

**California Public Utilities Commission**

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2019

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)		
		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	31971	31640	31269	31854	31451	30998						
<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	46786	46296	45777	45777	45179	44610					
		Total # of trouble reports	325	283	227	185	182	172					
		% of trouble reports	0.69%	0.61%	0.50%	0.40%	0.40%	0.39%					
	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> Min. standard = 90% within 24 hrs	Total # of outage report tickets	225	192	141	162	120	145						
	Total # of repair tickets restored in < 24hrs	43	24	33	69	62	43						
	% of repair tickets restored ≤ 24 Hours	19%	13%	23%	43%	52%	30%						
	Sum of the duration of all outages (hh:mm)	14340:42	16803:35	8657:09	7828:87	6477:02	12109:42						
	Avg. outage duration (hh:mm)	63:44	86:36	61:23	48:33	53:98	83:51						
	Indicate if catastrophic events is in month	N	N	N	N	N	N						
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	225	194	141	185	128	172						
	Total # of all repair tickets restored in < 24hrs	38	20	25	75	63	48						
	% of all repair tickets restored ≤ 24 Hours	17%	10%	18%	41%	49%	28%						
	Sum of the duration of all outages (hh:mm)	16629:24	19567:18	9504:40	9222:43	6992:45	14274:30						
	Avg. unadjusted outage duration (hh:mm)	73:54	100:51	67:24	49:85	54:63	82:99						
<b>Refunds</b>	Number of customers who received refunds	70	48	48	49	59	58						
	Monthly amount of refunds	\$3,717	\$5,241	\$2,718	\$2,046	\$2,874	\$3,090						
<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	1143	1051	1056	1197	1151	1142						
	Total # of call seconds to reach live agent	9418	5743	6671	7733	7955	9230						
	% ≤ 60 seconds	95.36%	96.76%	95.93%	97.20%	97.19%	96.35%						

**Primary Utility Contact Information**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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)