

BURIED SERVICE - DROP PROTECTION

1. GENERAL

1.01 This section describes procedures to be followed by Plant field forces when establishing telephone service for customers upon whose premises buried service wire is utilized.

1.02 On all new installations and/or re-installations where buried service wire is used, it is necessary to inform the customer of certain precautions that should be taken whenever "digging operations" are contemplated on the premises. Principal precautions are:

- (a) The presence of buried wire beneath the surface of the premises.
- (b) General location, i.e., front or rear of customer's premises.
- (c) The possibility of any "digging operations" in the vicinity of such buried telephone wire jeopardizing the customer's service.
- (d) The Southwestern Company's willingness, upon request, to send an employee to the customer's premises to show where the buried service wire crosses the premises so it can be avoided during digging operations. Be sure to point out that "No Charge" (i.e., customer is not

billed) is applicable for such service calls or the premise visits.

1.03 Information pamphlet Form SW-6426 entitled "Before You Dig Please Call Us" should be given to each customer, when telephone service is initially established, whose telephone service utilizes buried service wire on his premises. See Exhibit 1. This attractive pamphlet briefly explains the benefits of buried underground cable, also how and where to call before digging to avoid interrupting telephone service due to a cut cable.

1.04 An adhesive backed "Warning Sticker", attached to Form SW-6426, should be placed outside the customer's building at the point or as close as possible to the location, where the buried wire joins the building. The protecting "OU Cable Guard" or in the case of outside mounted protectors, the protector cover provide appropriate mounting surfaces for the adhesive sticker. Avoid affixing the adhesive sticker to the customer's building. The "Warning Sticker" serves as a continuing reminder as to the presence of buried underground telephone cable, also how and where to call (i.e., ENTERPRISE 9800) before digging.

EXHIBIT 1

Form SW-6426



To Remove Label From Backing  
Bend at Cut and Peel Label Free

SW-6426

**WARNING**  
**UNDERGROUND TELEPHONE CABLE**  
Before you dig, call Operator and ask  
for Enterprise 9800. We will send a man  
out to locate the underground cable.

**NO CHARGE**  
Southwestern Bell

**please**  
**call**  
**us**

Approximately  
18 inches  
beneath the surface of  
your yard is a cable that  
provides your telephone service.

Detachable  
Adhesive Back  
"Warning Sticker"