

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	(811) or
MA (Dig Safe).....	1-888-DIG-SAFE (344-7233)
NY (Dig Safe).....	1-800-962-7962
CENTERS - DISEASE CONTROL & PREVENTION (CDC) ...	1-800-CDC-INFO (232-4636)
DOMESTIC VIOLENCE	1-800-799-SAFE (7233)
ELDER ABUSE HOT-LINE	
Massachusetts.....	1-800-922-2275
New York.....	1-844-697-3505
FEDERAL BUREAU OF INVESTIGATION (FBI)	
Massachusetts.....	Chelsea 857-386-2000
New York.....	Albany 518-465-7551
MENTAL HEALTH (NAMI)	1-800-950-NAMI (6264)
MISSING & EXPLOITED CHILDREN	1-800-THE-LOST (843-5678)
POISON CONTROL CENTER	1-800-222-1222
RUNAWAY HOT-LINE	1-800-RUNAWAY (786-2929)
SHERIFF	
Berkshire County (MA).....	Pittsfield 413-443-7220
Columbia County.....	Hudson 518-828-0601
N. Dutchess County.....	Poughkeepsie 845-486-3800
Rensselaer County.....	Troy 518-270-5448
STATE POLICE	
Massachusetts.....	Salisbury 508-820-2300
New York.....	Salt Point 845-677-7300
SUICIDE PREVENTION LIFELINE	(Nat'l) 988
TELECOMMUNICATIONS RELAY SERVICE (TRS)	(711) or
Massachusetts.....	1-800-720-3480
New York.....	1-800-421-1220
US MARSHALS SERVICE	
Massachusetts.....	Boston 617-748-2500
New York.....	Albany 518-472-5401
US SECRET SERVICE	
Massachusetts.....	Boston 617-565-5640
New York.....	Albany 518-427-0400

THE PHONE BOOK

June 2026

CONSOLIDATED COMMUNICATIONS

AREA CODES 518/838 (NY) & 413 (MA)

How To Reach Consolidated Communications: **1.844.968.7224**
Customer Service

Residential..... Hours: Monday - Friday 7:00am to 7:00pm (CT)
& Saturday 7:00am 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: customerservice651@consolidated.com

Mail Payments to:

651 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

Table of Contents

This directory contains listings of customers in the exchanges of Berlin/Petersburg, Canaan, Chatham, Copake, Hancock, MA, Hillsdale, Millerton, Nassau, Pine Plains, Stephentown, and West Lebanon. In addition to other Columbia County listings.

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Bill Payment and Information

Telephone bills are rendered the first of each month and are due by the 25th day of the month. If payment is made by check, please write your account number on the check.

Payments by mail should be returned in the return envelope with your payment and the top portion of your payment receipt (page one of the bill).

Please mail payments to
651 Consolidated Communications
PO Box 14828, St. Louis, MO 63178-4828.

Consolidated Communications will not accept responsibility for cash payments which are mailed to the company.

Telephone Complaints

Please contact Customer Service and a representative will assist you. If you feel the problem needs further attention, ask to speak with a member of management. If the telephone company fails to resolve a service or billing complaint within a reasonable period of time, customers may refer their problems to the Consumer Services Division of the New York State Public Service Commission by writing to: New York State Department of Public Service (NYDPS) Empire State Plaza Agency Bldg 3, Albany, NY, 12223-1350. The telephone number is toll free at 1.800.342.3377 or 1.800.662.1220 (TDD); website: www.dps.ny.gov/file-complaint.

In Massachusetts, call the Massachusetts Department of Telecommunications and Cable (MDTC), One Federal St, Suite 0740, Boston, MA 02110-2012. The telephone number is toll free at 1.800.392.6066; Email: consumer.complaints@mass.gov

Electric, Gas & Private Water Company Complaints

If an electric, gas or private water company fails to resolve a service or billing complaint within a reasonable period of time, customers may refer their problems to the Consumer Services Division of the New York State Department of Public Service (NYDPS) by writing to: Empire State Plaza Agency Bldg 3, Albany, NY, 12223-1350. In Massachusetts, call the Department of Public Utilities (MDPU) at 877.886.5066.

EMERGENCY NUMBER FOR THE REFUSAL OR IMPROPER DISCONNECTION OF ELECTRIC OR GAS SERVICE IN NY IS 1.800.342.3355.

Telecommunications Relay Service (TRS)

New York Relay Service - Dial 7-1-1

What is the New York Relay?



New York 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 New York Relay work?

Simply dial 711 or the appropriate toll-free number provided to connect with New York 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

New York 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 New York Relay offers a variety of services please refer to the website listed or call New York 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 New York Relay, please call New York 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 New York, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access New York Relay.

TRS is supported by surcharge: A few cents per telephone bill surcharge makes New York Relay services possible for the citizens of New York. Currently, T-Mobile is the provider of the relay services for New York.

To place a call using New York Relay, dial **711*** or one of the toll-free numbers below:

Voice to TTY/VCO/HCO/STS:	1.800.421.1220
TTY to Voice:.....	1.800.662.1220
ASCII to Voice:.....	1.800.584.2849
Voice Carry Over (VCO):	1.877.826.6977
Hearing Carry-Over (HCO):.....	1.800.662.1220
Speech-to-Speech (STS):.....	1.877.662.4234
Spanish/Español:.....	1.877.662.4886
900 Pay Per Call:.....	1.900.230.6565

*Some buildings with a PBX telephone system (often in hotels and offices that have extension number) 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/HCO/ASCII/VCO/STS:.....	1.800.676.3777
Spanish/Español:.....	1.800.676.4290

New York Relay Website: www.nyrelay.com

Captioned Telephone (CapTel®):

To call a CapTel® user, dial:.....	711 or 1.877.243.2823
Customer Service:.....	1.888.269.7477
Spanish/Español:.....	1.866.670.9134

Special points of interest:

Equipment Distribution Program:

iCanConnect in New York is administered by the Helen Keller National Center (HKNC). Established by an Act of Congress in 1967, HKNC operates a residential and training facility at its headquarters in Sands Point, NY. For more information, call 1.800.825.4595 or 1.888.320.2656 (TTY) or visit www.icanconnect.org/how-to-apply/new-york

Emergency Calls:

Please note that 711 is only to be used to reach New York 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. New York 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.

Telecommunications Relay Service (TRS)

Massachusetts Relay Service - Dial 7-1-1



What is the Massachusetts Relay?

Massachusetts Relay is a public service which guarantees all citizens prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, Deaf/Blind, hard of hearing or speech disabled 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 in order to connect with family, friends or businesses with ease.

How does Massachusetts Relay work?

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

Specialized Services

Massachusetts Relay offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained ROs are on hand to assist in these types of calls by dialing the associated number provided. Since Massachusetts Relay offers a variety of services please refer to the website listed or call Massachusetts 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 Massachusetts Relay, please call Massachusetts 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 Massachusetts, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Massachusetts Relay.

To place a call using Massachusetts Relay, dial **711** or one of the toll-free numbers below:

TTY / ASCII:..... 1.800.720.3480
HCO:..... 1.800.439.2370
Voice:..... 1.800.439.0183
Voice Carry Over (VCO):..... 1.866.887.6619
Speech-to-Speech (STS):..... 1.866.645.9870
Spanish / Español:..... 1.866.930.9252
900 Pay Per Call:..... 1.900.230.6565

*Some buildings with a PBX telephone system (often in hotels and offices that have extension number) 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/ASCII Users: 1.800.720.3480
Voice/Hearing Users:..... 1.800.720.3479
Email: info@hamiltonrelay.com

Outreach Services:

Email: customerservice@massrelay.com

Web: www.mass.gov/massrelay

Captioned Telephone (CapTel®):

To call a CapTel® user, dial:..... 711 or 1.877.243.2823
Customer Service:..... 1.888.269.7477
Spanish/Español:..... 1.866.670.9134

Special points of interest:

Equipment Distribution Program:

The Massachusetts Equipment Distribution Program (MassEDP) is a service that offers residents with a permanent disability access to the telephone network in their homes, by providing adaptive telephone equipment for issues such as a hearing or vision loss. To obtain an application or for more information call MassEDP at 1.800.300.5658 V/TTY or visit www.mass.gov/massedp.

Emergency Calls:

Please note that 711 is only to be used to reach Massachusetts 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. Massachusetts 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

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.

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).

Payment Of Deposits

Deposits are generally not required for telephone service. However, security deposits may be requested if:

- within the last six months, your service has been canceled because you did not pay your bill;
- you are a seasonal or short-term customer. The deposit amount is based on an estimate of charges for two months of service. If you use your telephone less than we estimate, we will refund part of the deposit. We do not require security deposits from Customers who receive:
 - Family Assistance, Safety Net, Medicaid or Supplemental Security Income, or
 - Customers 62 or older whose service has not been turned off for non-payment within the past six months

Deposit Refunds:

When bills are consistently paid on time, deposits are refunded, with interest, within a year. When service is canceled, the deposits plus interest will be applied to the final bill; if there is a remaining balance, it will be refunded by check.

Seasonal Service

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 six months and becomes effective on the first of the month following the request. During this time, the monthly rate is one half the local basic service charges plus 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.

Questions Or Problems

Contact us as soon as possible if you have any questions or complaints about your telephone service, call 1.844.968.7224.

You may also send us an e-mail at customerservice651@consolidated.com. As with any correspondence, please include your telephone number and as much information as you can. If you are not satisfied, please request to speak with a supervisor.

However if you are still not satisfied, you can call or write to the New York State Department of Public

Telephone Rights and Responsibilities

Service (NYDPS) Empire State Plaza Agency Building 3, Albany, NY, 12223-1350. The telephone number is toll free at 800.342.3377 or 800.662.1220 (TDD); website: www.dps.ny.gov/complaints. In Massachusetts, please contact the Department of Telecommunications and Cable (DTC), 1000 Washington St, Ste 600, Boston, MA 02118. The telephone number is toll free at 800.392.6066; Email: consumer.complaints@mass.gov.

While your complaint is being considered by the New York State Department of Public Service (NYDPS), or Massachusetts Department of Telecommunications and Cable (MDTC), we will not disconnect your service for failure to pay the amount in question. However, all undisputed bills must be paid when due to ensure continued service.

Billing And Payment

Consolidated Communications has a responsibility to provide telephone services in a reliable manner, and as a customer, you have a responsibility to pay your monthly bill promptly.

Your Telephone Bill

Your telephone bill includes monthly local service charges, which are billed one month in advance. A description of your monthly charges, and the cost of each service is listed in the Monthly Charges section of your bill. If you have had services in the past month that create one-time charges or credits, they will appear in the next section.

If your long distance carrier bills on your Consolidated Communications bill, long distance calls made during the previous billing month will be detailed under the name of the long distance company.

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.

Disputed Charges

If you believe you have been billed incorrectly for any part of your service, please call our business office at 1.844.968.7224. You do not need to pay the disputed amount until the problem is resolved. Other parts of your billing not in dispute are due by the due date on your bill.

Third Party Notification

All residential customers may choose a third party to receive copies of all credit notices. A third party may then be able to help prevent your service from being turned off by mistake.

You may choose a relative, friend, member of the clergy or a community agency to be a third party for you. The selected party must agree to be a third party and will receive copies of any credit notices we send to you because of overdue bills. The third party can contact us on your behalf and help you work out any payment terms with us. Remember, however, that the third party is NOT responsible for paying your bills. You may obtain the necessary forms by calling 1.844.968.7224.

Final Disconnect Notice

If payment is not received on or before the due date shown on your bill, we will mail you a Final Disconnect Notice. Termination of service (you will be unable to make or receive calls) may occur no sooner than 20 days after the notice is mailed. This Disconnect Notice allows you the opportunity to arrange payment and avoid interruption of service.

The Disconnect Notice also advises you of the availability of a Deferred Payment Agreement (DPA) and describes its provisions. (See Deferred Payment Agreement which follows.) If you are eligible for and sign a DPA, we will not disconnect your service as long as you make the agreed upon payments. If there are no questions about the bill and you fail to pay the amount shown on your Disconnect Notice or, if eligible, do not enter a DPA with us, your service will be terminated. Should you qualify for the Special Protections described on page 10, your service will not be terminated. Customers with terminated service or cancelled accounts may be required to pay a deposit to reestablish service.

When Service Can Be Terminated

We are allowed to terminate telephone service for non-payment between 8:00 a.m. and 7:30 p.m. Mondays through Thursdays and Fridays through 3:00 p.m. We cannot terminate service on a public holiday, the day before a public holiday, any day our office is closed.

Reconnection of Service

If we terminate your service, we will reconnect it within 24 hours after we are aware you have paid the amount due, or signed a Deferred Payment Agreement and made the down payment. If service is terminated, there is a charge to reconnect the service.

Telephone Rights and Responsibilities

Deferred Payment Agreement

If you have a financial problem that prevents you from paying your bills, you may be eligible for a Deferred Payment Agreement for your basic local service charges. The deferred amount is to be paid together with your current bill. Any amount above that must be paid before a deferred payment agreement can be offered. We require you to make a down payment which will not be more than 20 percent of the deferred amount or three times your average monthly bill, whichever is less. The agreement can be changed if you can show us that there are significant changes in your financial condition beyond your control. The New York State Department of Public Service (NYDPS) staff will help you reach an agreement with us if you request it. You may call one of their representatives toll free at 1.800.342.3377. In Massachusetts, call the Massachusetts Department of Telecommunications & Cable (MDTC) at 1.800.392.6066.

Late Payments

If we do not receive your payment by the due date, a previous balance will be indicated on the next month's bill. A 1.5% finance charge is applied to the overdue amount.

Exemptions From Late Payment Charges

If you have any of the following types of service or billing arrangements, you will be exempt from a late payment charge:

- Lifeline Service
- Quarterly Payment Plan
- A certified serious illness
- Disputed charges

Returned/Insufficient Check

There is a fee (and an additional fee for cable TV and Internet) for any check that is returned to us due to insufficient funds. In addition, we pass on to the customer any fees our banks charge us for handling the returned checks.

Customer Notification

Consolidated makes every effort to keep you informed of any changes in our rates and services. One way of ensuring you receive updated information is through written notification in the form of inserts included in your monthly statements.

Take a moment to read any information included with your bill. You will find it helpful in understanding service alternatives and responsibilities. It will also keep you informed about changes in state and federal rules and regulations.

Questions concerning changes in our policies and rates can always be answered by our Customer Service Representatives.

Fraudulent Use

Any person who, with intent to avoid the payment of the lawful charges therefore, obtains or attempts to obtain any telephone service by charging such service to an existing telephone number or calling card number without the authority of the customer thereto or the lawful holder thereof, or to a non-existent or suspended

telephone number or to a non-existent, revoked, or cancelled calling card number, or by rearranging, tampering with or making connection with any facilities or equipment of a telephone company, or by the use of any other fraudulent means, method, trick or device, is guilty of a misdemeanor, or, in some cases, a felony.

The Monthly Bill

Balance Due - The unpaid balance as of the 25th of the month.

Basic Local Service - Includes such items as the access line charge, FCC subscriber line charge, and all associated taxes and surcharges.

Central Office Wiring - The charge for any work done in our central office that provides service to the customer.

IntraLATA Toll Service - Long distance calls placed within the 518 & 838 area codes and Hancock, MA.

Late Payment Charge - A charge of 1.5% applied to the balance due, excluding the current month's local service charges.

Local Measured Service - With Local Measured Service (LMS), you pay for calls which you make to other numbers in your local calling area. The rate that you will be charged for each outgoing call will be based on distance, the time of day, and the length of the call. The basic rate for LMS is priced significantly lower than Consolidated's flat-rate services. This calling plan is not available to semi-private pay stations or Hancock, MA customers.

NYS Gross Receipts Tax Surcharge - A tax surcharge on long distance calls made to other states.

NYS Surcharge - A tax surcharge on New York state services.

Non-basic Service - Includes items such as inside wire maintenance, custom calling features, and all associated taxes and surcharges.

Optional Calling Plans - Discount calling plans for calls made in and out of state.

Premium Visit - The charge for our representative to perform work on the outside or inside of the location.

Service Order Issuance - The charge for an order to be processed for any changes in telephone service.

Subscriber Line Charge - An FCC mandated charge for access to the interstate telephone network. There is a monthly charge for single access lines (residential and business) as well as a higher charge for multi line business customers.

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 is 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.

Telephone Rights and Responsibilities

Important Information About Your Bill

Consolidated Communications
 Bill Date: August 1, 2009
 Account Number: 1234567890
 Internet: 1234567890
 Page 1 of 1

Account Summary

2 Last Month	3 This Month
Balance from last statement: 130.40	Customer Charges: 64.95
Payment Received 02/07/2011: 130.40	Telephone Charges: 8.93
Thank You Balance: \$ 0.00	Internet Charges: 10.00
	Video Charges: 42.57
	Federal Tax: 0.23
	Ohio State Sales Tax: 2.71
	Payroll County Tax: 0.61
	Federal Univ Svc Charge: 1.03
	Current Charges: \$ 130.51
	Total Amount Due: \$ 130.51

FORWARDING SERVICE REQUESTED

Customer Name: 79QZ
 1234 Main St
 Anytown, IL 12345 1234

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

Balance Due - Please Remit: \$ 130.51

Amount Enclosed: \$

01636100264729000000330517026

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 New York State Department of Public Service (NYDPS) or Massachusetts Department of Telecommunications and Cable (MDTC).

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Customer Service Information

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

Customer service inquiries, call toll free: **800-400-5568**
 Monday-Friday 8:30 am - 5:00 pm
 Deaf and hearing impaired may contact FixPoint by dialing 711 for Telecommunications Relay Service

Repair and Internet technical support, call toll free: **800-400-5568**
 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 800-400-5568. 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 1-800-686-7618 or 614-466-3302 or for TDD/TTY toll free at 1-800-686-1570 or 614-466-8180, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at www.puco.ohio.gov. The Ohio Consumer Control (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5422 from 8:00 a.m. to 5:00 p.m., weekdays, or visit www.pucoccc.org.

Five reasons to feel good about your FixPoint landline service:

- It's reliable and works even if the power goes out.
- It delivers crystal-clear sound quality, assumed by government standards.
- It's more affordable and offers better coverage than cellular service.
- It's protected by five levels of backup.
- It makes 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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CUSTOMER GUIDE

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 New York State Department of Public Service (NYDPS) of Massachusetts Department of Telecommunications and Cable (MDTC)



Telephone Rights and Responsibilities

Assistance Programs (for NY Customers)

Visual Impairments

If you:

- are legally blind; visual acuity of 20/200 or less in the better eye with correcting lenses, or
- have a visual impairment which prevents you from reading normal printed material, such as a telephone directory, or
- have a physical disability, such as loss of hands, loss of use or control of hands, constant severe tremor, spasticity or paralysis, permanent double vision, incapacitating confinement, or severely debilitating conditions such as found in advanced Parkinson's Disease.

You may receive:

- free directory assistance*
- free operator assistance for placing calls*
- reduced purchase prices and rental rates for telephone equipment suited for special needs
- expedient services
- third party notification
- enlarged print bills

*When calling from home or when using a calling card (as allowed by your operator service provider or long distance company)

After you have submitted a notice of certification from:

- licensed physician, ophthalmologist or optometrist
- NY State Office of Vocational Rehabilitation
- NY State Commission for the Blind & Visually Handicapped

Speech/Hearing Impairment

If you:

- have a speech or hearing impairment of 65% or higher, as per American Medical Association guidelines

You may receive:

- a discount on toll calls, as allowed by your long distance company*
- the assistance of The NYS Relay Service
- a 50% discount on monthly mileage charges for leased channels and private line circuits for the use of special non-voice telephone equipment
- reduced purchase prices and rental rates for telephone equipment suited for your special need
- third party notification
- expedient services
- enlarged print bills

*call your long distance company for information

After you have submitted a notice of certification from:

- licensed physician, otolaryngologist, speech-language pathologist or audiologist
- NY State Dept. of Social Services

Severe Medical Condition

If you:

- have a medical condition which requires you to be monitored by an emergency reporting system, such as the Medical LifeLine program

You may receive:

- a waiver of the local service locality charge
- expedient services
- extended grace period before suspension or termination of service

After you have submitted a notice of certification from:

- the emergency reporting system

Special Protections

A service for senior citizens and telephone customers who have vision, hearing, speech or medical impairments.

We understand that telephone service is essential to your sense of security. Because of this, we can take extra precautions to ensure that your service does not get interrupted because of non-payment and extra steps will be taken to restore your service rapidly in the event of a major service outage. In addition, we will be able to assist you with other programs and services specifically designed to meet special needs. If you are eligible, complete this form and return it to our office. If you think that someone you know is eligible, please advise them of our program and assist them in enrolling. All information will be held in strict confidence.

Special Protections Application
Telephone number
Name
Address
Who should we call if we can not reach you?
Name
Relationship
Telephone
COMPLETE AS APPROPRIATE
Senior Citizen
• Date of Birth
• Hearing Impaired • Speech Impaired
• Blind • Medically Impaired
Brief Description
Signature
Date
We suggest you make a photocopy of these forms.

Toll Restriction

Toll Restriction is available to telephone customers. This service allows you to block long distance calls from being made from your telephone number. This means ONLY your direct dial toll calls cannot be completed from your telephone number.

Operator-assisted, collect and third number calls can still be placed and received with toll restriction. In addition, calling card calls connected to your long distance carrier can still be made and billed to your telephone number. Be sure to contact your long distance carrier if you would like

Telephone Rights and Responsibilities

to cancel or restrict calling card, operator-assisted, collect and third number calls. Toll restriction is not guaranteed. As a phone service owner, please be aware of how your service is being used.

Handling Obscene or Harassing Calls

Here are some suggestions if you receive obscene, harassing, or threatening phone calls:

1. Do not give the caller any information such as your name, address, or whether you are home alone. Advise your children and babysitters not to provide any information to callers.
2. If you are threatened over the telephone, call the police.
3. Consider changing your telephone number to an unlisted number.
4. If the calls continue, consider using *57 Call Trace for a small activation fee. This service is not intended for casual use. A formal complaint must be filed with a police agency.

IT IS A CRIME UNDER FEDERAL LAW FOR ANYONE TO MAKE OBSCENE OR HARASSING PHONE CALLS.

National Do-Not-Call List

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 re-assigned 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.

Important Privacy Information About Your Telephone Account

We understand that privacy is very important to all of our customers. So, unless we have your permission, Consolidated Communications will not share information about your account to other vendors or companies, including our own subsidiaries.

However, we do provide a number of quality products, services and special offers that may be of great interest to you. We would like your permission to review your account information to tell you about all of our products and services. The confidentiality of this information will always be protected and never shared with outside companies.

We hope you will give us the opportunity to help you make the most informed choices for your telecommunications needs. Naturally, whether or not you decide to give us your permission will in no way affect the high quality of service that you expect from us.

Statement of Non-Discrimination

As a borrower of funds from the Rural Utilities Service (RUS), Consolidated Communications is an equal opportunity provider and employer.

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.

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 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.

New York and Massachusetts law requires customers to call at least 48 hours but no more than 10 working days (excluding weekends and legal holidays) before beginning ANY digging on their property. You may find more information on <http://newyork-811.com/> or <http://www.digsafe.com> (MA). 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.



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.

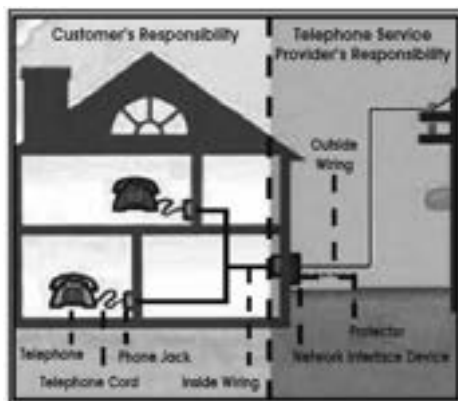
Why Won't My Phone Work?

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	Local Calling To:
Berlin & Petersburg**	658	Berlin / Petersburg; Albany, Stephentown, Troy
Canaan*	781	Canaan; Chatham, Stephentown, West Lebanon; <i>Area Code (413):</i> Hancock, MA
Chatham**	392, 397, 440, 938	Chatham; Albany, Canaan, Hudson, Kinderhook, Niverville, Philmont, Stuyvesant Falls, West Lebanon (Note: Other towns using Chatham exchanges are: Chatham Center, E. Chatham, Ghent, Spencertown)
Copake*	329, 939	Copake; Hillsdale, Millerton, Pine Plains; *Extended LMS: Claverack, Germantown; <i>Area Code (845):</i> Elizaville
Hancock, MA (413)**	738	Hancock, MA; Pittsfield, MA, Williamstown, MA; <i>Area Code (518):</i> Canaan, Stephentown, West Lebanon
Hillsdale*	325	Hillsdale; Copake, Millerton, Pine Plains
Millerton*	592, 789	Millerton; Copake, Hillsdale, Pine Plains; <i>Area Code (845):</i> Amenia
Nassau**	766, 931	Nassau; Albany, Averill Park, Castleton, Colonie, Kinderhook, Niverville, Schenectady, Stuyvesant Falls, Troy, West Lebanon
Pine Plains*	398, 771	Pine Plains; Copake, Hillsdale, Millerton; <i>Area Code (845):</i> Stanfordville *Extended LMS: Claverack, Germantown; <i>Area Code (845):</i> Elizaville
Stephentown**	733	Stephentown; Albany, Berlin/Petersburgh, Canaan, Troy, West Lebanon; <i>Area Code (413):</i> Hancock, MA
West Lebanon**	794	West Lebanon; Albany, Canaan, Chatham, Nassau, Stephentown; <i>Area Code (413):</i> Hancock, MA (Note: Other towns using the W. Lebanon exchange are: Lebanon Springs & Old Chatham)

*Rate Group 3.....Individual residential line charge \$23.00¹, measured service monthly charge is \$18.60¹

**Rate Group 7.....Individual residential line charge \$23.00¹, measured service monthly charge is \$18.60¹

**Rate Group 8.....Individual residential line charge \$23.00¹, measured service monthly charge is \$17.77¹

**Rate Group 9.....Individual residential line charge \$23.00¹, measured service monthly charge is \$16.77¹

***Massachusetts.....Individual residential line charge \$25.50¹, measured service is not available.

¹Local access rate² 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.

²All rates and listings shown in this directory are correct as of May 2026. Rates are subject to change. Any questions please call customer service at 1.844.968.7224.

How To Dial Local Calls

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

LONG DISTANCE: Callers dial 1 + area code + 7 digit number whenever dialing from the 518/838 area code

Area Code Overlay ... New Area Code 838 (in 2017):

(Area Code 838 Shares The Same Region As Existing 518 Area Code)

In 2017, to accommodate the growing need for telephone numbers in New York, an Area Code (838) was added to the area currently served by the 518 Area Code. This method of providing new telephone numbers is commonly known as an Area Code Overlay. The 838 Area Code serves customers in the same geographic region as the current 518 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 518/838 region:

- (Area Code 363 Shares The Same Region As Existing 516 Area Code)
- (Area Code 624 Shares The Same Region As Existing 716 Area Code)
- (Area Code 329 Shares The Same Region As Existing 845 Area Code)
- (Area Code 680 Shares The Same Region as Existing 315 Area Code)
- (Area Code 934 Shares The Same Region as Existing 631 Area Code)
- (Area Codes 347/917/929 Share The Same Region as Existing 718 Area Code)
- (Area Codes 332/646/917 Share The Same Region as Existing 212 Area Code)



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 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.

Long Distance

You may subscribe to the long distance company of your choice by choosing a primary company at the time you apply for service. Once the choice is made, your long distance calls automatically connect to the company of your choice. You can contact your long distance carrier to establish an account with them and choose a calling plan.

When your telephone line is subscribed to the long distance company of your choice, you can still use other long distance companies. In this case, you dial a special code assigned to that long distance company. Dialing this code routes your call to the other company's network instead of to your primary long distance carrier. If you wish to switch your long distance carrier, please let us know. A charge will be applied to your next bill.

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.

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, 822, 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.

Mandatory 10-digit Dialing

All local calls made within the NY 518/838 Area Codes and MA 413 Area Code must be placed using the 10-digit telephone number (area code + the 7-digit telephone number).

NOTICE: 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)
 Birmingham.....205/659
 Huntsville.....256/938
 Mobile.....251
 Montgomery.....334/448
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.....760
 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

Miami.....305/645/786
 Orlando.....321/407/689
 St. Petersburg.....727
 Sarasota.....941
 Tallahassee.....448/850
 Tampa.....813/656
 West Palm Beach.....561/778
GEORGIA (GA)
 Albany.....229
 Atlanta.....404/470
 678/770
 Columbus.....706/762
 Macon.....478
 Marietta.....678/770
 Savannah.....912
HAWAII (HI).....808
IDAHO (ID).....208/986
ILLINOIS (IL)
 Aurora.....331/630
 Chicago Metro.....312/773/872
 NW Suburbs.....331/660
 O'Hare Area.....773/872
 Cicero.....464/708
 East St. Louis.....618/730
 Elk Grove Village.....224/847
 Peoria.....309/861
 Rockford.....779/815
 Springfield.....217/447
INDIANA (IN)
 Evansville.....812/930
 Fort Wayne.....260
 Gary.....219/260/574
 Indianapolis.....317/463
 Lafayette.....765
 South Bend.....574
IOWA (IA)
 Cedar Rapids.....319
 Des Moines.....515
 Dubuque.....563
 Marshalltown.....641
 Sioux City.....712
KANSAS (KS)
 Dodge City.....620
 Kansas City.....913
 Topeka.....785
 Wichita.....316
KENTUCKY (KY)
 Ashland.....606
 Frankfort.....502
 Lexington.....859
 Louisville.....502
 Owensboro.....270/364
LOUISIANA (LA)
 Baton Rouge.....225
 Hammond/Houma.....985
 Lafayette.....337
 New Orleans.....504
 Shreveport.....318
MAINE (ME).....207
MARYLAND (MD)
 Annapolis.....410/443/667
 Baltimore.....410/443/667
 Silver Spring.....240/301

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
 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
 Waukesha.....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
GUAM.....473
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: 01/26/26

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.....+7	Cyprus 357.....+8
Belize 501.....0	Czech Republic
Benin* 229.....+7	420.....+7
Bhutan* 975.....+11.5	Denmark* 45.....+7
Bolivia 591.....+2	Diego Garcia*
Bosnia & Herzegovina	246.....+12
387.....+7	Djibouti*
Brazil 55.....+3	253.....+9
Brunei 673.....+14	Ecuador 593.....+1
Bulgaria 359.....+8	Egypt 20.....+8
Burkina Faso*	El Salvador* 503.....0
226.....+6	Equatorial Guinea
Burma (Myanmar)	240.....+7
95.....+12.5	Eritrea 291.....+9
Burundi 257.....+8	Estonia 372.....+8
Cambodia 855.....+13	Ethiopia 251.....+9
Cameroon 237.....+7	Faeroe Islands*
	298.....+6

TD	TD	TD	TD
Falkland Islands*	Kiribati* 686.....+18	Nepal 977.....+11.5	Slovenia 386.....+7
500.....+2	Korea (North)	Netherlands 31.....+7	Solomon Islands*
Fiji Islands*	850.....+15	Netherlands Antilles	677.....+17
679.....+18	Korea (South)	599.....+2	Somalia 252.....+9
Finland 358.....+8	82.....+15	New Caledonia*	South Africa 27.....+8
France 33.....+7	Kuwait* 965.....+9	687.....+17	Spain 34.....+7
French Antilles*	Kyrgyz Republic	New Zealand 64.....+18	Sri Lanka.....+11.5
596.....+2	996.....+12	Nicaragua 505.....0	Sudan 249.....+8
French Guiana*	Laos 856.....+13	Niger* 227.....+7	Suriname* 597.....+3
594.....+3	Latvia 371.....+8	Nigeria 234.....+7	Swaziland 268.....+8
French Polynesia	Lebanon 961.....+8	Niue* 683.....-5	Sweden 46.....+7
(Tahiti)* 689.....-4	Lesotho* 266.....+8	Norfolk Island	Switzerland 41.....+7
Gabon* 241.....+7	Liberia* 231.....+6	672.....+17.5	Syria 963.....+9
Gambia* 220.....+6	Libya 218.....+7	Norway 47.....+7	Taiwan 886.....+14
Georgia 995.....+9	Liechtenstein 41.....+7	Oman* 968.....+10	Tajikistan 7.....+12
Germany 49.....+7	Lithuania 370.....+8	Pakistan 92.....+11	Tanzania 255.....+9
Ghana 233.....+6	Luxembourg*	Palau* 680.....+15	Thailand 66.....+13
Gibraltar* 350.....+7	352.....+7	Panama* 507.....+1	Togo* 228.....+6
Greece 30.....+8	Macau* 853.....+14	Papua New Guinea*	Tonga Islands*
Greenland 299.....+3	Macedonia 389.....+7	675.....+16	676.....+19
Guadeloupe*	Madagascar 261.....+9	Paraguay 595.....+3	Tunisia 216.....+7
590.....+2	Malawi 265.....+8	Peru 51.....+1	Turkey 90.....+9
Guatemala 502.....0	Malaysia 60.....+14	Philippines 63.....+14	Turkmenistan
Guinea-Bissau*	Maldives* 960.....+11	Poland 48.....+7	993.....+11
245.....+6	Mali Republic*	Portugal 351.....+6	Tuvalu 688.....-6
Guinea (PRP)	223.....+6	Qatar* 974.....+9	Uganda 256.....+9
224.....+6	Malta* 356.....+7	Reunion Island*	Ukraine 380.....+9
Guyana 592.....+3	Marshall Islands	262.....+10	United Arab Emirates
Haiti* 509.....+1	692.....+18	Romania 40.....+8	971.....+10
Honduras* 504.....0	Martinique 596.....+2	Russia 7.....+9	United Kingdom
Hong Kong*	Mauritania* 222.....+6	Rwanda* 250.....+8	44.....+6
852.....+14	Mauritius* 230.....+10	St. Pierre & Miquelon*	Uruguay 598.....+3
Hungary 36.....+7	269.....+9	508.....+3	Uzbekistan 998.....-12
Iceland 354.....+6	Mexico 52.....0	Saipan 670.....+16	Vanuatu 678.....+5
India 91.....+11.5	Micronesia	San Marino 378.....+7	Vatican City 39.....+7
Indonesia 62.....+13	(Federal States of)	San Tome & Principe *	Venezuela 58.....+2
Iran 98.....+9.5	691.....+17	239.....+6	Vietnam 84.....+13
Iraq 964.....+9	Moldova 373.....+9	Saudi Arabia 966.....+9	Wallis & Futuna
Ireland 353.....+8	Monaco 377.....+7	Senegal*	Islands
Israel 972.....+6	Mongolia 976.....+14	221.....+6	681.....+18
Italy 39.....+7	Morocco 212.....+5	Seychelles Islands*	Western Samoa
Ivory Coast* 225.....+6	Mozambique	248.....+10	685.....-5
Japan 81.....+15	258.....+8	Singapore* 65.....+14	Yemen 967.....+9
Jordan 962.....+8	Namibia 264.....+8	Slovakia 421.....+7	Yugoslavia 381.....+7
Kazakhstan 7.....+12	Nauru* 674.....+18		Zambia 260.....+8
Kenya 254.....+9			Zimbabwe 263.....+8

* City Code not required

Helping Hands

....making life easier

Community Services New York State

Crisis Support Services

Columbia-Greene Domestic Violence Program Hotline.....	518.943.9211
Columbia-Greene Rape Crisis Center.....	518.828.5556
Crime Victims Service Columbia-Greene.....	518.828.2503
Homeless & Travelers Aid Society.....	518.463.2124

Emergency Service

American Red Cross Columbia Chapter.....	518.828.6715
Rensselaer Chapter.....	518.235.4450
Dive & Rescue Team.....	518.828.3344
Salvation Army, Troy.....	518.272.4901

Health Services

AIDS Council of Northeastern NY.....	518.434.4686
Alcoholics Anonymous Columbia County.....	518.828.6715
Rensselaer County.....	518.273.4901
Alcoholism Center of Columbia Co.....	518.828.9300
American Cancer Society Columbia Co.....	518.828.3377
Rensselaer Co.....	518.274.5303
American Heart Association.....	518.943.2780
Capital Area Speech Center.....	518.462.6222
Center Care of Columbia County (Center for the Disabled).....	518.828.2687
Continuing Treatment Srv.....	518.271.1122
Mental Health Association of CC.....	518.828.4619

Senior Services

Aging Office for the Columbia Co.....	518.828.4258
Rensselaer Co.....	518.270.2730
NYS Office for the Aging.....	1.800.342.9871
Nutrition Office - Hudson.....	518.828.7068
Retired Senior Volunteer Program (RSVP).....	518.828.0251
Social Security.....	518.828.9441

Support Services

Assoc for Retarded Citizens (COARC) Columbia Co.....	518.672.4451
Assoc for Retarded Citizens (ARC) Rensselaer Co.....	518.274.3110
Blind, Northeastern Assoc of the.....	518.463.1211
Catholic Charities of Columbia: Greene Counties.....	518.828.8660
Common Ground.....	518.828.4611
Family & Children's Srv of Troy.....	518.274.3880
Family Survival of Columbia Co.....	518.392.3911

Literacy Volunteers Columbia & Greene Counties.....	518.822.8314
Rensselaer Co.....	518.274.8526
Teen Parent.....	518.828.4611
Valatie Medical Arts 1301 River St. Valatie, NY.....	518.758.6650
Veteran's Medical Center.....	518.626.5000

New York State Government

Advocate for the Disabled.....	1.800.522.4369
Aging Hotline (Office for the Aging).....	1.800.342.9871
Banking.....	1.800.522.3330
Business Permits & Regulatory Asst.....	1.800.342.3464
Department of Public Service (NYDPS).....	1.800.342.3377
Inspector General.....	1.800.367.4448
Insurance.....	1.800.342.3736
Legislative Bill Drafting Commission.....	1.800.342.9860
Taxation & Finance Information.....	1.800.225.5829
Forms.....	1.800.462.8100
Refunds.....	1.800.443.3200
Thruway Authority Road Condition Info.....	1.800.847.8929
Tourism or Travel Info NYS.....	1.800.225.5697
Voter Information.....	1.800.367.8683

Massachusetts Government

Dept of Telecommunications & Cable (MDTC).....	1.888.622.2588
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Federal Government

Agricultural Dept Fish, Meat & Poultry Complaints.....	1.800.535.4555
Army Corp of Engineers.....	1.800.872.2375
Auto Safety Hotline.....	1.800.424.9393
Consumer Products Safety Commission.....	1.800.638.2772
Customs Service Drug Smuggling Hotline.....	1.800.BE.ALERT
Federal Elections Commission.....	1.800.424.9530
Federal Deposit Insurance Corporation.....	1.800.521.2911
Federal Insurance Administration.....	1.800.638.8780
Food & Safety Inspection Service.....	1.800.535.4555
Internal Revenue Service Forms.....	1.800.829.3676
Problems & Refunds.....	1.800.829.1040
Medicare.....	1.800.638.6833
Peace Corps.....	1.800.424.8580
Social Security.....	1.800.722.1213
US Ofc of Special Council (Whistle Blowers).....	1.800.572.2249

Helping Hands

....making life easier

Children

Child Abuse & Neglect Info Prevention Rsc Cntr	1.800.342.7472
Child Abuse Prevention-Kids Peace.....	1.800.257.3223
Children's Wish Foundation	1.800.323.9474
National Child Watch.....	1.800.222.1464
National Center for Missing & Exploited Children	1.800.843.5678
Operation Lookout National Center for Missing Youth	1.800.782.7335

Drugs/Substance Abuse

800 Cocaine Information	1.800.662.HELP
Drug & Cocaine Hotline	1.800.662.HELP
Narcotics Anonymous	1.800.627.3543

Health Hotlines/Organizations

AIDS Hotline Center for Disease Control	1.800.342.2437
AIDS Prevention Hotline (NY).....	1.800.541.2437
Alexander Graham Bell Assoc for the Deaf	1.800.255.4817
Alzheimers Disease & Related Disorders.....	1.800.621.0379
American Cancer Assoc	1.800.562.2623
American Cancer Society.....	1.800.562.2623
American Council for the Blind.....	1.800.424.8666
American Diabetic Assoc.....	1.800.232.3472
American Kidney Fund.....	1.800.638.8299
American Sudden Infant Death Syndrome	1.800.232.7437
Asthma, Allergy & Breathing Problems.....	1.800.222.LUNG
CANCER Information	1.800.4.CANCER
CANCER Research Foundation	1.800.223.7874
Deafness Research Foundation.....	1.800.535.3323
Diabetes Research Institute.....	1.800.321.3437
Home Health Care Bureau (NY).....	1.800.628.5972
Hearing Aid Helpline	1.800.521.5247
Juvenile Diabetes Foundations.....	1.800.533.2873
La Leche League Intl.....	1.800.525.3243
Medic Alert Foundation	1.800.344.3226
National Assoc for Sickle Cell Disease	1.800.421.8453
National Down Syndrome Congress	1.800.232.6372
National Down Syndrome Society Congress.....	1.800.221.4602
National Easter Seal Society.....	1.800.221.6827
National Sexually Transmitted Disease Hotline.....	1.800-227-8922
National Society To Prevent Blindness	1.800-221-3004
Parkinson Disease Association	1.800-223-2732

Saint Jude Children's Research Hospital	1.800-341-5800
Spinal Bifida Assoc.....	1.800-621-3141
Sudden Infant Death Syndrome Ntl Headquarters.....	1.800-221-7437

Runaways

Runaway Hotline	1.800-231-6946
National Runaway Switchboard.....	1.800-621-4000

Poison

Central New York Poison Control	1.800-222-1222
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Other Helping Hands

America The Beautiful Fund	1.800-522-3557
Care Incorporated.....	1.800-242-4483
Comic Relief	1.800-528-1000
Counsel On Compulsive Gambling.....	1.800-426-2537
Dyslexia Society.....	1.800-222-3123
Hope Foundation For The Homeless.....	1.800-843-4073
Literacy Hotline (NY)	1.800-221-1980
Living Bank	1.800-528-2971
New York Relay Service	
From a TDD.....	1.800-662-1220
From a regular phone.....	1.800-421-1220
Underground Utilities Call Center	1.800-962-7962
Violent Crimes Compensation Board.....	1.800-242-0804
Voter Information.....	1.800-367-8683

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.

Special National Insert

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.citizen corps.gov for more information and to get involved.

EMERGENCY NUMBERS

POLICE: _____

HOSPITAL: _____

FIRE: _____

F.B.I.: _____

PHYSICIAN: _____