

## CREDITING CHARGES ON TEST CALLS

### 1. GENERAL

1.01 This section describes procedures for crediting customer accounts for charges resulting from test or demonstration calls made by Telephone Company personnel.

1.02 It is reissued to delete references to TWX (teletypewriter exchange) service, which is no longer offered by Pacific Company.

### 2. APPLICATION

2.01 It shall be the responsibility of the Telephone Company employee placing the call to request the operator to prepare a credit ticket for any test or demonstration call (or calls) billable to a customer's account.

2.02 Typical cases requiring credit adjustment are:

- End-to-end (station-to-station) test calls on *Dataphone*® services in conjunction with installation or repair work
- Calls to Telephone Company locations for which a charge applies
- Demonstration calls for customer training involving charges
- Test calls on wide area telephone services (WATS)
- Calls on message rate lines.

### 3. CREDIT REQUEST PROCEDURE

#### Direct Dialed Test Calls

3.01 *Telephone and Dataphone Services:* The procedures used for crediting calls dialed directly over the direct dialing network are the same

as when requesting credit for "wrong number reached" or "poor transmission" on regular telephone service.

3.02 The procedures also apply to test calls placed over message unit (message rate) routes where such calls are made from a customer's (in service) station to any number except those to "no charge" (or free) numbers.

- (a) Call the operator, identify yourself as a Telephone Company employee, and give your name. Include the authorized pass number if one is required in your area.
- (b) State that you are requesting credit for a toll, WATS, or message unit test call or calls.
- (c) Furnish calling and called numbers and locations called.
- (d) Furnish time call began (when called party answered) and elapsed time of call (to nearest minute). It is important that the elapsed time of the call be accurate, especially in the case of measured time service.

*Note:* Where a series of calls is placed consecutively from the same station, a single report to the operator will suffice. Give the connect time, called number of each call, and the total number of calls placed.

#### Operator Handled Calls

3.03 The employee shall state, "This is a test call", and shall ask the operator to mark the ticket so the customer will not be billed. The employee shall also furnish his or her name and any other additional information required by the operator.

#### NOTICE

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