

## LOCAL TELEPHONE SERVICE TROUBLE SHOOTING

### **HOW TO DETERMINE IF YOUR PROBLEM IS INSIDE OR OUTSIDE YOUR HOME OR BUSINESS**

**- If you have problems with your service whether its static, no dial tone, or some other problem, take a phone, line cord, and a screwdriver outside to your Network Interface Device (gray box located on the outside of your home or office). Open the front cover by loosening the screw. Inside is a telephone plug like the one on your line cord. Unplug it and plug in your telephone. If you still have the problem, then it is most likely on the cooperative's network. If you do not have the problem, then the problem is on your side. Be sure to reconnect the plug in the Network Interface Device.**

**MONEY SAVING TIPS – Before calling repair service unplug any cordless phones, answering machines, computer lines, fax lines or TV satellite receivers, if they are connected to the telephone network. These items cause a majority of the problems. Upon unplugging these items, check to see if you service was restored. If you are having problems with a cordless phone or a caller ID unit, try replacing the batteries.**

### **CPE VISIT CHARGES**

<b>8 a.m. – 5 p.m. Monday-Saturday</b>	<b>\$25.00</b>
<b>5 p.m. – 8 a.m. Monday-Saturday</b>	<b>\$50.00</b>
<b>Holidays and Sundays</b>	<b>\$75.00</b>

**EQUIPMENT LEASE PACKAGE – Lease your phone and WTCI will maintain quality touch tone telephones in your home or business and maintain the wiring. A repairman will repair or replace the leased equipment at no charge if you have service problems.**

**INSIDE PHONE WIRE MAINTENANCE PLAN – Wire maintenance provides repair protection for the telephone jacks and wiring inside your home or office. This plan costs 50 cents per month and includes all the wiring that runs from the Network Interface Device into your home and up to the jacks. WTCI will repair faulty jacks and inside wire at no additional charge.**