

COMPETITIVE LOCAL CARRIER TARIFF
G24. INSIDE WIRE REPAIR SERVICES

LIST OF EFFECTIVE SHEETS

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

<u>Revision</u> <u>Number</u>	<u>Sheet</u>
3rd	CS A
4th ²	CS A
5th ¹	CS A
Original	ToC A
Original	1
Original	2
1st ²	3
Original	4
Original	5
4th ¹	6

NOTE 1: Issued

NOTE 2: Pending CPUC Approval of Advice Letter No. 25332.

CC: 5170

(N)

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G24. INSIDE WIRE REPAIR SERVICES

(N)

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COMPETITIVE LOCAL CARRIER TARIFF
G24. INSIDE WIRE REPAIR SERVICES

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24.1 INSIDE WIRE REPAIR SERVICES

24.1.1 DESCRIPTION

Inside Wire Repair gives the Utility's business customers the opportunity to subscribe to a plan or service under which the Utility will repair their inside wire. The Utility offers two inside wire repair options: WirePro and the Per Visit Inside Wire Repair Service. When the customer subscribes to WirePro (the Per Month Inside Wire Repair Plan), there is no additional charge for repair work done on the customer side of the demarcation point. At the customer's request, the Utility will isolate trouble to the simple inside wire, jack, or customer provided equipment. The Utility will perform repairs on the customer's simple inside wire and/or jack. The Utility will isolate trouble associated with customer provided equipment but will not repair, adjust, nor perform any other work on customer provided equipment or facilities. WirePro applies only to line(s) that are covered by the plan (Plan is not transferable).

24.1.2 DEFINITIONS

Demarcation Point

The inside wire demarcation point begins where the customer's inside wire connects to the intrabuilding network cable (INC). Where there is no INC, the demarcation point is the point of entry at the Utility's entrance facility. The purpose of this demarcation is to separate the responsibility of the end-user from that of a vendor or the Utility, as the customer's vendor of choice for inside wire repair and CPE trouble isolation. See Schedule Cal.P.U.C. No. A2.1.20.

Inside Wire

Inside wire (also known as simple wire) refers to all non-system premises telephone wire. Inside wire includes the associated jacks on the customer's side of the inside wire demarcation point. Inside wire does not include customer premises equipment.

Intrasystem Wire

Intrasystem wire (also known as complex inside wire) connects station components to each other or to common equipment such as a PBX or key system. Connection of intrasystem wire to the telephone network is governed by Part 68, Subpart C, of the FCC's Rules and Regulations.

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24.1 INSIDE WIRE REPAIR SERVICES (Cont'd)

24.1.2 DEFINITIONS (Cont'd)

Non-Standard Wire

Non-standard wire is the wire or wiring that does not meet the National Electric Code and Electronic Industry standards for either installation and wiring standards, or both.

Standard Wire

Standard wire meets the specifications outlined in the National Electrical Code and Electronic Industry Association Standards and has been installed in accordance with these standards.

24.1.3 REGULATIONS

A. General

1. The Utility will repair inside wire. Such repair may include the replacement of nonworking wire and/or jack(s). However, if the inside wire is non-standard wire and the repair requires replacement of such non-standard wire, the Utility may perform repairs and advise the customer that the non-standard wire must be replaced at the customer's expense.
2. The Utility reserves the right not to repair or replace inside wire that is in nonworking condition due to obvious neglect or willful misuse.
3. The Utility will determine whether the trouble is caused by inside wire or customer provided equipment. The Utility will not perform any repair on customer provided equipment including, but not limited to, telephone cords, telephone sets, answering devices, or any other customer provided hardware.
4. Inside Wire Repair does not include the installation of new services, extensions, or jacks.

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24.1 INSIDE WIRE REPAIR SERVICES (Cont'd)

24.1.3 REGULATIONS (Cont'd)

A. General (Cont'd)

5. Non-payment of Inside Wire Repair charges may result in disconnection of telephone service¹.

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6. The rates and charges for inside wire repair options are in G24.1.4 following, are determined by the customer's class, type, and grade of services as set forth in Schedule Cal.P.U.C. No. A2.1.3.

7. Customers who have hardwired equipment only, i.e., without a modular jack, are excluded from the provisions of this tariff and its associated rates and charges. Except as set forth in G24.1.3,A.8 following, these customers are responsible, at their expense, for providing the modular jacks and inside wire necessary to restore their service.

8. Where customers experience trouble with hardwired equipment that supports nonmodular handicapped services, the Utility at its discretion may modularize the jacks and wiring at no additional charge.

NOTE 1: Basic Service will not be disconnected for non-payment of anything other than residential and single line business, Flat Rate and/or Measured Rate Service as defined in D.96-10-066, Appendix B, page 5. (See A2.1.11.A.2.k).

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24.1 INSIDE WIRE REPAIR SERVICES (Cont'd)
24.1.3 REGULATIONS (Cont'd)

B. WirePro

1. Customers who subscribe to this plan are charged monthly as shown in G24.1.4, Rates and Charges. The rates are 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.
2. Per Visit Inside Wire Repair Services charges do not apply.
3. Customers may subscribe to WirePro only at the time their inside wire is in working condition and meets the Utility's standards.
4. Subscription to WirePro becomes effective with the installation due date of the service connection for new service or, with established service, at the time the subscriber requests participation.
5. WirePro does not include re-installation of inside wiring beyond one working jack where the wiring was destroyed by fire, major flood, or similar catastrophes.
6. Customers must advise the Utility when they wish to cancel WirePro.
7. Customers moving to another area served by the Utility wishing to continue WirePro will need to re-establish subscription to the Repair Plan at the new location.
8. Customers with non-standard wire are not eligible for the WirePro.
9. WirePro applies to existing inside wire and/or jack(s) within customer premises. It does not cover inside wire and/or jack installation.

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24.1 INSIDE WIRE REPAIR SERVICES (Cont'd)

24.1.3 REGULATIONS (Cont'd)

B. WirePro (Cont'd)

C. Per Visit Inside Wire Repair Service

1. Customers not subscribing to WirePro 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.
2. The Utility shall provide a 90 day warranty on labor and materials used for all repairs performed on inside wire and/or jacks.
3. Customers who request to have the Utility visit their premises to repair their inside wire and then refuse to allow the Utility access to their premises, may be subject to the Per Visit Inside Wire Repair Service charges shown in G24.1.4, Rates and Charges, following.
4. If the customer agrees to have the Utility perform the Inside Wire Repair Service, the charges in G24.1.4 shall apply.

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24.1 INSIDE WIRE REPAIR SERVICES (Cont'd)

24.1.4 RATES AND CHARGES - BUSINESS

	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>USOC</u>
A. WirePro			
1. Business - per month, per line		\$5.95 (I)	RPB
2. Private Line - per month, per circuit location		5.25	RPL
B. Per Visit Inside Wire Repair Service			
1. First 15 minutes or fraction thereof			
- Business	\$75.00		PVB
- Private Line	75.00		CR1
2. Each additional 15 minutes or fraction thereof			
- Business	20.00		PV2
- Private Line	25.00		CR2