Follow these easy steps to help fix your phone service fast and avoid unnecessary repair costs.

Welcome to the step-by-step Quick Guide to performing both inside and outside tests on your phone lines. By performing these quick tests <u>before</u> calling for service, you'll help us send the appropriate technician to fix the problem. In fact, you may not need a technician at all.

The most common problems people have are **no dial tone** or **static on the line**. This guide can help.



INSIDE TESTING

- Step 1: Unplug all equipment from phone jacks and electrical outlets, including:
 - Answering machines • Fax machines Caller ID boxes
 - Computers
 - Cordless phones • Modems
 - Voice mail message indicator box

Step 2: Wait 15 minutes.

- Plug a corded telephone into each of your phone Step 3: jacks. Check for dial tone or static. Repeat process using a different corded telephone to make sure the first phone is not the cause of the problem.
- If the trouble occurs only in certain jacks, it Step 4: is likely caused by faulty wiring or jacks. If the trouble occurs in all of them, proceed with outside testing:

OUTSIDE TESTING

WARNING: Exercise caution. Do not perform this Step 5: outside test during adverse weather or while in contact with water!

> Find the Telephone Network Interface Device (NID)—see Diagram A. It's located on an outside wall. Note for Apartment Residents: In apartments, the NID is usually located inside. If you cannot find the NID in your apartment, contact your building manager.

> Important Note: The NID should reference the telephone company or be marked as a Network Interface. If the box is not marked as telephone equipment, do not attempt the outside test. This could be electrical equipment.

- Using a screwdriver or flat-edged tool, open the Step 6: customer access side of the NID-see Diagram A.
- Remove the plug from each jack in the NID. Plug Step 7: in a working, corded phone—see Diagram B. If you hear a dial tone, make a test call. If your call goes through, the problem is inside your home. Each telephone number in your home should have a jack with a dial tone in the NID. If there is no dial tone or static on the line, the problem is likely in the line outside your home.

Now repeat this step with a different phone. That way you can make sure the first phone is not the cause of the problem.

Once outside test is completed, make sure all plugs are inserted back into their jacks.

If the problem exists outside, please call our Repair and Maintenance center at 1 800 288-2747. The center is open 24 hours a day, 7 days a week.

If the problem is inside, it could be caused by faulty phone equipment, jacks, or inside wiring. You can repair the problem yourself, hire an independent contractor such as an electrician, or call our Repair and Maintenance center at 1 800 288-2747. The center is open 24 hours a day, 7 days a week.

AT&T COMPLETE MAINTENANCE PLAN

Get peace of mind with the Complete Maintenance Plan from AT&T. This plan covers the repair and replacement of all your registered telephones, caller ID units, and inside wire maintenance. That means each telephone and line covered by the plan will not be charged for replacement or repairs. Coverage begins one month after enrollment. Please call 1 877 453-6074, ext. 47466, to enroll. If the line is not covered by the plan, the following rates will apply.*

Repair Rates[†]

Rates for all states except Virginia are:

Premises visit, including initial 30 minutes of labor: \$135 Each additional 15 minutes of labor: \$30 Material cost for wall jacks (labor not included): \$6 each

Virginia Repair Rates[†]

Premises visit (labor not included): \$46 Initial 30 minutes of labor: \$60 Each additional 15 minutes of labor: \$30 Material cost for wall jacks (labor not included): \$6 each

*This plan is not available for leased phones. *Rates are subject to change, and taxes may apply.



Diagram A

Outside View of Telephone Network Interface Device (NID)



Diagram B

Inside View of Telephone Network Interface Device (NID)

