

## Chibardun Telephone Cooperative / CTC Telcom

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### Trouble Shooting Guide Telephone

Chibardun Telephone Cooperative and CTC Telcom are responsible for the telephone cable up to your home. You, the customer, are responsible for your inside wiring and jacks, unless you have wire maintenance. You are also responsible for any equipment that is connected to the telephone line that is not leased from Chibardun Telephone or CTC Telcom. This would include: Cordless phones, answering machines, FAX machines, computers, caller ID units, satellite dish receivers, novelty phones, etc.

#### **Wire Maintenance – What is it?**

Inside wire maintenance is an optional monthly service for residential or small business customers that provides repair protection for the telephone jacks and wires inside your home or office. The cost of Inside Wire Maintenance is \$1.00 per month per premise.

#### **Customer Owned Equipment – What is it?**

Customer owned equipment is equipment that the customer has purchased and is responsible for. Example: computer, cordless phone, answering machine or novelty telephones.

#### **Customer Leased Equipment – What is it?**

Customer leased equipment is equipment that has been leased from Chibardun/CTC Telcom. The customer is billed a monthly fee and Chibardun/CTC Telcom takes care of maintaining this equipment.

When you have a service problem, we will do our best to locate and clear up the trouble. Trouble calls during regular business hours that turn out to be customer owned problems will be billed a service charge and/or time and materials. To report a line trouble, call our repair service at 837-1825 or 434-1825.

### **Demarcation Box**

(Located on outside of home)

Test Jack



Problem	Possible Cause	Try This
<b>No dial tone on <u>one</u> phone</b>	Equipment problem.	Plug a known working phone in jack. If there is dial tone, problem is with original phone. (see customer equipment section)
	Jack/wiring problem.	Plug a known working phone in jack. If there is no dial tone, problem is with jack or wire. (see wire maintenance section)
<b>No dial tone on <u>all</u> phones</b>	One phone off hook causing no dial tone on all phones.	Check all phones to make sure all are hung up properly.
	Modem/Fax line still connected.	Make sure modem/fax line is disconnected.
	Equipment problem.	Unplug all phones and equipment from the phone jacks, one at a time until problem clears. Equipment includes fax, computer, caller ID, satellite dish receiver, cordless phone and answering machine. (see customer equipment section)
	Line problem.	Test line by connecting directly to the telephone demarcation point (demarc) located where the telephone line enters the premise ("little gray phone box" usually found on outside of house, see photo on front cover of this brochure). A flat head screwdriver will allow you to open the front cover of the demarc to access the TEST JACK. Plug a known working phone into the test jack. If no dial tone, call Chibardun/CTC Telcom. If there is dial tone, problem is with the inside wiring or jacks. (see wire maintenance section)
	Line disconnected	Is bill current?
<b>Noise/static on <u>one</u> phone</b>	Equipment problem	Plug a known working phone in jack. If problem goes away, problem is with original phone. (see customer equipment section)
	Line/jack problem	Plug a known working phone in jack. If problem persists, line/jack problem. (see wire maintenance section)
<b>Noise/static on <u>all</u> phones</b>	Equipment problem	Unplug all phones and equipment from the phone jacks, one at a time until problem clears. Equipment includes fax, computer, caller ID, satellite dish receiver, cordless phone and answering machine. (see customer equipment section)
	Line problem	Test line by connecting directly to the telephone demarcation point (demarc) located where the telephone line enters the premise ("little gray phone box" usually found on outside of house, see photo on front cover of this brochure). A flat head screwdriver will allow you to open the front cover of the demarc to access the TEST JACK. Plug a known working phone into the test jack. If problem persists, call Chibardun/CTC Telcom. If problem goes away, inside wiring or jacks. (see wire maintenance section)
<b>Can't call out on touch tone phone</b>	Tone/pulse switch on phone is set incorrectly	Move switch to pulse on telephone
	Line may be rotary service only	Call Chibardun/CTC Telcom to change to touch tone service.