

LIST OF EFFECTIVE SHEETS

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

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

(To be inserted by utility)

Advice Letter No. 365

Decision No. 07-01-024

Issued by

Harry H. Baker

NAME

President

TITLE

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

Date Filed May 29, 2008

Effective August 4, 2008

Resolution No. _____

A28. VISIT CHARGE

28.1 GENERAL INFORMATION

28.1.1 APPLICABILITY

Applicable to the Utility repairman's visit to the customer's premises when a service difficulty is caused in whole or in part by customer-provided facilities.

28.1.2 TERRITORY

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

28.2 RATES

Each visit by the Utility's personnel to a customer's premises:

	<u>Normal Rates</u>	<u>Overtime Rates</u>	<u>Premium Rates</u>
First 30 minutes or fraction thereof	\$ 40.00	\$ 50.00	\$ 60.00
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.

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

(Continued)

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A28. VISIT CHARGE

28.3 SPECIAL CONDITIONS

- A. Visit charges provided for herein are in addition to all regular charges provided for in other tariff schedules and rules.
- B. The Utility will not repair, adjust, or perform other work on the customer-provided equipment and/or facilities, except simple inside wire and intrabuilding network cable, as provided in Schedule Cal. P.U.C. No. A29, Inside Wire Maintenance Service and Schedule Cal. P.U.C. No. A14, Intrabuilding Network Cable.
- C. At the request of the Utility, the customer is responsible for disconnecting customer-provided facilities in order that the Utility can determine the location of a trouble condition.
- D. When the customer has reported a service difficulty or trouble to the Utility which may require a visit to the customer's premises, prior to making the visit, if the customer's equipment or inside wiring terminates on a standard network interface, the customer will be advised by the Utility's personnel on the use of the standard network interface to determine the location of the service difficulty.

Upon making a premises visit, the Visit Charge will apply only if the Utility determines the problem results from the intrabuilding network cable or the customer's equipment or inside wiring that terminates on a standard network interface. There will be no Visit Charge if the problem results from the customer's inside wiring which does not terminate on a standard network interface or if the problem results from the Utility's facilities.

Applicable Rates and Special Conditions in Schedule Cal. P.U.C. No. A29, Inside Wire Maintenance Service and Schedule Cal. P.U.C. No. A14, Intrabuilding Network Cable, apply when a customer requests inside wire and/or intrabuilding network cable maintenance repair.

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A28. VISIT CHARGE

28.3 SPECIAL CONDITIONS - Continued

E. 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 purposes of charging the customer unless the Utility's personnel have gained access to the customer's premises.

F. When a service difficulty or trouble is reported to the Utility by other than the customer, or is detected by the Utility Staff:

1. The Utility will first endeavor to clear the trouble without a visit to the customer's premises.
2. If the trouble cannot be so cleared, the Utility will inform the customer of the trouble condition and that a visit to the premises might be required.
3. Prior to making a premises visit:
 - a. If the customer's equipment or inside wiring terminates on a standard network interface, the customer will be advised by the Utility's personnel on the use of the standard network interface to determine the location of the service difficulty.
 - b. If the customer's equipment does not terminate on a standard network interface, the Utility will request that the customer temporarily discontinue connection of the customer-provided facilities with those of the Utility, to determine if trouble will clear.
4. Upon making a premises visit with the customer's consent, the Visit Charge will apply only if the Utility determines the problem results from the intrabuilding network cable or the customer's equipment or inside wiring that terminates on a standard network interface. There will be no Visit Charge if the problem results from the customer's inside wiring which does not terminate on a standard network interface or if the problem results from the Utility's facilities.

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A28. VISIT CHARGE

28.3 SPECIAL CONDITIONS - Continued

F. When a service difficulty or trouble is reported to the Utility by other than the customer, or is detected by the Utility Staff: - Continued

4. - Continued

Applicable Rates and Special Conditions in Schedule Cal. P.U.C. No. A29, Inside Wire Maintenance Service and Schedule Cal. P.U.C. No. A14, Intrabuilding Network Cable, apply when a customer requests inside wire and/or intrabuilding network cable maintenance repair.

5. The customer may request that the Utility defer its visit until the customer has his customer-provided facilities tested, in which case the Utility will delay its visit.

6. If the customer asks the Utility to defer its visit in accordance with 28.3.F.5. preceding or does not consent to a Utility visit, the Utility will have the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service in accordance with the Rules as shown in the Tariff Schedules of the Utility and shall inform the customer of such action.

G. The customer is responsible for the payment of all charges for visits made to the customer's premises by the Utility where service difficulty or trouble report results from intrabuilding network cable or customer-provided facilities as described in Special Conditions 28.3.

H. This charge cannot be made if a protective connecting arrangement associated with customer's equipment fails to operate properly.

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