

Schedule No. A-13

VISIT CHARGE

*Maintenance
Outside Homeowners*

APPLICABILITY

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

TERRITORY

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

RATES

Charge
Per Hour or
Portion Thereof

- (1) Each visit by the Utility's personnel to a customer's premises when a service difficulty or trouble report is caused by customer-provided equipment and/or facilities: (T)
 - a. During normal working hours \$ 39.65 (I)(T)
 - b. Other than regular working hours (such as nights, Sundays, or holidays) 59.45 (I)

SPECIAL CONDITIONS

- 1. Visit charges provided for herein are in addition to all regular charges provided for in other tariff schedules and rules.
- 2. The Utility will not repair, adjust, or perform other work on the customer-provided equipment and/or facilities. (T)
- 3. 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.
- 4. When the customer has reported a service difficulty or trouble to the Utility which requires a visit to the customer's premises and it is found the service difficulty is caused by customer-provided equipment or facilities, the visit charge will be applicable, except as stated in SPECIAL CONDITIONS 9. (T)
- 5. Time for the per hour charges is measured from the time of dispatch

(Continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 148

Harald L. Kluis

Date Filed DEC 22 1994

Decision No. 94-09-065

NAME
President

Effective January 1, 1995

Resolution No.

TITLE

Schedule No. A-13

(N)

VISIT CHARGE (Continued)

SPECIAL CONDITIONS - (Continued)

- of the Utility's personnel to the time of departure of the Utility's personnel from the customer's premises.
6. When a service difficulty or trouble is reported to the Utility by other than the customer, or is detected by the Utility Staff;
 - (a) The Utility will first endeavor to clear the trouble without a visit to the customer's premises.
 - (b) If the trouble cannot be so cleared, the Utility will inform the customer of the trouble condition and that it cannot clear it without a visit to the customer's premises.
 - (c) The customer will then temporarily discontinue connection of the customer-provided facilities with those of the Utility, to determine if trouble will clear. If disconnection of the customer-provided facilities does not clear the trouble and a visit to the customer's premises is still necessary, no visit charge will apply.
 - (d) Upon visiting the customer's premises with his consent, if the Utility finds the service difficulty or trouble results from the use of customer-provided equipment or facilities, the visit charge will be applicable.
 - (e) The customer may request the Utility to defer its visit until the customer has his customer-provided facilities tested, in which case the Utility will delay its visit.
 - (f) If the customer asks the Utility to defer its visit in accordance with (e) above 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.
 7. The customer is responsible for the payment of all charges for visits made to the customer's premises by the Utility where a service difficulty or trouble report results from customer-provided facilities.
 8. This charge cannot be made if a protective connecting arrangement or SNI device associated with customer's equipment fails to operate properly.

(Continued)

(N)

(To be inserted by utility)

Advice Letter No. 91

Decision No. 85-08-097

Issued by

K.J. Waters

NAME
President

TITLE

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

Date Filed NOV 20 1987

Effective JAN 01 1988

Resolution No. _____

U-28

Schedule No. A-13

(N)

VISIT CHARGE (Continued)

SPECIAL CONDITIONS - (Continued)

- 9. When SNI device "is not in place", visit charge is not applicable when problem results in inside wiring.
- 10. When SNI device "is in place" and operating adequately, visit charge is applicable when problem results in inside wiring.

(N)

(To be inserted by utility)
91

Advice Letter No. _____

Decision No. 85-08-097

Issued by

K.J. Waters

NAME

President

TITLE

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

Date Filed NOV 20 1987

Effective JAN 01 1988

Resolution No. _____