

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						
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					
		Total # of trouble reports	445	374	271	193	193	210					
		% of trouble reports	0.80%	0.68%	0.49%	0.36%	0.36%	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											
Adjusted Out of Service Report standard = 90% within 24 hrs	Min.	Total # of outage report tickets	304	228	169	135	135	135					
		Total # of repair tickets restored in < 24hrs	147	138	78	78	89	76					
		% of repair tickets restored ≤ 24 Hours	48%	61%	46%	58%	66%	56%					
		Sum of the duration of all outages (hh:mm)	19035:12	9011:27	7936:57	5804:50	3994:49	4825:13					
		Avg. outage duration (hh:mm)	59:29	38:30	45:52	41:45	29:22	34:42					
		Indicate if catastrophic events is in month	N	N	N	N	N	N					
		Total # of unadjusted outage report tickets	320	234	173	139	136	139					
Unadjusted Out of Service Report	Total # of all repair tickets restored in < 24hrs	132	124	72	71	85	66						
	% of all repair tickets restored ≤ 24 Hours	41%	53%	42%	51%	63%	47%						
	Sum of the duration of all outages (hh:mm)	23677:02	10961:47	9661:58	7017:47	4581:01	5849:58						
	Avg. unadjusted outage duration (hh:mm)	73:59	46:50	55:50	50:29	33:41	42:05						
	Refunds	Number of customers who received refunds	192	214	176	120	151	111					
	Monthly amount of refunds	\$8,544	\$11,742	\$17,277	\$6,465	\$17,315	\$7,573						
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						
	Total # of call seconds to reach live agent	20520	12462	8954	9348	4491	5713						
	% ≤ 60 seconds	90.58%	93.80%	93.88%	92.78%	97.09%	95.85%						

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)