

CUSTOMER VS PROVIDER RESPONSIBILITY

Hello....Hello?....

Why Doesn't My Phone Work?

Problems with you phone service can be caused by several different things. The problem could be in our lines or switch, OR it could be a problem with your wiring or one of your phones.

When you call the office with a problem, we will do our best to find and clear the trouble. If it is in our switch or buried cable, there will be no charges to repair (unless, of course , you dug in the ground without requesting a locate and hit the cable.)

If the trouble is with your inside wiring or one of your jacks or phones, you will be charged for the work we do. To save yourself time and costly repair charges, we encourage you to attempt to isolate problems before calling for repairs.

