

Customer Service Diagram

When service goes out,
call Otelco:
877-643-6246

Otelco will walk you
through some basic
troubleshooting. If it
doesn't work:

Please contact the
LMLP if any of this does
not go smoothly:
lmlp@leverett.ma.us

The LMLP will pay for:

- Moving and then returning your ONT prior to your having work done on or around your house (call Margie at 413-548-9699).
- Troubleshooting by Otelco or HG&E that does not involve sending someone to your house.
- Sending someone to your house to fix a problem not related to your equipment or your actions.

Otelco will
call HG&E

HG&E is the network
operator. They will try to
fix the problem
remotely. If they can't:

HG&E will send
someone to your
house. Either:

A local electrician,
to fix the
equipment at your
house

CHARGES MAY APPLY
SEE GREEN BOXES

Collins Electric, to
repair the fiber

CHARGES MAY APPLY
SEE GREEN BOXES

You will have to pay if:

- You have work done on your home that damages the ONT, and you didn't previously arrange to have it moved.
- There was damage to the fiber line that was caused by you or someone on your property.
- You have a problem with your internal wiring or your own equipment.