



Trouble shooting your telephone service

Price County Telephone has a 24x7 live help desk to take your trouble reports. Phillips, Prentice and Soo Lake customers call (715) 339-2250; Park Falls customers call (715) 744-2250. If they cannot talk you through solving your issue, they will forward your report to one of our technicians. Please note, we do have people on call on weekends to respond to service outages.

If someone comes to your home and the trouble is found to be in your equipment or wiring, there may be a trip charge. To avoid unnecessary charges follow the instructions in your Price County Telephone Company directory on the page titled: "How To Test Customer Owned Equipment" before reporting a trouble. Additional information on how to test, repair and install your own equipment and wiring may be found on the WI PSC website ([click here](#)).

Please note: if people calling you get a busy signal when you know you are not on the phone, it is most likely trouble with equipment you have plugged in at your home. Check not only your telephones and answering machines but also modems, routers, computers, satellite dishes, surge protectors, and smart home devices. Unplug them all and try plugging in one unit at a time. You are likely to find the problem and save yourself additional charges.