

**California Public Utilities Commission**

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2025

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/25)			Date filed (02/15/26)			
		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	9215	9048	8793	8558	8358	8186	8036	7832	7684	7551	7412	7291	
<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	14328	13993	13640	13300	13032	12808	12508	12279	12058	11827	11623	11392
		Total # of trouble reports	46	59	47	34	30	44	39	42	32	29	37	77
		% of trouble reports	0.32%	0.42%	0.34%	0.26%	0.23%	0.34%	0.31%	0.34%	0.27%	0.25%	0.32%	0.68%
	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	42	52	44	33	30	38	38	38	31	26	36	69
		Total # of repair tickets restored in < 24hrs	3	3	5	4	1	3	1	1	3	1	3	2
		% of repair tickets restored ≤ 24 Hours	7%	6%	11%	12%	3%	8%	3%	3%	10%	4%	8%	3%
		Sum of the duration of all outages (hh:mm)	7145.05	10006.77	5764.20	6417.27	5607.12	4679.22	7450.57	7406.77	6065.33	4983.28	5647.5	23989.17
		Avg. outage duration (hh:mm)	170.12	192.44	131.00	194.46	186.90	123.14	196.07	194.91	195.66	191.66	156.88	347.67
		Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N	N	N	N
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	46	59	47	34	30	44	39	42	32	29	37	77	
	Total # of all repair tickets restored in < 24hrs	4	3	5	4	1	3	1	1	4	1	3	2	
	% of all repair tickets restored ≤ 24 Hours	9%	5%	11%	12%	3%	7%	3%	2%	13%	3%	8%	3%	
	Sum of the duration of all outages (hh:mm)	7512.17	11396.42	6077.08	6708.25	5607.12	5087.08	7528.92	8079.62	6084.65	5179.85	5748.8	26667.6	
	Avg. unadjusted outage duration (hh:mm)	163.31	193.16	129.30	197.30	186.90	115.62	193.05	192.37	190.15	178.62	155.37	346.33	
<b>Refunds</b>	Number of customers who received refunds	56	39	43	46	44	55	53	60	40	48	50	31	
	Monthly amount of refunds	\$5,592	\$3,265	\$1,753	\$1,560	\$13,073	\$6,526	\$2,954	\$4,008	\$2,954	\$8,382	\$2,744	\$4,052	
<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	142	101	137	114	163	115	112	141	104	128	104	137	
	Total # of call seconds to reach live agent	10146	4345	3653	4281	6958	10815	2900	6837	2662	2088	3114	4285	
	% ≤ 60 seconds	88.03%	91.09%	91,24%	90.35%	90.80%	90.43%	93.75%	90.07%	96.15%	99.22%	93.27%	94.16%	

**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)