

INSTALLATION AND MAINTENANCE OF TELEPHONE EQUIPMENT OR FACILITIES IN HAZARDOUS AND/OR INACCESSIBLE LOCATIONS

1. GENERAL

1.01 This section outlines procedures for the installation and maintenance of telephone services by customers in locations which are hazardous and/or inaccessible to telephone company (TELCo) personnel.

1.02 It is reissued to:

- Update individual titles and department identities
- Conform with Pacific Company (PAC) format specifications
- Include the appropriate legend on Page 1 in accordance with AT&Ts "Guidelines and Procedures for Safeguarding Information" and Pacific Company's System Instruction (SI) 178.

Note: Marginal arrows used to denote changes are omitted.

1.03 When a customer requests service through his/her Marketing, Business Service Center (BSC) or Residence Service Center (RSC) representative, he/she may point out that the service location will be accessible only to his/her personnel. In addition, a TELCo employee may recognize a hazardous or inaccessible location. In either case the following procedures apply.

1.04 When a customer requests service and indicates that the location is hazardous and/or inaccessible, the originating department will refer the request to the applicable Installation Department. It will be the (Business/Residence) Installation Department's responsibility to determine whether or not a location is hazardous or inaccessible.

1.05 When Installation determines that a location is hazardous or inaccessible to TELCo personnel, they will prepare Form P-2975 (See Exhibit 1). This agreement authorizes the customer to install and maintain the necessary facilities and equipment. The agreement must be signed by the customer and the applicable District Installation Manager.

1.06 Form P-2975 is a single copy form (8-1/2 inches by 5-1/2 inches). It is to be made out in triplicate; therefore, it is necessary to place carbons between the first and second copies and the second and third copies before making any entries.

1.07 Form P-2975 is distributed as follows:

- The original to the District Installation Manager
- The canary copy to the customer
- The pink copy to the Installation Control Center to be kept with the subscriber's line record, or in an LMOS environment that information be input into the data base.

1.08 When the originating order department has been notified in advance, the entry "HAZARDOUS" or "INACCESSIBLE LOCATION" will be entered in the Remarks space of the service order.

1.09 When the due date cannot be met because of a hazardous or inaccessible location, code the service order SO (subscriber other) for the due date miss.

2. ASSIGNMENT OR RESPONSIBILITY FOR THE INSTALLATION AND MAINTENANCE OF TELEPHONE COMPANY EQUIPMENT AND/OR FACILITIES BY CUSTOMER'S PERSONNEL

2.01 Form P-2975 will be used to define the responsibilities assigned to TELCo and the

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customer for those locations determined to be hazardous and/or inaccessible.

2.02 The following information will be required when completing Form P-2975

- Customer's name and address
- TELCo's responsibility
- Customer's responsibility
- Boundaries of hazardous or inaccessible locations
- Type of apparatus to be installed and maintained
- Customer contact for installation and maintenance (Enter name and telephone number)
- Disconnect and removal procedures
- Signature of the customer and the District Installation Manager.

3. RESPONSIBILITIES

3.01 *TELCo* is responsible for:

- (a) Installation and maintenance of all equipment and facilities except that portion that is within the established hazardous or inaccessible locations.
- (b) Furnishing and delivering to a designated location the equipment and material to be installed by the customer.
- (c) Instructing the customer in installation methods.
- (d) Assist the customer in installation or maintenance as required.

3.02 The *customer* will be responsible for:

- (a) Installing TELCo equipment and/or facilities located within the hazardous or inaccessible locations.
- (b) Working with TELCo personnel in receiving and clearing trouble reported on equipment and/or facilities within the hazardous or inaccessible locations.
- (c) Designating an employee or employees who will be responsible for installation and maintenance.
- (d) Delivering to a designated location equipment for which service has been discontinued.

4. REPORTING AND CLEARING TROUBLE

Hazardous or Inaccessible Locations

4.01 The Customer will report trouble on telephone company equipment and/or facilities located in a hazardous or inaccessible location to the appropriate exchange repair service or Toll Center. TELCo will work with the customer's designated employee to isolate the trouble in or out of the hazardous or inaccessible location.

4.02 If the trouble is located in the hazardous or inaccessible location, refer it to the customer. The customer will clear the trouble and report back to TELCo.

Nonhazardous or Accessible Locations

4.03 Trouble occurring in the telephone plant or equipment outside the hazardous or inaccessible area will be cleared by TELCo according to standard procedures.



Agreement For Installation And Maintenance Of Telephone Company
Equipment And/Or Facilities In Hazardous Or Inaccessible Location

Customer's Name _____ Address _____

Telephone Company's Responsibility _____

Customer's Responsibility _____

Boundaries of Hazardous or Inaccessible Locations _____

Type of Apparatus _____

Customer Contact for Installation and Maintenance _____
Name Telephone Number

Disconnect and Removal Procedures _____

Signature _____
District Installation Manager Customer

_____ Date _____

Exhibit 1