

A20. INSIDE WIRING MAINTENANCE

LIST OF EFFECTIVE SHEETS

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

<u>Revision Number</u>	<u>Sheet</u>
5th	CS A*
4th	1
2nd	2
4th	3*

*New or revised page.

	<u>Issued By</u>	Date Filed <u>JUL 01 2008</u>
Advice Letter No. <u>1505</u>	<u>Steve C. Oldham</u>	Effective <u>JUL 01 2008</u>
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A20. INSIDE WIRING MAINTENANCE

20.1 GENERAL

20.1.1 APPLICABILITY

Applicable to customers requesting simple Inside Wiring Maintenance (IWM) on wire running between the local loop demarcation point (LLDP) and customer premises equipment (CPE) and including the jack.

20.1.2 TERRITORY

Within the SureWest Telephone exchange area as said area is defined on a map filed as part of the tariff schedules. (T)

20.2 RATES

	<u>Monthly Rate</u>	<u>Non- Recurring Charge</u>	<u>RSOC</u>
(A) MONTHLY MAINTENANCE PLAN [See Special Condition (B)(1)]			
Business, each line	\$ 2.00	--	IWMPB
Residence, each line	2.00 (I)	--	IWMPR
(B) NON-PLAN MAINTENANCE - TIME & MATERIAL (T&M) [See Special Condition (B)(2)]			
(1) Labor Rates			
Shall be in accordance with Cal. P.U.C. Schedule A28, "Multi-element Service Charges", Labor Rates 28.2.1(F).			
(2) Materials		ICB	

(Continued)

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A20. INSIDE WIRING MAINTENANCE

20.3 SPECIAL CONDITIONS

(A) LIMITATIONS

Simple inside wiring maintenance does not include repair of inside wire which connects station components to each other or to common equipment of a PBX or Key System.

The Utility's employees will inform the customer that competitive alternatives for inside wire repair are available.

At the customer's request, the Utility will schedule a four (4) hour time period, in accordance with SB 101, in which the Utility will commence work at the customer premises.

Non-payment of charges for IWM services may result in disconnection of service.

(B) OPTIONAL SERVICES

These services as defined herein are optional and the customer may choose a source for maintenance and repair other than the Utility.

(1) Monthly Maintenance Plan

The monthly rate applies to inside wiring maintenance work performed on or at the customer premises by the Utility or a Utility representative at the customer's request. The Plan includes trouble isolation and repair of inside wire and/or jacks within their premises. The Utility will determine whether the trouble is caused by inside wire, jacks or customer premises equipment.

A Visit Charge as defined in Schedule A23 does not apply.

Customers may subscribe to the Monthly Maintenance Plan only at the time their simple inside wire is in working condition.

Subscription to the Monthly Maintenance Plan becomes effective with the installation due date of the service connection for new service or, with established service, five (5) days subsequent to the request of service.

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A20. INSIDE WIRING MAINTENANCE

20.3 SPECIAL CONDITIONS
(B) OPTIONAL SERVICES - (Cont'd)

(1) Monthly Maintenance Plan - (Cont'd)

The Plan will not cover repairs if; (1) it is determined that the inside wire was not in working condition at the time of the initial request of service; (2) if repair or part replacement is required because of obvious neglect, willful misuse, tampering or alterations not performed by the Utility or a Utility representative; and (3) if the customer requests repair service beyond normal working hours.

The Plan does not include the installation of new services, extensions or jacks. It also does not include re- installation of inside wiring beyond one working jack where the wiring was destroyed by fire, major flood, or similar catastrophes.

Customers with non-standard wire are not eligible for the Plan.

(2) Non-Plan Maintenance - Time and Material (T & M)

Customers not subscribing to the monthly Maintenance Plan shall pay for trouble isolation and repair of inside wire and/or jacks within their premises. The Utility will determine whether the trouble is caused by inside wire, jacks or customer provided equipment.

Customers who request to have the Utility visit their premises to repair their inside wire and they refuse to allow the Utility access to their premises, may be subject to the Visit Charge as defined in Schedule A23.

(T)

Labor charges apply to inside wiring repair work performed on or at the customer premises by the Utility or a Utility representative at the customer's request. The labor charge includes work preparation, actual work and cleanup.

Billing time begins upon arrival on or at the customer's premises.

Charges for materials may apply on an individual case basis in addition to the labor charge.

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