

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 JULIE Before You Dig!..... (811) or 1-800-892-0123

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

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

Child Protective Services (IL Only) 1-800-25-ABUSE (800-252-2873)

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

Federal Bureau of Investigation (FBI)

LaSalle County..... Chicago 312-421-6700

Livingston County..... Springfield 217-522-9675

Illinois Dept. of Natural Resources (IDNR) Springfield 217-782-6302

Illinois Relay Service..... (711) or 1-800-526-0844

National Alliance on Mental Illness (NAMI) 1-800-950-NAMI (6264)

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

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

Runaway Hot-line..... 1-800-RUNAWAY (786-2929)

Sheriff

LaSalle County..... Ottawa 815-433-2161

Livingston County..... Pontiac 815-844-2774

State Police

LaSalle County (Troop 2)..... LaSalle 815-224-1171

Livingston County (Troop 5)..... Pontiac 815-844-1500

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

U.S. Marshal

LaSalle County..... Chicago 312-353-5290

Livingston County..... Springfield 217-492-4430

U.S. Secret Service

LaSalle County..... Chicago 312-353-5431

Livingston County..... Springfield 217-726-8453

THE PHONE BOOK

July 2025

CONSOLIDATED COMMUNICATIONS

AREA CODES 815/779

How To Reach Consolidated Communications: **1.844.968.7224**

Customer Service

Residential..... Hours: Monday - Friday 7:00am to 7:00pm (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: customerservice142@consolidated.com

Mail Payments to:

142 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

2 Visit our website at consolidated.com

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DIRECTORY ACCURACY

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)

Illinois Relay Service



What is the Illinois Relay?

Illinois Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf/blind, speech-disabled, and hearing.

How does Illinois Relay work?

Simply dial 711 or the appropriate toll-free number provided to connect with Illinois 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:

Illinois 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 by dialing the associated number provided. Since Illinois Relay offers a variety of services please refer to the website listed or call Illinois Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone Service (CapTel®):

CapTel® is also available and 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 Illinois Relay, please call Illinois Relay Customer Care.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within Illinois, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Illinois Relay.

TRS is supported by surcharge: A few cents per telephone bill surcharge makes Illinois Relay services possible for the citizens of Illinois. Currently, Sprint is the provider of the relay services for Illinois.

Dial 7-1-1

or one of the toll-free numbers below:

TTY Users:.....	1.800.526.0844
Voice:.....	1.800.526.0857
ASCII Users:.....	1.877.526.6680
Voice Carry Over (VCO):	1.877.826.1130
Speech-to-Speech (STS):.....	1.877.526.6690
Spanish/Espanol:	
TTY Users:.....	1.800.501.0864
Voice:.....	1.800.501.0865

**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.*

Customer Care Information:

TTY/Voice:.....	1.800.676.3777
Spanish / Español:.....	1.800.676.4290

Illinois Relay Website:.....itactty.org/illinois-relay

Captioned Telephone®:

Customer Service:.....	1.888.269.7477
Spanish / Español:.....	1.866.670.9134

Special points of Interest:

Illinois Telecommunications Access Corporation (ITAC)

Illinois law requires all landline, cellular phone companies, and most Cable and VoIP phone companies to provide telephone access for people who are Hard of Hearing, Late Deafened, Deaf, Deaf-Blind or Speech Disabled. ITAC is the not-for-profit corporation established to provide a Free Equipment Program and Illinois Relay on behalf of these phone companies. Additional information may be found on www.itactty.org or by calling toll-free 1.800.841.6167.

Emergency Calls

Please note that 711 is only to be used to reach Illinois Relay. In an EMERGENCY you should continue to use 911. For emergencies, call or text 911 (where available) or call 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. Illinois 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.

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)

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).

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 is available for your reference.

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.

If there is an error on the long distance portion of your bill, contact our office immediately.

Telephone Rights and Responsibilities

Billing Information (cont.)

Payment Of Bills

May be paid at Consolidated Communications office or there are several options available to customers to pay their Consolidated Communications telephone bill.

E-Billing

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 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.

Late Fees

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

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*

Complaints and Disputes

Our customer service department at 1.844.968.7224 is specially trained to solve your telephone problems. However, if you are not satisfied, please ask for a supervisor. If at that time you feel we have not satisfactorily resolved your problem, you may contact the Illinois Commerce Commission (ICC) for further review.

Illinois Commerce Commission (ICC)

527 East Capitol Avenue

Springfield, IL 62701

1.800.524.0795 or TTY 1.800.858.9277

As ordered by the ICC in Title 83 Public Utilities, Chapter 200 Rules of Practice, before the Commission may allow the filing of a formal complaint by an applicant, customer, user or utility, an informal complaint shall be filed with the Commission's Consumer Assistance Section.

Informal Complaints (Section 200.160)

An informal complaint may be presented orally or in writing and shall contain a concise statement of the facts involved, the specific relief requested, and

the name, address and telephone number of the complaining person and each person against whom complaint is made. Such complaints will not be docketed and will not initiate a formal proceeding. The Commission acting through its staff will investigate and attempt to resolve informal complaints without formal action. The presentation of an informal complaint shall be without prejudice to the right to file a formal complaint. Nothing in this Section shall prohibit the Commission from proceeding on its own motion on the basis of an informal complaint.

Formal Complaints (Section 200.170)

A formal complaint shall be in writing and verified, and an original complaint shall be filed with the Commission, together with as many additional copies as there are parties complained against, and shall set forth the following:

- a) The name, address, telephone number, and, unless the complainant has no facsimile number or e-mail address either directly or through its attorney, facsimile number and e-mail address of each complainant and the complainant's attorney, if any. A complainant, in the complaint, shall state whether it agrees to accept service by electronic means as provided for in Section 200.1050. A complainant later may agree, or may revoke its agreement, to accept electronic service, provided that the complainant shall file and serve a notice of the later agreement or revocation.
- b) The name and address of each respondent.
- c) A plain and concise statement of the nature of each complainant's interest and the acts or thing done or omitted to be done in violation, or claimed to be in violation, of any statute, or of any order or rule of the Commission.
- d) If the complainant alleges a violation of 83 Ill. Adm. Code 280 or 735, the complaint shall contain a Statement of Compliance with 83 Ill. Adm. Code 280.170 or 83 Ill. Adm. Code 735.200, whichever is applicable.
- e) The particular relief desired.

Guarding Against Fraud

For your protection, new equipment and procedures enable the telephone company to detect and investigate fraudulent calls.

How To Handle Annoyance Calls

It is against the law to make an obscene telephone call. If you receive such a call, 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 off-color or 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.

Telephone Rights and Responsibilities

Important Information About Your Bill

Consolidated Communications
 30 E. MAIN ST.
 WESTFIELD NY 14787

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

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 TRCN77 TRCN77

Account Summary

2	Last Month	Balance from last statement	130.40
	Payment Received 02/07/2011	130.40	
	Thank You Balance	Balance	\$ 0.00
3	This Month		
	Customer Charges	64.95	
	Telephone Charges	8.93	
	Internet Charges	10.00	
	Video Charges	42.57	
	Federal Tax	0.23	
	Ohio State Sales Tax	2.21	
	Putnam County Tax	0.63	
	Federal Univ Svc Charge	1.03	
	Current Charges	\$ 130.51	
	Total Amount Due	\$ 130.51	

4

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6

FOR CHANGE OF ADDRESS OR AUTOPAYED PAYMENT: Please check here and complete form on reverse. Thank you.

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

Customer Name: 1234 Main St.
 Address: 1234567890
 City: TRCN77
 State: NY
 Zip: 14787

Balance Due - Please Remit: \$ 130.51

Amount Enclosed: \$

0636010004723000000330517028

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.FairPoint.com to pay your bill, check-out current offers and get information about our products and services.

Customer service inquiries, call toll free:
 800-480-3548
 Monday-Friday 8:30 am - 5:00 pm
 Deaf and hearing impaired may contact FairPoint by dialing 711 for Telecommunications Relay Service.

Repair and Internet technical support, call toll free:
 800-480-3548
 24 hours a day, 7 days a week

All 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 800-480-3548. 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 3.5% 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, customer may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-656-7828 or 614-486-3262 or the TDD/TTY toll free at 1-800-656-1570 or 614-486-8130, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at www.puco.ohio.gov. The Ohio Consumers' Counsel (OCC) represents residential utility customers in written before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m., weekdays, or visit www.puco.ohio.gov.

Five reasons to feel good about your FairPoint landline service:

- It's reliable and works even if the power goes out.
- It delivers crystal-clear sound quality, assured by government standards.
- It's more affordable and offers better coverage than cellular service.
- It's protected by two 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 (inter-lata) long distance carrier and local (intra-lata) 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

National Do-Not-Call Registry

The Do Not Call (DNC) Registry allows you to register your landline and cell phone number in one central database to limit the telemarketing calls you receive. You can register your phone number online at www.donotcall.gov or by calling 1.888.382.1222 or (TTY 1.866.290.4236). If you register by phone, you must call from the phone number you wish to register.

Registrations on the National Do Not Call Registry do not expire, unless you choose to remove it, or the phone number is permanently disconnected and reassigned to a new customer. Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008.

Due to lag time, telemarketers (not exempt) from the DNC Registry have up to 31 days from the date you register to stop calling you. The Do Not Call Law is enforced by the FTC and FCC. To report a violation, go to www.donotcall.gov and click on "File a complaint."

EXCEPTIONS: The DNC Registry will not stop all telemarketers from calling you. Calls from or on behalf of political organizations, charities, and telephone surveyors are exempt. Companies with which you have an existing business relationship may still call you (unless you ask them to place your number on their own do-not-call list).

The federal laws concerning the use of the Do Not Call Registry are implemented by the Federal Communications Commission, pursuant to 47 C.F.R § 64.1200, and the Federal Trade Commission, pursuant to 16 C.F.R Part 310. Additional information concerning the National Do Not Call Registry is available on the Internet at: www.telemarketing.donotcall.gov.

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.

If you care to make a contribution to the Universal Telephone Assistance Corporation on a monthly basis, please contact Consolidated Communications at 1.844.968.7224.

Statement of Nondiscrimination

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.

Program To Foster Elimination Of The Digital Divide

You can help to "bridge" the digital divide! The Digital Divide Elimination Fund is a special fund created by the Illinois Commerce Commission to help equip Illinois schools, libraries, park districts and other community technology centers to provide access to computers and training for youths and other low-income Illinois residents meeting tomorrow's challenges.

Customers wishing to participate in the Program to Foster the elimination of the Digital Divide may do so by electing to contribute, on a monthly basis, a fixed amount of \$.50, \$1.00, \$2.00, \$5.00, \$10.00, \$15.00 or \$25.00 that will be included in the customers' monthly bill. The customer may cease contributing at any time upon providing notice to Consolidated Communications. Any contribution made will not reduce the customer's bill for telecommunications service. Failure to remit the amount of increased payment will reduce the contribution accordingly. Please contact customer service at 1.844.968.7224 if you wish to contribute.

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.

WARNING

It shall be unlawful for any person to use any words or language of a lewd, lascivious or indecent character, nature or connotation over any telephone. Any person violating these provisions shall be fined not more than five hundred dollars or imprisoned in the county jail for a period not exceeding six months, or both.

WARNING - CALL BEFORE YOU DIG!



BEFORE ANY DIGGING – DIAL 811

Location of Buried Facilities for Diggers and Excavators

It is the policy of the 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.

A request for location of the buried facilities must be made by the individual(s) or firm doing the digging at least 48 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.

Notices

Local Exchange Service Quality Requirements

Subject to certain exclusions and limitations, any telephone company providing local exchange service in Illinois is required to:

- Install basic local exchange service within 5 business days after receipt of a complete order from a customer or 3 business days after the provisioning of the line by the carrier whose network or network elements are being utilized by your local exchange company or by customer-requested later date. If a customer requests an installation date that is beyond 5 business days, service must be installed by the customer's requested date.
- Restore basic local exchange service within 24 hours of receiving proper notice that a customer's telephone service is out-of-service.
- Keep all repair and installation appointments for basic local exchange service when the company informs the customer that a premises visit requires the customer to be present for the appointment, unless the telephone company provides 24 hours notice of its inability to keep the appointment.

If the telephone company fails to achieve these requirements, you may be eligible for a credit or other relief. The telephone company will automatically calculate any appropriate credit and apply it to your next bill.

Customers may not be entitled to a credit when:

- (1) an emergency situation arises
- (2) a customer's willful or negligent act prevents the company from providing service
- (3) a customer's inside wiring or telephone equipment malfunctions
- (4) a customer misses an appointment or requests a later appointment
- (5) the carrier's right to refuse service as provided for in Commission rules, or
- (6) the carrier lacking facilities at the service location.

For repairs of out of service conditions, the calculation of the automatic credit is based upon the following:

24-48	Hours pro-rata credit
48-72 Hours	33% recurring monthly charges
72-96 Hours	67% recurring monthly charges
96-120 Hours	100% recurring monthly charges
>120 Hours	alternative telephone service or \$20 per day (at the customer's option)

For installation, the calculation of the automatic credit is based on the following:

After 5 business days:

50% installation charges (Link Up credit of \$25)

After 10 business days:

100% installation charges (Link Up credit of \$50)

>10 days:

100% installation charges (Link Up Credit of \$50) and alternative telephone service or \$20 per day (at the customer's option)

If the local exchange telephone company misses an appointment without providing 24 hour notice to the customer an automatic credit of \$50 will be issued.

If you have any questions about these service quality requirements, you should call your local telephone company's business office.

The above requirements are based on 83 Illinois Administrative Code 732. They are subject to change by the Illinois Commerce Commission.

The different scenarios in the first bullet are applicable in the calculation of the credit.

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.

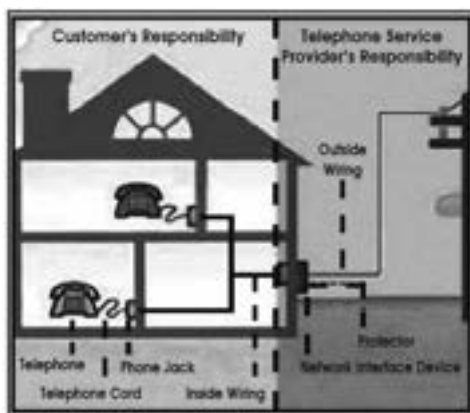
Why Won't My Phone Work?

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:	Residential Rates*
Cornell	(815) 358	Cornell and EAS to: Flanagan and Graymont	\$19.34
Ransom	(815) 586	Ransom and Streator	\$19.94

Cornell's Extended Areas Service (EAS) is non-optional. The additional charge of \$0.60/month provides unlimited local calls to Flanagan & Graymont.

Town / City	Exchanges (in Area Codes: 815 or 779)
Cornell	(815) 358, 619, 920
Flanagan	(815) 796, 607
Graymont	(815) 612, 743
Ransom	(815) 586
Streator	(815) 257, 510, 672, 673, 674, 822, 992

Local access rate* 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 June 2025. Rates are subject to change. Any questions please call customer service at 1.844.968.7224.

Exchange codes are subject to change. Make sure you know whether a number is local or long distance before you dial. You are responsible for long distance charges.

Since 2007, Illinois 779 Area Code shares the same region as 815 Area Code. This overlay changed the way local calls are dialed, please see below.

How to dial local calls:

Within your Local Calling Area (LCA) and same Area Code: Dial Area Code + the 7 digit number (10-digit dialing)
 Within your (LCA) but in a different Area Code: Dial 1 + Area Code + 7 digit number OR use 10-digit dialing.

Long distance callers should dial 1 + area code + 7-digit telephone number whenever placing a long distance call from the 779 or 815 area code.

Area Code Overlay 815/779

In 2007, to accommodate the growing need for telephone numbers in Illinois, an Area Code (779) was added to the area currently served by the 815 Area Code. This method of providing new telephone numbers is commonly known as an Area Code Overlay. The 779 Area Code serves customers in the same geographic region as the current 815 Area Code.

All customers within the impacted Area Codes will need to dial the appropriate Area Code followed by the 7-digit telephone number when dialing all local calls.

Callers should continue to dial 1 + area code + 7-digit telephone number whenever placing a long distance call.

This Area Code Overlay will not impact your current telephone number or your local calling area and you can still dial three digits to reach 911.

Area Code Overlays - FYI ONLY as not in 815/779 region:

Area Code 447 shares the same region as existing 217 Area Code
 Area Code 861 shares the same region as existing 309 Area Code
 Area Code 730 shares the same region as existing 618 Area Code



Long Distance Information

Mandatory 10-digit Dialing

All local calls made within the Illinois 815/779 Area Codes must be placed using the 10-digit telephone number (area code + the 7-digit telephone number).

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 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 "O" + 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.

Calling Card

If you have telephone calling cards, you may place calls and charge them to your calling card number. With Consolidated Long Distance a personal calling card is included, call us at 1.844.968.7224 to request yours.

Long Distance Information

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

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.

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.*

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

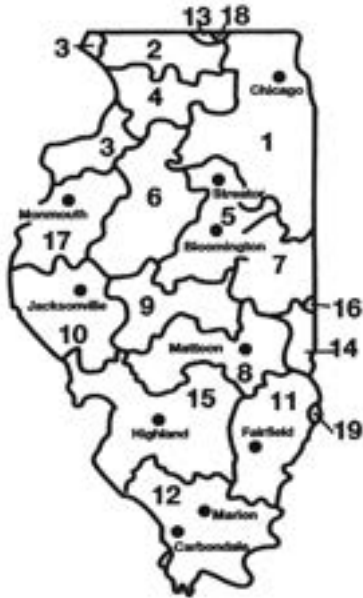
On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving "988" as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022.

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

Illinois MSA Map

Market Service Area

Consolidated Communications provides local and long distance services within small geographical regions called Market Service Areas (MSA). We also provide access to long distance companies connecting calls across MSA boundaries. Cornell and Ransom are in MSA 5 on the map below. For example, we can handle a call within our MSA but long distance companies are responsible for connecting calls from one MSA to another.



Cities in Forrest MSA (5)

ARROWSMITH	FAIRBURY	MIDLTN-NEW
ATLANTA	FARMER CITY	HOLLAND
BEASON	FLANAGAN	MINIER
BELLFLOWER	FORREST	ODELL
BLOOMINGTON	GRAND RIDGE	PIPER CITY
CARLOCK	GRAYMONT	PONTIAC
CHATSWORTH	GRIDLEY	RANSOM
CHENOA	HARTSBURG	RUTLAND
CLINTON	HEYWORTH	SAYBROOK
COLFAX	HUDSON	STANFORD
COOKSVILLE	KENNEY	STAWN
CORNELL	LE ROY	STREATOR
CROPSY	LEONORE	TOLUCA
DANVERS	LEXINGTON	TWANDA
DOWNS	LINCOLN	WAYNESVILLE
EL PASO	LONG POINT	WELDON
ELKHART	LOSTANT	WENONA
ELLSWORTH	MAGNOLIA	
EMDEN	MCLEAN	

Cities in Area Code (815)

ALGONQUIN	ELGIN	LIBERTYVILLE	RIVERDALE
ANTIOCH	ELK GROVE	LISBON	RIVERSIDE
ARLINGTON HEIGHTS	ELMHURST	LOCKPORT	ROSELLE
ASKUM	ELWOOD	LOMBARD	ROUND LAKE
AURORA	EMINGTON	MANHATTAN	SANDWICH
BARRINGTON	EVANSTON	MANTENO	SAUNEMIN
BARTLETT	FAIRMONT	MARENGO	SENECA
BATAVIA	FOREST (COOK COUNTY)	MARSELLES	SHELDON
BEAVERVILLE	FOX LAKE	MARTINTON	SHERIDAN
BEECHER	FRANKFORT	MAYWOOD	SKOKIE
BELLEVILLE	FRANKLIN PARK	MAZON	SOMONAUK
BERWYN	GARDNER	MCHENRY	SPRING GROVE
BIG ROCK	GENEVA	MCNABB	ST. ANNE
BLUE ISLAND	GILMAN	MILFORD	ST. CHARLES
BRAIDWOOD	GLEN ELLYN	MINOOKA	STELLE
BROOKFIELD	GLENCOE	MOKENA	STOCKLAND
CABERY	GLENVIEW	MOMENCE	SUGAR GROVE
CALUMET CITY	GRANT PARK	MONEE	SUMMIT
CAMPUS	GRANVILLE	MORRIS	THORTON
CARY	GRAYS LAKE	MUNDELEIN	TINLEY PARK
CEDAR POINT	HALF DAY	NAPERVILLE	TONICA
CHEBANSE	HAMPSHIRE	NEW LENOX	UNION
CHICAGO	HARDING	NEWARK	UTICA
CHICAGO HEIGHTS	HARVARD	NORTHBROOK	VERONA
CICERO	HARVEY	OAK FOREST SOUTH	WARRENVILLE
CISSNA PARK	HEBRON	OAK LAWN	WATSEKA
CLIFTON	HERSCHER	OAK PARK	WAUCONDA
COAL CITY	HIGHLAND PARK	OGLESBY	WAUKEGAN
COMPTON	HINSDALE	ONARGA	WELLINGTON
CRESCENT CITY	HOMEWOOD	ORLAND	WEST BROOKLYN
CRETE	HUNTLEY	OSWEGO	WEST CHICAGO
CRYSTAL LAKE	ITASCA	OTTAWA	WESTERN SPRINGS
CULLOM	JOLIET	PALATINE	WHEATON
DANFORTH	KANEVILLE	PALOS PARK	WHEELING
DEPUE	KANKAKEE	PARK RIDGE	WILLOW SPRINGS
DEERFIELD	KEMPTON	PAWPAW	WILMETTE
DES PLAINES	KINSMAN	PEOTONE	WILMINGTON
DONOVAN	LA GRANGE	PISTAKEE HIGHLANDS	WINNETKA
DOWNERS GROVE	LA SALLE	PLAINFIELD	WONDERLAKE
DUNDEE	LAKE FOREST	PLANO	WOODLAND
DWIGHT	LAKE VILLA	PLATO CENTER	WOODSTOCK
EATLVILLE	LAKE ZURICH	PLATTVILLE	YORKVILLE
ELBURN	LANSING	PUTNAM	ZION
	LELAND	REDDICK	
	LEMONT	RICHMOND	
		RIVER GROVE	

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)
 Birmingham.....205/659
 Huntsville.....256/938
 Mobile.....251
 Montgomery.....334
ALASKA (AK).....907
ARIZONA (AZ)
 Flagstaff.....928
 Phoenix...480/602/623
 Scottsdale.....480
 Tucson.....520
ARKANSAS (AR)
 Ft. Smith.....479
 Little Rock.....501
 Pine Bluff.....870
CALIFORNIA (CA)
 Anaheim.....657/714
 Bakersfield.....661
 Burbank.....747/818
 Concord.....925
 Fresno.....559
 Irvine.....949
 La Jolla.....858
 Long Beach.....562
 Los Angeles...213/310
 323/424/747/818
 Modesto.....209
 Monterey.....831
 Oakland.....341/510
 Palm Springs.....442/760
 Pasadena.....626
 Redding.....530
 Riverside.....951
 Sacramento.....279/916
 San Bernardino.....840/909
 San Diego.....619/858
 San Francisco.....415/628
 San Jose.....408/669
 San Mateo.....650
 Santa Barbara.....805/820
 Santa Monica.....310/424
 Santa Rosa.....707
COLORADO (CO)
 Boulder.....303/720
 Colorado Springs.....719
 Denver.....303/720
 Ft. Collins.....970
CONNECTICUT (CT)
 Hartford.....860/959
 New Haven.....203/475
DELAWARE (DE).....302
DISTRICT OF COLUMBIA (DC)
 Washington, DC**.....202/771
FLORIDA (FL)
 Daytona Beach.....386
 Ft. Lauderdale.....754/954
 Ft. Myers.....239
 Gainesville.....352
 Jacksonville...324/904
 Key West.....305/645/786
 Lakeland.....863
 Melbourne.....321

MASSACHUSETTS (MA)
 Boston
 Metro.....617/857
 Suburbs.....339/781
 Lowell.....351/978
 Springfield.....413
 Worcester.....508/774
MICHIGAN (MI)
 Ann Arbor.....278/734
 Detroit.....313
 Flint.....810
 Grand Rapids.....616
 Kalamazoo.....269
 Lansing.....517
 Muskegon.....231
 Pontiac.....248/947
 Saginaw.....989
 Sault Ste. Marie.....906
 Warren.....586
MINNESOTA (MN)
 Bloomington.....952
 Brooklyn Park.....763
 Duluth.....218/952
 Minneapolis.....612
 Rochester.....507/924
 St. Cloud.....320
 St. Paul.....651
MISSISSIPPI (MS)
 Biloxi.....228
 Greenville.....662
 Jackson.....601/769
MISSOURI (MO)
 Columbia.....573
 Jefferson City.....573
 Kansas City.....816/975
 St. Charles.....636
 St. Louis.....314/557
 Sedalia.....660
 Springfield.....417
MONTANA (MT).....406
NEBRASKA (NE)
 Lincoln.....402/531
 North Platte.....308
NEVADA (NV)
 Carson City.....775
 Las Vegas.....702/725
 Reno.....775
NEW HAMPSHIRE (NH).....603
NEW JERSEY (NJ)
 Atlantic City...609/640
 Camden.....856
 Elizabeth.....908
 Jersey City...201/551
 New Brunswick.....732/848
 Newark.....862/973
NEW MEXICO (NM)
 Albuquerque.....505
 Roswell.....575
 Santa FE.....505
NEW YORK (NY)
 Albany.....518/838
 Binghamton.....607
 Buffalo.....716/624
 New York City
 Bronx/Queens,
 Brooklyn/Staten
 Island.....347/718/929
 5 Boroughs.....917
 Manhattan.....212/332/646/917

Long Island
 Nassau County.....363/516
 Suffolk County.....631/934
 Poughkeepsie.....329/845
 Niagara Falls...624/716
 Rochester.....585
 Syracuse.....315/680
 White Plains.....914
 Yonkers.....914
NORTH CAROLINA (NC)
 Asheville.....828
 Charlotte.....704/980
 Fayetteville.....910
 Greensboro...336/743
 Raleigh.....919/984
 Rocky Mount.....252
NORTH DAKOTA (ND).....701
OHIO (OH)
 Akron.....234/330
 Cincinnati.....513
 Cleveland.....216
 Columbus.....308/614
 Dayton.....326/937
 Lorain.....440
 Marion.....220/740
 Toledo.....419/567
OKLAHOMA (OK)
 Lawton.....580
 Oklahoma City.....405/572
 Tulsa.....539/918
OREGON (OR)
 Astoria.....503/971
 Eugene.....458/541
 Lincoln.....503/971
 Portland.....503/971
 Salem.....503/971
PENNSYLVANIA (PA)
 Allentown.....484/610/835
 Altoona.....582/814
 Harrisburg.....223/717
 Philadelphia.....215/267/445
 Pittsburgh
 Metro.....412/878
 Suburbs.....724/878
 Scranton.....272/570
RHODE ISLAND (RI).....401
SOUTH CAROLINA (SC)
 Charleston.....843/854
 Columbia.....803/839
 Greenville.....864
SOUTH DAKOTA (SD).....605
TENNESSEE (TN)
 Chattanooga...423
 Clarksville.....931
 Jackson.....731
 Knoxville.....865
 Memphis.....901
 Nashville.....615/629

TEXAS (TX)
 Austin.....512/737
 Brownsville.....956
 Bryan.....979
 Corpus Christi...361
 Dallas.....214/469/945/972
 Del Rio.....830
 Denton.....940
 El Paso.....915
 Fort Worth.....682/817
 Galveston.....409
 Houston.....281/346
 621/713/832
 Huntsville.....936
 Lubbock.....806
 San Antonio...210/726
 Tyler.....430/903
 Waco.....254
UTAH (UT)
 Logan.....435
 Salt Lake City...385/801
VERMONT (VT).....802
VIRGINIA (VA)
 Arlington.....571/703
 Bristol.....276
 Charlottesville...434
 Harrisonburg...540
 Norfolk.....757
 Richmond.....804
WASHINGTON (WA)
 Bellevue.....425/564
 Olympia.....360/564
 Seattle.....206/564
 Spokane.....509
 Tacoma.....253/564
 Vancouver.....360/564
WEST VIRGINIA (WV).....304/681
WISCONSIN (WI)
 Eau Claire.....534/715
 Green Bay.....920
 Madison.....353/608
 Milwaukee.....414
 Wauskesha.....262
WYOMING (WY).....307

NORTHWEST TERRITORY (NT)...867
ONTARIO (ON)
 London.....226/382/519/548
 Mississauga.....289/365/742/905
 Ottawa...343/613/753
 Sudbury.....249/683/705
 Thunder Bay.....807
 Toronto...416/437/647
PRINCE EDWARD IS (PEI)
 Charlottetown.....782/902
QUEBEC (PQ)
 Montreal
 Metro.....263/438/514
 Suburbs.....354/450/579
 Quebec City...367/418/581
 Sherbrooke.....468/819/873
 S. Quebec.....354/450/579
SASKATCHEWAN (SK)
 Regina.....306/474/639
CARIBBEAN & VIRGIN ISLANDS & US TERRITORIES
AMERICAN SAMOA.....684
ANGUILLA.....264
ANTIGUA & BARBUDA.....268
BAHAMAS.....242
BARBADOS.....246
BERMUDA.....441
BRITISH VIRGIN IS......284
CAYMAN IS......345
DOMINICA.....767
DOMINICAN REPUBLIC.....809/829/849
GRENADA.....473
GUAM.....671
JAMAICA.....658/876
MARIANA IS......670
MONTSERRAT.....664
N. MARIANA IS......670
PUERTO RICO.....787/939
ST. KITTS & NEVIS.....869
ST. LUCIA.....758
ST. VINCENT & THE GRENADINES...784
SINT MAARTEN...721
TRINIDAD & TOBAGO.....868
TURKS & CAICOS IS......649
U.S. VIRGIN IS......340
 ** National Capital
 Revised: 03/31/25

CUSTOMER GUIDE

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	TD	TD
Afghanistan	Canada	Falkland Islands*	Kiribati* 686.....+18
93.....+10.5	(see area codes page)	500.....+2	Korea (North)
Albania 355.....+8	Cape Verde Islands*	Fiji Islands*	850.....+15
Algeria 213.....+7	238.....+5	679.....+18	Korea (South)
American Samoa*	Central African	Finland 358.....+8	82.....+15
684.....-5	Republic*	France 33.....+7	Kuwait* 965.....+9
Andorra 376.....+7	236.....+7	French Antilles*	Kyrgyz Republic
Angola 244.....+7	Chad 235.....+7	596.....+2	996.....+12
Antarctica 672.....+13	Chile 56.....+2	French Guiana*	Laos 856.....+13
Argentina 54.....+3	China 86.....+13	594.....+3	Latvia 371.....+8
Armenia 374.....+9	Colombia 57.....+1	French Polynesia	Lebanon 961.....+8
Aruba 297.....+2	Comoros* 269.....+10	(Tahiti)* 689.....-4	Lesotho* 266.....+8
Ascension Island*	Congo* 242.....+7	Gabon* 241.....+7	Liberia* 231.....+6
247.....+6	Congo, Dem. Rep. Of	Gambia* 220.....+6	Libya 218.....+7
Australia 61.....+16	(former Zaire)	Georgia 995.....+9	Liechtenstein 41.....+7
Austria 43.....+7	243.....+7	Germany 49.....+7	Lithuania 370.....+8
Azerbaijan 994.....+9	Cook Islands* 682.....-4	Ghana 233.....+6	Luxembourg*
Bahrain* 973.....+9	Costa Rica* 506.....0	Gibraltar* 350.....+7	352.....+7
Bangladesh.....+12	Croatia 385.....+7	Greece 30.....+8	Macau* 853.....+14
Belarus 375.....+9	Cuba 53.....+1	Greenland 299.....+3	Macedonia 389.....+7
Belgium 32.....+7	Cyprus 357.....+8	Guadeloupe*	Madagascar 261.....+9
Belize 501.....0	Czech Republic	590.....+2	Malawi 265.....+8
Benin* 229.....+7	420.....+7	Guatemala 502.....0	Malaysia 60.....+14
Bhutan* 975.....+11.5	Denmark* 45.....+7	Guinea-Bissau*	Maldives* 960.....+11
Bolivia 591.....+2	Diego Garcia*	245.....+6	Mali Republic*
Bosnia & Herzegovina	246.....+12	Guinea (PRP)	223.....+6
387.....+7	Djibouti*	224.....+6	Malta* 356.....+7
Brazil 55.....+3	253.....+9	Guyana 592.....+3	Marshall Islands
Brunei 673.....+14	Ecuador 593.....+1	Haiti* 509.....+1	692.....+18
Bulgaria 359.....+8	Egypt 20.....+8	Honduras* 504.....0	Martinique 596.....+2
Burkina Faso*	El Salvador* 503.....0	Hong Kong*	Mauritania* 222.....+6
226.....+6	Equatorial Guinea	852.....+14	Mauritius* 230.....+10
Burma (Myanmar)	240.....+7	Hungary 36.....+7	Mayotte Island
95.....+12.5	Eritrea 291.....+9	Iceland 354.....+6	269.....+9
Burundi 257.....+8	Estonia 372.....+8	India 91.....+11.5	Mexico 52.....0
Cambodia 855.....+13	Ethiopia 251.....+9	Indonesia 62.....+13	Micronesia
Cameroon 237.....+7	Faeroe Islands*	Iran 98.....+9.5	(Federal States of)
	298.....+6	Iraq 964.....+9	691.....+17
		Israel 972.....+8	Moldova 373.....+9
		Italy 39.....+7	Monaco 377.....+7
		Ivory Coast* 225.....+6	Mongolia 976.....+14
		Japan 81.....+15	Morocco 212.....+5
		Jordan 962.....+8	Mozambique
		Kazakhstan 7.....+12	258.....+8
		Kenya 254.....+9	Namibia 264.....+8
			Nauru* 674.....+18
			Nepal 977.....+11.5
			Netherlands 31.....+7
			Netherlands Antilles
			599.....+2
			New Caledonia*
			687.....+17
			New Zealand 64.....+18
			Nicaragua 505.....0
			Niger* 227.....+7
			Nigeria 234.....+7
			Niue* 683.....-5
			Norfolk Island
			672.....+17.5
			Norway 47.....+7
			Oman* 968.....+10
			Pakistan 92.....+11
			Palau* 680.....+15
			Panama* 507.....+1
			Papua New Guinea*
			675.....+16
			Paraguay 595.....+3
			Peru 51.....+1
			Philippines 63.....+14
			Poland 48.....+7
			Portugal 351.....+6
			Qatar* 974.....+9
			Reunion Island*
			262.....+10
			Romania 40.....+8
			Russia 7.....+9
			Rwanda* 250.....+8
			St. Pierre & Miquelon*
			508.....+3
			Saipan 670.....+16
			San Marino 378.....+7
			San Tome & Principe *
			239.....+6
			Saudi Arabia 966.....+9
			Senegal*
			221.....+6
			Seychelles Islands*
			248.....+10
			Singapore* 65.....+14
			Slovakia 421.....+7
			Slovenia 386.....+7
			Solomon Islands*
			677.....+17
			Somalia 252.....+9
			South Africa 27.....+8
			Spain 34.....+7
			Sri Lanka.....+11.5
			Sudan 249.....+8
			Suriname* 597.....+3
			Swaziland 268.....+8
			Sweden 46.....+7
			Switzerland 41.....+7
			Syria 963.....+9
			Taiwan 886.....+14
			Tajikistan 7.....+12
			Tanzania 255.....+9
			Thailand 66.....+13
			Togo* 228.....+6
			Tonga Islands*
			676.....+19
			Tunisia 216.....+7
			Turkey 90.....+9
			Turkmenistan
			993.....+11
			Tuvalu 688.....-6
			Uganda 256.....+9
			Ukraine 380.....+9
			United Arab Emirates
			971.....+10
			United Kingdom
			44.....+6
			Uruguay 598.....+3
			Uzbekistan 998.....+12
			Vanuatu 678.....-5
			Vatican City 39.....+7
			Venezuela 58.....+2
			Vietnam 84.....+13
			Wallis & Futuna
			Islands
			681.....+18
			Western Samoa
			685.....-5
			Yemen 967.....+9
			Yugoslavia 381.....+7
			Zambia 260.....+8
			Zimbabwe 263.....+8

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.citizencorps.gov for more information and to get involved.

EMERGENCY NUMBERS

POLICE: _____ HOSPITAL: _____

FIRE: _____ F.B.I.: _____

PHYSICIAN: _____