

Hotel Telephone Equipment System



ILC Assignment:

- Determine the cause of damage, a like-kind replacement and evaluate the systems reparability.

ILC Analysis:

- In August of 2019, the insured reported that their telephone system, which consisted of 132 analog telephone extensions was damaged and contacted their service provider.
- The insureds service provider troubleshot the system, determined the power supply was damaged, and ordered a replacement.
- During multiple attempted repair visits the power supply was replaced, the system failed to reboot, and the software was deemed corrupt.
- The insured was left with a service bill totaling \$7,982 and a telephone system that did not function.

Summary:

- ILC evaluated the phone system damage, the attempted repair efforts, and the costs involved with the service providers' attempt to repair the telephone system as reasonable.
- ILC confirmed that the system was outdated, no parts existed in a secondary market for repair and a salvage vendor for the remaining parts of the telephone system was identified.
- ILC determined a LKQ replacement system.