

EMERGENCY NUMBERS

9-1-1



FIRE



SHERIFF



POLICE



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 (252-2873)
Domestic Violence	1-800-799-SAFE (7233)
Drug and Alcohol Treatment Hotline	1-800-662-HELP (4375)
Federal Bureau of Investigation (FBI)	Springfield 217-522-9675
Illinois Dept. of Natural Resources (IDNR)	Springfield 217-782-6302
Illinois Relay Service (additional info page 4)	(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)
Police	El Paso 309-527-5340
Runaway Hotline	1-800-RUNAWAY (786-2929)
Sheriff	
McLean County	Bloomington 309-888-5034
Woodford County	Eureka 309-467-2375
State Police	
McLean County (Troop 5)	Pontiac 815-844-1500
Woodford County (District 8)	Metamora 309-383-2133
Sexual Assault Hotline	1-800-656-HOPE (4673)
Suicide Prevention Lifeline	(Nat'l) 988
U.S. Marshals Service	
Central District	Springfield 217-492-4430
U.S. Secret Service	
Springfield District	Springfield 217-726-8453



THE PHONE BOOK

September 2026

CONSOLIDATED COMMUNICATIONS

AREA CODE 309/861

CUSTOMER GUIDE

How To Reach Consolidated Communications: **1.844.968.7224**

Customer Service

Residential..... Hours: Monday - Friday 7:00am to 8:00pm (CT)
..... Saturday - Sunday 7:00am to 5:30pm (CT)
Business..... Hours: Monday - Friday 7:00am to 8:00pm (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: customerservice183@consolidated.com

Mail Payments to:

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

Directory Assistance..... 411
or..... 1.Area Code.555.1212

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

NOTE: All rates within this directory are subject to change.
MANDATORY 10-DIGIT DIALING

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DIRECTORY LISTING OMISSIONS

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 - Dial 7-1-1



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, T-Mobile is the provider of the relay services for Illinois.

To place a call using Illinois Relay, dial **711*** 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:.....www.itactty.org/illinois-relay

Captioned Telephone®:

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

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)

Essential Services

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

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

Emergency 911

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

Rates, Terms And Conditions

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

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

Lifeline Program

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

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

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

Only one Lifeline Program discount is available per household on either a wireless or wireline qualifying service. Under the Lifeline Program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

The Lifeline Program benefit is non-transferable. Consumers who willfully make false statements in order to obtain the discount can be punished by fine or imprisonment or can be barred from the Lifeline Program.

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

In Illinois, the Universal Telephone Assistance Corporation (UTAC) Lifeline and Link-Up Programs are funded through voluntary donations. These programs work with the federally-funded Lifeline program to help Illinois households obtain phone service and receive a partial discount on their monthly phone bills. You may donate online through UTAC's website at www.linkupillinois.org/donate.

Telephone Rights and Responsibilities

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. 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.

Paying Your Bill

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

E-Billing

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

One-Time Online Bill Payment Option

Here's your chance to 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 4 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

Telephone Rights and Responsibilities

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.

Consumer Services Division
Illinois Commerce Commission
527 East Capital Ave
Springfield, IL 62701
1.800.524.0795

1.800.858.9277 TTY (hearing-impaired)

www.icc.illinois.gov/complaints/public-utility

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 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

The image shows the first page of a telephone bill from 'Consolidated Communications'. It includes a header with the company logo and name. Below this, there's a section for 'Your Account Information' with fields for account number, name, and address. A table titled 'Last Month' shows charges from the previous bill. Another table titled 'This Month' shows current charges by service type. At the bottom, there's a section for 'Taxes, Surcharges and Fees' and a 'Remit Coupon' area with a perforated line for detachment.

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.

The image shows the back of the telephone bill. It contains a section for 'Remit Coupon' with a perforated line for detachment. Below this, there's a section for 'Change of Address' with a checkbox and fields for new address, city, state, and zip code. At the bottom, there's a section for 'What if I have questions?' with a call number and a reference to the Public Utilities Commission.

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

9 Carrier Selection

10 Current Long Distance Charges

11 Current Internet Charges

12 Current Cable TV Charges

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](https://www.illinois1call.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.

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.

CALL JULIE - Joint Utility Locating Information for Excavators

<https://www.illinois1call.com/>

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.

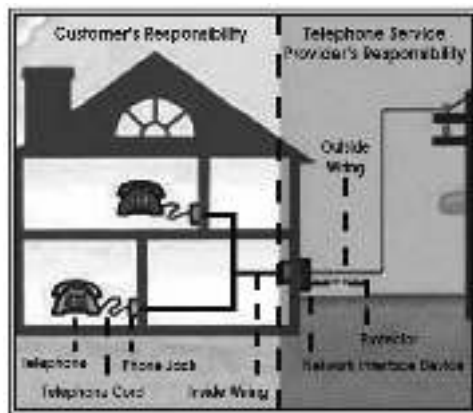
Why Won't My Phone Work?

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:	Local Calling To:	Rate
El Paso	(309) 527	El Paso, Kappa and Panola. <i>(The towns of Kappa and Panola also use the El Paso exchange of (309))</i>	\$23.44*

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

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

How To Dial Local / Long Distance Calls:

Local Calls with Area Code (AC) Overlay:

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

(10 digit-dialing) 10-digit dialing does NOT affect three digit codes to reach 7-1-1(Relay Services), 9-1-1 (Emergency Services) or any other community codes that may be available in your area.

Long Distance Calls:

Outside your LCA: Dial 1 + Area Code + 7 digit number.

Area Code Overlay 309/861 in Illinois:

The 861 area code was added as an overlay to the region currently served by area code 309 to ensure a continuing supply of telephone numbers for the area. An overlay is the addition of another area code (861) to the same geo-graphic region served by an existing area code (309). Beginning February 23, 2023 new telephone lines or services may be assigned numbers using the new 861 area code.

What will remain the same?

- What is a local call now will remain a local call.
- You will continue to dial 10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- You can still dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711, or 811 if those are currently available in your community.

Area Code Overlays - FYI ONLY as not in 309/861 region:

2009 - (Area Code 779 shares the same region as existing 815 Area Code)

2017 - (Area Code 447 shares the same region as existing 217 Area Code)

2023 - (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 309/861 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.

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.

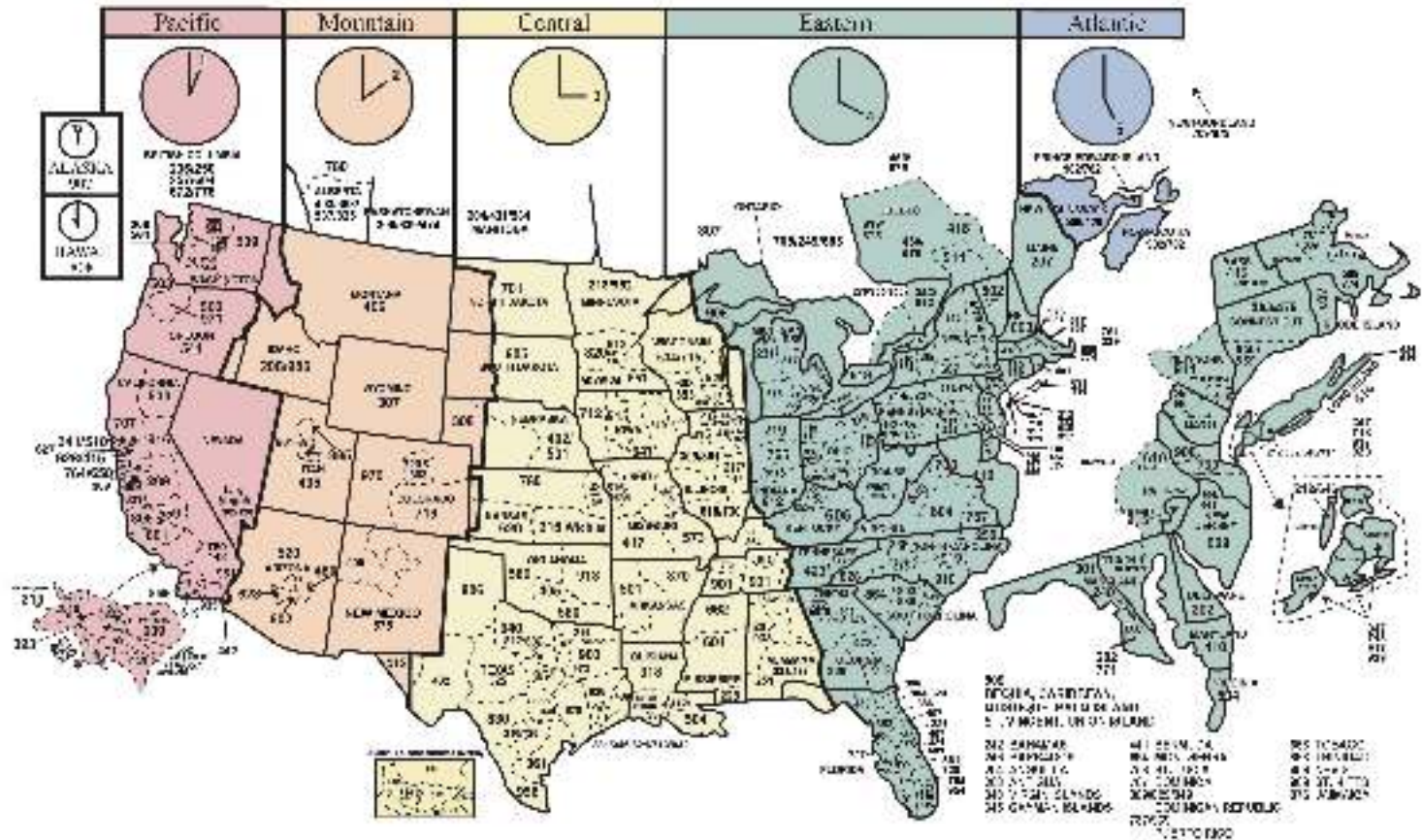
NEW way to reach National Suicide Prevention Lifeline by dialing 988

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.

CUSTOMER GUIDE

Area Code Map & Time Zones



When To Use Area Codes:

You may be required to dial the area code when dialing within the same area code.

Check For Different Time Zones:

When placing long distance calls to other area codes, look on the map above to see if the place you are calling is in a different time zone. It may help to plan your call.

If You Cannot Find An Area Code:

For a location not shown on the area code map, refer to the next page or dial "0" for a Telephone Operator (additional charges may apply).

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.....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.....561/728
GEORGIA (GA)
 Albany.....229
 Atlanta.....404/470
 Columbus.....706/762
 Macon.....478
 Marietta.....678/770
 Savannah.....912
HAWAII (HI).....808
IDAHO (ID).....208/986
ILLINOIS (IL)
 Aurora.....331/630
 Chicago.....312/773/872
 NW Suburbs.....331/660
 O'Hare Area.....773/872
 Cicero.....464/708
 East St. Louis.....618/730
 Elk Grove.....224/847
 Village.....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.....985
 Houma.....337
 Lafayette.....504
 New Orleans.....318
MAINE (ME).....207
MARYLAND (MD)
 Annapolis.....410/443/667
 Baltimore.....410/443/667
 Silver Spring.....240/301

MASSACHUSETTS (MA)
 Boston.....617/857
 Metro.....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
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: 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 93.....+10.5	Canada (see area codes page)
Albania 355.....+8	Cape Verde Islands* 238.....+5
Algeria 213.....+7	Central African Republic* 236.....+7
American Samoa* 684.....-5	Chad 235.....+7
Andorra 376.....+7	Chile 56.....+2
Angola 244.....+7	China 86.....+13
Antarctica 672.....+13	Colombia 57.....+1
Argentina 54.....+3	Comoros* 269.....+10
Armenia 374.....+9	Congo* 242.....+7
Aruba 297.....+2	Congo, Dem. Rep. Of (former Zaire) 243.....+7
Ascension Island* 247.....+6	Cook Islands* 682.....-4
Australia 61.....+16	Costa Rica* 506.....0
Austria 43.....+7	Croatia 385.....+7
Azerbaijan 994.....+9	Cuba 53.....+1
Bahrain* 973.....+9	Cyprus 357.....+8
Bangladesh.....+12	Czech Republic 420.....+7
Belarus 375.....+9	Denmark* 45.....+7
Belgium 32.....+7	Diego Garcia* 246.....+12
Belize 501.....0	Djibouti* 253.....+9
Benin* 229.....+7	Ecuador 593.....+1
Bhutan* 975.....+11.5	Egypt 20.....+8
Bolivia 591.....+2	El Salvador* 503.....0
Bosnia & Herzegovina 387.....+7	Equatorial Guinea 240.....+7
Brazil 55.....+3	Eritrea 291.....+9
Brunei 673.....+14	Estonia 372.....+8
Bulgaria 359.....+8	Ethiopia 251.....+9
Burkina Faso* 226.....+6	Faeroe Islands* 298.....+6
Burma (Myanmar) 95.....+12.5	
Burundi 257.....+8	
Cambodia 855.....+13	
Cameroon 237.....+7	

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

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

EMERGENCY NUMBERS

POLICE: _____

HOSPITAL: _____

FIRE: _____

F.B.I.: _____

PHYSICIAN: _____