

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2017

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/16)			Date filed (08/15/16)			Date filed (11/15/16)			Date filed (02/15/17)			
		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	38524	38200	37833	37403	37153	36922	36922	36621	36389	36176	35945	35771	
Customer Trouble Report														
Min. Standard	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	52608	52310	52090
		Total # of trouble reports	445	374	271	193	193	210	150	203	120	144	262	122
		% of trouble reports	0.80%	0.68%	0.49%	0.36%	0.36%	0.39%	0.28%	0.38%	0.23%	0.27%	0.50%	0.23%
	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	304	228	169	135	135	135	97	119	61	98	168	74	
	Total # of repair tickets restored in < 24hrs	147	138	78	78	89	76	55	42	24	36	44	26	
	% of repair tickets restored 24 Hours	48%	61%	46%	58%	66%	56%	57%	35%	39%	37%	26%	35%	
	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	6592:28	10747:10	3671:01	
	Avg. outage duration (hh:mm)	59:29	38:30	45:52	41:45	29:22	34:42	35:25	49:06	44:54	66:35	63:13	49:36	
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N	N	Y	Y	
	Total # of unadjusted outage report tickets	320	234	173	139	136	139	97	127	63	99	170	74	
Unadjusted Out of Service Report	Total # of all repair tickets restored in < 24hrs	132	124	72	71	85	66	47	35	21	31	32	23	
	% of all repair tickets restored 24 Hours	41%	53%	42%	51%	63%	47%	48%	28%	33%	31%	19%	31%	
	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	7634:50	12638:41	4299:13	
	Avg. unadjusted outage duration (hh:mm)	73:59	46:50	55:50	50:29	33:41	42:05	42:57	57:54	55:42	77:07	74:20	58:05	
	Refunds	Number of customers who received refunds	192	214	176	120	151	111	96	108	97	131	123	96
	Monthly amount of refunds	\$8,544	\$11,742	\$17,277	\$6,465	\$17,315	\$7,573	\$6,215	\$8,394	\$5,192	\$5,381	\$6,994	\$4,583	
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	724	793	805	
	Total # of call seconds to reach live agent	20520	12462	8954	9348	4491	5713	4028	5644	4382	12667	8706	8389	
	% 60 seconds	90.58%	93.80%	93.88%	92.78%	97.09%	95.85%	97.23%	95.36%	96.04%	91.30%	93.06%	93.91%	

Primary Utility Contact Information

Name: David Schaefer, regulatory representative

Phone: 707-522-1000

Email: david.schaefer@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)