

A23. VISIT CHARGE

LIST OF EFFECTIVE SHEETS

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

<u>Revision Number</u>	<u>Sheet</u>
2nd	CS A*
2nd	1*
1st	1.1*
2nd	2*
1st	2.1*

*New or revised sheet

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A23. VISIT CHARGE

23.1 GENERAL

23.1.1 APPLICABILITY

Applicable to the charge resulting from the Utility repairman's visit to the customer's premises when a service difficulty is found to be the result of customer-provided equipment and/or facilities.

23.1.2 TERRITORY

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

23.2 RATES

A labor service charge is applicable to each visit by the Utility to a customer's premises where a service difficulty or trouble report results from customer-provided facilities and/or equipment, unless otherwise stated in other tariff schedules.

Charges will be in accordance with Cal. P.U.C. Schedule A28, "Multi-element Service Charges," Labor Rates 28.2.1(F).

23.3 SPECIAL CONDITIONS

(A) TROUBLE CONDITION PROCEDURES

- (1) The Utility will not repair, adjust or perform any work on customer-provided equipment and/or facilities, except for the Maintenance of Inside Wire which is offered in the Utility's filed tariffs.
- (2) At the request of the Utility, the customer is responsible for disconnecting customer-provided equipment and/or facilities in order that the Utility can determine the location of a trouble condition.
- (3) When the customer has reported a service difficulty or trouble to the Utility which requires a visit to the customer's premises, the visit charge will apply only if the Utility determines the problem results from the customer's equipment or inside wiring terminating on a standard network interface (SNI). There will be no charge if the problem results from the customer's inside wiring without an SNI or the Utility's facilities.

(Continued)

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23.3 SPECIAL CONDITIONS - (Cont'd)

(A) TROUBLE CONDITION PROCEDURES - (Cont'd)

- (4) The following procedures will apply when the Utility becomes aware of a trouble condition:
 - (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 be cleared without a visit to the customer's premises.

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23.3 SPECIAL CONDITIONS - (Cont'd)

(A) TROUBLE CONDITION PROCEDURES - (Cont'd)

(4) - (Cont'd)

- (c) A customer with an SNI will be informed on how to temporarily disconnect the inside wiring and customer-provided equipment from the Utility's facilities to determine if the trouble will clear.
 - (1) If disconnection of the inside wiring or 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 unless the Utility finds the service difficulty or trouble results from the use of the customer-provided equipment or inside wiring. The visit charge will not apply to customers subscribing to the Utility's Inside Wire Maintenance Plan.
 - (2) The customer may request the Utility to defer its visit until the customer has their inside wiring and customer-provided facilities tested, in which case the Utility will delay its visit.
 - (3) If the customer does not disconnect their facilities and does not consent to a visit by the Utility, the Utility has the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service and shall inform the customer of such action.
- (d) If the presence of the customer is required when the Utility visits the customer's premises, the Utility will schedule a 4-hour time period in accordance with Senate Bill 101, in which the Utility will commence work at the customer's premises.
- (e) The application of this tariff schedule will be in accordance with established procedures, practices and standards of the Utility.

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23.3 SPECIAL CONDITIONS - (Cont'd)

(B) RATE REGULATIONS

- (1) Charges will begin and terminate from the time of departure from the nearest available maintenance personnel's permanent headquarters and his return thereto.
- (2) The customer is responsible for the payment of all Utility charges for visits made to the customer's premises by the Utility where a service difficulty or trouble report results from customer-provided equipment and/or facilities.
- (3) Visit charges provided for herein are in addition to charges billed to the customer as otherwise provided for in other Tariff Schedules and Rules.
- (4) Time worked by the Utility will be charged at the applicable Normal time, Overtime or Premium time rate. Normal time rate is charged from 8:00 a.m. to 5:00 p.m., Monday through Friday, except Holidays. Overtime rate is applied during any hours other than Normal hours for Monday through Friday and all day Saturday except Holidays. Premium time rate is applicable during all hours on Sunday and Holidays observed by the Utility.
- (5) This charge cannot be made if a Utility-provided protective connecting arrangement associated with customer's equipment fails to operate properly

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