

Checking the phone at the Network Interface Device (NID)

The local telephone company is responsible for getting dial tone to the Network Interface Device.

If you live in a house, the NID is normally located on the outside of your house and appears as a small gray plastic box. One side of the box should be marked "customer". If you live in an apartment, the NID may be located in the basement or "common area" of your apartment building(s) and will appear as a box on the wall with many telephone wires going into it. Ideally, your telephone wire is clearly marked with your apartment number. You may need to ask the apartment manager or maintenance person for access to this area.

In order to determine whether the company has brought dial tone to the NID, you can take a phone (preferably not a portable phone or you will need an electrical outlet to plug the phone into) and plug the phone into the customer side of the NID. If you have dial tone at the NID, the company is fulfilling its responsibility and it is your responsibility (or the landlord's) to fix the phone. If you do not have dial tone at the NID, the problem is on the telephone company's side and you should make an appointment for them to fix the phone.

If the problem appears to be on the company side of the NID and they fail to remedy the situation, you have the option of filing an informal or formal complaint with the MPSC.