

Quick Troubleshooting Tips

Various devices connected to your phone line may cause or contribute to your phone service problems. Keep these devices in mind as you determine the cause of your phone outage:

- Fax machines
- Computer modems
- Satellite TV systems
- Broadband or DSL connections
- Home security systems

Diagnose the problem

Dial Tone Problems

- [I have dial tone on at least one of my telephones but not all of them.](#) (see page 2)
- [I have dial tone, but I also have static or noise on my line.](#) (see page 3)
- [I don't have dial tone on any of my telephones.](#) (see page 4)

Other Problems

- [I can't receive telephone calls even though I have dial tone.](#) (see page 5)
- [I can't make long distance telephone calls.](#) (see page 5)
- [I would like more information about services covered by BellSouth and charges for non-covered services.](#) (see page 6 – Service Agreement)

If you are experiencing a problem not described above, call one of our [Residential Service Centers](#) (see page 11) to report the problem.

I have a dial tone on at least one of my telephones but not all of them.

Chances are the service outage you're experiencing is due to telephone-related equipment failure in your home.

Disconnect the non-working phone and relocate it to a wall jack that has a working phone connected.

Based on the results, please select the appropriate statement below.

- [I hear dial tone now that I moved the phone.](#)
- [I still do not hear a dial tone.](#)
- [I have dial tone but I also hear noise or static](#) (see page 3)

I hear a dial tone now that I moved the phone.

If you hear dial tone after moving the phone, your phone is not the problem. The problem is most likely in your jack or wiring to the jack. You may repair it yourself, contact us, or contact any other qualified company for repair service.

If you've elected the [Inside Wire Maintenance Service Plan](#), BellSouth will repair your inside wiring and wall jacks at no additional charge. If you do not currently subscribe to this plan, you may incur a service charge for repairs performed by a qualified BellSouth technician.

I still do not hear a dial tone.

If you still do not hear a dial tone after moving the phone, the problem is most likely in the telephone device you unplugged. It will need to be repaired or replaced. If you are enrolled in the [BellSouth Equipment Maintenance Plan](#), contact us to have your telephone equipment repaired or replaced at no additional cost. If you are not enrolled, you can order new phones and accessories from BellSouth.

I have a dial tone but I also have noise or static.

Through a process of elimination, you can find the source of your trouble. Try disconnecting each telephone set and related equipment (answering machines, computer modems, FAX machines, answering machines, satellite TV, Web TV, burglar alarms, etc.) **one at a time** from the telephone jack. Check for noise on a different set after unplugging each piece of equipment. If the noise stops, the static problem is most likely associated with the last piece of telephone equipment you unplugged. Keep the problem piece of equipment disconnected from the line until it is repaired or replaced.

If you continue to hear noise or static throughout the process outlined above, there's a good possibility the service problem is associated with your inside wiring or jacks. [Contact us](#) (see page 11) to schedule a repair visit from a qualified BellSouth technician. If you are enrolled in either the [BellSouth Equipment Maintenance Plan](#) or the [Inside Wire Maintenance Service Plan](#), and it is determined that the problem is in the wire, jacks, or equipment inside your home, you will not be charged for the repair.

If you do not currently subscribe to these maintenance plans, you may be charged a service fee for repairs not associated with lines or BellSouth central office service equipment.

I don't have dial tone on any of my telephones.

To get your phones working again as quickly as possible, you will need to determine whether the problem is inside your home or in the wiring outside your home.

This determination can be made by testing your [Network Interface Device \(NID\)](#) (see page 7). To perform this test, you will need a phone set (telephone and cord) that is in good working condition and a screwdriver.

After securing those items, follow these simple steps:

Step 1: Locate the [Network Interface Device \(NID\)](#) (see page 7) on the outside of your home. This gray box often contains a test jack that will allow you to check for a dial tone. If you live in a condominium or apartment, the NID may be located inside your unit — usually in a closet, pantry, or laundry area.

Note: some residences have a [Common Station Protector](#) (see page 7) instead of a NID. These devices DO NOT have test jacks. If your home has a Common Station Protector, you will not be able to test for a dial tone.

Step 2: Use the screwdriver to open the NID.
[Locate the test jack](#) (see page 8) and remove the connected cord. Wait one minute, and then connect the telephone set to the test jack. Check for a dial tone.

If you hear a dial tone, the problem is most likely due to an [Inside Device or Wire Problem](#) (see page 9).

If you do not hear a dial tone, the problem is most likely associated with BellSouth lines or equipment. Please [contact us](#) (see page 11) to schedule a repair visit from a qualified BellSouth technician.

I can't receive telephone calls even though I have dial tone.

It is possible that Call Forwarding has been activated on your phone. This feature directs calls to your home telephone number to be forwarded to another telephone number.

Dial 73# to disable the Call Forwarding feature. Dial 1173 on a rotary dial telephone to disable this feature.

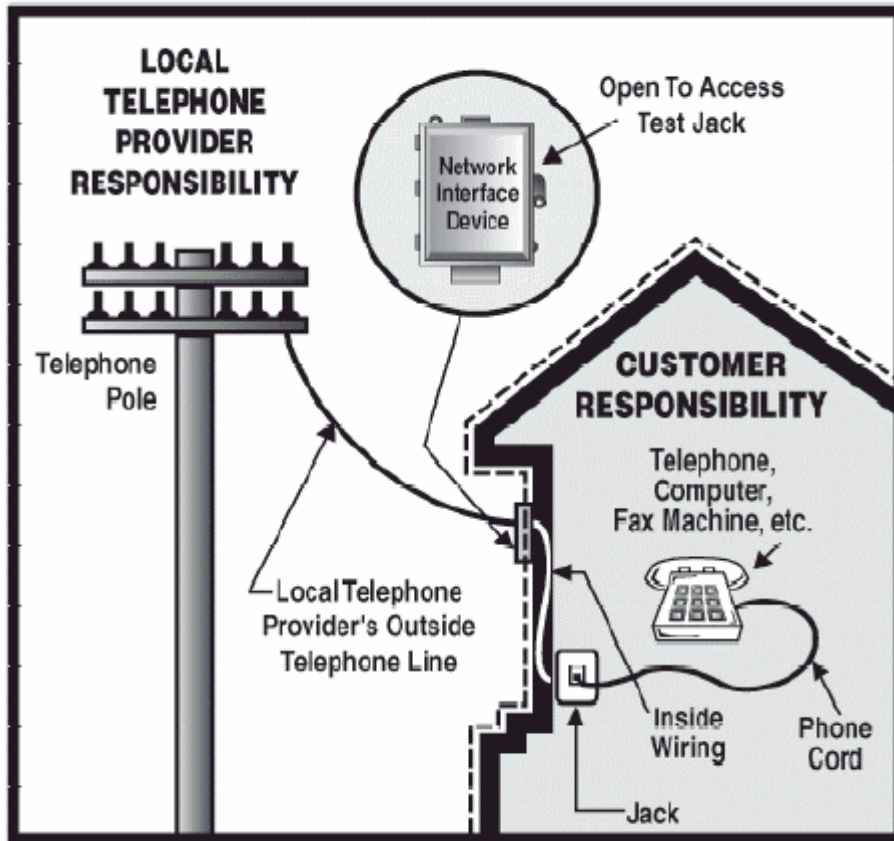
If you still cannot receive telephone calls after disabling the Call Forwarding feature, please [contact BellSouth for assistance](#) (see page 11).

I can't make Long Distance telephone calls.

To verify your existing long distance carrier, please call 1.700.555.4141 from the line where the trouble occurs, or call your chosen long distance carrier for additional assistance.

Service Agreement

BellSouth maintains all of the equipment and all of the lines up to where the telephone line connects to your home at the [Network Interface Device \(NID\)](#) (see page 7). There is no charge for repairs to this portion of your telephone service. See illustration below.



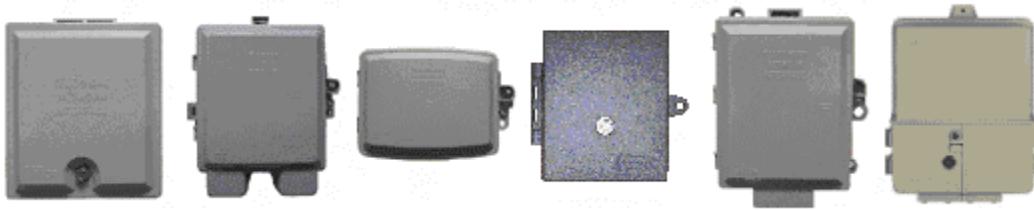
If you are enrolled in the [Inside Wire Maintenance Service Plan](#), there is no charge for repairs to the wiring leading from the NID to the telephone jacks inside your home. Wall jacks are also covered under this plan. Certain restrictions apply.

If you are enrolled in the [BellSouth Equipment Maintenance Plan](#), there is no charge for repair or replacement of the telephone sets within your home. Caller ID equipment is also covered under this plan. Certain restrictions apply.

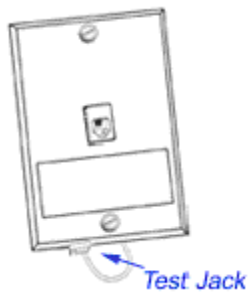
If you are not enrolled in one of the plans detailed above, a service charge may be incurred for repairs to wiring, jacks, or telephone equipment.

Common NIDS

If you live in a single-family residence, duplex, or triplex, the device should look like one of the NIDs shown below.

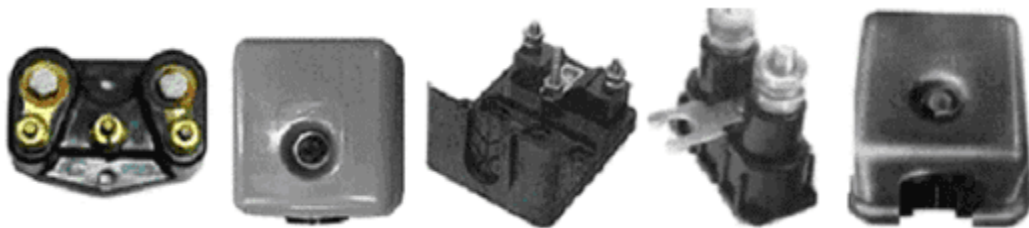


If you live in a condominium or apartment, NID may be located inside your unit - usually in a closet, pantry, or laundry area and should look like the illustration below.

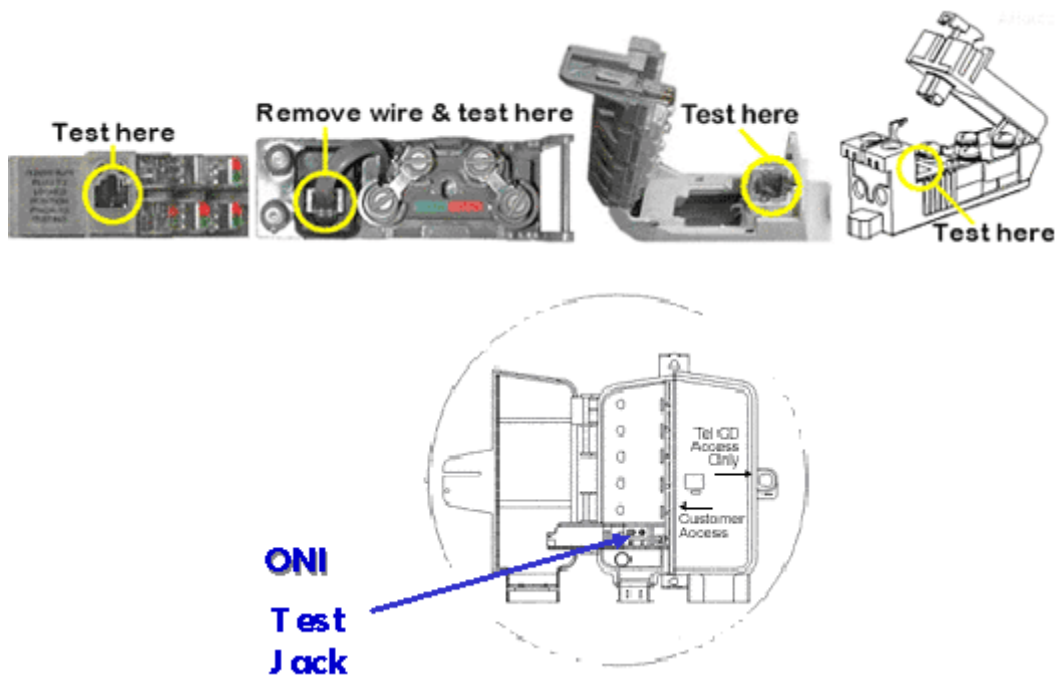


Common Station Protectors

If the equipment where the telephone line connects to your residence looks like one of the devices shown below, you will not be able to perform a test.



Locating the Test Jack



Inside Device or Wire Problem

Once you have determined that the phone line outside your residence is working, the next step is to test the telephone-related devices inside your residence. Devices connected to your phone line — fax machines, computer modems, satellite TV systems, broadband or DSL connections, home security systems, and other devices — are often the cause of a phone service outage.

Follow these simple steps to test the telephone-related devices inside your residence:

Step 1: Disconnect one of your telephone-related appliances from the telephone jack. Start this process of elimination with equipment that is also plugged into an electrical outlet, since there is a greater probability of problems associated with equipment that is also plugged into an electrical outlet. Leave this device unplugged from the telephone jack.

Step 2: Check for dial tone on another set that is still plugged in. If possible, use a set that is not cordless or does not require connection to an electrical outlet. Continue steps 1 and 2 by unplugging equipment from the telephone jack and checking for dial tone on another set each time, until you hear dial tone.

Step 3: If you hear dial tone, your service is restored! The last set you unplugged is the source of the problem and should be disconnected from the line until it is repaired or replaced.

Step 4: If you do not hear dial tone and you have unplugged every telephone-related device, unplug the set you used to check for dial tone and try a different telephone set. It is possible that this set is causing the problem.

Step 5: If you still do not hear dial tone, there's a good possibility the service problem is associated with your inside wiring or jacks. [Contact us](#) (see page 11) to schedule a repair visit from a qualified BellSouth technician.

If you are enrolled in either the [BellSouth Equipment Maintenance Plan](#) or the [Inside Wire Maintenance Service Plan](#), and it is determined that the problem is in the wire, jacks, or equipment inside your home, you will not be charged for the repair.

If you do not currently subscribe to these maintenance plans, you may be charged a service fee for repairs not associated with lines or BellSouth central office service equipment.

Maintenance Plans

These low-cost plans protect you against unanticipated service charges and give you peace of mind.

Inside Wire Maintenance Service Plan

Once your telephone line wiring enters your home, it becomes your responsibility to maintain it. With the Inside Wire Maintenance Service plan, a technician will come to your home to make necessary repairs to the inside telephone wiring or modular jacks. Protect yourself against unexpected troubleshooting and repair costs for a small monthly fee.

- Get professional help from a BellSouth technician for telephone wiring and modular jack problems inside your home.
- Plan ahead and avoid unexpected charges.

BellSouth Equipment Maintenance Plan

Help insure your home telephone equipment against normal wear and tear or power surges at a minimal cost to you.

- Protect your telephone equipment against damage from power surges.
- Get the coverage and flexibility you need. Almost all phones are covered, including Caller ID units, regardless of the manufacturer or place of purchase.

Usage Instructions

After you subscribe, if you have trouble with your equipment, here's all you have to do to get your phone equipment back in working order:

1. If your telephone set or Caller ID display unit needs repair, call 1.800.228.6075. You will either be sent a replacement product of "like kind and quality" at no charge or you will be given a claim number along with directions to the nearest equipment drop-off center.
2. If you receive a replacement product, simply place the damaged equipment in the shipping package provided and apply the prepaid shipping label. If your equipment is to be repaired, take your equipment and claim number to the equipment drop-off center.

Residential Service Centers

Please choose your area of concern below for the BellSouth service center telephone numbers best able to meet your needs.

BellSouth Service Centers

Automated Service System.....	1.888.764.2500
Repair	1.877.Repair8 (737.2478)
Ordering, Billing, and Other Services	1.888.757.6500
Electronic Payment Support Center.....	1.888.822.2828
BellSouth Home Office Support Center	1.800.522.HOME (4663)

Internet Service

BellSouth® FastAccess® Internet Service	1.888.321.2375
Shared Web Hosting.....	1.800.313.6589
Dial-up Access.....	1.800.436.8638
ISDN Access.....	1.800.858.9413

Español Reparación

Todos los Estados	1.800.432.1424
-------------------------	----------------

Para Ordenar, Facturar, y Otros Servicios

.....	1.888.707.2840
-------	----------------

Telecommunications Service for Customers with Special Needs

Voice Customers	1.888.390.7770
TTY/TDD/VCO/HCO Customers.....	1.888.341.2355

Equipment Maintenance Plan Support

Customer Service.....	1.800.228.6075
-----------------------	----------------