

Inside Wire Maintenance

With Inside Wire Maintenance, Nsight Telservices will maintain the inside wiring and jacks of your residence or business.

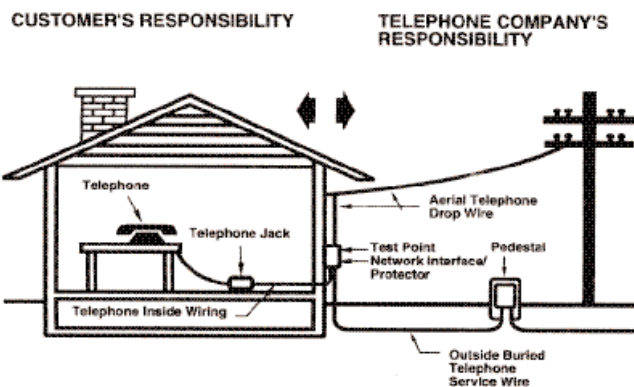
Nsight Telservices will come to your location and test for problems. If the problem is found in the wiring or jacks, Nsight Telservices will replace or repair it at no charge. If the problem is found in your equipment, Nsight Telservices will not charge you a service call charge.

If you do not have Inside Wire Maintenance and Nsight Telservices comes to your location and finds the problem to be in your inside wire, jacks, or your equipment, you will be charged a minimum \$75 service charge. If the problem is in our network, we will repair it at no charge.

To find out if the problem is with Nsight Telservices's network or with your wiring or equipment, please read the following paragraphs on troubleshooting.

Troubleshooting: Using the Network Interface Device (NID)

Nsight Telservices has installed a plastic housing called a telephone Network Interface Device (NID) at the point where the telephone service enters the house. This gray box provides two important functions for customers: it allows customers to check their service, including telephones, and more important, protects property from high voltage surges.

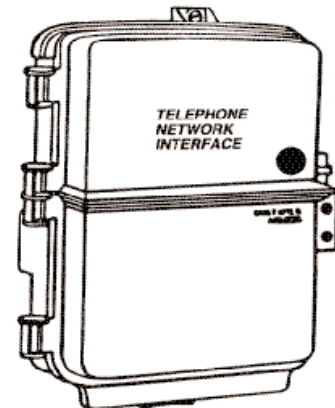


Customers will be asked to do some basic troubleshooting when calling the Nsight Telservices office, which in many cases may save time and the cost of a repair call if you do not have the Inside Wire Maintenance program.

Locating the Problem

Follow these easy, step-by-step directions:

1. Unplug a phone you believe works.
2. Locate the NID on the outside of your house and unscrew the cover fastener. Swing the cover open.
3. Inside you'll find a modular plug along with instructions on how to test your phone.
4. Simply unplug the cable and plug your phone into the jack.
5. You should have a dial tone. To test the phone, call a number.
6. If the problem you experienced goes away, it is in one of your telephone sets, the inside wiring or the jacks in your home or business.



Customers with the Nsight Telservices Inside Wire Maintenance program will have their problem repaired at no charge.

7. If the problem at the NID continues, try the test once more using a different telephone set, if available. If the problem still exists, then the problem may be in the telephone company's outside lines.
8. Please call 822-3697 or 869-3697 or 611 when calling locally within your exchange to report the problem.
9. Once you have finished testing, unplug the telephone set. Carefully and securely reconnect the modular jack. Close the cover and tighten the screw until the cover is snug and tight.