

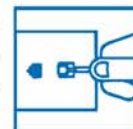
# HOW TO TEST CUSTOMER-OWNED EQUIPMENT



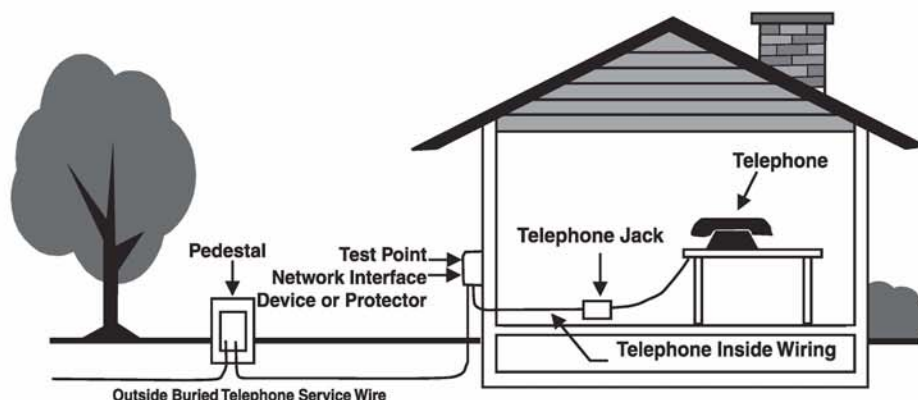
Avoid unnecessary charges by taking these steps to test your telephone equipment/wiring before you report a service problem:

## Check Telephones

See that all cords are firmly plugged in and all-handsets are in place. If you cannot make outgoing calls, unplug **all** your phones, answering machines, computers, satellite dishes, cordless phones, adapters, surge protectors, fax machines, speakers, etc. At various jacks, test each phone individually by plugging it in and making a test call. Continue until you find the phone that doesn't work.



It is possible to test your phones at another location by plugging the phone into a jack at a friend's home. If your phone works there, the trouble is likely your inside wiring or our outside cable.



## Test Inside Wiring

A Network Interface Device (NID)/Protector is needed for testing inside wiring. These small gray boxes are usually found on the outside of the premise. NIDs are installed at Telephone Company discretion or by customer request for an installation fee.

Step-by-step instructions are written on the inside cover of the NID:

1. After removing the modular plug from the test jack, plug in a working single line telephone and wait 15-20 seconds.
2. If you hear dial tone after picking up the handset, the problem is inside wiring or equipment. See above for tips on determining which phone or piece of equipment may be causing the problem.
3. Replace the modular plug in the test jack.

If you did not hear dial tone, please call the repair service phone number. The Telephone Company is always responsible for Telephone Company outside cable. If you have questions about our maintenance plans, telephone equipment, inside wiring, or about testing your equipment or wiring, please call the Telephone Company Business Office.

