

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2026

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/26)			Date filed (08/15/26)			Date filed (11/15/26)			Date filed (02/15/27)		
		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	7551	7412	7291	6778	6677	6564						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	11827	11623	11392	10569	10368	10208					
		Total # of trouble reports	29	37	77	66	37	36					
		% of trouble reports	0.25%	0.32%	0.68%	0.62%	0.36%	0.35%					
	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	26	36	69	62	33	35						
	Total # of repair tickets restored in < 24hrs	1	3	2	3	2	0						
	% of repair tickets restored ≤ 24 Hours	4%	8%	3%	5%	6%	0%						
	Sum of the duration of all outages (hh:mm)	4983.28	8289.57	28470.17	10256.05	5116.97	4730.23						
	Avg. outage duration (hh:mm)	191.66	230.27	412.61	165.42	155.06	135.15						
	Indicate if catastrophic events is in month	N	N	N	N	N	N						
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	29	37	77	66	37	36						
	Total # of all repair tickets restored in < 24hrs	1	3	2	3	2	0						
	% of all repair tickets restored ≤ 24 Hours	3%	8%	3%	5%	5%	0%						
	Sum of the duration of all outages (hh:mm)	5179.85	8390.87	31148.60	11240.52	5521.82	4967.33						
	Avg. unadjusted outage duration (hh:mm)	178.62	226.78	404.53	170.31	149.24	137.98						
Refunds	Number of customers who received refunds	48	50	31	43	41	50						
	Monthly amount of refunds	\$8,382	\$2,744	\$4,052	\$2,194	\$2,040	\$3,445						
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	128	104	137	104	131	83						
	Total # of call seconds to reach live agent	2088	3114	4285	3653	5645	1856						
	% ≤ 60 seconds	99.22%	93.27%	94.16%	89.42%	83.97%	95.18%						

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)