

The most common problems people have are with **static on the line** or **no dial tone**. Here are a couple tests to try. You may be able to fix the problem yourself, without waiting on a technician visit or incurring additional repair charges.

## If you hear static on the line ...

This situation could be the result of faulty or missing DSL line filters, or it could be caused by interference from another device.

### Here's what to do:

#### 1 If you have DSL Internet service, check your line filters.

One end of the DSL filter plugs into the telephone jack on the wall, and your telephone should be plugged into the other end of the DSL filter.



#### Check to see if you have a defective DSL filter.

Turn off (unplug) your DSL modem and then make a test call from your phone. If you don't hear static on the line, then a DSL filter is likely the problem.

#### Locate and replace the bad filter.

Unplug a DSL filter and plug your phone directly into the wall. If you hear a dial tone, you've just unplugged the bad filter. Continue this process for all of the filters in your home. Next, replace any defective DSL filters you find with new ones. You can [purchase new DSL filters here](#).

#### 2 If you have U-verse or don't have Internet service, check for device interference.

- Unplug all electronic equipment, including:
  - Answering machines
  - Fax machines
  - Computers
  - Caller ID boxes
  - Modems
  - Satellite/Cable TV boxes
- Plug your phone directly into the wall and listen for a dial tone. If you hear a dial tone, plug in one electronic device, and then go to your phone and listen for a dial tone.
- Plug in your each of your electronic devices, one by one, and listen for a dial tone until you locate the problem device. (Remember to test all your electronic equipment, as multiple devices may be interfering with your service.)
- If none of your electronic equipment is interfering with your service, it is likely caused by faulty inside wiring or bad wall jacks.

### Here are some options:

You can fix the wiring yourself or call AT&T Local Repair Service at **877.737.2478** for repair options and rates.

## If you don't have a dial tone ...

### CHECK FIRST

If you can't get a dial tone on any of the phones in your house, check the AT&T Customer Care [Twitter](#) or [Facebook](#) page to see if there are reports of service outages in your area.

If there isn't an outage where you live, there is likely a problem with the wiring in your home.

### Here's what to do:

#### 1 Find the Network Interface Device (NID) on the outside of your home.

The NID is where the phone service comes into your house, usually near your electricity meter outside your house or inside in the basement or equipment room near the fuse box. The box should look like one of boxes shown, and the front cover should be marked as a Telephone Network Interface.

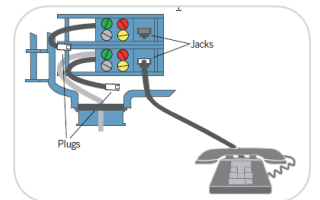


#### 2 Open the cover to the NID box.

Use a screwdriver to remove the screw holding the front cover in place. If your box has two access panels, you should open the side that is held closed with a regular screw. (The other side is for technician access only and requires a special tool to open.)

#### 3 Test the outside phone line.

Remove the plug from the test jack and plug a working telephone (do not use a cordless telephone) into the test jacks, as shown. Listen for a dial tone on each of the jacks.



**If you do not hear a clear dial tone, the problem is with the AT&T network.** To make sure, repeat this step using a different phone so you know the first phone is not causing of the problem.

### Get help fast:

You can submit a repair ticket online at [att.com/repair](http://att.com/repair).

If you can use another phone, call **877.737.2478** so we can create a repair ticket.