

# Telephone Troubleshooting with your Network Interface Device



You may have a Network Interface Device (NID) on the outside wall of your house or office building. (Figure 1). It should be located on or near your outside hydro line or metre.

## What does a NID do?

A NID determines where Northwestel's network ends and where your telephone wiring begins. It will allow you to connect any new inside telephone wiring you have installed to the Northwestel network. The NID is also known as a wiring distribution device and/or demarcation point.

If you have a problem with your service, this device will help you to determine if the problem is with your inside wiring, or with Northwestel's network.

It also gives you, or someone you authorize, a convenient way to temporarily connect a telephone directly into Northwestel's network at the demarcation point. Additional information is contained inside the NID (Figure 2.)

If you are performing your own inside wiring installation, detailed instructions for connecting your inside wiring to the device are also printed on the inside of the NID's cover.

## If you have a problem with your telephone service:

Disconnect a phone that you believe is in good working order. Locate your NID, usually mounted on the outside wall of your home, and open it. \*

Detailed instructions are located on the inside cover and will show you how to test for line faults. If the test reveals that the trouble is with Northwestel's network, please call Northwestel's Repair Service by calling 611 or 1-800-661-0745.

For further information on "trouble shooting your inside wiring", please refer to your Northwestel directory in the green section under "Telephone Troubleshooting & Repair." You can also visit our website at [www.nwtel.ca](http://www.nwtel.ca) under Telephone Services > Repair and Troubleshooting.

## Diagnostic Charge (Important to Customer)

If you have a NID, it is important to check it to determine if the problem is with your inside wiring. If you call Northwestel to send a technician, you will be charged a "Diagnostics Charge" if the problem is determined to be with your inside wiring and not Northwestel's network.

## Repair Services

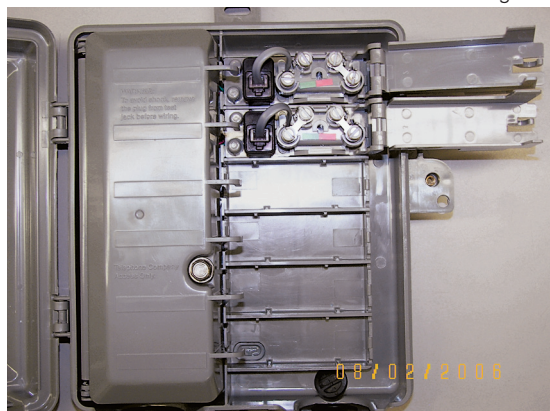
If the problem is with your inside wiring, you have the option to contract with Northwestel to repair your service. Our experienced technicians are trained to install, repair and maintain the latest equipment, and our service is guaranteed. Call 1-888-423-2333 for details about Northwestel's House Wiring services and current hourly rates.

*\* To open the NID, unlock the device, loosen the bottom screw, and release the snap as indicated on the cover.*

Figure 1



Figure 2



[www.nwtel.ca](http://www.nwtel.ca)