

STATION WIRING

Customers are responsible for the maintenance, repair, and installation of telephone station wiring, jacks and outlets on their premises. This includes all telephone wiring in a home or business beginning at the telephone company's protector device (which is normally located outside the premise) and ending at the telephone set.

MAINTENANCE

NNTC offers the following options for repair and/or maintenance of inside telephone wire:

1. **MAINTENANCE AGREEMENT** (customer must request and pay a monthly fee)
Service Provided: Premise visit and repair of inside wiring and jacks when needed. This does not include charges for installing additional wiring or additional jacks. You may discontinue the maintenance agreement at any time by contacting the business office. If you decide to subscribe to the maintenance agreement after initially applying for phone service a service charge and a 30 day waiting period will apply.
2. **INDIVIDUAL REPAIR VISIT BY THE TELEPHONE COMPANY**
Service Provided: Premise visit and repair of inside wiring and jacks as needed upon customer request.
3. **YOU MAY CHOOSE TO PERFORM REPAIRS YOURSELF OR BY SOMEONE OF YOUR CHOICE**
Should you choose to repair the inside wiring yourself, it must meet specifications set by the Federal Communications Commission (FCC).

INSTALLATION

1. **INSTALLATION BY THE TELEPHONE COMPANY**
Please call 888-397-4321 (toll free) to inquire about our rates for installing new jacks or additional inside wire.
2. **YOU MAY CHOOSE TO INSTALL THE WIRE YOURSELF OR BY SOMEONE OF YOUR CHOICE**
Should you choose to install the inside wire or jacks yourself, it must meet specifications set by the FCC.

CUSTOMER-PROVIDED TELEPHONE EQUIPMENT

The rates you pay for telephone service are separated into (1) local service charges, and (2) equipment charges. The local service charges represent the cost to you for use of the telephone network for local calls each month. The equipment charges represent the lease of telephone equipment. If you do not lease telephone equipment from the telephone company, you will not incur an equipment charge.

Equipment not furnished by the telephone company may be used with the company's equipment if such use complies with FCC regulations. In some cases, these regulations may require connecting arrangements, supplied by the telephone company, and for which charges will apply. These regulations are designed in the interest of good telephone service and to prevent hazards to customers and company employees. Service to a customer is subject to suspension when customer-provided equipment is used in violation of these regulations.

While we will continue to repair our leased telephone equipment at no charge to customers, we do not repair customer-owned equipment. ***If **NNTC** makes a service call to your home and the cause of trouble is found in your equipment, you will be charged for the visit unless you have a maintenance agreement on your line.