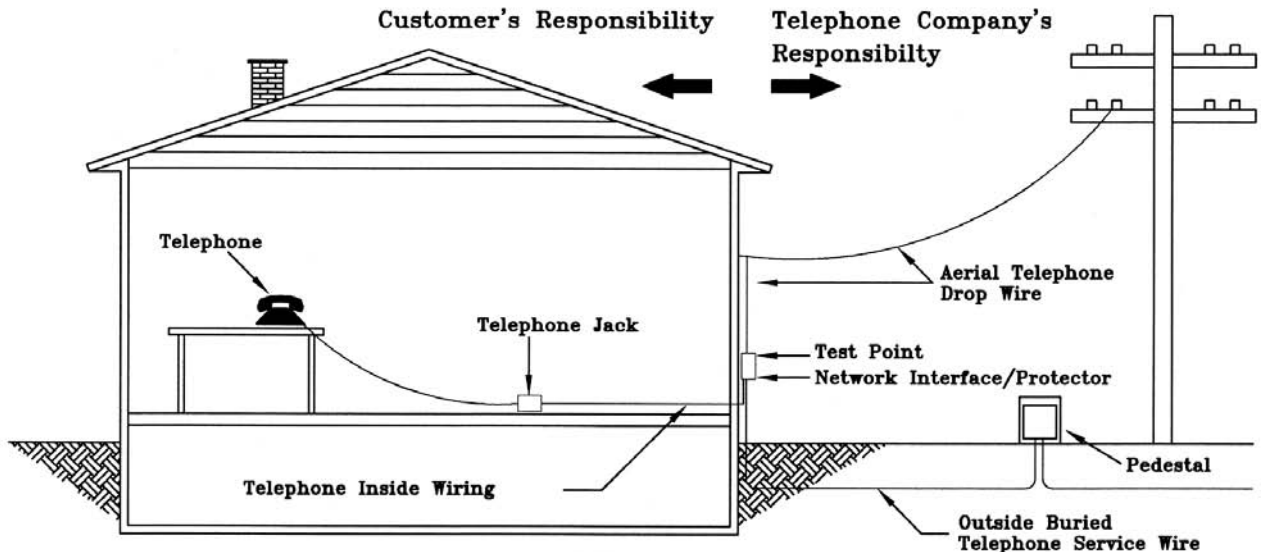


Problems with your telephone service can be caused by our lines or switching equipment – or there may be something wrong with one or more of your telephones. The source of the problem can make an important difference to you.



“WORRY FREE” WIRE MAINTENANCE

is our optional inside wire maintenance plan for residential and small business customers. The plan includes the diagnosis, repair and/or replacement of inside wiring and/or jacks.

If you subscribe to more than one line, you must subscribe to Worry Free Wire Maintenance on all lines in order for them to be covered.

To save repair costs on jacks and wiring, inquire about our Worry Free Wire Maintenance service. There is a monthly charge for this service.

INSIDE WIRING MUST BE UP TO LATEST CODE STANDARDS.

IF THE PROBLEM IS in your jack or the wire that runs through your home or office you have three options:

1. You can call us. If you subscribe to our **Worry-Free Wire Maintenance**, we will repair your jack or inside wiring at **no charge**. If you don't subscribe, we will be happy to repair the problem, however, we will charge you a maintenance visit charge as well as labor and materials.

2. You are welcome to hire an independent contractor, or home repair expert, to repair your jack or inside wiring.
3. You can repair the problem yourself.

If the problem is in the telephone company's outside lines or switching equipment—

CALL our telephone outage & repair service toll free 1-888-542-0917

We can repair—

1. The outside lines and switching equipment we use to provide you with service, at no charge to you, unless damage is due to negligence on your part.
2. We can also repair the wiring that runs inside your home or office. There is a charge for this service, unless you subscribe to **“Worry Free” Wire Maintenance**.

IF THE PROBLEM IS in customer-owned equipment—

1. You may follow the instructions on the warranty for repair.
2. We will repair some types of customer-owned equipment and the customer will be charged for labor and materials.