



Who is responsible for telephone repairs?

Mid Century TeleCom maintains the telecommunication lines and related network that are outside our customers' homes or businesses at no additional charge. However, the wiring inside a customer's home or business is the responsibility of the customer.

To avoid any unexpected or expensive repair bills, Mid Century offers two wiring maintenance plans, Advantage and Advantage Plus Modem Replacement. The service provides repair protection for jacks and wires inside your location and up to two modems annually if you have the Advantage Plus plan. Both plans will repair faulty jacks and inside wire at no additional charge. The annual cost of each plan is less than the cost of one repair visit charge. Contact us at 778-8611 to learn more about the different options available.



How can you determine if the problem is inside or outside your home/business?

On the outside of your home/business you will find a Network Interface Device (NID). It is gray in color and resembles the picture shown when opened. If you are experiencing problems with your phone, such as static, no dial tone, or some other problem, please follow these troubleshooting directions:

1. Take a working, corded phone with line cord and a screwdriver outside to your NID. Open the front cover by loosening the screw.
2. Inside is a telephone plug like the one on your line cord. Unplug it and plug in the working, corded telephone.
3. If you have a dial tone, the problem is in the inside wiring or equipment of your home/business.
4. If you do not have a dial tone, the problem is most likely in the outside wiring and equipment and you should contact Mid Century TeleCom repair by calling 1-800-365-0525.
5. After testing, be sure to reconnect the plug in the NID and replace the cover.

When you tested, did you have dial tone, indicating the problem was inside?

Unplug any equipment that is connected to a telephone jack. This includes cordless phones, answering machines, caller ID boxes, computer lines, and TV receivers. With everything unplugged, connect the corded telephone you had tested with and you should have dial tone. You can now reconnect each item, one at a time, to isolate the problem. Taking a few minutes to check these items first, may quickly restore your service eliminating unnecessary stress and expense.

**Mid Century Repair Service Available 24/7
Dial 611 if calling from a Mid Century line or 1-800-365-0525**