

EMERGENCY NUMBERS

9-1-1  **FIRE**  **POLICE**
 **SHERIFF**  **EMS**

***Dial this number only in a real emergency.** For non-emergency cases dial numbers shown within the directory for the proper agency.

OTHER IMPORTANT NUMBERS

Call Before You Dig! (PA One Call) **(811)** or 1-800-242-1776

Centers - Disease Control & Prevention (CDC)
..... 1-800-CDC-INFO (232-4636)

Child Abuse/Neglect (PA Only) 1-800-932-0313

Domestic Violence Hot-Line 1-800-799-SAFE (7233)

Federal Bureau of Investigation (FBI) Pittsburgh 412-432-4000

Mental Health (NAMI) 1-800-950-NAMI (6264)

Missing & Exploited Children 1-800-THE-LOST (843-5678)

National Response Center (NRC) 1-800-424-8802

Pennsylvania Relay Service
TTY **(711)** or 1-800-654-5984

Poison Control 1-800-222-1222 (V/TTY)

Runaway Hot-Line 1-800-RUNAWAY (786-2929)

Sheriff Washington County 724-228-6840

State Police (Troop B - Washington Headquarters) 724-223-5200

Suicide Prevention Lifeline (Nat'l) **988**

U.S. Marshal Pittsburgh 412-644-3351

U.S. Secret Service Pittsburgh 412-281-7825

THE PHONE BOOK

September 2025

CONSOLIDATED COMMUNICATIONS

AREA CODES 724/878

How To Reach Consolidated Communications: **1.844.968.7224**

Customer Service

Residential..... Hours: Monday - Friday 7:00am to 7:00pm (CT)
& Saturday 7:30am to 5:30pm (CT)

Business..... Hours: Monday - Friday 7:00am to 7:00pm (CT)

Repair..... Hours: 24 Hours a Day/7 Days a Week

Technical Support..... Hours: 24 Hours a Day/7 Days a Week

Website..... consolidated.com

Email: customerservice632@consolidated.com

Mail Payments to:

632 Consolidated Communications
PO Box 14828
St Louis, MO 63178-4828

Directory Assistance..... 411

or..... 1.Area Code.555.1212

FOR YOUR PROTECTION - Employees carry identification cards.

Every Consolidated Communications employee is required to carry an identification card with that employee's name and photograph. If you have any doubt that the person contacting you is an employee of our Company, ask to see that person's identification card or call our Business Office.

NOTE: All rates within this directory are subject to change.

MANDATORY 10-DIGIT DIALING

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DIRECTORY LISTING OMISSIONS

DIRECTORY LISTING OMISSIONS

We make every effort to have listings absolutely correct.

It will help us if you will check your own listings and advertising. If incorrect, notify customer service at once, so that we may adjust our records for the next issue and meanwhile protect your service.

Our company and the publishers of this directory are not liable for damages arising from errors or omissions in listings. The liability in the case of paid listings shall not exceed the charge for such listings during the life of this directory.

Telecommunications Relay Service (TRS)



Important Information Regarding Pennsylvania Relay

Dial 7-1-1

or one of the toll-free numbers below:

TTY: 800-654-5984

Voice: 800-654-5988

Speech-to-Speech: 844-308-9292

Spanish: 844-308-9291

Customer Care Information:

English vmv: 800-974-1253

Spanish vmv: 866-744-7471

1006 12th Street

Aurora, NE 68818

Email: PARelay@HamiltonRelay.com

www.PARelay.net

**Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.*

Pennsylvania Relay?

Pennsylvania Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish to Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

How Pennsylvania Relay works:

Simply dial 711 or the appropriate toll-free number provided to connect with Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your voiced message by typing it to the TTY user.

Specialized Services:

Pennsylvania Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since Pennsylvania Relay offers a variety of services please refer to the website listed or call Pennsylvania Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone Relay Service (CTRS):

CTRS is also available and is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

Access to Services:

Both 711 and the 800 numbers are toll-free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 to reach Pennsylvania Relay, please call Pennsylvania Relay Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 8:00 a.m. to 12:00 a.m. EST. Consumers may place relay calls to English and Spanish speaking persons within Pennsylvania, across the United States and even internationally. By law, each conversation is handled with strict confidentiality.

Captioned Telephone Customer Service

English: 888-269-7477

Spanish: 866-670-9134

Email: info@hamiltoncaptel.com

To call a Captioned Telephone user, dial 711 or:

English: 877-243-2823

Spanish: 866-217-3362

Special points of interest:

Equipment Distribution Program

The Telecommunication Device Distribution Program (TDDP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Pennsylvania who are deaf, deaf-blind or who have difficulty with speech, mobility and cognitive capabilities. For more information, visit techowpa.org or call 800-204-7428 (Voice), 866-268-0579 (TTY).

Emergency Calls

Please note that 711 is only to be used to reach Pennsylvania Relay. **In an EMERGENCY you should continue to use 911.** For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Pennsylvania Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.



www.puc.pa.gov

Telephone Rights and Responsibilities

Subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Applying For Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be required. When you apply for residential telephone service, you will be provided with information about any special telephone rates that may be available to low income customers through the Link-up and Lifeline programs. Local service allows unlimited direct-dial calling for customers to your own exchange and to certain other nearby exchanges. There are also local package and regional package offerings that may be available in your area. Call your Consolidated Communications Residential Service Representative listed at 1.844.968.7224 for additional information.

To help expedite the scheduling of your new telephone service, please have the following information ready when you contact us:

- Credit information
- Previous telephone information
- Employment status
- How you want your name in the directory
- Complete street address (apartment or lot/division number)

Essential Services

Consolidated Communications complies with FCC rule 54.101 regarding essential services to be provided in its service area. The following services or functionalities shall be supported:

- Voice grade access to the public switched network
- Local usage
- Access to emergency services
- Toll limitation for qualifying low-income customers

Emergency 911

The 9-1-1 telephone number has been developed to quickly summon emergency service in a crisis situation. Callers should realize that when reporting an emergency by dialing 9-1-1, their telephone number (including non-published numbers), and the name and address associated with the telephone number, will automatically display on a viewing screen at emergency dispatch centers. This display enables the emergency agency to quickly locate the caller if the call is disrupted by the crisis and will be used only for handling and responding to the emergency.

Rates, Terms And Conditions

Tariffs, rate schedules, and other terms and conditions related to Consolidated Communications' services can be found at www.consolidated.com/regulatory and are available for your reference.

You may have previously received a Service Agreement by mail, a copy of this agreement may also be found at www.consolidated.com/regulatory and are available for your reference.

Lifeline Program

Consolidated Communications offers a Lifeline Program for eligible low income residential subscribers at their primary residence. The Lifeline Program is a government benefit program.

Eligible subscribers can apply a monthly federal Lifeline Program discount to a voice service OR a qualifying Internet service. If applicable, there is a Federal Tribal Lifeline Program which provides additional discounts on local voice service OR a qualifying Internet service. In some states, an additional monthly voice discount is also available.

To qualify for Lifeline Program support, residential customers must receive benefits from qualified assistance programs. Alternatively, customers with household income meeting specific Federal Poverty Guidelines may also qualify for Lifeline Program support. Eligible subscribers who apply the Federal Lifeline Program discount to their voice service may also qualify for free toll blocking to help control long distance usage.

Only one Lifeline Program discount is available per household on either a wireless or wireline qualifying service. Under the Lifeline Program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. The Lifeline Program benefit is non-transferable. Consumers who willfully make false statements in order to obtain the discount can be punished by fine or imprisonment or can be barred from the Lifeline Program.

For more information on the Federal Lifeline Program, please visit the Universal Service Administrative Co. website at www.lifelinesupport.org or call 800.234.9473. You may also call Consolidated Communications at 1.844.YOUR.CCI (1.844.968.7224).

Directory Assistance Information

To reach national directory assistance simply dial "411".

Local listing requests

(listings **WITHIN** the 724/878 area codes) Residence customers are allowed 2 free calls. After that, there is a charge* per call.

Residential households with a member that has a certified disability that prevents them from using the directory may be exempt from charge.

* To verify rates call CCCS customer service toll-free at 1-844-496-1617

Telephone Rights and Responsibilities

Returned/Insufficient Check Fee

The Company may impose and collect a service charge for every check lawfully dishonored by the payer bank for any reason, including insufficient funds, and will appear on your telephone bill. A check includes personal checks, cashier check, certified checks, drafts, and money orders.

*Rates subject to change

Billing Information

How Am I Billed?

The monthly charge of your local telephone service is billed one month in advance. Long distance charges are billed from the previous month. Installation or maintenance charges are billed in the month following the completion of work. When paying by mail, please enclose the bill stub with your check. Customers will be held responsible for all toll calls originated and/or terminated at their telephone, whether calls are made by themselves, family members, guests or employees. Customer service records, credit information and related confidential personal account information are fully protected. **Therefore, only the customer(s) listed on the account are able to inquire, add, change or delete services on the account.** If you have questions regarding service please contact us at 1.844.968.7224

When is my bill due?

Bills are due and payable when presented and become delinquent 15 days after presentation. We will provide you with written notification of pending disconnection prior to disconnection of your service.

To make a payment arrangement please contact us at 1.844.968.7224.

Late Fees

A late payment charge will be applied to any amount on a customer's bill carried over to the next billing statement.

Payment Of Bills

There are several options available to customers to pay their Consolidated Communications telephone bill.

E-Billing

Consolidated Communications believes in making things easier for you. Now you can sign up for e-Billing. To enroll visit our website at: www.mycci.net.

One-Time Online Bill Payment Option

You can stop writing checks-pay your bill online! To make a one-time online bill payment visit our website at www.consolidated.com

By Phone

Pay your invoice 24 hours, 7 days a week with a credit card or checking account. Simply call 1.844.968.7224 to make a payment. Please be sure to have your credit card (MasterCard, Discover or Visa accepted) or bank routing and account number, along with your Consolidated account number and four-digit security PIN. A convenience fee may apply.

By Mail

If you choose to pay through the US Mail, a return envelope is provided. Please allow 5 business days for your payment to reach us. Please include the payment stub and make check or money order payable to CCI. Write your Consolidated account number on the payment.

Third Party Guarantee

Instead of paying a cash deposit, another local telephone customer who has met or can meet the credit standards may provide a written guarantee to cover payment equal to the cash deposit required. The individual providing the guarantee becomes responsible for payment of the deposit if you don't pay the monthly bills or leave an unpaid final bill. This person's responsibility ends when you establish satisfactory credit.

Suspension Of Service

(Interruption By The Company)

Telephone service may be suspended for any of the following reasons:

- Nonpayment of an undisputed delinquent account, or the undisputed portion of an account on which a dispute exists.
- Failure to provide a deposit, a third party guarantee or give the Company information to establish your credit.
- Unreasonable refusal of access by Telephone Company personnel to facilities located on the premises.
- Use of service in such a way as to interfere with or impair the use of service provided to other customers.
- Failure to comply with payment arrangements.
- Fraud or misrepresentation of personal identity to obtain service.
- Use of your telephone service in such a way as to threaten the safety of any person or the integrity of the telephone system.
- Unpaid debts for telephone service previously furnished by the Company in the name of the customer within the past 4 years.

Generally, residential service may not be suspended for:

- Nonpayment for non-basic services (e.g. wiring maintenance plans, repair, custom calling, etc.).
- An amount under dispute.
- Nonpayment of delinquent charges for interexchange (long distance) service where the Telephone Company is technically capable of denying access to interexchange service without also denying access to local telephone service in the same customer's name.
- Nonpayment for business service in the same customer's name.

Third Party Notification

The Third Party Notification Program protects individuals who may be away from home for long periods of time or those who may not understand the Company's billing and payment practices. This program allows you to choose a person who is willing to receive a notice if your service is subject to suspension or termination. Please remember, however, that this person does not have the responsibility of paying your telephone bills.

Telephone Rights and Responsibilities

Important Information About Your Bill

Consolidated COMMUNICATIONS
30 S PUNK ST
WESTFIELD NY 14787

Bill Date: August 1, 2009
Account Number: 1234567890
Internet: 780277 2092

Page 1

Account Summary

Last Month	
Balance from last statement	130.40
Payment Received 02/07/2011	130.40
Thank You	Balance
	\$ 0.00

This Month	
Customer Charges	64.95
Telephone Charges	8.95
Internet Charges	10.00
Video Charges	42.57
Federal Tax	0.23
Ohio State Sales Tax	2.71
Paycom County Tax	0.01
Federal Univ Svc Charge	1.03
Current Charges	\$ 130.51
Total Amount Due	\$ 130.51

FORWARDING SERVICE REQUESTED

Customer Name: 1234 Main St
Anytown US 12345 1234

Account Number: 1234567890
Bill Date: August 1, 2009
Due Date: August 1, 2009

Balance Due - Please Remit: \$ 130.51

Amount Enclosed: \$

0134010064972000000130517026

The first page of your new statement summarizes your monthly activity. Subsequent pages explain your charges in more detail.

1 Identification

This information appears on every page of your bill. It includes your name, account number and statement date.

2 Last Month

This section contains charges from your previous bill and any adjustments and payments received against those charges since the last billing date.

3 This Month

This section lists your current charges by service type and the total amount due.

Charges for each subscribed service: the total of monthly charges and other charges and credits for all subscribed services.

Long distance charges: the total of all long distance charges.

Taxes, surcharges and fees: the total of all tax and surcharge types (state, local, etc).

4 Watch this area for community and/or regulatory announcements and information about new products and services.

5 Remit Coupon

Detach this section at the perforation and return it to the address listed in the "remit to" area, along with your payment. This coupon displays information we need to post the payment to your account properly. This includes your name and address, account number and the amount you owe. There is also space for you to write in the actual amount of your payment.

6 Change of Address

Check this box and fill in the requested information on the back if you wish to change your address.

What if I have questions?

If you have questions regarding your bill, give us a call at 1.844.968.7224 and we will answer them or provide the number of the Public Utilities Commission.

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Customer Service Information

Our website can help you in a lot of ways. Visit www.FeePoint.com to pay your bill, check out current offers and get information about our products and services.

Customer service inquiries, call toll free: **800-400-3548**
Monday-Friday 8:30 am - 5:00 pm
Deaf and hearing impaired may contact FairPlay by dialing 711 for Telecommunications Relay Service.

Repair and internet technical support, call toll free: **800-400-3548**
24 hours a day, 7 days a week

Bill Payment

We want bill payment to be easy and convenient for you! Pay online, by automatic payment from your bank account, by phone or by mail. To ensure proper credit when paying by mail, be sure to use the return envelope. Include the payment stub and write your account number on your check. To pay via our automated phone system, simply dial 800-400-3548. If you have any questions or concerns about your bill please contact us immediately. Any statement not questioned within 30 days is assumed to be correct.

You are responsible for the payment of all charges on your bill and failure to pay these charges may result in termination of your service as well as collection activity. Your bill is due and payable by the due date shown. In the event the bill becomes delinquent, any unpaid portion of your bill is subject to a 1.5% late payment charge. If it is difficult for you to make your payment in full please call us to make payment arrangements.

Your basic telephone service will not be disconnected for non-payment of charges that are not basic or for services of other companies included on your bill. If a discontinuation of basic service will endanger the physical health of a resident of the household please contact us immediately. A written certification from a medical professional may be required and it is your responsibility to contact us and make satisfactory arrangements.

If your questions are not resolved after you have called us, customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-666-7026 or 614-466-3262 or file TDD/TTY toll free at 1-800-666-3570 or 614-466-8180, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at www.puco.ohio.gov. The Ohio Consumers' Council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5822 from 8:00 a.m. to 5:00 p.m., weekdays, or visit www.puco.ohio.gov.

Five reasons to feel good about your FeePoint™ landfill service:

- It's reliable and works even if the power goes out.
- It delivers crystal-clear sound quality, assessed by government standards.
- It's more affordable and offers better coverage than cellular service.
- It's protected by five levels of backup.
- It routes 911 calls locally, allowing emergency personnel to instantly identify your location.

New Billing Address:

Address: _____
City: _____
State: _____ Zip Code: _____
Telephone: _____

Comments: _____

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Telephone Rights and Responsibilities

Important Information About Your Bill (Cont.)



7 Additional community and regulatory announcements or product and service information.

8 Current Service Charges

This area lists each recurring monthly charge posted to your account for a subscribed service such as telephone. It identifies each charge and shows the billing dates, number of units charged for, the cost per unit and the total cost. This area may be followed by a section for Other Charges and Credits, which displays any non-recurring charges and credits posted to your account during this billing cycle. It includes a description of each charge or credit and the amount. Any associated taxes, surcharges and fees will also be displayed.

Service Summary. For each service subscribed to, a billing summary is presented subtotaling charges for that service. This sample features two, telephone and cable.

9 Carrier Selection

This area is reserved for display of information on your chosen interstate (interLATA) long distance carrier and local (intraLATA) long distance carrier.

10 Current Long Distance Charges

This section shows all the toll calls placed during the current billing cycle. In addition to details for each toll call, it identifies calls that qualified for discount plans by placing them under the selected calling/discount plan header. Subtotals are provided for each category of toll call.

11 Current Internet Charges

This section lists your current Internet plan, any additional Internet services and your current monthly Internet charges.

12 Current Cable TV Charges

This section shows the regular monthly charge for service, premium movie channels, additional equipment rental such as a second converter box and inside wire maintenance, with a subtotal for these charges. On the following page you will find surcharges and taxes for cable service itemized and subtotaled.

What if I have questions?

If you have questions regarding your bill, give us a call at 1.844.968.7224 and we will answer them or provide the number of the Public Utilities Commission.



Telephone Rights and Responsibilities

Termination Of Service

(Permanent Disconnection)

- If service is suspended (interrupted by the Company), the Company will provide written notice telling you how you may arrange to have service restored. Service will not be terminated (permanently disconnected) for at least 10 days after the termination notice has been issued. If the customer does not resolve the original cause for suspension within these 10 days the Company may permanently disconnect the service.
- Service will not be terminated if:
- A notice of dispute has been filed and the dispute is unresolved and
- You are making a good faith effort to pay or make arrangements to pay all undisputed bills or undisputed portions of your bills within a reasonable period of time.

Restoration Of Service

- When a complaint is resolved after suspension, service will be restored by the end of the first full working day after resolution.
- When a complaint is resolved after termination, you will have to reapply for service.

Deposit Policy

Is based on your individual credit worthiness, as indicated by your credit history. If a deposit is requested, the Company will explain why. A deposit will not normally be requested if you meet the following criteria:

1. You had service with a local telephone company within the last 12 months that
 - was furnished in your name
 - was not suspended or terminated for failure to pay the charges billed within the past 12 months
 - you did not leave unpaid charges on your previous account
2. You verify that you own or are purchasing real estate located in our Company's service area or are renting under a lease of one year or longer, unless previous telephone service (provided in the last 12 months) has been suspended or terminated for failure to pay charges billed or an outstanding balance remains unpaid.
3. You provide verifiable information that you are not an unsatisfactory credit risk. The absence of a prior credit history is not, in and of itself, evidence of unsatisfactory credit.

Deposits may be required as security on an account of an existing customer if any of the following conditions exist:

1. You have paid two (2) consecutive bills or more than two (2) bills in the preceding 12 months after the due date. Written notice of the Company's intention to request such a deposit if current and future bills remain unpaid will be provided.
 2. As a condition for reconnection of service suspended or terminated because of a failure to pay billed charges.
 3. You fail to comply with a payment agreement.
- A deposit request may be satisfied by a cash deposit or a written third party guarantee.
 - Deposits are based upon average two (2) month bill.
 - Deposits will be refunded with interest when:
 - Service is disconnected at your request.
 - Credit is established subsequent to installation of service.
 - 12 consecutive monthly bills have been paid promptly (no more than two (2) payments received after the due date).

Deposits And Bill Payment

You have the right to:

- Information describing our deposit policy.
- A written explanation whenever a deposit is requested.
- Answers to questions about your bill.
- A response to a complaint, problem or question.

Also:

- While under investigation, amounts which are subject to a dispute will not be included in our payment or deposit requests.
- The charges on the bill which are not disputed must be paid by the due date.
- After any required corrections are made, you will have a reasonable length of time to pay any remaining balance due.
- Request reasonable payment arrangements by calling your Service Representative at the telephone number on the Current Charges page of your bill, when you are unable to pay a bill by the due date. By notifying us immediately, you may avoid the loss of your service.

Telephone Rights and Responsibilities

Dispute Procedures

If you have a dispute with the Company.

Disputes should be brought to the Company's attention before suspension or termination of your service.

If your service is suspended for nonpayment, your first step is to contact the Company who will determine what is required to get your service restored.

If the dispute is brought to the attention of the Company verbally or in writing, suspension or termination of service will not occur until the dispute is resolved, provided that the disputed charges are the basis for suspension or termination and the customer pays the non-disputed charges by the due date.

Pending completion of the investigation of a dispute, the Company will:

- Not issue a suspension or termination notice based on the disputed charges.
- Investigate the dispute.
- Set aside any disputed charges and seek payment of undisputed charges only.
- Fully explain the situation in terms which are clear to the customer.
- Within 30 days review the findings with the customer.
- Provide a written summary to the customer and the PUC upon request.
- Advise you that if you are dissatisfied with the Company findings, you may, within 10 days after notification of the findings by the Company, file an informal complaint with the PUC. Procedures for filing a complaint are outlined below.
- Advise you when undisputed portions of the charges will be considered delinquent unless payment arrangements are made.

Informal Complaint Procedures

These procedures involve the PUC in the resolution of the customer's complaint.

- The complaint must be filed within 10 days of verbal notification or mailing of the Company's written summary. It must explain the situation and state what relief is sought.
- The complaint will be investigated by the PUC's Bureau of Consumer Services.
- The Bureau of Consumer Services will issue a report and decision to the Company and the complaining party.
- You must pay the part of the bill not disputed by the due date.

- Complaints may be filed with the PUC at:

Pennsylvania Public Utility Commission
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265
(Toll Free) 1.800.692.7380

- If you are dissatisfied with the resolution of your informal complaint, you may file a formal complaint, procedures for which are outlined below.

Statement of Non-Discrimination

Consolidated Communications is an equal opportunity employer and provider.

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call 1.866.632.9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at:

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue S.W.
Washington, D.C. 20250-9410

by fax 202.690.7442 or email at program.intake@usda.gov.

General Information

Seasonal Service/Vacation Rates

Upon request, Consolidated will seasonally disconnect your telephone service if you have had a minimum of six months service with us. A seasonal disconnection must last a minimum of one month but no longer than eight months and becomes effective on the first of the month following the request. Lifeline discount does not qualify for vacation rate. Lifeline discount will be removed until service is restored. During this time, the monthly rate is one half the local basic service charges plus 100% of surcharges and leased equipment charges, if applicable. Leased telephone equipment will be left in place and the telephone directory listing continued. Callers dialing the seasonally disconnected number or requesting directory assistance will hear a recording saying the number is no longer in service. To reconnect service, no connection charges apply but as much advance notice as possible is requested. To reconnect seasonal service, please call us toll free at 1.844.968.7224.

Toll Billing Restrictions

If you do not wish to receive any calls or have any third party calls billed to your account a block can be put on your line to prevent these types of calls at no cost to you.

Also available at NO CHARGE to the customer is a "900 Number" block, which will prevent ALL 900 Numbers from being made on your line. This service, under current FCC regulation, requires telephone customers to request 900 Number blocking on an individual basis. If you are concerned about the possibility of a 900 number being dialed from your line, please contact your Service Representative. Again, there is no charge for this service.

How To Handle Annoyance Calls

It is against the law to make an obscene telephone call. If you receive obscene, abusive, harassing or threatening calls, follow these suggestions:

- 1) When answering your telephone, say hello twice. If no answer, HANG UP.
- 2) Do not give information until you are absolutely certain you know who you are speaking to.
- 3) Instruct children not to give any information to strangers over the telephone.
- 4) Hang up when you hear something obscene.
- 5) Never reveal that you are alone.
- 6) Calls of a threatening nature should be reported to the local law enforcement agency immediately.
- 7) Use Call Trace *57.

National Do-Not-Call List

To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do Not Call Registry. The registry applies to all telemarketers (with the exception of certain nonprofit and political organizations) and covers both interstate and intrastate telemarketing calls.

Commercial telemarketers are not allowed to call you if your number is listed on the registry.

There is no cost to register your phone number, and it will remain on the national Do Not Call Registry permanently. You may remove your name from the list at any time. The Do Not Call Registry will not prevent all unwanted calls. It does not cover:

- Calls from organizations with which you have established a business relationship.
- Calls that are not commercial and do not include unsolicited advertisements.
- Calls for which you have given prior written consent.
- Calls by or on behalf of tax-exempt organizations.

Pennsylvania law adopts the National Do Not Call Registry, giving consumers the benefit of being included in both state and national registries with the convenience of free one-step enrollment. Consumers may register their residential telephone number, including wireless numbers, on the national Do Not Call Registry at no cost by telephone or on the Internet.

Inclusion of your telephone number on the national Do Not Call Registry will be effective 31 days following your registration.

On the Internet: www.donotcall.gov

Call toll-free: 1.888.382.1222

For TTY, call 1.866.290.4236

You must call from the phone

Your Privacy Is Important

We make every effort to protect your telecommunications services from unlawful wiretapping or other illegal interceptions. Customer service records, credit information and related confidential personal account information are fully protected. Therefore, only the customer listed on the account are able to inquire, add, change or delete services on the account.

Illegal Wiretapping

It is a crime under federal law for any person to wiretap or otherwise intercept a telephone call unless that person has first obtained a court order or the consent of one or both people participating in the call. The penalty for illegal wiretapping can be imprisonment and/or a fine.

Notices

Important Privacy Notice – PLEASE READ CAREFULLY

Federal law allows you, the consumer, to choose how we at Consolidated Communications use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available, including the types of services you subscribe to, the number of telephone lines you have, how much you use your services, and calling and billing records. This federal law is designed to protect your privacy rights, while allowing Consolidated Communications to meet your future telecommunications needs. We at Consolidated Communications value our customers. Meeting your communications requirements, while protecting your privacy, is our main concern. Indeed, federal law requires us to protect the confidentiality of your CPNI. In order to meet the future needs of our customers, we may share CPNI information with our other Consolidated companies, including our long distance, Internet or other communications affiliate companies. We will disclose your CPNI records to these companies only for the specific intent of analyzing and/or providing products or services. This allows us greater ability to tailor the services we provide to you. If you do not want us to share your CPNI records with our other Consolidated companies, contact us by calling this toll free number: 1.877.524.8293 and let us know of your decision by leaving us a message. This method is available to you 24 hours a day, 7 days a week. This restriction of the use of your CPNI records will remain valid until you contact us at the above number to give us permission to disclose your CPNI. You may contact us to change your decision about the disclosure of your CPNI at any time. If you previously restricted the use of your CPNI records and want to keep that restriction, no action is needed. If you have not previously restricted the use of your CPNI records we will assume that we have your permission to disclose your CPNI within Consolidated's affiliated communications companies. If you ask us not to disclose your CPNI to our other companies, we will be hampered in our ability to offer you products and services, such as cost-saving bundled services, that are tailored to your needs.

You can review our entire CPNI/Privacy Policy on our website at consolidated.com/policies.

We thank you for your time and attention to this important matter.

BEFORE ANY DIGGING – DIAL 811

Location of Buried Facilities for Diggers and Excavators

It is the policy of Consolidated Communications to locate their buried facilities within their respective areas they serve without charge to anyone planning to do digging or excavating in the area.

When digging, if no request for location is made to the Company having buried facilities in the area, and the facilities are damaged or made inoperative, the person or firm doing the digging or excavating will be responsible for the entire cost of the damage incurred.

Per State law a request for location of the buried facilities must be made by the individual(s) or firm doing the digging at least 72 hours in advance of the actual digging.

When a request has been made for the location of buried facilities in accordance with the above, the damage occurred shall be the responsibility of the company having failed to locate its buried facilities.

All charges for relocating or rearranging buried facilities located on rights-of-way will be borne by the individual, firm or company requiring the change.

If you dig Pennsylvania Call us first!

It's the law.

Please dial 811

Or visit their website at: www.pa1call.org



Repair Service

Reporting A Telephone Problem

Call our repair service 24-hour number at
1.844.968.7224.

Consolidated's goal is to always provide our customers with quality and reliable service.

There may be times however, when you experience a service failure of your local exchange service. If you have trouble with your line and are unable to make or receive calls for 24 hours or more, you may be entitled to a credit for the time you were out of service. To receive a credit, call Consolidated Customer Service at 1.844.968.7224. This credit does not apply if the trouble proves to be in your inside wire, jacks or telephone equipment in your home or business.

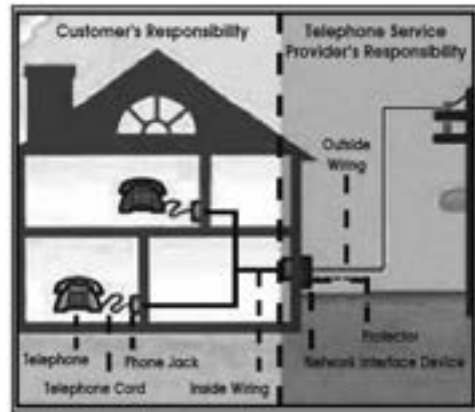
Why Won't My Phone Work?

That depends on whether the problem is in your telephone set, the wiring inside your home or office, or in the outside lines and switching equipment that the telephone company uses to provide you with service. Simple tests can help you determine whether or not to call us for repair assistance, see below for further instructions.

How To Troubleshoot Telephone And Telephone Equipment

These tests can help you determine why your phone isn't working:

- (1) Check to see if all your telephones are plugged in and the handset is hung up properly.
- (2) Perform a visual inspection of all exposed wiring and connections for damaged or loose connections.
- (3) If you have phone accessories – such as answering machines, speaker phones, cordless phones, security systems or night bells – make sure that equipment is working. If your telephone service works without any of the added equipment, the problem may be with the accessories.
- (4) If you have only one phone and it unplugs, take it to a friends' home or office and plug it in. If it doesn't work there, you probably have a phone equipment problem.
- (5) If you have two or more phones, unplug all of them. Then try each one – one at a time – in each phone jack or outlet. If one phone doesn't work anywhere, you probably have a phone equipment problem. If none of the phones work in a particular jack, you may have a jack problem.



How To Troubleshoot At The Network Interface Device

A NID device is located on the outside of your home or business. It enables the subscriber to determine whether a problem is on the customer premises by testing the NID you can save the expense of an unnecessary service call.

- (1) Locate the NID on the outside of your home or business.
- (2) Remove the cover with a screwdriver.
- (3) Remove the plug-in by depressing the clip.
- (4) Insert telephone base cord into the jack. If you hear a dial tone and the telephone works, the trouble is in the house and the repair is your responsibility.

Network Care Plan(s)

Network Care is a plan that provides repair service on standard inside telephone wiring and jacks. If a service technician is called to your home to make a repair and finds a problem with your wiring or jack, the repairs will be made at no additional charge to you as long as you are subscribed to a Network Care Plan. If you do not subscribe to one of the Network Care Plan(s), you will be responsible for your own maintenance of inside wire and jacks.

Right Of Access To Premises

At all reasonable times Consolidated Communications, through its authorized employees, shall have right of access to the premises of any customer to install, inspect or repair the lines of equipment, or to remove them upon termination of the customer's right of use.

Local Calling Areas

Town / City	Exchanges:	Your Calling Area Is:	Rates
Bentleyville	(724) 239, 669	Bentleyville; Marianna; Richeyville; Scenery Hill	\$23.95
Marianna	(724) 267, 751		\$26.00
Richeyville	(724) 632*	*(Beallsville & Centerville also use the Richeyville exchange)	
Scenery Hill	(724) 945, 661		\$26.00

Local access rate* for residential line charges are listed above. The local access rates for residential service excludes surcharges, taxes, local and long distance calls and any supplemental feature charges.

*All rates and listings shown in this directory are correct as of August 2025. Rates are subject to change. Any questions please call customer service at 1.844.968.7224.

How To Dial Local/Long Distance Calls:

Local Calls:

Within your Local Calling Area (LCA): Dial the area code + the 7 digit number (10 digit-dialing).

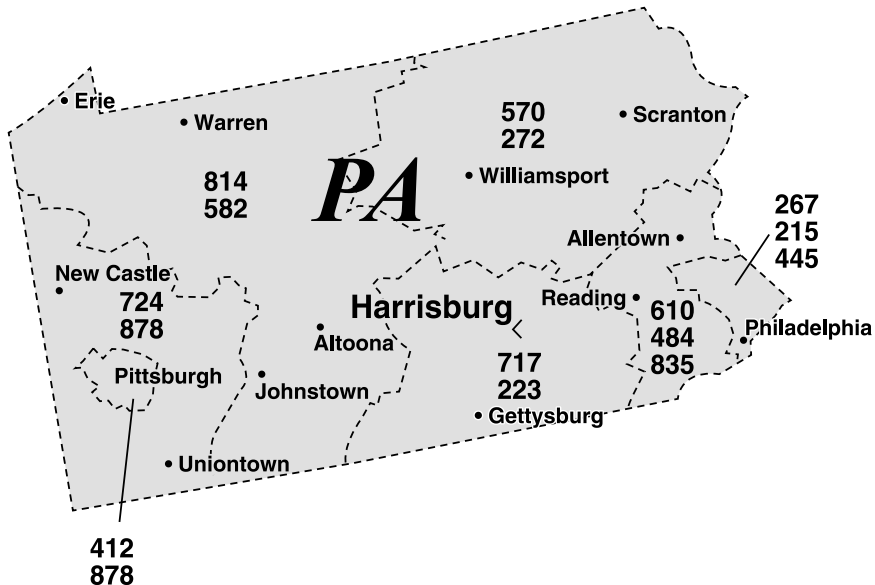
Long Distance Calls:

Dial 1 + Area Code + 7 digit number.

Pennsylvania Area Codes

On May 14, 2020, the PA PUC approved area code 582 for an all-service overlay, in the face of projections that 814 would exhaust in late 2022.

Assignment of telephone numbers of area code 582 began May 1, 2021. With this assignment, **seven-digit** calling in Pennsylvania became **extinct**.



Long Distance Information

Long Distance Calling

At Consolidated Communications we take pride in being a complete telephone service provider. Consolidated Long Distance simplifies your long distance needs and puts all your services on one bill. We offer a variety of rates and packages. We promise you one rate for all your calls any time of day and dependable customer service. Or you can choose a bundle of minutes that suits your long distance calling needs. Call us at 1.844.968.7224 or visit our website at [consolidated.com](https://www.consolidated.com) for more information about Consolidated Long Distance and our bundles.

Direct Dial

When you call station-to-station charges begin when the called telephone number answers. Dial your own long distance calls to pay the lowest rate. Operator handled calls have added surcharges.

Operator Services:

To make a call with assistance from an Operator, dial "0" or "0" + area code + number you are calling. When the operator answers, explain the type of call (listed below) you want to make. These calls incur an operator service charge that is applied in addition to the rate for the call. Charges for Operator Assisted calls begin when the connection is established between the calling telephone and the called telephone or when the operator initiates billing in the case of a person-to-person call. You can ask the operator to tell you the time and charge for the call.

Person-to-Person

When you call person-to-person the OPERATOR helps you place the call. Tell the OPERATOR who you wish to make a person-to-person call to and charges begin when the conversation begins. Rates are higher than direct dialed calls.

Collect

You can call collect if the person you are calling agrees to pay the charge. If you want to make a collect call, please be sure to tell the OPERATOR when you place the call.

Time And Charges

If you want the OPERATOR to quote time and charges on a call, be sure to ask the OPERATOR for time and charges when placing the call. Charges are the same as for an operator-handled call. Time and charges billing may not be available with all long distance companies.

Third Party Billing

Customers may place calls and have the charge billed to another number. This service requires OPERATOR assistance and rates are higher than direct-dialed calls. This may be blocked on your line. If you wish to have the third party block removed please contact us.

Long Distance Information

Dial "1", plus the area code, plus 555.1212. Charges may apply for long distance information.

To Reach your Long Distance Carrier - Dial "00"

Toll-Free Area Codes

The following exchanges have been set aside for use as toll-free numbers: 800, 833, 844, 855, 866, 877, and 888.

To use: Dial 1-8XX + 7-digit number

* All Codes may not be available in your area.

N-1-1 Service Codes*

011 - Enables International Dialing

211 - Community Info. and Referral Services

311 - Non-Emergency Governmental Services

411 - Directory Assistance

511 - Traffic and Transportation Information

611 - Repair Service

711 - Telecommunications Relay Service

811 - One call notification system / Dig Safe

911 - Emergency Services

* All codes may not be available in your area. For more information, email: FCCinfo@fcc.gov or call: 1.888.225.5322.

Long Distance Company

If you are unsure which long distance company currently serves your line, dial the following numbers from your telephone. No charge applies. To identify your regional carrier 700.4141. To identify your out of region carrier 1.700.555.4141.

NEW way to reach National Suicide Prevention Lifeline by dialing 988

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving "988" as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022.

Beginning July 16, 2022, dialing "988" will route your call to the National Suicide Prevention Lifeline.

Area Codes

This is a partial list of area codes. Please see the area code map on the previous page or dial the Operator for more information.

ALABAMA (AL)	Miami 305/786	MASSACHUSETTS (MA)	Long Island	TEXAS (TX)	NORTHWEST TERRITORY (NT) ...867
Birmingham.....205/659	Orlando...321/407/689	Boston	Nassau	Austin 512/737	ONTARIO (ON)
Huntsville.....256/938	St. Petersburg.....727	Metro.....617/857	County.....363/516	Brownsville.....956	London.....
Mobile.....251	Sarasota.....941	Suburbs.....339/781	Suffolk	Bryan.....979	226/382/519/548
Montgomery.....334	Tallahassee...448/850	Lowell.....351/978	County.....631/934	Corpus Christi.....361	Mississauga.....
ALASKA (AK)907	Tampa.....813	Springfield.....413	Poughkeepsie.....	Dallas.....	289/365/742/905
ARIZONA (AZ)	West Palm Beach...561	Worcester.....508/774	329/845	214/469/945/972	Ottawa...343/613/753
Flagstaff.....928	GEORGIA (GA)	MICHIGAN (MI)	Niagara Falls...624/716	Del Rio.....830	Sudbury.....
Phoenix...480/602/623	Albany.....229	Ann Arbor.....278/734	Rochester.....585	Denton.....940	249/683/705
Scottsdale.....480	Atlanta.....404/470	Detroit.....313	Syracuse.....315/680	El Paso.....915	Thunder Bay.....807
Tucson.....520	678/770	Flint.....810	White Plains.....914	Fort Worth.....682/817	Toronto...416/437/647
ARKANSAS (AR)	Columbus.....706/762	Grand Rapids.....616	Yonkers.....914	Galveston.....409	PRINCE EDWARD IS (PEI)
Ft. Smith.....479	Macon.....478	Kalamazoo.....269	NORTH CAROLINA (NC)	Houston.....281/346	Charlottetown.....
Little Rock.....501	Marietta.....678/770	Lansing.....517	Asheville.....828	621/713/832	782/902
Pine Bluff.....870	Savannah.....912	Muskegon.....231	Huntsville.....936	UTAH (UT)	QUEBEC (PQ)
CALIFORNIA (CA)	HAWAII (HI)808	Pontiac.....248/947	Lubbock.....806	Logan.....435	Montreal
Anaheim.....657/714	IDAHO (ID)208/986	Saginaw.....989	San Antonio...210/726	Salt Lake City.....	Metro.....
Bakersfield.....661	ILLINOIS (IL)	Sault Ste. Marie.....906	Tyler.....430/903	385/801	263/438/514
Burbank.....747/818	Aurora.....331/630	Warren.....586	Waco.....254	354/450/579	Quebec City.....
Concord.....925	Chicago	MINNESOTA (MN)	UTAH (UT)	367/418/581	Sherbrooke.....
Fresno.....559	Metro...312/773/872	Bloomington...952	385/801	468/819/873	S. Quebec.....
Irvine.....949	NW Suburbs.....	Brooklyn Park...763	VERMONT (VT) ...802	354/450/579	SASKATCHEWAN (SK)
La Jolla.....858	331/660	Duluth.....218/952	VIRGINIA (VA)	782/902	Regina...306/474/639
Long Beach.....562	O'Hare Area.....	Minneapolis.....612	Arlington.....571/703	CARIBBEAN & VIRGIN ISLANDS & US TERRITORIES	
Los Angeles...213/310	773/872	Rochester.....507/924	Bristol.....276	AMERICA	
323/424/747/818	Cicero.....464/708	St. Cloud.....320	Charlottesville...434	SAMOA684	
Modesto.....209	East St. Louis.....	St. Paul.....651	Harrisonburg...540	ANGUILLA264	
Monterey.....831	618/730	MISSISSIPPI (MS)	Norfolk.....757	ANTIGUA & BARBUDA268	
Oakland.....341/510	Elk Grove	Biloxi.....228	Richmond.....804	BAHAMAS242	
Palm Springs.....	Village.....224/847	Greenville.....662	WASHINGTON (WA)	BARBADOS246	
442/760	Peoria.....309/861	Jackson.....601/769	Belleuve.....425/564	BERMUDA441	
Pasadena.....626	Rockford.....779/815	MISSOURI (MO)	Olympia.....360/564	BRITISH VIRGIN IS284	
Redding.....530	Springfield...217/447	Columbia.....573	Seattle.....206/564	CAYMAN IS345	
Riverside.....951	INDIANA (IN)	Jefferson City...573	Spokane.....509	DOMINICA767	
Sacramento...279/916	Evansville.....812/930	Kansas City...816/975	Tacoma.....253/564	DOMINICAN REPUBLIC	
San Bernardino.....	Fort Wayne.....260	St. Charles.....636	Vancouver...360/564	809/829/849	
840/909	Gary.....219/260/574	St. Louis.....314/557	West Virginia	GRENADA473	
San Diego.....619/858	Indianapolis...317/463	Sedalia.....660	(WV).....304/681	GUAM671	
San Francisco.....	Lafayette.....765	Springfield.....417	WISCONSIN (WI)	JAMAICA658/876	
415/628	South Bend.....574	MONTANA (MT)406	Eau Claire...534/715	MARIANA IS670	
San Jose.....408/669	IOWA (IA)	NEBRASKA (NE)	Green Bay.....920	MONTSERRAT664	
San Mateo.....650	Cedar Rapids...319	Lincoln.....402/531	Madison.....353/608	N. MARIANA IS670	
Santa Barbara.....	Des Moines.....515	North Platte...308	Spokane.....509	PUERTO RICO	
805/820	Dubuque.....563	NEVADA (NV)	Waukesha.....262	787/939	
Santa Monica.....	Marshalltown...641	Carson City.....775	WYOMING (WY) ...307		
310/424	Sioux City.....712	Las Vegas.....702/725			
Santa Rosa.....707	KANSAS (KS)	Reno.....775	CANADA		
COLORADO (CO)	Dodge City.....620	NEW HAMPSHIRE (NH)603	ALBERTA (AB)		
Boulder.....303/720	Kansas City...913	NEW JERSEY (NJ)	Calgary.....368/403		
Colorado.....	Topeka.....785	Atlantic City...609/640	587/780/825		
Springs.....719	Wichita.....316	Camden.....856	BRITISH COLUMBIA (BC)		
Denver.....303/720	KENTUCKY (KY)	Elizabeth.....908	Edmonton...587/780		
Ft. Collins.....970	Ashland.....606	Jersey City...201/551	Vancouver...236/250		
CONNECTICUT (CT)	Frankfort.....502	New Brunswick.....	257/604/672/778		
Hartford.....860/959	Lexington.....859	732/848	Victoria.....236/250		
New Haven...203/475	Louisville.....502	Newark.....862/973	257/672/778		
DELAWARE (DE)302	Owensboro...270/364	NEW MEXICO (NM)	MANITOBA (MB)		
DISTRICT OF COLUMBIA (DC)	LOUISIANA (LA)	Albuquerque...505	Winnipeg.....		
Washington, DC**.....	Baton Rouge...225	Roswell.....575	204/431/584		
202/771	Hammond/	Santa FE.....505	NEW BRUNSWICK (NB)		
FLORIDA (FL)	Houma.....985	NEW YORK (NY)	Fredericton...428/506		
Daytona Beach...386	Lafayette.....337	Albany.....518/838	NEWFOUNDLAND (NL)		
Ft. Lauderdale...754/954	New Orleans...504	Binghamton...607	St. John's...709/879		
Ft. Myers.....239	Shreveport...318	Buffalo.....716/624	NOVA SCOTIA (NS)		
Gainesville...352	MAINE (ME)207	New York City	Halifax.....782/902		
Jacksonville...324/904	MARYLAND (MD)	Bronx/Queens,			
Key West.....	Annapolis.....	Brooklyn/Staten			
305/645/786	410/443/667	Island.....			
Lakeland.....863	Baltimore.....	347/718/929			
Melbourne.....321	410/443/667	5 Boroughs...917			
	Silver Spring...240/301	Manhattan.....			
		212/332/646/917			

** National Capital
Revised: 03/31/25

International Calling Codes

International Calls are handled by the long distance company you have selected.

HOW TO MAKE AN INTERNATIONAL CALL

Direct-Dialed Calls: Dial **011** + Country Code + City Code + Telephone Number

Operator-Assisted Calls: Dial **01** + Country Code + City Code + Telephone Number
The operator will come on the line after the call is dialed.

If your long distance company does not handle international calls:

Dial The code of the long distance company that handles such calls + **011** + Country Code + City Code + Telephone Number

Legend:

Number following
Country name..... Country Code
TD..... Time Difference
.....from Central Standard Time

TD	TD
Afghanistan	Canada
93.....+10.5	(see area codes page)
Albania 355.....+8	Cape Verde Islands*
Algeria 213.....+7	238.....+5
American Samoa*	Central African
684.....-5	Republic*
Andorra 376.....+7	236.....+7
Angola 244.....+7	Chad 235.....+7
Antarctica 672.....+13	Chile 56.....+2
Argentina 54.....+3	China 86.....+13
Armenia 374.....+9	Colombia 57.....+1
Aruba 297.....+2	Comoros* 269.....+10
Ascension Island*	Congo* 242.....+7
247.....+6	Congo, Dem. Rep. Of
Australia 61.....+16	(former Zaire)
Austria 43.....+7	243.....+7
Azerbaijan 994.....+9	Cook Islands* 682.....-4
Bahrain* 973.....+9	Costa Rica* 506.....0
Bangladesh.....+12	Croatia 385.....+7
Belarus 375.....+9	Cuba 53.....+1
Belgium 32.....+9	Cyprus 357.....+8
Belize 501.....+7	Czech Republic
Benin* 229.....0	420.....+7
Bhutan* 975.....+11.5	Denmark* 45.....+7
Bolivia 591.....+2	Diego Garcia*
Bosnia &	246.....+12
Herzegovina	Djibouti*
387.....+7	253.....+9
Brazil 55.....+3	Ecuador 593.....+1
Brunei 673.....+14	Egypt 20.....+8
Bulgaria 359.....+8	El Salvador* 503.....0
Burkina Faso*	Equatorial Guinea
226.....+6	240.....+7
Burma (Myanmar)	Eritrea 291.....+9
95.....+12.5	Estonia 372.....+8
Burundi 257.....+8	Ethiopia 251.....+9
Cambodia 855.....+13	Faeroe Islands*
Cameron 237.....+7	298.....+6

TD	TD
Falkland Islands*	Kiribati* 686.....+18
500.....+2	Korea (North)
Fiji Islands*	850.....+15
679.....+18	Korea (South)
Finland 358.....+8	82.....+15
France 33.....+7	Kuwait* 965.....+9
French Antilles*	Kyrgyz Republic
596.....+2	996.....+12
French Guiana*	Laos 856.....+13
594.....+3	Latvia 371.....+8
French Polynesia	Lebanon 961.....+8
(Tahiti)* 689.....-4	Lesotho* 266.....+8
Gabon* 241.....+7	Liberia* 231.....+6
Gambia* 220.....+6	Libya 218.....+7
Georgia 995.....+9	Liechtenstein 41.....+7
Germany 49.....+7	Lithuania 370.....+8
Ghana 233.....+6	Luxembourg*
Gibraltar* 350.....+7	352.....+7
Greece 30.....+8	Macau* 853.....+14
Greenland 299.....+3	Macedonia 389.....+7
Guadeloupe*	Madagascar 261.....+9
590.....+2	Malawi 265.....+8
Guatemala 502.....0	Malaysia 60.....+14
Guinea-Bissau*	Maldives* 960.....+11
245.....+6	Mali Republic*
Guinea (PRP)	223.....+6
224.....+6	Malta* 356.....+7
Guyana 592.....+3	Marshall Islands
Haiti* 509.....+1	692.....+18
Honduras* 504.....0	Martinique 596.....+2
Hong Kong*	Mauritania* 222.....+6
852.....+14	Mauritius* 230.....+10
Hungary 36.....+7	Mayotte Island
Iceland 354.....+11.5	269.....+9
India 91.....+11.5	Mexico 52.....0
Indonesia 62.....+13	Micronesia
Iran 98.....+9.5	(Federal States of)
Iraq 964.....+9	691.....+17
Ireland 353.....+6	Moldova 373.....+9
Israel 972.....+8	Monaco 377.....+7
Italy 39.....+7	Mongolia 976.....+14
Ivory Coast* 225.....+6	Morocco 212.....+5
Japan 81.....+15	Mozambique*
Jordan 962.....+8	258.....+8
Kazakhstan 7.....+12	Namibia 264.....+8
Kenya 254.....+9	Nauru* 674.....+18

TD	TD
Nepal 977.....+11.5	Slovenia 386.....+7
Netherlands 31.....+7	Solomon Islands*
Netherlands Antilles	677.....+17
599.....+2	Somalia 252.....+9
New Caledonia*	South Africa 27.....+8
687.....+17	Spain 34.....+7
New Zealand 64.....+18	Sri Lanka.....+11.5
Nicaragua 505.....0	Sudan 249.....+8
Niger* 227.....+7	Suriname* 597.....+3
Nigeria 234.....+7	Swaziland 268.....+8
Niue* 683.....-5	Sweden 46.....+7
Norfolk Island	Switzerland 41.....+7
672.....+17.5	Syria 963.....+9
Norway 47.....+7	Taiwan 886.....+14
Oman* 968.....+10	Tajikistan 7.....+12
Pakistan 92.....+11	Tanzania 255.....+9
Palau* 680.....+15	Thailand 66.....+13
Panama* 507.....+1	Togo* 228.....+6
Papua New Guinea*	Tonga Islands*
675.....+16	676.....+19
Paraguay 595.....+3	Tunisia 216.....+7
Peru 51.....+1	Turkey 90.....+9
Philippines 63.....+14	Turkmenistan
Poland 48.....+7	993.....+11
Portugal 351.....+6	Tuvalu 688.....-6
Qatar* 974.....+9	Uganda 256.....+9
Reunion Island*	Ukraine 380.....+9
262.....+10	United Arab Emirates
Romania 40.....+8	971.....+10
Russia 7.....+9	United Kingdom
Rwanda* 250.....+8	44.....+6
St. Pierre &	Uruguay 598.....+3
Miquelon*	Uzbekistan 998.....+12
508.....+3	Vanuatu 678.....-5
Saipan 670.....+16	Vatican City 39.....+7
San Marino 378.....+7	Venezuela 58.....+2
San Tome &	Vietnam 84.....+13
Principe *	Wallis & Futuna
239.....+6	Islands
Saudi Arabia 966.....+9	681.....+18
Senegal*	Western Samoa
221.....+6	685.....-5
Seychelles Islands*	Yemen 967.....+9
248.....+10	Yugoslavia 381.....+7
Singapore* 65.....+14	Zambia 260.....+8
Slovakia 421.....+7	Zimbabwe 263.....+8

* City Code not required

Zip Codes

ALLENPORT.....	15412	DUQUESNE.....	15110	MURDOCKSVILLE.....	15026
AMITY.....	15311	EAST FINLEY.....	15377	MUSE.....	15350
ATLASBURG.....	15004	EAST WASHINGTON.....	15301	NEW EAGLE.....	15067
AVELLA.....	15312	EIGHTY FOUR.....	15330	NOBLESTOWN.....	15071
BEALLSVILLE.....	15313	ELCO.....	15434	NORTH CHARLEROI.....	15022
BELLE VERNON.....	15012	ELDERSVILLE.....	15036	OAKDALE.....	15071
BENTLEYVILLE.....	15314	ELIZABETH.....	15037	OLD CONCORD.....	15329
BETHEL PARK.....	15102	ELLSWORTH.....	15331	PARIS.....	15021
BOSTON.....	15135	ELRAMA.....	15038	PITTSBURGH.....	15201-99
BRENTWOOD.....	15227	FAYETTE CITY.....	15438	PLEASANT HILLS.....	15236
BRIDGEVILLE.....	15017	FINLEYVILLE.....	15332	PRESTO.....	15142
BROWNSVILLE.....	15417	FLOREFFE.....	15025	PRICEDALE.....	15072
BUFFALO.....	15301	FREDERICKTOWN.....	15333	PROSPERITY.....	15329
BULGER.....	15019	GASTONVILLE.....	15336	REA.....	15356
BUNOLA.....	15020	GLASSPORT.....	15045	RICHEYVILLE.....	15358
BURGETTSTOWN.....	15021	GREENSBURG.....	15601	ROSCOE.....	15477
CALIFORNIA.....	15419	HENDERSONVILLE.....	15339	ROSTRAVER.....	15012
CANONSBURG.....	15317	HICKORY.....	15340	SCENERY HILL.....	15360
CARMICHAELS.....	15320	HOMESTEAD.....	15120	SLOVAN.....	15078
CARNEGIE.....	15106	HOUSTON.....	15342	SMITHTON.....	15479
CASTLE SHANNON.....	15234	IMPERIAL.....	15126	SOUTHVIEW.....	15361
CECIL.....	15321	INDEPENDENCE.....	15312	STRABANE.....	15363
CENTERVILLE.....	15417	JACOBS CREEK.....	15448	STURGEON.....	15082
CENTRAL (McKEESPORT).....	15132	JEFFERSON.....	15312	TAYLORSTOWN.....	15365
CENTRAL (WASHINGTON).....	15301	JOFFRE.....	15053	UNIONTOWN.....	15401
CHARLEROI.....	15022	LA GONDA.....	15301	VAN VOORHIS.....	15366
CLAIRTON.....	15025	LANGELOTH.....	15054	VENETIA.....	15367
CLAYSVILLE.....	15323	LAWRENCE.....	15055	WASHINGTON.....	15301
CLINTON.....	15026	LIBRARY.....	15129	WAYNESBURG.....	15370
COAL CENTER.....	15423	MARIANNA.....	15345	WEBSTER.....	15087
COKEBURG.....	15324	McDONALD.....	15057	WEST ALEXANDER.....	15376
COKEBURG JUNCTION.....	15331	McGOVERN.....	15342	WEST ELIZABETH.....	15088
CORAOPOLIS.....	15108	McKEESPORT.....	15130-35	WEST FINLEY.....	15377
COURTNEY.....	15029	McMURRAY.....	15317	WEST MIDDLETON.....	15379
CRAFTON.....	15205	MEADOW LANDS.....	15347	WEST MIFFLIN.....	15122
CROSS CREEK.....	15021	MIDWAY.....	15060	WEST NEWTON.....	15089
CUDDY.....	15031	MONESSEN.....	15062	WESTLAND.....	15378
DAISYTOWN.....	15427	MONONGAHELA.....	15063	WHITE OAK.....	15131
DONORA.....	15033	MORGAN.....	15064	WICKHAVEN.....	15492
DRAVOSBURG.....	15034	MORRISVILLE.....	15370	WIND RIDGE.....	15380
DUNLEVY.....	15432	MUNHALL.....	15120	WOLFDALE.....	15301

Special National Insert



HOMELAND SECURITY

Preparing Makes Sense.

The likelihood that you and your family will survive a house fire depends as much on having a working smoke detector and an exit strategy as on a well-trained fire department. The same is true for surviving a terrorist attack or other emergency. **We must have the tools and plans in place to make it on our own, at least for a period of time, no matter where we are when disaster strikes.** Just like having a working smoke detector, preparing for the unexpected makes sense. Get ready now.

STEP ONE: Get A Kit Of Emergency Supplies

Be prepared to improvise and use what you have on hand to make it on your own for at least three days, maybe longer. While there are many things that might make you more comfortable, think first about fresh water, food and clean air. **Consider two kits.** In one, put everything needed to stay where you are and make it on your own. The other should be a lightweight, smaller version you can take with you if you have to get away.

You'll need a gallon of **water** per person per day for drinking and sanitation. Include in the kits a three day supply of non-perishable **foods** that are easy to store and prepare such as protein bars, dried fruit or canned foods. If you live in a cold-weather climate, include **warm clothes** and a sleeping bag for each member of the family.

Some potential terrorist attacks could send tiny microscopic "junk" into the air. Many of these materials can only hurt you if they get into your body, so think about creating a barrier between yourself and any contamination. It's smart to have something for each member of the family that covers their mouths and noses, such as two to three layers of a cotton t-shirt, handkerchief or towel, or **filter masks**, readily available in hardware stores. It is very important that the mask or other material fit your face snugly so that most of the air you breathe comes through the mask, not around it. Do whatever you can to make the best fit possible for children.

Also, include **duct tape and heavyweight garbage bags or plastic sheeting** that can be used to seal windows and doors if you need to create a barrier between yourself and any potential contamination outside.

STEP TWO: Make A Plan For What You Will Do In An Emergency

Plan in advance what you will do in an emergency. Be prepared to assess the situation. Use common sense and whatever you have on hand to take care of yourself and your loved ones.

Develop a family communications plan. Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations.

Consider a plan where each family member calls, or emails the same friend or relative in the event of an emergency. It may be easier to make a long distance telephone call than to call across town, so an **out-of-town contact** may be in a better position to communicate among separated family members. Be sure each person knows the telephone number and has coins or a prepaid telephone card to call the emergency contact. You may have trouble getting through, or the telephone system may be down altogether, but be patient. Depending on your circumstances and the nature of the attack, the first important decision is whether you stay put or get away. You should understand and plan for both possibilities. Use common sense and the information you are learning here to determine if there is immediate danger. **Watch television and listen to the radio for official instructions as they become available.**

Create a plan to shelter-in-place. There are circumstances when staying put and creating a barrier between yourself and potentially contaminated air outside, a process known as sheltering-in-place and sealing the room can be a matter of survival. **If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place and seal the room. Consider precutting plastic sheeting to seal windows, doors and air vents.** Each piece should be several inches larger than the space you want to cover so that you can duct tape it flat against the wall. Label each piece with the location of where it fits.

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Use all available information to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place. Quickly bring your family and pets inside, lock doors and close windows, air vents and fireplace dampers. Immediately turn off air conditioning, forced air heating systems, exhaust fans and clothes dryers. Take your emergency supplies and go into the room you have designated. Seal all windows, doors and vents. Understand that sealing the room is a temporary measure to create a barrier between you and contaminated air. Watch television, listen to the radio or check the Internet for instructions.

Create a plan to get away. Plan in advance how you will assemble your family and anticipate where you will go. **Choose several destinations in different directions** so you have options in an emergency. If you have a car, keep at least a half-tank of gas in it at all times. **Become familiar with alternate routes as well as other means of transportation** out of your area. If you do not have a car, plan how you will leave if you have to. **Take your emergency supply kit**, unless you have reason to believe it is contaminated and lock the door behind you. Take pets with you if you are told to evacuate, however, if you are going to a public shelter, keep in mind they may not be allowed inside. If you believe the air may be contaminated, drive with your windows and vents closed and keep the air conditioning and heater turned off. Listen to the radio for instructions.

Know emergency plans at school and work. Think about the places where your family spends time: school, work and other places your family frequents. **Talk to your children's schools and your employer about emergency plans.** Find out how they will communicate with families during an emergency. If you are an employer, be sure you have an emergency preparedness plan. Review and practice it with your employees. A community working together during an emergency also makes sense. **Talk to your neighbors about how you can work together.**

STEP THREE: Be Informed About What Might Happen

Some of the things you can do to prepare for the unexpected, such as assembling a supply kit and developing a family communications plan, are the same for both a natural or man-made emergency. However, there are significant differences among potential terrorist threats, such as biological, chemical, explosive, nuclear and radiological, that will impact the decisions you make and the actions you take. By beginning a process of learning about these specific threats, you are **preparing yourself** to react in an emergency. Go to www.ready.gov to learn more about potential terrorist threats and other emergencies or call 1.800.BE.READY (1.800.237.3239) for a free brochure.

Be prepared to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene. With these simple preparations, you can be ready for the unexpected. **Get ready now.**

STEP FOUR: Get Involved In Preparing Your Community

After preparing yourself and your family for possible emergencies, take the next step and get involved in preparing your community. Join **Citizen Corps**, which actively involves citizens in making our communities and our nation safer, stronger and better prepared. We all have a role to play in keeping our hometowns secure from emergencies of all kinds. Citizens Corps works hard to help people prepare, train and volunteer in their communities. Go to www.ready.gov/citizen-corps for more information and to get involved.

EMERGENCY NUMBERS

POLICE: _____

HOSPITAL: _____

FIRE: _____

F.B.I.: _____

PHYSICIAN: _____