

**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
<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	18470	18200	17938	13633	13405	13138						
<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	14908	14614	14330	21048	20679	20273					
		Total # of trouble reports	213	89	81	55	40	38					
		% of trouble reports	1.43%	0.61%	0.57%	0.26%	0.19%	0.19%					
	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> standard = 90% within 24 hrs Min.	Total # of outage report tickets	193	81	77	50	39	36						
	Total # of repair tickets restored in < 24hrs	4	6	2	2	0	3						
	% of repair tickets restored ≤ 24 Hours	2%	7%	3%	4%	0%	8%						
	Sum of the duration of all outages (hh:mm)	76,616.09	10,240.39	10,883.77	6225.90	6551.82	4790.10						
	Avg. outage duration (hh:mm)	359.7	115.06	136.05	124.52	168.00	133.06						
	Indicate if catastrophic events is in month	N	N	N	N	N	N						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	213	89	81	55	40	38						
	Total # of all repair tickets restored in < 24hrs	4	8	2	2	0	3						
	% of all repair tickets restored ≤ 24 Hours	2%	9%	2%	4%	0%	8%						
	Sum of the duration of all outages (hh:mm)	89,136.52	11891.95	12,753.84	7131.90	6646.50	4934.48						
	Avg. unadjusted outage duration (hh:mm)	418.48	133.62	159.42	129.67	166.16	129.85						
<b>Refunds</b>	Number of customers who received refunds	66	65	68	47	56	69						
	Monthly amount of refunds	\$2,820	\$3,146	\$5,885	\$1,969	\$2,916	\$2,192						
<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	695	496	521	503	433	474						
	Total # of call seconds to reach live agent	478147	202888	105976	45855	42526	42210						
	% ≤ 60 seconds	61.87%	58.27%	70.63%	77.73%	80.81%	83.12%						

**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)