

Yadkin Valley Telecom Standards For Inside Wiring

(Yadkin Valley Telecom standards will change as the FCC industry standards change)

1. What type of inside wire does Yadkin Valley Recommend and Install?

Yadkin Valley installs Cat. 6 for telephone, DSL/Broadband IPTV services.

2. What is a home run?

A single inside wire runs from the demarcation point (NID, Protector, or Internal Communications Distribution Panel [ICDP]) to the jack. If you wire 5 jacks, you would have 5 single wires to the demarcation point. For more details about the ICDP and all structured wiring recommendations see the Wiring Practices document.

3. Does Yadkin Valley require home runs?

Yes. Yadkin Valley will pull home runs for all wiring requests for new installs and trouble reports. This method may take more time and use more wire, but it easily accommodates future growth and simplifies trouble shooting problems.

4. Does Yadkin Valley need access to the power ground?

Yes. Yadkin Valley grounds the telephone line to the power ground wire that runs from the power meter to a ground rod. We must have access to the ground wire to meet building code requirements for connecting telecommunications lines. The ground should never be enclosed.

5. What does the term “fishing wires” mean?

“Fishing Wires” is a term used by electricians, contractors and most everyone who wire jacks, electrical outlets and telephone jacks. Wiring a home after it is completed can present a problem concealing the wire in some cases. In this case, it is necessary to fish the wire in the wall, which requires a special tool and most of the time two technicians.

6. Does Yadkin Valley fish wires into the walls?

Yes, but there is a charge for the technicians' time to complete work.

7. What is the inside wire maintenance plan?

The inside wire maintenance plan provides maintenance and repairs of inside wiring and jacks for all services provided by Yadkin Valley if the technician detects a problem. The plan does not cover adding additional jacks or TV connections, or moving existing jacks to another location.

8. What does the inside wire maintenance plan cover?

Yadkin Valley will maintain, repair or replace any or all of the customer's inside wire including jacks for each and all services provided. The technician will not fish wires on repairs even if the wire that needs to be replaced is in the wall unless the customer agrees to pay for the technician's time.

9. Will the Inside Wire Maintenance plan cover isolating the problem?

Yes. The technician will isolate the problem. If the problem is in customer-owned equipment the customer will be advised of the problem only. The inside wire maintenance plan does not cover any customer-owned equipment.

10. Where will the telephone company demarcation point be?

Normally, the demarcation point is near the electrical meter on the outside of the house, and the technician will check the signal to that location. In some circumstances the telephone demarcation point will be located in the basement, garage, or other interior room for security reasons. In those cases, the technician will check the signal in the pedestal.

11. Does the inside wire plan cover an outside extension?

Yes. Providing Yadkin Valley installed the outside extension and is billed by Yadkin Valley. The monthly OPX wire maintenance must be marked and billed.

12. What happens if the technician finds wiring not up to standards?

If the customer has inside wire maintenance and the technician finds wiring that is not to standards and is causing trouble to service(s), the technician will inform the customer. The technician will review wire replacement options with the customer to determine work to be performed. The technician may have to schedule another time to perform the work due to time constraints due to previously scheduled appointments.

13. How does the technician trouble shoot a problem for a customer who does not have inside wire maintenance?

The technician will verify a signal at the demarcation point. After determining the trouble is inside, he/she will advise the customer and take no further action. The technician may give a cost estimate to the customer for repairing the trouble, based on time and material. A trip charge will be charged to the customer for verifying their signal.

14. In some cases customer's report troubles and when YVT technician isolates the problem, the customer asks them not to repair it. Can this customer call and request inside wire maintenance and have it repaired at no charge?

If a customer reports the trouble and asks the technician not to repair the trouble they will incur a trip charge. Many times the customer will contact customer service and ask for inside wire maintenance and then call a trouble back in and have it repaired at no charge. Customer Service has in the past had no way of knowing the customer should have been disqualified for inside wire maintenance. Customer Service will now see a flag on the front screen to alert them, not to sell the customer wire maintenance, in the event they have been disqualified by a technician.

15. How does the customer find out about inside wire maintenance?

The Customer Service Representative (CSR) will stress to the customer that the inside wire maintenance covers jacks and Wiring for all services purchased. Without inside wire maintenance they will be billed for time and material. To sign up for inside wire maintenance, relieving the customer of worrying about jacks and inside wire, the customer should contact the business office.

Trouble Shooting Tips

Here are some easy steps that will assist you in determining where the problem may exist.

Checking Your Phones

Modular phones are easy to check. Try these four steps before calling the Telephone Company for a Repair Visit.

1. Determine if it is one phone or all phones that don't work. Unplug all phones and test separately by plugging them in.
2. If the problem is with only one phone, test that phone in another jack. If it still doesn't work, that phone is probably bad.
3. If the phone works in a different jack, go back to the jack where the trouble started and test it with a different phone. If neither phone works, then there may be a problem with the wiring to that jack.
4. If none of the phones work after testing each phone and jack separately, the problem may be in the wiring.

Checking Your Inside Telephone Wiring

If you have determined that there may be a problem with your wiring, follow these easy steps to determine if the trouble is your responsibility or the Telephone Company's

1. Go to the Network Interface Device (NID) normally located on the outside of your home (See Figure 1).
2. Disconnect modular plug from Test Jack (See Figure 2). This disconnects your inside wire from the Telephone Company facilities.
3. Plug a working phone (that does not require AC power) with a modular line cord into "Test Jack." If you receive a dial tone, the problem is with your wiring or equipment.
4. If you do not receive a dial tone the problem is probably with the Telephone Company's facilities and you should call Yadkin Valley Repair at 336-463-5047.
5. On some older installations the NID may not have a modular plug for testing. In this case contact Yadkin Valley Repair at 336-463-5047.