

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	11092	10785	10510	10295	10088	9902			
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	17886	17583	17269	16891	16496	16196	15906	15619	15368		
		Total # of trouble reports	84	110	58	44	59	38	42	45	37		
		% of trouble reports	0.47%	0.63%	0.34%	0.26%	0.36%	0.23%	0.26%	0.29%	0.24%		
	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	41	54	34	39	45	33			
	Total # of repair tickets restored in < 24hrs	2	2	0	4	5	3	2	7	4			
	% of repair tickets restored ≤ 24 Hours	2%	2%	0%	10%	9%	9%	5%	16%	12%			
	Sum of the duration of all outages (hh:mm)	16302.40	19817.23	6533.93	5845.50	10068.85	3956.00	7297.2	10596.77	3806.72			
	Avg. outage duration (hh:mm)	201.26	188.74	116.68	142.57	186.46	116.35	187.11	235.48	115.36			
	Indicate if catastrophic events is in month	N	N	N	N	N	N						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	84	110	58	44	59	38	42	45	37			
	Total # of all repair tickets restored in < 24hrs	2	3	0	4	5	3	2	7	5			
	% of all repair tickets restored ≤ 24 Hours	2%	3%	0%	9%	8%	8%	5%	16%	14%			
	Sum of the duration of all outages (hh:mm)	16498.70	20397.63	6693.08	6006.02	10539.82	4232.83	7536.77	10596.77	4331.92			
	Avg. unadjusted outage duration (hh:mm)	196.41	185.43	115.40	136.50	178.64	111.39	179.45	235.48	117.08			
Refunds	Number of customers who received refunds	45	51	34	28	45	32	51	52	45			
	Monthly amount of refunds	\$2,548	\$1,772	\$1,056	\$2,615	\$1,715	\$1,533	\$2,231	\$2,774	\$3,031			
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	166	138	125	132	145	122			
	Total # of call seconds to reach live agent	25154	47575	8114	9592	4995	5775	4472	5301	2587			
	% ≤ 60 seconds	86.85%	84.75%	89.07%	89.16%	91.30%	90.40%	89.39%	89.66%	93.44%			

Primary Utility Contact Information

Name: Patti Ringo
Stefan Ghazikhanian

Phone: 707-522-1000

Email: sonic_regulatory@sonic.com

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)