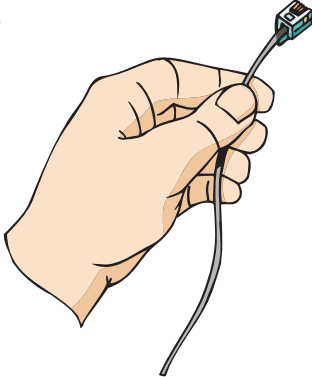


# Maintenance Protection

## MAINTENANCE CHANGE

As a result of regulatory rulings, the telephone wire inside your residence or business became the responsibility of the building owner (you) January 1, 1987.



## THE SOLUTION

### WE SERV U-PLUS

Call the PTCI Business Office to sign up for a program that takes the worry out of inside wiring problems and assures you of expert, reliable repair service.

WE SERV U-PLUS offers protection against the premise visit charge **AND** covers repairs and maintenance to inside telephone wiring and jacks.

## CHECK THE FOLLOWING BEFORE CALLING REPAIR SERVICE:

1. Plug your phone into the demark jack (the box outside your house where the telephone lines connect to your interior wiring). If you have more than one telephone, check with each instrument to be sure the problem is not in your phone.
2. If there is no dial tone at the demark, Call PTCI Repair Service at 1-800-752-5411.
3. If there is a dial tone at the demark, the service problem is within your home or office.

## CUSTOMER PREMISE EQUIPMENT

The Federal Communications Commission and the Public Utility Commission of Texas have given all customers the option of purchasing or leasing their own telephone equipment. Beginning January 1, 1987, each customer became responsible for all inside wiring and premise equipment. PTCI has implemented a maintenance program for inside wiring called WE SERV U-PLUS. For more information about any of these options, call the business office during office hours.

## GUARDING AGAINST FRAUD

For your protection, new equipment and procedures enable the Telephone Company to detect and investigate fraudulent calls. State and Federal laws provide that no person shall defraud or attempt to defraud the Telephone Company of its lawful charges. Violators, upon conviction, are subject to imprisonment or fine or both.

## REWARD FOR ROBBERY OR DEFACING PROPERTY

The Phone Co. offers a \$500 reward for information received leading to the arrest and conviction of anyone destroying, defacing, or stealing property belonging to the Telephone Company.