Qwest — Customer Repair Service Guide

Customer Satisfaction begins with great Customer Service. Navigation through this guide will help you to isolate and possibly fix your line without needing the services of our technicians and possibly save you money and time!

Troubleshooting

You first need to determine whether you have a problem with your inside wiring, outside wiring, telephone sets or features. There are several ways to check the problem, and because you may be charged for calling us and having us send a technician to either isolate your trouble and/or fix it, you may want to refer to our Troubleshooting tips guide first.

Inside Wiring

Inside Wiring is any wiring from **your** Standard Network Interface (SNI) box -in to the home or business. If you determine you have a problem with your inside wiring you can:

- Call us to send a technician to fix it for you. If you have our Linebacker, Unistar®, or Complete Coverage^{SM} wire maintenance plans, we will isolate the problem, repair jacks, and repair your inside wiring at no charge to you. If you do not subscribe, and we fix it for you, you will be charged for the time and materials.
- Pay someone else to fix it for you. (local contractors)
- Repair the problem yourself.

Outside Wiring

Outside Wiring is any wiring from **your** Standard Network Interface (SNI) box –out. If you determine you have a problem with outside wiring, you can call us and we will send a technician as soon as possible to isolate and repair the problem. Typically, there is no cost to you. You may incur charges if the trouble is determined to be due to negligence, i.e. dog dug or chewed through line, cut the line digging without a locate, etc.)

Problems with Service or Features

If you have a problem with any of your features, you may need to check a few things. Provided are a few feature troubleshooting tips you can try to remedy the problem. If you cannot resolve the issue, please call or email us regarding the trouble.

24-Hour Call Handling Service
Residential: 1-800-573-1311
Business: 1-800-954-1211

Create your own repair ticket on-line

Troubleshooting Tips

Standard Network Interface test

The first place you should check in any situation is your Standard Network Interface (SNI) box. This is usually a gray box about 6" by 9" or so and located on the outside of the home or business where **your**

inside wiring connects with **our** outside wiring. Note: in some homes, the SNI is located in the basement or attic. In apartments you will need to check with your management. In mobile/trailer homes, the SNI may be provided for you on that particular lot. In some businesses the SNI may be located in a specific room.

Open the SNI. Inside you should find a modular jack for every line within the home or business. They should be labeled with the corresponding number. Unplug our line from that jack (the line that is not working within), and plug in a regular corded telephone set. If you still have the problem at that point, i.e. no dial tone, can't call out, you can call or email QWEST® Repair Services and we will check and fix the problem as soon as possible. If you do not have the problem at that point, and it still is occurring within, i.e. dial tone at SNI but not in your home, the problem is with your inside wiring, equipment or jacks and you can choose your course of action at that point. See Inside Wiring.
Note: If you call to have a technician sent to fix or isolate your trouble at the SNI, you must provide clear access to the box.

No Dial Tone, Static, or Clicking

First, look for problems with the phone sets (Cracked sets, frayed cords, or lights that don't work). Hang up all telephones. Make sure phone accessories – answering or fax machines, computers, modems, security system, and telephone sets are all still working. Unplug the phone cord from the unit or the jack. Leave everything unplugged for 5 minutes. Then try plugging in phone sets one at a time to see if the trouble still exists.
Note: If you hear clicking on the line, the cause may be a recently added cordless phone or a satellite cable service.

Can't Be Called or Trouble with All Telephones

Check all phone set equipment (Cracked sets, cords, ringers are on, equipment is properly set up). Unplug all phone cords from the wall jacks. Then plug each individual phone into each jack. If none of the phones work on any one jack, the problem is probably with the jack or wiring. If any one phone does not work on any of the jacks, the problem is probably with that phone. Also check features if you are not getting incoming calls but can still call out (Call Forwarding or One Number Service may be affecting, etc).

Can't Call Out or Trouble with Only One Telephone

If you are having a problem with only one telephone unit or other piece of equipment, the problem is most likely to be with that piece of equipment plugged in and not the line itself. If you have another phone that works, plug it into that jack. If the 2nd phone works, the problem is with the original phone. If it doesn't, the problem is then with either the inside or outside wiring. Also check features if you are unable to call out but the line still works (Dial Lock®, Call Curfew®, etc).

Hearing Others on the Line or Radio on the Line

If you are hearing other conversations on the line, the cause may be a cordless phone, even if it's not being used at the time. Unplug it from the line and try a corded phone in the same jack. Do a test call out. If the problem stops, then your telephone set is the cause of the problem. If it is still occurring, you may have a problem outside the home. Call or email QWEST Repair for service.

If you are hearing a radio station or frequency on the line, the cause may be a citizen band (CB) or AM/FM broadcasting station. Any piece of equipment plugged into your line may act as an antenna and pick up these frequencies. *QWEST is unable to clear a frequency issue on your line.* You will need to install a radio suppresser or radio/noise filter to the line to clear the trouble. You can obtain these from any local electronic store.

Feature Troubleshooting Tips

Voice Messaging

If your Voice Messaging is not picking up when you have an incoming call, call or email the Repair Center. If you have any other problems or issues with Voice Messaging, call the Enhanced Service Center/Voice Messaging Department at:
Residential: 1-800-669-7676
Business: 1-800-776-2777

Caller ID or Call Waiting ID

If your QWEST Caller ID unit is not showing any information, and batteries and plugs have already been checked, call the Products and Services Department at: 1-800-770-2513 If you do not have a QWEST unit, please consult your owner's manual.

If your Caller ID is displaying something that you're unsure of (i.e. No Data Sent, Out of Area, 000-000-0000, Private, etc), and this is displaying on all calls, then call or email the Repair Center for assistance. If these are displaying on some calls, check the following table; your problem may be a known issue.

If the caller is:	Then displays:
Cellular	"Out of Area", "Private" or will display the calling number depending on the cellular carrier.
Long Distance	The caller's name and number or number only.
Name & Number Display	Area code and telephone number.
Operator Assisted Calls	"Out of Area" This includes calls completed using Directory Assistance Complete-A-Call.
Pay Phones	"PAY PHONE"
Privacy Message	"Private", "Privacy" or "Anonymous" message will be displayed. The "Privacy" message will vary depending on your equipment.

OUT OF AREA, UNKNOWN, or UNAVAILABLE	If the party calling is in a rural area, chances are their Central Office is not equipped to handle features like Caller ID. Operator assisted calls will display as Out of Area, Unknown, Unavailable. Some Businesses will display Out of Area.
ANONYMOUS or PRIVATE	The caller has blocked name and number from displaying by using per call blocking or per line blocking.
ERROR or CODE 1	Caller ID display units are sensitive and can cause an error message to appear if there is a power surge, static on line, or trouble on the line. Refer to the vendor of your product.
NO DATA SENT	The phone has been picked up before the second ring.

Call Waiting

Call Waiting is always active unless temporarily deactivated on a per call basis with *70. The feature will not work if:
There is a receiver off the hook.
You are dialing.
Your phone is ringing.

You already have a call in Call Waiting.

If you have any other problems with Call Waiting, call or email the Repair Center for assistance.

Anonymous Call Rejection

If Anonymous Call Rejection is not picking up, make sure you have it activated on the line.
Activate: *77   rotary: 1177
Deactivate: *87   rotary: 1187
This feature only blocks out Anonymous and Private incoming callers. It will not block out: Out of Area, Unknown, Unavailable, etc… callers.
To unblock your number on a per call use, dial *82 before calling the number.
If you're still having problems with the feature, call or email the Repair Center for assistance.

Caller ID Blocking

To use Caller ID Blocking on a per call use, dial *67 before calling. This will block your number for one call only.
If your Caller ID information is still showing when you have this feature on a permanent basis, call or email the Repair Center for assistance.

Last Call Return

LCR will not return all phone numbers or calls. It will only tell you that last incoming call number when it is available to give. In some states, LCR will not give you the number but will still allow you to call the number by pressing 1.
Activate: *69   rotary: 1169
Deactivate: *89   rotary: 1189
If you are getting a busy signal or the feature is not working, call or email the Repair Center for assistance.

Continuous Redial

If you have any problems with Continuous Redial, call or email the Repair Center for assistance.
Activate: *66   rotary: 1166
Deactivate: *86   rotary: 1186   Before the 30 minute call back period.

Call Forwarding Variable

If you are not getting your calls at the Forwarded to number, make sure it is active.
Activate: *72   rotary: 1172   wait for second dial tone, then dial the number you want to Forward all your incoming calls to. When the party answers, you must have at least a four second time connection, then hang up and your Call Forwarding is active.
Deactivate: *73   rotary: 1173   from the Call Forwarded number.
Note: This also may be a reason you are not getting your incoming calls, or a "Can't Be Called" issue. Make sure the feature is deactivated.

Call Forwarding on Busy or Don't Answer

If you are having a problem where Call Forwarding on a Busy Signal or Don't Answer is not working or is going to the wrong number; do a test call to the Call Forwarded number to see if it is that number that is having problem and not the feature. If it tests ok, then call or email the Repair Service for assistance.

No Solicitation

If you find that some incoming callers had to dial (1) to get passed No Solicitation, now they do not encounter the recording anymore. It's because if an incoming caller presses (1) more than five times in a

seven-day period, their number is automatically recognized as a Privileged Caller and bypasses the recording.

If you have any other problems with this feature, call or email the Repair Center for assistance.

Dial Lock®

If you find you have a dial tone but are unable to call out, Dial Lock may be the reason. This feature, when active, can block all outgoing calls (local, long distance, information, directory assisted calls) on the line, except toll numbers to QWEST and 911. You need to go through the QWEST Update Center by dialing *78 from your phone (or 1-888-area code-8052) and deactivate the feature. If you are having other troubles with this feature, call or email the Repair Center for assistance.

Call Curfew®

If you find you are having trouble receiving or making calls, Call Curfew may be active on the line. To deactivate, activate or make changes to this feature, go through the QWEST Update Center by dialing *78 form your phone (or 1-888-area code-8052). When active, you will not get any incoming calls nor will you be able to dial out (except to 911, calls on the authorized phone list, and QWEST toll numbers. If you are having other troubles with this feature, call or email the Repair Center for assistance.

Do Not Disturb

If you are unable to get incoming calls at times, Do Not Disturb may be active on the line. To deactivate, activate or make changes to this feature, go through the QWEST Update Center by dialing *78 from your phone (or 1-888-area code-8052). If you are having any other problems with this feature, call or email the Repair Center for assistance.