

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>
1st Revised	CS A*
1st Revised	1*
Original	2
Original	3
Original	4

(To be inserted by utility)

Advice Letter No. 448

Decision No. 17-11-016

Issued by

Cynthia A. Huber

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed Dec 1, 2017

Effective January 1, 2018

Resolution No. _____

A29. INSIDE WIRE MAINTENANCE SERVICE

29.1 GENERAL INFORMATION

29.1.1 APPLICABILITY

Applicable to customers requesting simple inside wire maintenance service on wiring and materials on the customer's side of the Utility's Local Loop Demarcation Point.

29.1.2 TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

29.2 RATES

	<u>MONTHLY RATE</u>		
	<u>Business</u>	<u>Residence</u>	
A. Inside Wire Maintenance Plan, each line	\$ 2.37	\$ 2.37	(1) (1)
B. Premises Visit Inside Wire Maintenance Labor Charges, for business and residence customers			

	<u>Normal Rates</u>	<u>Overtime Rates</u>	<u>Premium Rates</u>
1. First 30 minutes or fraction thereof	\$ 40.00	\$ 50.00	\$ 60.00
2. Each additional quarter hour or fraction thereof	20.00	20.00	20.00

Normal Rates are applicable to work performed Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Overtime Rates are applicable to work performed Monday through Friday at hours other than listed in Normal Rates and all day Saturday, except holidays.

Premium Rates are applicable to work performed on Sundays and holidays observed by the Utility.

3. Materials charges will be determined on an individual case basis.

(Continued)

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A29. INSIDE WIRE MAINTENANCE SERVICE

29.3 SPECIAL CONDITIONS

A. Explanation of Terms

1. **Demarcation Point:** The demarcation point is the location which separates the responsibility for installation and repair of telecommunications facilities, such as inside wire, between the Utility and the customer. (See Schedule Cal. P.U.C. A2, Rule 15, Demarcation Points.)
2. **Inside Wire:** Inside wire refers to the wire and the jacks on the customer's side of the demarcation point. (See Schedule Cal. P.U.C. A2, Rule 15, Demarcation Points.)
3. **Non-Standard Wire:** Non-standard wire or non-standard telephone wiring is wire or wiring that does not meet the National Electrical Code and/or Electronic Industry Association Standards for wiring and installation.
4. **Standard Wire:** Standard wire or standard telephone wiring is the wire or wiring that does meet the National Electrical Code and/or Electronic Industry Association Standards for wiring and installation.

B. Description of Services

Two plans are available to customers for the maintenance of simple inside wire.

1. The Inside Wire Maintenance Plan

- a. The Inside Wire Maintenance Plan is a monthly subscription plan which provides all required maintenance of simple inside wiring and materials at no additional charge.
- b. Subscription to the plan becomes effective on the date installation is completed for new service and five days after the customer requests the Inside Wire Maintenance Plan for established services.
- c. Customers may subscribe to the Inside Wire Maintenance Plan only at a time when their simple inside wire is in working condition.
- d. Customers with non-standard wire are not eligible for the Inside Wire Maintenance Plan.

(Continued)

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

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A29. INSIDE WIRE MAINTENANCE SERVICE

29.3 SPECIAL CONDITIONS - Continued

B. Description of Service - Continued

1. The Inside Wire Maintenance Plan - Continued

- e. Re-installation of inside wire that has been destroyed by fire, flood, or other similar catastrophe is not included in services provided under the Inside Wire Maintenance Plan.
- f. Customers moving to another location served by the Utility who wish to continue the monthly Inside Wire Maintenance Plan shall re-establish subscription to the plan at the new location.
- g. The customer must advise the Utility when the customer wishes to cancel the monthly Inside Wire Maintenance Plan.

2. Premises Visit Inside Wire Maintenance Labor Charges

- a. Premises Visit Inside Wire Maintenance Labor Charges provide incremental rates for inside wire maintenance services requested on simple inside wiring and materials, on a per call basis, without benefit of the Inside Wire Maintenance Plan.
- b. Charges for materials may be applicable in addition to the Premises Visit Inside Wire Maintenance Labor Charges.
- c. Billable time is measured from the arrival time of the Utility's personnel at the customer's premises until the departure time of the Utility's personnel from the customer's premises and includes the time necessary for work preparation, actual work, and clean up.

Billable time will not be measured for the purpose of charging the customer unless the Utility's personnel have gained access to the customer's premises.

- d. The Utility provides a thirty day warranty for repairs of simple inside wire.

C. Customers requesting Inside Wire Maintenance Services will be advised by the Utility's personnel that there may be competitive alternatives available other than those offered by the Utility.

(Continued)

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A29. INSIDE WIRE MAINTENANCE SERVICE

29.3 SPECIAL CONDITIONS - Continued

D. Installation or Repair Appointment Period

When establishing an installation or repair appointment for which the customer must be present, the Utility will offer the Customer a four-hour or shorter period in which it will arrive to commence work.

E. Simple Inside Wire Maintenance Services do not include repair of inside wiring which connects station components to each other or to common equipment of a PBX or key system.

F. Connection of wiring and terminal equipment to the telephone network may be made through a jack conforming to FCC Part 68, Subpart F or by direct attachment to simple inside wire beyond the Utility's Local Loop Demarcation Point.

G. Inside Wire Maintenance Service does not include the installation of new services, extensions, or jacks.

H. Inside Wire Maintenance Service does not include the repair of customer premises equipment, including but not limited to, telephone cords.

I. Charges for Inside Wire Maintenance Services are included in charges that may be subject to disconnection for nonpayment as described in Schedule Cal. P.U.C. No. A2, Rule 11, Discontinuance and Restoration of Service.

J. If the Utility's personnel are dispatched to isolate trouble and the customer requests Inside Wire Maintenance Service, the preceding charges and Special Conditions will apply in lieu of any applicable visit charge in Schedule Cal. P.U.C. No. A28, Visit Charge.

(To be inserted by utility)

Advice Letter No. 365a

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