

Choose the Illinois Bell Wire Maintenance Plan that's Best for You

Inside Wire Maintenance*

- Unlimited repair visits
- Repair of wiring at no charge
(A \$75 visit charge applies if problem is found in your phone equipment.)



Line-Backer™*

- Unlimited repair visits
- Diagnosis of problem
- Repair of wiring at no charge



Line-Backer™ with loaner telephone*

- Unlimited repair visits
- Diagnosis of problem
- Repair of wiring at no charge
- Loaner phone up to 60 days



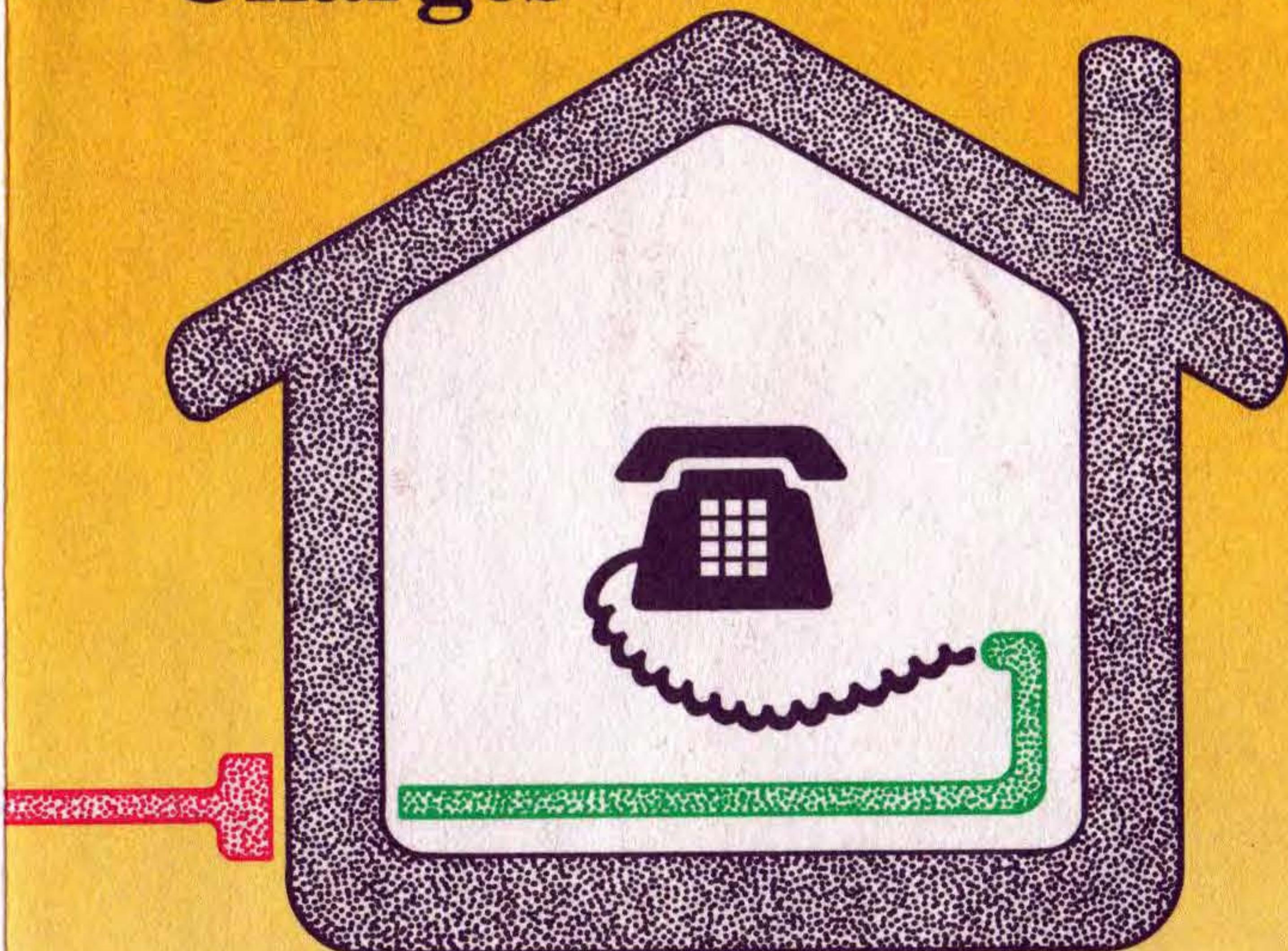
— Illinois Bell Network Cable
— Inside Telephone Wire

For more information, or to upgrade to an Illinois Bell Line-Backer™ Wire Maintenance plan, call your Illinois Bell customer service representative. Check your bill or the Customer Guide in your local directory for the number.

*Phone equipment repairs remain the customer's responsibility for each plan.

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How to Avoid Costly Repair Charges



 **Illinois Bell**
AN AMERITECH COMPANY

Test Before You Call and Avoid Costly Repair Charges

This easy, step-by-step guide to testing your phone equipment was produced especially for Inside Wire Maintenance customers to help you avoid phone service repair charges. Keep it handy in case you ever have a phone service problem.

Your Inside Wire Maintenance Plan gives you:

- Unlimited repair visits for inside wire problem
- Repair of the inside wire

If you call for telephone service repair, and we determine the problem is with your phone equipment—**not** your inside wire—you **will be charged \$75 for the repair visit** to your home. There will be **no charge** if the problem is with your inside wire.

Save yourself both time and money by testing your equipment **before** you call Illinois Bell.



Just follow these simple steps to test for trouble.

1. Make sure all phones are hung up properly. Then, lift up handset and listen for dial tone.

Problem still occurs?

Problem is solved.



2. Unplug all telephone equipment from wall jacks. Wait 5 minutes. Replug a telephone into the wall jack. (Don't forget answering machines, speed dialers, etc.)

No Dial Tone? (or other problems)

Unplug telephone just tested and replug into a different wall jack. Wait a few minutes. Listen for dial tone. Repeat with other phones. If there is no dial tone in any jack, the problem is probably in your inside wiring.

Dial Tone?

The problem is probably in your telephone equipment. See your telephone equipment dealer to have it repaired.



3. Call Illinois Bell's Repair Center at 611 (or the 7-digit number in your area) to report the problem.

See back for information on all Illinois Bell Wire Maintenance plans.