

PROCEDURE FOR INFORMING CUSTOMERS OF TEMPORARY INTERRUPTION OF SERVICE DUE TO CABLE CUTS

1. GENERAL

1.01 This section provides a means of notifying customers of temporary interruptions of service due to cable cuts and providing approximate time of restoral.

1.02 These interruptions generate multiple trouble reports due to service outages. It is quite desirable to minimize these reports. Further, customer comments have been received relating to cable maintenance forces working in a neighborhood and not knowing the reason for the emergency work.

1.03 Form 3692 — Notice of Temporary Interruption of Service, is made Exhibit A to this section.

2. USE OF FORM

2.01 This form is designed to be placed on the customer's doors in the area of the service interruption advising the customer of the cable cut and the anticipated time of restoring service. This

form should be used only when direct contact with the subscriber cannot be made.

2.02 Use of this form shall be left to the discretion of the appropriate District Plant Manager or his duly authorized representative. It is recognized that in cases of large cable failures, it would be impractical to take the time to notify all customers by the placement of the form. These types of outages are usually carried on local radio or television stations as a noteworthy news item.

3. ORDER CARDS

3.01 This card will be available as a stock item through the local Western Electric Service Center and shall be ordered in multiples of 100 as follows:

(Quantity) Form 3692

Attachment:

Exhibit A — Form 3692 — Notice of Temporary Interruption of Service

IMPORTANT

YOU WILL NOTICE A TEMPORARY INTERRUPTION TO YOUR TELEPHONE SERVICE. THE TELEPHONE CABLE FEEDING THIS AREA HAS BEEN CUT AND WE ANTICIPATE RESTORING SERVICE BY _____.

WE ARE SORRY FOR THE INCONVENIENCE THIS MAY HAVE CAUSED YOU.

INDIANA BELL TELEPHONE COMPANY

EXHIBIT A