

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2023

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/23) | | | Date filed (08/15/23) | | | Date filed (11/15/23) | | | Date filed (02/15/24) | | |
|---|---|----------------------------|-----------|-----------|-----------------------|---------|---------|-----------------------|---------|---------|-----------------------|-----|-----|
| | | 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 | 13633 | 13405 | 13138 | 12875 | 12635 | 12367 | | | |
| Customer Trouble Report | | | | | | | | | | | | | |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | 14908 | 14614 | 14330 | 21048 | 20679 | 20273 | 19916 | 19581 | 19198 | | |
| | | Total # of trouble reports | 213 | 89 | 81 | 55 | 40 | 38 | 57 | 57 | 45 | | |
| | | % of trouble reports | 1.43% | 0.61% | 0.57% | 0.26% | 0.19% | 0.19% | 0.29% | 0.29% | 0.23% | | |
| | 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 | 193 | 81 | 77 | 50 | 39 | 36 | 55 | 51 | 43 | | | |
| | Total # of repair tickets restored in < 24hrs | 4 | 6 | 2 | 2 | 0 | 3 | 3 | 7 | 0 | | | |
| | % of repair tickets restored ≤ 24 Hours | 2% | 7% | 3% | 4% | 0% | 8% | 5% | 14% | 0% | | | |
| | Sum of the duration of all outages (hh:mm) | 76,616.09 | 10,240.39 | 10,883.77 | 6225.90 | 6551.82 | 4790.10 | 8201.08 | 4751.98 | 5733.97 | | | |
| | Avg. outage duration (hh:mm) | 359.70 | 115.06 | 136.05 | 124.52 | 168.00 | 133.06 | 149.11 | 93.18 | 133.35 | | | |
| | Indicate if catastrophic events is in month | N | N | N | N | N | N | N | N | N | | | |
| Unadjusted Out of Service Report | Total # of unadjusted outage report tickets | 213 | 89 | 81 | 55 | 40 | 38 | 57 | 57 | 45 | | | |
| | Total # of all repair tickets restored in < 24hrs | 4 | 8 | 2 | 2 | 0 | 3 | 3 | 7 | 0 | | | |
| | % of all repair tickets restored ≤ 24 Hours | 2% | 9% | 2% | 4% | 0% | 8% | 5% | 12% | 0% | | | |
| | Sum of the duration of all outages (hh:mm) | 89,136.52 | 11891.95 | 12,753.84 | 7131.90 | 6646.50 | 4934.48 | 8347.45 | 5173.88 | 5871.32 | | | |
| | Avg. unadjusted outage duration (hh:mm) | 418.48 | 133.62 | 159.42 | 129.67 | 166.16 | 129.85 | 146.45 | 90.77 | 130.47 | | | |
| Refunds | Number of customers who received refunds | 66 | 65 | 68 | 47 | 56 | 69 | 39 | 45 | 39 | | | |
| | Monthly amount of refunds | \$2,820 | \$3,146 | \$5,885 | \$1,969 | \$2,916 | \$2,192 | \$1,090 | \$2,331 | \$2,418 | | | |
| 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 | 695 | 496 | 521 | 503 | 433 | 474 | 427 | 466 | 409 | | | |
| | Total # of call seconds to reach live agent | 478147 | 202888 | 105976 | 45855 | 42526 | 42210 | 24640 | 45923 | 29793 | | | |
| | % ≤ 60 seconds | 61.87% | 58.27% | 70.63% | 77.73% | 80.81% | 83.12% | 87.82% | 79.83% | 84.35% | | | |

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)