

Schedule No. A-13
MULTI-ELEMENT SERVICE CHARGES

APPROVED

APPLICABILITY

Applicable to the ordering, installation, and changing of telephone service and other facilities, except where otherwise indicated.

TERRITORY

Within the exchange area, as said area is defined on a map filed as part of the tariff schedules.

RATES

Non-recurring Charge

- | | | | |
|----|--|----------|--------|
| 1. | Elements for new and additional service and changes: | | |
| a. | Service Ordering | | |
| 1. | For connecting new or additional service
(i.e., central office lines), each line or trunk | \$ 19.00 | (I) |
| | | | (D) |
| | | | |
| | | | (D) |
| b. | Central Office Connection Work, per line or trunk..... | 21.00 | (I) |
| | | | (D) |
| c. | Restoral Charge, per line or trunk..... | 20.00 | (I)(T) |

(D)

(Continued)

(To be inserted by utility)
 Advice Letter No.: 64B
 Decision No.:

Issued by
Michael A. LeaVesseur
 NAME
President
 TITLE

(To be inserted by Cal.P.U.C.)
 Date Filed:
 Effective: May 1, 1997
 Resolution No.: T-16008

Schedule No. A-13
MULTI-ELEMENT SERVICE CHARGES
 (Continued)

APPROVED

RATES - Continued

		<u>Rate Elements</u>		
		<u>Order</u>	<u>Line</u>	
		\$ 19.00	\$ 21.00	(I)
2.	Application of Multi-Element Service Charges:			
a.	New and Additional Service:			
1.	Individual line service, first line or trunk	X	X	
2.	Additional individual line service on the same order, each line or trunk.....	X	X	
3.	Connection of individual line service or trunk.....	X	X	
4.	Extension service - non-continuous property *	-	X	
5.	Add Custom Calling Service feature, each line.....	-	-	
6.	Supersedure, each account	X	-	
7.	Secretarial lines	-	X	
8.	Business answering line.....	X	X	
b.	Subsequent Changes			
1.	Change of class, type, or grade of service.....	-	X	
2.	Change of telephone number.....	-	X	(C)
				(D)
				(D)

Includes station lines of a P.B.X., key telephone system, or telephone answering service.

(Continued)

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RATES - Continued

		<u>Rate Elements</u>		
		<u>Order</u>	<u>Line</u>	
2.	(Continued)	\$ 19.00	\$ 21.00	(l)
	b. Subsequent Changes (Continued)			
	3. Change of Custom Calling feature, each line.....	-	-	
	4. Change from rotary dial service to Touch Calling Service.....	-	-	
	5. Other changes of line	-	X	
	6. Individual line service, each line.....	X	X	
	7. Restoral charge for service temporarily suspended or partially or temporarily disconnected, each line *	X	X	(C)

SPECIAL CONDITIONS

1. The charges apply to the ordering, installation, changing, and rearranging of telephone service and other facilities up to and including the Utility's local loop demarcation point.

 At the customer's request, the Utility will terminate the requested service at points specified by the customer at the customer's expense.
 2. Multi-Element Service Charges for service connection and change charges are applied to individual line residence and business service and Semi-Public Coin Box Service, except as otherwise shown.
 3. In compliance with conditions set forth in Federal Communications Commission Rule No. 68, all installations, including the primary station, will be made on a jacked connection.
 4. Charges shown in this schedule are based on work being performed during regularly scheduled working hours of the Utility's employees. Work performed with overtime labor costs will be performed at direct cost to the customer.
- * Restoral charge equals 50% of applicable order and line elements.

(Continued)

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(N)

MULTI-ELEMENT SERVICE CHARGES
(Continued)

SPECIAL CONDITIONS - Continued

5. Application of multi-element plan charges:

a. Service Ordering

The term Service Ordering Charges means the charge that applies per customer request for work performed by the Utility in connection with the receiving, recording and processing of customer requests for service.

1. Service Ordering No. 1a.1 applies to each new and additional service (i.e. central office lines), supersedure of residence and business service, and reconnection of service.
2. Service Ordering 1a.2 applies as indicated.

Except as otherwise shown, one service ordering charge applies to all applicable services ordered, installed or changed by the customer at the same time on the same service order.

b. Central Office Connection Work

The term Central Office Connection Work means the work that applies to arranging an exchange line to provide service between the central office and the customer's premises.

The charge applies to work including but not limited to:

1. Establishing or changing connections in the central office.
2. Establishing or changing connections in distribution facilities between the central office and the customer's premises, including necessary cross-connections and line transfers.
3. A central office connection charge is applicable to each telephone number changed at the customer's request.
4. A central office connection charge is applicable each time service is established at a customer's premises, except when service and facilities are superseded.

(Continued)

(N)

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Kenneth J. Waters

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(N)

MULTI-ELEMENT SERVICE CHARGES

(Continued)

SPECIAL CONDITIONS - Continued

c. Premises Visit Charge

The term Premises Visit Charge means the charge that applies to a visit to the customer's premises to perform work requested by the customer.

The Premise Visit Charge also applies to the provision of any new service (other than maintenance) for which a recurring monthly rate or nonrecurring charge is applicable and such new service is provided coincident with or as a result of a maintenance or repair visit to the customer's premises by the Utility.

The Premises Visit Charge does not apply when the purpose of the visit is for maintenance, repair or disconnection of Utility provided service.

When more than one visit is initiated by the Utility to complete the work, one premise visit charge applies.

The following are not subject to the Premises Visit Charge:

1. Telephone service reconnected without change.
2. Any station connected by the customer.

6. Changes

A change of location from one premise to another, will be treated as a disconnection and a new installation including where a customer occupies a new premise and vacates the premise in which his or her telephone service was installed.

An order for service may comprehend new service or an addition to an existing service arrangement.

(Continued)

(N)

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(Continued)

SPECIAL CONDITIONS - Continued

7. Multi-Element Service Charges do not apply in connection with:

- a. A change initiated by the Utility.
- b. The disconnection of a service line.
- c. Changes to a higher grade of service, when such service was ordered initially, but a lower grade was installed due to a Utility facility shortage.
- d. The re-establishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.
- e. Change of name due to marriage or court order, change of address only, or change bill name when the customer (individual or concern) remains the same.
- f. An employer arranging for the assumption of the responsibility for payment of an employee's existing telephone service without a change in service or location.
- g. Changes from nonpublished to published service.
- h. Utility initiated number changes and service orders.

8. Multi-Element Charges apply in connection with:

- a. Supersedure

Charges as set forth in this schedule are applicable, and include a change of primary listing and/or billing when required.

(Continued)

(N)

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MULTI-ELEMENT SERVICE CHARGES
(Continued)

SPECIAL CONDITIONS - Continued

8. Multi-Element Charges apply in connection with: - Continued

b. Change in billing

Charges as set forth in this schedule are applicable to a change in billing for payment of service other than supersedure, requiring the issuance of a service order, including:

1. Transfer of service between spouses or members of the immediate family. When transfer is made for reasons of death, no charge is applicable.
2. Transfer of service to or from an estate, receiver, trustee, executor, administrator, or debtor in possession.
3. Change between sole owner, partnership or corporation as long as one individual in the previous firm remains and becomes the new sole owner, a partner, or an officer in the new firm.
4. Merger of partnerships or corporations.
5. Addition to, or withdrawal from, or change of, membership in a partnership, corporation, or association.
6. Change in billing arrangement for government accounts.

c. Except as provided in this schedule, rates, charges, and conditions of other tariff schedules are applicable for services furnished.

d. The customer releases, indemnifies, and holds harmless the Utility from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made instituted, or asserted by the customer, or by any other party or person, from any personal injury to, or death of, any person or persons, from any loss, damage, or destruction of any property whether owned by the customer or others, caused or claimed to have been caused directly or indirectly or arising out of the delivery, transporting or moving, handling or connection, or removal of telephone instrumentalities, other facilities or other services provided under schedules of this tariff.

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