	70	47	59	35	38	28	53	77	102	88	83	
	% of repair tickets restored ≤ 24 Hours	36%	62%	35%	65%	66%	56%	57%	63%	76%	56%	51%	52%	
	Sum of the duration of all outages (hh:mm)	10784:48	3792:55	6713:26	2309:45	3002:03	3896:02	2267:44	2455:09	3016:50	8453:14	9610:31	7555:13	
	Avg. outage duration (hh:mm)	53:39	33:33	49:21	25:22	56:38	57:17	42:47	29:13	29:00	45:26	52:48	45:14	
	Indicate if catastrophic events is in month								no	no	no	no	no	
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets							53	84	103	186	182	167	
	Total # of all repair tickets restored in < 24hrs							25	51	69	90	81	81	
	% of all repair tickets restored ≤ 24 Hours							47%	61%	67%	48%	45%	49%	
	Sum of the duration of all outages (hh:mm)							2938:58	2743:08	3291:41	8313:40	8736:09	6808:58	
	Avg. unadjusted outage duration (hh:mm)							55:27	32:39	31:57	44:41	48:00	40:46	
<b>Refunds</b>	Number of customers who received refunds							177	307	301	283	202	234	
	Monthly amount of refunds							\$9,349	\$16,551	\$14,998	\$17,364	\$14,714	\$22,196	
<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			2649			2356	823	951	1034	946	920	853	
	Total # of call seconds to reach live agent			48119			41154	25513	26628	36190	35948	27600	21325	
	% ≤ 60 seconds			88.34%			89.00%	79.82%	82.84%	79.63%	77.00%	77.00%	78.41%	

**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)