

California Public Utilities Commission

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2020

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/20)			Date filed (08/15/20)			Date filed (11/15/20)			Date filed (02/15/21)		
		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	27953	27594	27258	26614	25938	25323						
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	40496	39952	39410	38941	38062	37233					
		Total # of trouble reports	176	105	91	110	87	85					
		% of trouble reports	0.43%	0.26%	0.23%	0.28%	0.23%	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 of Service Report Min. standard = 90% within 24 hrs	Out	Total # of outage report tickets	153	89	74	100	78	76					
		Total # of repair tickets restored in < 24hrs	61	67	29	28	21	19					
		% of repair tickets restored ≤ 24 Hours	40%	75%	39%	28%	27%	25%					
		Sum of the duration of all outages (hh:mm)	8004:23	1974:70	3107:43	6243:32	4396:73	4828:88					
		Avg. outage duration (hh:mm)	52:32	22:19	41:99	62:43	56:37	63:54					
		Indicate if catastrophic events is in month	N	N	Y	N	N	N					
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	176	105	91	110	87	85						
	Total # of all repair tickets restored in < 24hrs	73	77	40	34	25	19						
	% of all repair tickets restored ≤ 24 Hours	41%	73%	44%	31%	29%	22%						
	Sum of the duration of all outages (hh:mm)	9448:82	2399:02	3542:35	6590:57	5132:25	5479:00						
	Avg. unadjusted outage duration (hh:mm)	53:69	23:25	38:93	59:91	58:99	64:46						
	Number of customers who received refunds	43	22	24	26	14	17						
Refunds	Monthly amount of refunds	\$2,381	\$1,484	\$1,325	\$1,317	\$580	\$1,270						
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	688	664	660	584	655	838						
	Total # of call seconds to reach live agent	8532	5254	4760	4799	6110	8768						
	% ≤ 60 seconds	92.81%	89.91%	91.69%	94.86%	95.11%	93.91%						

Primary Utility Contact Information

Name: David Schaefer
Stefan Ghazikhanian

Phone: 707-522-1000
707-522-1000

Email: regulatory@sonic.com
regulatory@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)