

Schedule No. A-20  
LOCAL SERVICE GUARANTEE PROGRAM

APPROVED

APPLICABILITY

A Local Service Guarantee Credit applicable to residential and single line business customers requesting local services.

TERRITORY

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

SPECIAL CONDITIONS

1. Local Service Guarantee Credit

a. The Company will provide a one (1) month local service guarantee credit that includes all recurring local services billed on the customer's current bill when the Company fails to provide specified levels of customer service. This program provides for credits to all residential and single line business customers' bills when the Company does not meet the service standards outlined below:

(1) Missed Service Commitment: The customer will be given a one (1) month local service credit if the Company fails to meet a commitment and has not notified the customer 24 hours prior to the agreed time and date. This would apply to such services as installations, changes to customer calling features, provisions of optional calling plans, and other similar requests.

(2) Service Outages of More Than 24 Hours: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to restore basic exchange telephone service within 24 hours after the interruption was reported to or discovered by the Company.

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\* The Local Service Guarantee Program became a permanent offering through Advice Letter No. 166.

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(c)

SPECIAL CONDITIONS - (Continued)

1. Local Service Guarantee Credit - (Continued)

a. (Continued)

(3) Repeat Customer Requests: A one (1) month local service credit will be applied to the customer's telephone bill if the Company fails to accommodate the customer's request the first time and this causes the customer to make a second request within thirty (30) days. Examples of requests that may require multiple business office contacts by a customer include those for billing name and address changes, directory listing changes, requests for directories, requests for adjustments, repeat reports of service problems, and moves of cable or drop wires.

(4) Credit is NOT applicable to:

- (a) The credit will not apply if the customer could not be reached by telephone and a notice was left in a conspicuous place 24 hours prior to the commitment date and time, and the customer did not initiate the visit.
- (b) "Out of service" conditions that exist from natural disasters, or circumstances beyond the control and knowledge of the Company.
- (c) The credit will not apply if access to the customer premises is required and neither the customer nor a Company representative was available at the customer premises and the Company left a notice in a conspicuous place.
- (d) This credit will not apply to requests beyond the control of the Company and when the Company has notified the customer.
- (e) Claims for credit by customers who have been temporarily disconnected for nonpayment or are requesting reconnection from a temporary disconnect for nonpayment or request for a cash deposit.
- (f) Misuse or abuse of the Company owned facilities, or if the problem is found to be associated with the customer's inside wiring or the customer's premises equipment.

\* The Local Service Guarantee Program became a permanent offering through Advice Letter No. 70. (N) (N)

(Continued)

(To be inserted by utility)

Issued by

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

Advice Letter No. 70

Michael A. LeaVesseur

Date Filed

Decision No.

NAME  
President

Effective

TITLE

Resolution No.

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SPECIAL CONDITIONS – (Continued)

1. Local Service Guarantee Credit – (Continued)

a. (Continued)

(4) (Continued)

(g) Outages of ore than 24 hours, missed service commitments, or repeat customer requests that are a result of natural disasters or circumstances beyond the control and knowledge of the Company, that occur within 24 hours of the due date where the Company could not obviously notify the customer nor perform the necessary service. Such example is where there has been a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or other similar utility type services.

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<sup>1</sup> The Local Service Guarantee Program became a permanent offering through Advice Letter No. 166.

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