

**California Public Utilities Commission**

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2018

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/15/18)			Date filed (11/15/18)			Date filed (02/15/19)		
		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	35596	35475	35297	35035	34752	34413	34202	33883	33636			
<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	51882	51739	51498	51146	50807	50398	50056	49609	49233		
		Total # of trouble reports	298	173	256	201	123	150	159	147	132		
		% of trouble reports	0.57%	0.33%	0.50%	0.39%	0.24%	0.30%	0.32%	0.30%	0.27%		
	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	162	101	146	140	60	98	93	101	83			
	Total # of repair tickets restored in < 24hrs	44	43	51	59	22	29	29	37	33			
	% of repair tickets restored ≤ 24 Hours	27%	43%	35%	42%	37%	30%	31%	37%	40%			
	Sum of the duration of all outages (hh:mm)	8909:33	4823:38	7436:06	6767:47	2849:14	7516:26	5831:50	4623:26	3409:07			
	Avg. outage duration (hh:mm)	54:59	47:45	50:55	48:20	47:29	75:55	61:23	45:19	40:35			
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N			
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	162	101	146	140	60	99	95	102	84			
	Total # of all repair tickets restored in < 24hrs	32	35	45	46	18	21	21	33	27			
	% of all repair tickets restored ≤ 24 Hours	20%	35%	31%	33%	30%	21%	22%	32%	32%			
	Sum of the duration of all outages (hh:mm)	10697:02	5711:52	8750:31	7971:26	3415:34	8951:28	6723:19	5525:46	4013:02			
	Avg. unadjusted outage duration (hh:mm)	66:01	56:33	59:56	56:56	56:55	90:25	70:46	54:10	47:46			
<b>Refunds</b>	Number of customers who received refunds	124	111	87	54	45	58	72	57	61			
	Monthly amount of refunds	\$5,206	\$6,426	\$3,814	\$2,968	\$3,332	\$3,273	\$7,043	\$4,127	\$3,261			
<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	881	698	788	709	712	840	840	741	1082			
	Total # of call seconds to reach live agent	7961	3154	2699	1390	2958	2106	2106	2870	2788			
	% ≤ 60 seconds	94.67%	96.70%	98.22%	98.59%	98.03%	98.57%	98.57%	99.73%	98.80%			

**Primary Utility Contact Information**

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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)