

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	
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	31971	31640	31269	31854	31451	30998	30577	30096	29641	29202	28894	28336	
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	46786	46296	45777	45777	45179	44610	44031	43486	42837	42225	41629	41258
		Total # of trouble reports	325	283	227	185	182	172	106	108	30	190	112	181
		% of trouble reports	0.69%	0.61%	0.50%	0.40%	0.40%	0.39%	0.24%	0.25%	0.07%	0.45%	0.27%	0.44%
	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	225	192	141	162	120	145	83	101	25	173	102	158	
	Total # of repair tickets restored in < 24hrs	43	24	33	69	62	43	20	38	8	24	25	18	
	% of repair tickets restored ≤ 24 Hours	19%	13%	23%	43%	52%	30%	24%	38%	32%	14%	25%	11%	
	Sum of the duration of all outages (hh:mm)	14340:42	16803:35	8657:09	7828:87	6477:02	12109:42	9290:20	6867:53	2681:08	57496:30	11927:37	39574:30	
	Avg. outage duration (hh:mm)	63:44	86:36	61:23	48:33	53:98	83:51	111:93	68:00	107:24	332:35	116:93	250:47	
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N	N	N	N	N
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	225	194	141	185	182	172	106	108	30	190	112	181	
	Total # of all repair tickets restored in < 24hrs	38	20	25	75	63	48	26	38	9	24	26	21	
	% of all repair tickets restored ≤ 24 Hours	17%	10%	18%	41%	49%	28%	25%	35%	30%	13%	23%	12%	
	Sum of the duration of all outages (hh:mm)	16629:24	19567:18	9504:40	9222:43	6992:45	14274:30	10627:48	7252:53	3621:57	63361:80	12705:92	43670:10	
	Avg. unadjusted outage duration (hh:mm)	73:54	100:51	67:24	49:85	54:63	82:99	100:26	67:45	120:72	333:48	113:45	241:27	
Refunds	Number of customers who received refunds	70	48	48	49	59	58	72	48	48	55	50	42	
	Monthly amount of refunds	\$3,717	\$5,241	\$2,718	\$2,046	\$2,874	\$3,090	\$2,838	\$7,063	\$2,771	\$2,813	\$2,566	\$2,692	
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	1143	1051	1056	1197	1151	1142	1045	988	1006	862	743	746	
	Total # of call seconds to reach live agent	9418	5743	6671	7733	7955	9230	6358	8648	8002	10710	13261	11887	
	% ≤ 60 seconds	95.36%	96.76%	95.93%	97.20%	97.19%	96.35%	96.27%	95.04%	95.03%	92.81%	89.91%	91.69%	

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)