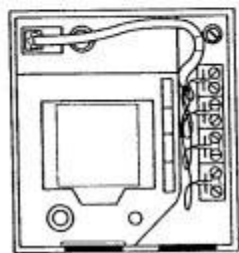
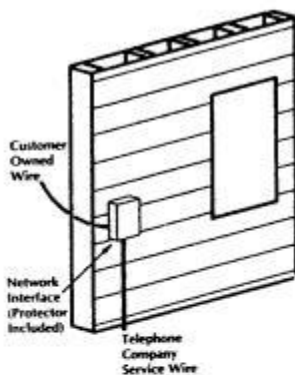




Residential Repairs

Baldwin LightStream is responsible for the telephone cable up to your home. The customer is responsible for their inside wiring. Here are some tips to help determine the source of the problem, save time and help avoid possible service charges.

Simple Tests



Unplug the phone from the outlet and plug in a phone that is working correctly. If the problem goes away, it is a problem with your telephone. If the problem continues, you can test the line by connecting directly to the Network Interface Device (NID) located where the telephone line enters your premises. A flathead screwdriver will allow you to open the front cover of the NID to access the TEST JACK. Plug the phone into the test jack. If the phone operates, there is a problem with the wiring in the premises. If the phone does not work, please contact Baldwin LightStream Repair Service at 715.684.3346 to report the problem.

Some typical problems have the following symptoms

Outside Line Problem

- No dial tone on all phones
- Can't call in or out on all phones
- Get cut off when talking on all phones
- Noise or static on all phones

Inside Wire Problem

- A phone works at one jack, but not at another
- Loose or broken phone jack

Telephone Equipment Problem

- Worn cords
- Broken cord clips
- Stuck receiver buttons or push buttons
- One phone off hook causing no dial tone on all phones
- Modem/Fax line still connected
- Cordless phone needs to be reset (unplug from both phone and A/C for 5 minutes)

Service

When you have a service problem, we will do our best to locate and clear up the trouble. Please call our office at **715.684.3346** or toll free **877.684.3346**