

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2024

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/24)			Date filed (08/15/24)			Date filed (11/15/24)			Date filed (02/15/25)		
		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	11732	11490	11291									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	17886	17583	17269								
		Total # of trouble reports	84	110	58								
		% of trouble reports	0.47%	0.63%	0.34%								
	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	81	105	56									
	Total # of repair tickets restored in < 24hrs	2	2	0									
	% of repair tickets restored ≤ 24 Hours	2%	2%	0%									
	Sum of the duration of all outages (hh:mm)	16302.4	19817.23	6533.93									
	Avg. outage duration (hh:mm)	201.26	188.74	116.68									
	Indicate if catastrophic events is in month	N	N	N									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	84	110	58									
	Total # of all repair tickets restored in < 24hrs	2	3	0									
	% of all repair tickets restored ≤ 24 Hours	2%	3%	0%									
	Sum of the duration of all outages (hh:mm)	16498.7	20397.63	6693.08									
	Avg. unadjusted outage duration (hh:mm)	196.41	185.43	115.4									
Refunds	Number of customers who received refunds	45	51	34									
	Monthly amount of refunds	\$2,548	\$1,772	\$1,056									
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	517	177	183									
	Total # of call seconds to reach live agent	25154	47575	8114									
	% ≤ 60 seconds	86.85%	84.75%	89.07%									

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)