

Rule and Regulation No. 13

(N)

INTERRUPTIONS AND FAILURES OF SERVICE

CREDIT ALLOWANCE FOR INTERRUPTION OF SERVICE

- A. The Utility will credit a customer's bill in all cases where telephones are out of service, not due to conduct of the customer, for a period of 24 hours or more from the time the fact is reported by the customer or detected by the Utility, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the number of 24-hour periods out of service to thirty days.
- B. When an out of service period exceeds 24 hours, credit allowance will be given in successive 24-hour multiples for each 24-hour period or major fraction thereof after the initial period.
- C. In no case will the credit allowance for any period exceed the total fixed charges for exchange service for the billing period.

TEMPORARY SUSPENSION FOR REPAIRS

- A. The Utility shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the Utility will give the customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the customers.
- B. When the Utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customers' service.

(N)

(To be inserted by utility)

Issued by

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

Advice Letter No. 1

Kenneth J. Waters

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NAME
President

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