

# SISKIYOU TELEPHONE INSIDE WIRE (IW) POLICIES

## 1. INSIDE WIRE DEFINITION

Inside Wire (IW) is that portion of the telephone wire which connects the telephone jack at the customer's premises to the telephone company's equipment at a demarcation point determined by the telephone company in accordance with orders of the Public Utilities Commission. In virtually every case, Siskiyou Telephone (ST) uses a lockable Telephone Network Interface (TNI) as its demarcation point.

## 2. RESPONSIBILITIES OF THE BUILDING OWNER

- a. IW is considered the property of the building owner.
- b. If the building owner is landlord (lessor), the building owner is responsible for installing at least one usable telephone jack per rental unit, for placing and maintaining the inside telephone wiring in good working order, for ensuring that the inside telephone wiring meets the applicable standards of the most recent National Electrical Code as adopted by the Electronic Industry Association, and for making any required repairs.

## 3. RESPONSIBILITIES OF THE TELEPHONE COMPANY

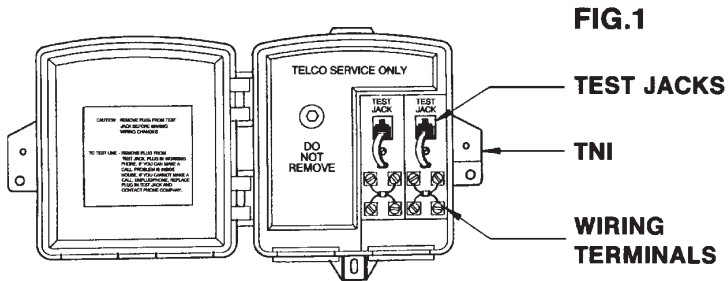
- a. ST will always be available to install or repair IW.
- b. ST will work with the subscriber to determine whether a malfunction in a telephone line is located in the customer's IW or in the telephone company's network.
- c. ST will inform the customer of their options once it is determined that the customer's IW is at fault.

## 4. RESPONSIBILITIES OF THE SUBSCRIBER

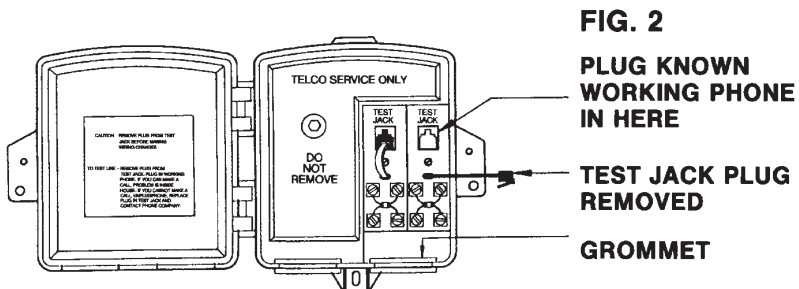
- a. The subscriber is responsible for reporting malfunctions of the telephone line to the telephone company.
- b. The subscriber is responsible for performing a simple isolation test of the IW at the TNI.

# SISKIYOU TELEPHONE INSIDE WIRE (IW) POLICIES (cont.)

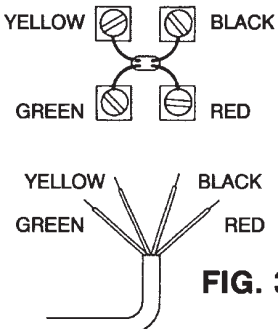
## HOW TO CONNECT PREMISES PHONE WIRING TO THE NETWORK OR TEST YOUR WIRING FROM THE NETWORK INTERFACE DEVICE



**STEP 1.** Open Cover, your Telephone Network Interface (TNI) may have either one or two “test jacks” and wiring terminals. (Fig. 1 shown with two.) This unit also provides electrical protection. Do not open the telco service only side.



**STEP 2.** To test your inside wire with a known working telephone remove the plug from the “test jack” in the Network Interface and insert the plug from a known working telephone into the “test jack.” If the telephone does not work, the problem is assumed to be in the telephone company’s network. Contact the telephone company by dialing 611. If the phone works at the “test jack” in the TNI, the problem is in the customer’s wiring. (See options on page 27.)



### TO CONNECT PREMISES WIRING

Open the cover of the Telephone Network Interface. Insert your wire through the rubber grommet directly below the four terminal screws. (You may have to slit the rubber grommet.) Strip the jacket away from the four conductors and then strip the insulation from the conductors. Fasten wires to the four screws, matching color to color. Red and Green are the telephone line. (See Fig. 3.)

**FIG. 3** In some cases your jacketed wire may not have black or yellow conductors.

# SISKIYOU TELEPHONE INSIDE WIRE (IW) POLICIES (cont.)

## 5. TROUBLE ISOLATION PROCEDURES

- a. The customer is to unplug the IW at the TNI and plug a phone known to be in working order into the TNI.
  - (1) If the phone doesn't work at the TNI, the trouble is assumed to be in the telephone company's network. NOTIFY Siskiyou Telephone-Dial 611 and ST will arrange for repair as soon as practicable.
  - (2) If the phone works at the TNI, the trouble is in the IW. The customer has four options:

### OPTIONS

- (a) The customer can leave the IW unrepaired. In this case the IW must remain unplugged from the TNI.
  - (b) The customer can perform the IW repair.
  - (c) The customer can arrange for any vendor to repair the IW.
  - (d) The customer can arrange for Siskiyou Telephone to repair the IW in accordance with the IW offerings described in 6 below.
- b. The customer is also advised that if they decline to perform the test at the TNI, the phone company will perform the test. If the trouble turns out to be in the customer's IW, however, the customer will be charged for the time spent performing the test. (\$31.50 for the first 1/4 hour including travel time and \$10.50 for each additional 1/4 hour.)
  - c. If the customer is a tenant (lessee) and the trouble is in the IW, the customer is advised that under California law the landlord (lessor) is responsible for the installation and maintenance of inside wire and one usable jack.

## 6. SISKIYOU TELEPHONE IW SERVICES OFFERED

- a. ST offers IW installation on a time-and-materials basis at the following rates:

During Regular Business Hours

\$31.50 for the first 1/4 hour including travel time  
\$10.50 for each additional 1/4 hour  
Plus materials at prevailing retail rate.

After Regular Business Hours

\$47.25 for the first 1/4 hour including travel time  
\$15.75 for each additional 1/4 hour  
Plus materials at prevailing retail rate.

- b. ST offers two repair options:
  1. Time-And-Materials at above rates.
  2. IW Repair Plan
    - (a) Simple IW Plan = \$.50/line/month
    - (b) Complex IW Plan = \$2.00/line/month  
(note: Complex IW is IW which subtends a key system or PBX.  
Simple IW is all other IW.)

## 7. OTHER VENDORS ALSO OFFER IW SERVICES

Other vendors also offer IW services in ST's service area. Please consult the classified ads in your local newspaper.