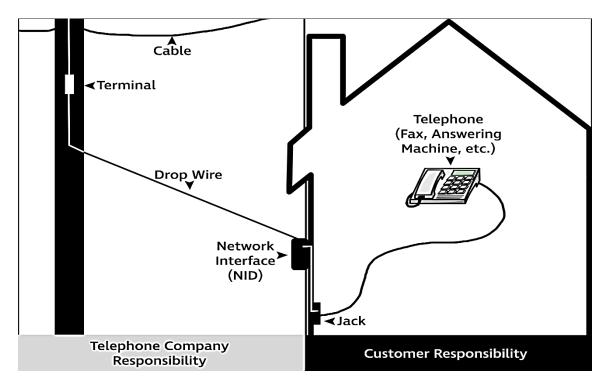# Wire Maintenance

Wire Maintenance covers repairs to existing jacks and wiring within a home or business. It also covers when an issue is a result of customer provided equipment (CPE). If you have an internet only or Fiber connection, please call 1-800-400-1273 for support.

For no dial tone troubles on DSL (copper) phone connections, customers can complete a simple test to determine whether to report it or not. Troubles should be reported to 1-800-400-1273.

1. Hang up all telephones. Make sure phone accessories –answering or fax machines, computers, modems, security system, and telephone sets – are working.
2. If all the phone accessories are working, take a working phone to your network interface (NID). Remove the modular plug from the test jack and insert the modular plug from your phone. If there is no dial tone, report a trouble.