	SONIC TELECOM, LLC		California Public Utilities Co			mmission U#: <u>7002</u>		Report Year:				2017	
porting Unit Type:	Total Company Exchange Wire Center				I	Reporting l	Jnit Name:		Sonic Telec	om			
Measurement (Compile monthly, file quarterly)		Date filed (05/15/17)			Date filed (08/15/17)			Date filed (11/15/17)			Date filed (02/15/17)		
		1st Quarter Jan Feb Mar		2nd Quarter Apr May Jun		3rd Quarter Jul Aug Sep			4th Quarter Oct Nov Dec				
	Total # of business days				•								
	Total # of service orders												
standard = 5 bus. days	Avg. # of business days												
	Total # of installation commitments												
	Total # of installation commitment met												
standard = 95% commitment	Total # of installation commitment missed												
met	% of commitment met												
omers	Acct# for voice or bundle, res+bus	38524	38200	37833	37403	37153	36922	36922	36621	36389			
omer Trouble Report													
6% (6 per 100 working lines for units w/ 3,000 lines)	Total # of working lines	55591	55214	54796	54194	53829	53531	53531	53179	52881			
	Total # of trouble reports	445	374	271	193	193	210	150	203	120			
	% of trouble reports	0.80%	0.68%	0.49%	0.36%	0.36%	0.39%	0.28%	0.38%	0.23%			
B Anno M 0,000 m.80) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ 1,000 lines)	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
	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	304	228	169	135	135	135	97	119	61			
	Total # of repair tickets restored in < 24hrs	147	138	78	78	89	76	55	42	24			
	% of repair tickets restored 24 Hours	48%	61%	46%	58%	66%	56%	57%	35%	39%			
	Sum of the duration of all outages (hh:mm)	19035:12	9011:27	7936:57	5804:50	3994:49	4825:13	3436:58	6237:02	2829:22			
	Avg. outage duration (hh:mm)	59:29	38:30	45:52	41:45	29:22	34:42	35:25	49:06	44:54			
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N			
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	320	234	173	139	136	139	97	127	63			
	Total # of all repair tickets restored in < 24hrs	132	124	72	71	85	66	47	35	21			
	% of all repair tickets restored 24 Hours	41%	53%	42%	51%	63%	47%	48%	28%	33%			
	Sum of the duration of all outages (hh:mm)	23677:02	10961:47	9661:58	7017:47	4581:01	5849:58	4167:34	7354:58	3509:51			
	Avg. unadjusted outage duration (hh:mm)	73:59	46:50	55:50	50:29	33:41	42:05	42:57	57:54	55:42			
Refunds	Number of customers who received refunds	192	214	176	120	151	111	96	108	97			
	Monthly amount of refunds	\$8,544	\$11,742	\$17,277	\$6,465	\$17,315	\$7,573	\$6,215	\$8,394	\$5,192			
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	1178	1065	898	734	791	819	795	841	707			
	Total # of call seconds to reach live agent	20520	12462	8954	9348	4491	5713	4028	5644	4382			
	% 60 seconds	90.58%	93.80%	93.88%	92.78%	97.09%	95.85%	97.23%	95.36%	96.04%			
	bmer Trouble Report 6% (6 per 100 working lines for units w/ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ 1,000 lines) sted f Service Report ard = 90% within 24 hrs justed f Service Report Ing mts. to so reach live agent (w/a menu option	lation Interval standard = 5 bus. days Total # of service orders Avg. # of business days lation Commitment standard = 95% commitment fatil # of installation commitments Total # of installation commitment met omers Acct# for voice or bundle, res+bus omer Trouble Report 6% (6 per 100 working lines for units w/ 3,000 lines) Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 1,000 ines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of rouble reports sted for pair tickets restored in < 24hrs	Iation Interval standard = 5 bus. days Total # of business days Total # of service orders Avg. # of business days Avg. # of business days Avg. # of business days Ilation Commitment standard = 95% commitment standard = 95% commitment Total # of installation commitment met Total # of installation commitment met Total # of installation commitment met Total # of installation commitment met Omers Acct# for voice or bundle, res+bus 38524 Omer Trouble Report Total # of working lines for units w/ 3,000 lines) Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 1,000 - 2,999 lines) Total # of working lines for units w/ 1,000 ines) Total # of working lines for units w/ 1,000 lines) Total # of rouble reports % of trouble reports 0.80% 10% (10 per 100 working lines for units w/ 1,000 lines) Total # of trouble reports % of trouble reports 10tal # of trouble reports % of trouble reports 10tal # of trouble reports % of all epair tickets restored in < 24hrs	Iation Interval standard = 5 bus. days Total # of business days Total # of service orders Iation Commitment standard = 95% commitment standard = 95% commitment Total # of installation commitment met Total # of installation commitment met Total # of installation commitment met Total # of installation commitment met Model owners Acct# for voice or budle, res+bus 38524 38204 owner Trouble Report Total # of working lines for units w/ 3,000 lines) Total # of working lines for units w/ 1,001 - 2,999 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of working lines for units w/ 1,000 lines) Total # of outage reports % of trouble reports Model sted f Service Report ard = 90% within 24 hrs Min. 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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)