

REPORTING UNAUTHORIZED CONNECTION OF CUSTOMER PROVIDED EQUIPMENT

1. GENERAL

1.01 This section is issued to provide procedures for identifying and reporting unauthorized customer provided equipment connected to telephone company equipment and/or facilities.

1.02 It cancels Section 460-861-965PT pertaining to foreign attachments.

1.03 Refer to Section 660-295-905PT for procedures for administering the "Maintenance of Service Charge" and the "Visit Charge" in connection with customer provided equipment and/or facilities (CPE).

1.04 Tariffs provide a variety of connecting arrangements to allow the interconnection of CPE to the exchange and toll networks, private line services, and WATS.

1.05 Authorized connections are those connections of CPE properly connected to telephone company equipment and/or facilities as authorized by tariff regulations. CPE may be connected by:

- (a) Direct electrical connection through a telephone company provided coupler or other specified interconnection device.
- (b) An accoustical or inductive connection.

1.06 Unauthorized connections are connections of CPE telephone equipment and/or facilities in violation of tariff regulations. Following are examples of unauthorized connections:

- (a) Customer provided telephone sets which have not been converted to use telephone company provided components as described in Section 680-595-984PT or are connected without an approved interconnecting device.

- (b) CPE that is electrically connected to telephone company equipment and/or facilities for which no interconnecting device is available or no tariff applicable.

- (c) CPE that is electrically connected to telephone company equipment and/or facilities for which an interconnecting device is available but has not been requested by or provided to the customer.

1.07 Attachments or devices (not electrically, accoustically, or inductively connected) that do not adversely affect telephone company service and/or equipment are not considered to be unauthorized connections (for example, a customer provided shoulder rest attached to a telephone company furnished handset, dials locks, card index trays, etc.).

1.08 When customer provided devices are disconnected during field visits, never remove the customer provided device or equipment from the premises.

2. REPORTING UNAUTHORIZED EQUIPMENT AND/OR ATTACHMENTS

2.01 Form K-3255, Report of Customer Provided Equipment Connected to Telephone Company Facilities, will be prepared and forwarded by the PSC when field forces report that CPE:

- (a) Is electrically or physically connected to telephone company facilities in violation of tariff regulations.
- (b) Endangers the safety of employees, subscribers, or the general public.
- (c) Interferes with the normal operation of telephone company equipment and/or facilities.

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(d) Damages telephone company equipment and/or facilities excluding minor damage which could be classified as normal wear and tear.

2.02 When conditions explained in 2.01 are encountered:

(a) Advise the customer he is violating tariff regulations.

(b) Request the customer to remove the attachment and/or equipment.

(c) Report violations to the PSC so that Form K-3255 can be prepared and forwarded to the Area Interconnection Committee.

2.03 Specific instructions for the preparation and distribution of Form K-3255 are covered in System Instruction 79.

NOTE: Immediate suspension of service may be required as provided in 2.07.

2.04 When notified by the Area Interconnection Committee that a customer's equipment violates tariff regulations, the appropriate order originating department (Commercial or Marketing) will inform the customer by telephone or personal visit to correct the violation or discontinue use of the unauthorized equipment.

2.05 If the customer agrees to remove the equipment, the order originating department may request the PSC to test the line periodically to determine whether or not the customer has complied. In some cases a field visit may be required.

2.06 If the customer does not agree to remove the unauthorized equipment, the Commercial department will notify the customer in writing that his service will be suspended if the violation is not cleared within ten days after receipt of the written notice.

2.07 When Customer Provided Equipment interferes with or causes trouble to the customer's service, the service of others, creates a hazard to employees or the general public, or violates network protection criteria, the telephone

company has the right to take such immediate action as may be necessary to protect its employees, services, and facilities. Such action may include the temporary disconnection of service. Plant will so inform the customer.

2.08 When the action taken results in the immediate suspension of the customer's services the PSC will:

(a) Inform the Commercial Department immediately. No service order to disconnected service will be issued at this time.

(b) Notify the Traffic Department that the service has been temporarily disconnected. (In the Northern Region call CIRO; in the Southern Region call Manuscript.) Traffic will arrange for operator intercept during the period of time service is suspended.

2.09 The Commercial Department will contact the customer and upon confirmation that the violation has been corrected arrange with the PSC to restore the customer's service.

2.10 The PSC will then notify the Traffic Department (see 2.08) that service has been restored.

3. INQUIRIES PERTAINING TO CPE DEVICES

3.01 When a manufacturer, distributor, dealer, user or other person requests an opinion regarding an existing or proposed customer provided device, do not give any statement of the company's position except in the case of a device for which an interconnection arrangement is provided under the tariff. Advise the inquiring party that the matter will be referred to the proper department for review.

3.02 Report the request to the PSC so Form K-3255 can be prepared and forwarded. (Refer to S.I. 79, Section 6.)

3.03 The Area Interconnection Committee will review the request and determine the reply to be made to the inquiring party. The committee will also determine which department will make the reply.