

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

ABUSE HOTLINE (Children, Adults or Elderly Persons) *(FL Only)* 1-800-962-2873

ABUSE HOTLINE

Florida 1-800-352-2437

Alabama 1-800-228-0469

BUREAU OF ALCOHOL, TOBACCO & FIREARMS

FL - Tallahassee 1-850-807-6000

AL - Mobile 1-251-706-8540

BURIED CABLE

Florida (www.sunshine811.com) **811**

Alabama (www.al811.com) **811**

DOMESTIC VIOLENCE HOTLINE 1-800-799-SAFE (7233)

FBI – FEDERAL BUREAU OF INVESTIGATION

FL - Jacksonville 1-904-248-7000

AL - Mobile 1-251-438-3674

FLORIDA FISH & WILDLIFE CONSERVATION COMMISSION

Emergencies & Violations 1-888-404-FWCC (3922)

Nuisance Alligators 1-866-FWC-GATOR (392-4286)

HIGHWAY PATROL

FL - Troop A (Walton County) 1-850-484-5000

AL - (Evergreen AL) 1-251-578-1315

MENTAL HEALTH (NAMI) 1-800-950-NAMI (6264)

MISSING ENDANGERED PERSONS INFORMATION CLEARINGHOUSE

(MEPIC - *FL Only*) 1-888-356-4774

MISSING & EXPLOITED CHILDREN 1-800-THE-LOST (843-5678)

POISON CONTROL CENTER 1-800-222-1222 (V/TTY)

RELAY SERVICE (*add'l numbers pg. 5*) **711**

SHERIFF

FL - Walton County 1-850-892-8111

FL - Okaloosa County 1-850-651-7410

AL - Covington County 1-334-428-2640

SUICIDE PREVENTION LIFELINE (Nat'l) **988**

US MARSHALS SERVICE

FL - District HQ - Tallahassee 1-850-942-8400

AL - Montgomery 1-334-223-7401

US SECRET SERVICE

FL - Tallahassee 1-850-942-9523

AL - Mobile 1-251-441-5851

THE PHONE BOOK

January 2026

CONSOLIDATED COMMUNICATIONS

AREA CODES 850/448 (FL) & 334/483 (AL)

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

Florida Email: customerservice642@consolidated.com

Alabama Email: customerservice641@consolidated.com

In Florida, Mail Payments to:

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

In Alabama, Mail Payments to:

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

Directory Assistance..... 411

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

FOR YOUR PROTECTION - Employees carry identification cards.

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

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

2 Visit our website at consolidated.com

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Directory Accuracy

We make every effort to have listings absolutely correct.

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

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

Out-of-town Directories

Directories for other cities may be obtained by calling the business office.

Public Service Commission Inquiries

Florida Public Service Commission Inquiries

Customers of utilities and companies regulated by the Commission who have first contacted such a firm concerning a problem, and are not satisfied by the corrective action may contact: *Comision de Servicio Publico del estado de la Florida: Todos los clientes de utilidades y empresas y reguladas en la Florida que hayan iniciado contacto con dicha entidad y no esten satisfechos con la resolucione de su queja y/o investigacion pueden dirigirse a:*

The Florida Public Service Commission
 Division of Consumer Affairs
 2540 Shumard Oak Blvd
 Tallahassee, Florida 32399-0850
 Phone Toll Free (TDD & Voice)
 1.800.342.3552

Facsimile Toll Free 1.800.511.0809
 Internet E-mail address for filing complaints:
 CONTACT@PSC.STATE.FL.US
 Internet Address for retrieving information:
<http://www.psc.state.fl.us>

Alabama Public Service Commission Utility Or Transportation Complaints

1.800.392.8050

If you have a utility or transportation (common carrier) complaint, please attempt first to resolve same by direct contact with that utility or transportation company. If you are unable to achieve results from that direct contact, you may then call the Alabama Public Service Commission by dialing toll free 1.800.392.8050. Please note your Public Service Commission does not regulate the following utilities and, therefore, does not have the power to resolve complaints concerning them: Electric cooperatives, most water companies, municipal utilities, cable TV systems, Tennessee Valley Authority. Alabama Commission address:

Alabama Public Service Commission
 PO Box 304260 • 100 N Union Street
 Montgomery, AL 36130-4260
 Tel: 334.242.5218
 Toll-Free: 1.800.392.8050
<http://psc.alabama.gov>

Telecommunications Relay Service (TRS)



What are Florida or Alabama Relay?

Florida or Alabama Relay are free, completely confidential 24-hour public services that makes the use of the telephone possible and better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deafblind, speech-disabled, and hearing.

How does Florida or Alabama Relay work?

Simply dial 711 or the appropriate toll-free number provided to connect with Florida or Alabama Relay. A qualified communications 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

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

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



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

TRS SERVICE (DIAL 711) or	FLORIDA RELAY	ALABAMA RELAY
TTY/HCO	1.800.955.8771	1.800.548.2546
Voice	1.800.955.8770	1.800.548.2547
Spanish / Español	1.877.955.8773	1.800.548.8317
Voice Carry Over (VCO)	1.877.955.8260	1.877.548.0259
ASCII	1.800.955.1339	1.800.548.2926
Speech to Speech	1.877.955.5334	1.800.548.2546
Video Assisted STS (VA-STS)	1.877.955.5334	
Customer Care Information		
Speech-to-Speech (STS)	1.877.787.1989	
TTY	1.800.676.3777	1.800.676.3777
Voice Carry Over	1.866.931.9027	1.866.931.9027
Spanish / Español	1.800.855.2886	1.800.676.4290
Additional Information	www.ftri.org	www.alabamarelay.com
CAPTEL (Captioned Telephone)		
V/TTY	1.888.269.7477	1.866.269.7477
call Captel user	711 or 1.877.243.2823	711 or 1.877.243.2823

**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.*

Special points of interest:

Florida Telecommunications Relay, Inc (FTRI):

FTRI provides TTYs and other adaptive equipment to Floridians with hearing loss and speech disabilities who require special equipment to access the telephone system from their Local and/or Long Distance Telecommunication carriers. For more information call 1.800.222.3448 or www.ftri.org.

Alabama Telecommunications Access

Program (ATAP):

ATAP provides TTYs and other adaptive equipment to Alabamians with hearing loss and speech disabilities who require special equipment to access the telephone system from their local and/or Long Distance Telecommunication carriers. For more information call 800.548.2547 or www.alabamarelay.com

Emergency Calls:

Please note that 711 is only to be used to reach Florida or Alabama 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 (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Florida 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.

Doing Business With Us

New Telephone Service, Moves And Discontinuances

If you are applying for new telephone service, changing existing service or have a billing question, call 1.844.968.7224. A trained service representative will assist you.

To disconnect service, dial 1.844.968.7224. There is no charge to disconnect service. Please provide a forwarding or final bill address.

Essential Service

Essential services provided in your area complies with FCC rule 54.101. 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

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).

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.

Numbers May Be Changed

The subscriber has no property right in the telephone number and the Telephone Company may change the telephone number whenever it deems it desirable in the conduct of its business.

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.

Returned/Insufficient Check Fee

A returned check charge will be imposed for each customer check which is returned by the bank for any reason, including insufficient funds, and will appear on your telephone bill. A check includes personal checks, cashier check, certified checks, drafts, money orders and travelers checks. A charge will not apply if the check is returned in error by the bank or financial institution.

*Rates subject to change

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 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.

Deposit Rules

You may be required to pay a security deposit. The decision to charge you a deposit may be based only on your credit history. The deposit plus interest will be returned by check after the retention period when the customer has demonstrated a pattern of timely payments.

Doing Business With Us

Disconnection Of Service

To disconnect service dial 1.844.968.7224. There is no charge to disconnect service. Please provide a forwarding or final bill address.

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?

Telephone bills for all exchanges should be received in your mail on the first day of each month. The bill is payable upon presentation and due no later than fourteen days (due date) from the date of the postmark on the billing envelope.

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: www.consolidated.com

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.

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.

Late Fees

A late payment charge of 1.5% will be applied to any amount on a customer's bill carried over to the next billing statement.

Payment Arrangements/Deferred Billing

If you cannot pay the entire bill, payment arrangements can be made with us to pay part of the amount immediately and the remainder in installments. A payment schedule will be developed that is individually tailored to your need and ability to pay.

Disputed Charges

If you cannot pay a bill in full, or if you dispute a portion of the charges, you may tell us how to apply your partial payment to charges for local service, Consolidated long distance and other services. When you make partial payments without directing how they are to be applied, we automatically prorate your payment among all outstanding charges including those disputed by you if you have not notified us of the dispute. If you want to avoid disconnection of your local service, it is wise to direct that your partial payment first be applied to the charges for that service.

Termination of Telephone Service

Your service may be disconnected for:

- 1) non-payment of undisputed basic local charges;
- 2) failure to post a required deposit or guarantee;
- 3) unauthorized use of utility equipment in a manner which is unsafe, or creates the possibility of damage or destruction of equipment;
- 4) failure to comply with terms of a deferred payment or settlement agreement;
- 5) refusal after reasonable notice to permit inspection, maintenance or replacement of telephone utility equipment; or
- 6) misrepresentation of identity in obtaining telephone service; or
- 7) any reason approved by state or federal law.

Doing Business With Us

You, as a telephone customer, have many rights and responsibilities. Explanations of some of them are as follows:

Resolving Problems and Disputes

If you have a problem with your telephone bill or service, contact the phone company first. You may call or send a letter to the company. The telephone number to your phone company is printed on your bill. The telephone number is also located elsewhere in this directory.

If your concern is not resolved after contacting a customer representative from the phone company, you may ask to speak with a supervisor. If your problem is still not resolved, contact the Florida Public Service Commission consumer call center for help. In Alabama, please contact the Alabama Public Service Commission consumer call center for help. The call center staff will review rules with you, advise you of your rights, and if needed, will work with you and the company to try to solve your problem.

In Florida, you may reach the PSC at 1.800.342.3552* (toll free) or 850.413.6100*, from 8:00 am to 5:00 pm weekdays, or visit www.psc.state.fl.us.

*Available in English and Spanish/Español

Mailing address:

FLORIDA PUBLIC SERVICE COMMISSION

Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

In Alabama, you may reach the PSC at 1.800.392.8050* (toll free) or 334.242.5218*, from 8:00 am to 5:00 pm weekdays, or visit www.psc.state.al.us.

*Available in English and Spanish/Español

Mailing address:

ALABAMA PUBLIC SERVICE COMMISSION

PO Box 304260 • 100 N Union Street, RSA Union
Montgomery, AL 36104

Reconnection of Telephone Service

When the service of a subscriber has been denied but the service has not been terminated or the order to remove the service has not been completed, if such service is restored, a Restoral Charge will apply. In case service has been denied, in addition to the restoral charge, the subscriber will be required to pay all charges up to the time of restoral service. Additionally, a security deposit may also be required.

Subsequent to the completion of an order to terminate the service, it will be reestablished only upon the basis of a new service application.

Payment of Bills

FLORIDA CUSTOMERS

Bills are rendered on the 7th of each month for local service and for long distance as per itemized statement. All charges (including long distance) are payable on demand, delivery, or upon receipt of statement.

All bills due by the subscriber on or before the 22nd of the month following date of rendition. A late charge will be assessed if paying after the 22nd.

ALABAMA CUSTOMERS

Bills are rendered on the 1st of each month for local service and for long distance as per itemized statement. All charges (including long distance) are payable on demand, delivery, or upon receipt of statement.

All bills by the subscriber are due on or before the 15th of the month following date of rendition. A late charge will be assessed if paying after the 15th.

Telephone Rights and Responsibilities

Important Information About Your Bill

Consolidated Communications
30 E. MAIN ST.
WESTFIELD NY 14787

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

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TRCN77 703Q7

Account Summary

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

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

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

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

Customer Name: 1234 Main St.
Address: 12345-1234
City: TRCN77
State: NY
Zip: 14787

Balance Due - Please Remit: \$ 130.51
Amount Enclosed: \$

0636030026472300000330517028

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

1 Identification

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

2 Last Month

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

3 This Month

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

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

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

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

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

5 Remit Coupon

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

6 Change of Address

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

What if I have questions?

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

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Customer Service Information

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

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

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

All Payment

We want bill payment to be easy and convenient for you! Pay online, by automatic payment from your bank account, by phone or by mail. To ensure proper credit, when paying by mail, be sure to use the return envelope, include the payment stub and write your account number on your check. To pay via our automated phone system, simply dial 800-480-3548. If you have any questions or concerns about your bill please contact us immediately. Any statement not questioned within 30 days is assumed to be correct.

You are responsible for the payment of all charges on your bill and failure to pay these charges may result in termination of your service as well as collection activity. Not bill is due and payable by the due date shown. In the event the bill becomes delinquent, any unpaid portion of your bill is subject to a 3.5% late payment charge. If it is difficult for you to make your payment in full please call us to make payment arrangements.

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

If your questions are not resolved after you have called us, customer may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-656-7028 or 614-486-3262 or the TDD/TTY toll free at 1-800-656-1570 or 614-486-8130, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at www.puco.ohio.gov. The Ohio Consumers' Counsel (OCC) represents residential utility customers in written before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m., weekdays, or visit www.puco.ohio.gov.

Five reasons to feel good about your FairPoint landline service:

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

New Billing Address:

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

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Telephone Rights and Responsibilities

Important Information About Your Bill (Cont.)



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

8 Current Service Charges

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

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

9 Carrier Selection

This area is reserved for display of information on your chosen interstate (inter-lata) long distance carrier and local (intra-lata) long distance carrier.

10 Current Long Distance Charges

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

11 Current Internet Charges

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

12 Current Cable TV Charges

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

What if I have questions?

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



Telephone Rights and Responsibilities

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 is 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.

Property Rights

The telephone number remains the property of the telephone company, and we reserve the right to make such telephone number changes as may be necessary in the conduct of our business.

Third Number Liability

The customer is responsible for payment of all charges in conjunction with the service furnished him including "collect," "third number," or "special billed" long distance messages which have been accepted at the customer's telephone. At the customer's request, the telephone company can automatically restrict the completion of these calls for that customer's line.

Misuse Of Credit Card Or Telephone Number To Obtain Service

Florida or Alabama law prohibits the use of a credit card, credit card number, telephone number, electronic means or other means to obtain or attempt to obtain telephone service fraudulently, or to avoid, attempt to avoid, or enable another to avoid the lawful charges, in whole or in part, for such service. Violation of the law is punishable by fine, imprisonment or both.

It's The Law - Wiretapping

State and federal laws make it illegal for any person to wiretap or otherwise intercept a telephone call without prior consent of one or both parties participating in the call. Properly authorized law enforcement officers may take part in interceptions without prior consent when proceeding under court orders issued according to federal or state law. The penalty for illegal wiretapping can be imprisonment and/or a fine.

Fraudulent Billing Can Lead To Prosecution

It is illegal for any person to charge any calls to another's telephone number or Calling Card without permission. Persons placing such calls to avoid payment are subject to prosecution, and if convicted, are subject to imprisonment and/or a fine.

Obscene Or Harassing Calls

Both state and federal laws prohibit anyone from making obscene or harassing calls. Penalties can be imprisonment and/or a fine. If you ever receive obscene, abusive, harassing or threatening calls:

1. Hang up at the first obscene word or if the call remains silent after the second time you say hello.
2. Do not give any information until the caller has been identified.
3. Advise your children and guests not to give out any information when you're not at home.
4. Call your local law enforcement agency and report the call.

It is against the law to make an obscene telephone call. If you receive such a call, use Call Trace (*57). If the calls are of a threatening nature, report them to the local law enforcement agency immediately. The Law also prohibits sales solicitations generated by illegal automatic dialing equipment.

The Law also prohibits sales solicitations generated by illegal automatic dialing equipment.

In addition, if you receive unwanted sales solicitation calls in Florida, simply hang up. To eliminate unwanted calls, you may contact the Division of Consumer Services, Mayo Bldg., 2nd floor, Tallahassee, FL, to be placed on a "DO NOT CALL" list.

Warning Annoyance And Anonymous Calls

Florida State Law provides that "Any person who, without intent to converse but with intent to annoy any other person, causes any telephone not of his own to ring shall be guilty of a misdemeanor. Any person who permits or condones the use of any telephone under his control for such purposes also shall be guilty of a misdemeanor."

The laws of the State also provide that "If any person shall curse or abuse anyone, or use vulgar profane, threatening or indecent language over any telephone in this State, he shall be guilty of a misdemeanor."

It is unlawful to use credit card numbers to fraudulently obtain goods or services or to charge a call to another person's telephone without his consent.

Telephone Rights and Responsibilities

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 basis 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 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, Center for Civil Rights Enforcement
1400 Independence Avenue, SW
Washington, DC 20250-9410
by fax 202.690.7442 or
email at program.intake@usda.gov.

Alabama In The National Do Not Call Registry

The Alabama Public Service has merged its register with the national list administered by the FTC. You can go to <http://www.donotcall.gov> to enroll on the national Do Not Call Registry. More information can be found under National Do Not Call.

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.

DO NOT CALL PROGRAM

Florida Customers

The Telephone Solicitation Act provides that consumers may register in a "DO NOT CALL" list published by the Florida Department of Agriculture and Consumer Services. With certain exemptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished telephone number.

For information, please contact:
Florida Department of Agriculture and Consumer Services
Plaza Level 10, The Capitol
400 S. Monroe St.
Tallahassee, FL 32399-0800

(Note: Additional information found on <https://www.fdacs.gov/Consumer-Resources/Florida-Do-Not-Call>)

Telephone Rights and Responsibilities

Automated Telephone Solicitation

Florida or Alabama law prohibits the use of a telephone for the purpose of offering any goods or services for sale or conveying information regarding any goods or services when such use involves any automated system for the selection of dialing of telephone numbers and the playing of a recorded message when a connection is completed to the called number. Nothing in the law prohibits the use of automated telephone systems with recorded messages when the calls are made, or messages given solely in response to, calls initiated by the person to whom the automated call or message is directed or when the calls made concern goods or services previously ordered or purchased. Violation is punishable by fine, imprisonment or both.

Advertising Telephone Numbers

The advantage of showing telephone numbers on stationery, signs, cards, etc., is recognized, though the growth and changes in the city and the corresponding growth and arrangement of telephone facilities may require the changing of telephone numbers. For this reason, stationery, signs, cards, etc., showing telephone numbers should not be printed in large quantities.

Customer Provided Equipment

Customer provided equipment may be connected to telephone company facilities if it complies with the FCC's rules and meets the conditions set forth in the Company's tariffs. These FCC rules and tariffs are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and Company employees. A service charge will be incurred if the telephone company visits the premises of the customer and the service difficulty or trouble is found to have been caused by the customer's equipment or facilities. If you have any questions concerning the use of customer provided equipment, please contact our Business Office.

Non-Payment Or Violation Of Contract

In the event of the abandonment of the station, the non-payment of any sum due or any other violation by the subscriber of the Telephone Company's rules and regulations applying to subscriber's contracts or to the furnishing of service the Company may without notice, either (a) suspend service until all violations have ceased or (b) terminate the subscriber's contract without suspension of service, or (c) following a suspension of service, sever the connection and remove any of its equipment from the subscriber's premises.

When service has been removed for nonpayment, the contract is considered to have been terminated. Re-installation of service may be made only upon the execution of a new contract.

Uninterrupted Service Not Guaranteed

In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing in all cases the causes thereof, the subscriber assumes all risks connected with the service, as the Telephone Company cannot guarantee uninterrupted working of its lines. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an allowance is made, computed on the basis of the minimum monthly rate for such of the telephone service, equipment and facilities furnished as are rendered useless or inoperative. Such allowance covers the period the interruption continues after notice is received by the Telephone Company. No other liability shall in any case attach to the Telephone Company.

Rules And Regulations Unauthorized Use Of The Telephone

The use of a subscriber's telephone is limited to the subscriber, his family or employees in his interest. Subscribers have no right to allow its use by other parties. The telephone may be removed if this condition of the contract is disregarded. The subscriber assumes all responsibility for local or toll messages sent from subscriber's station and for toll messages received at such station on which the charges are reversed with the consent of the person called.

Recording Of Telephone Conversations

When customer-provided voice recording equipment is directly, acoustically or inductively connected with telecommunications services, the customer-provided voice recording equipment shall be arranged that at the will of the user it can be activated or deactivated. In addition, all parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of the recording.

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.

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.

Florida and Alabama law requires customers to call **2 full business days** before digging. You may find more information for Florida customers on www.Sunshine811.com or for Alabama customers on www.al811.com. 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 72 hours in advance of the actual digging.

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

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

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.

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.

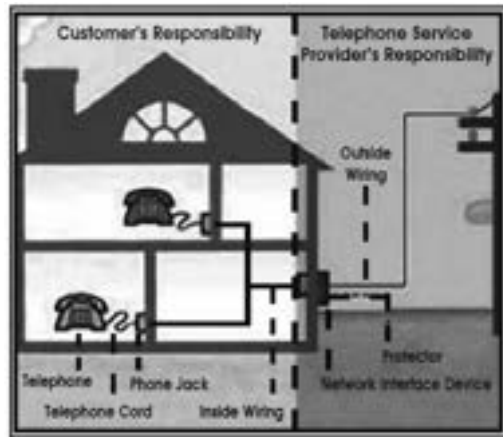
Why Won't My Phone Work?

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 Area

Floral Local Calling Area	To ▶	From ▼							
	BAKER (850/448) 537, 605, 801	CRESTVIEW (EAS) (850/448) 305, 306, 398, 409, 423, 546, 603, 612, 634, 682, 683, 689, 758, 826, 902	DEFUNIAK SPRINGS (EAS) (850/448) 307, 333, 401, 419, 520, 635, 892, 951	FLORALA (334/483) 858	GLENDALE (850/448) 859	LAUREL HILL (850/448) 652	LOCKHART (334) 858	PAXTON (850/448) 649, 667, 744, 834	WING (334/483) 572
FLORALA (334/483)				X		X	X	X	X
LAUREL HILL (850/448)	*	X		X		X	X	X	X
PAXTON (850/448)			X	X	C	X	X	X	X
WING (334/483)				X		X	X	X	X

The local access rate for residential service in Florida is \$29.50. The local access rate for residential service in Alabama is \$23.71. This rate excludes surcharges, taxes, local and long distance calls and any supplemental feature charges.

LOCAL CALLS:

In blocks opposite your exchange:

"X" indicate local calls are FREE of charge;

"C" indicate calls are 25¢ charge per call (residence & business);

"*" indicate calls are 25¢ charge per call for residence; Business rate - 10¢ first min./6¢ each additional minute.

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

Local Calling Area

How to dial local calls:

Within your Local Calling Area (LCA) Dial Area Code + the 7 digit number (10-digit dialing)

Long distance calls remained the same. Callers should dial 1 + area code + 7-digit telephone number whenever placing a long distance call from the (850/448 - FL) or 334/483 - AL area codes.

NOTE: Exchange codes are subject to change. Be sure you know whether a number is local or long distance before you dial, as you are responsible for associated charges.

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 service 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: 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 Information

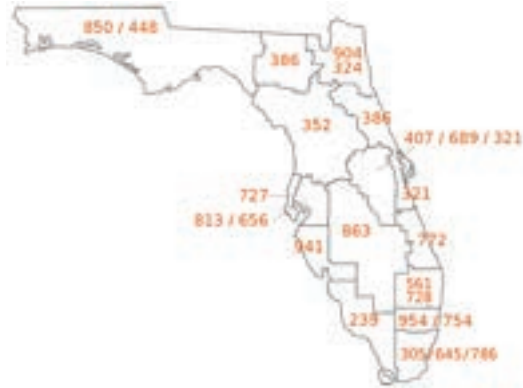
AREA CODE OVERLAY FOR FLORIDA - New Area Code 448 (2019)

(Area Code 448 shares the same region as existing 850 Area Code)

In 2019, to accommodate the growing need for telephone numbers in Florida, an Area Code (448) was added to the geographic area currently served by the (850) Area Code. This was assigned as a second code to the same area in an overlay plan.

This method of providing new telephone numbers is commonly known as an Area Code Overlay. All customers within the impacted Area Codes will need to dial the appropriate Area Code + 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 OVERLAY FOR ALABAMA - New Area Code 483 (2026)

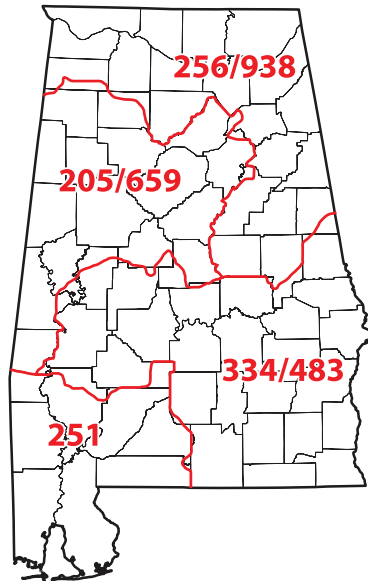
(Area Code 483 shares the same region as existing 334 Area Code)

In 2026, to accommodate the growing need for telephone numbers in Alabama, an Area Code (483) was added to the geographic area currently served by the (334) Area Code. This was assigned as a second code to the same area in an overlay plan.

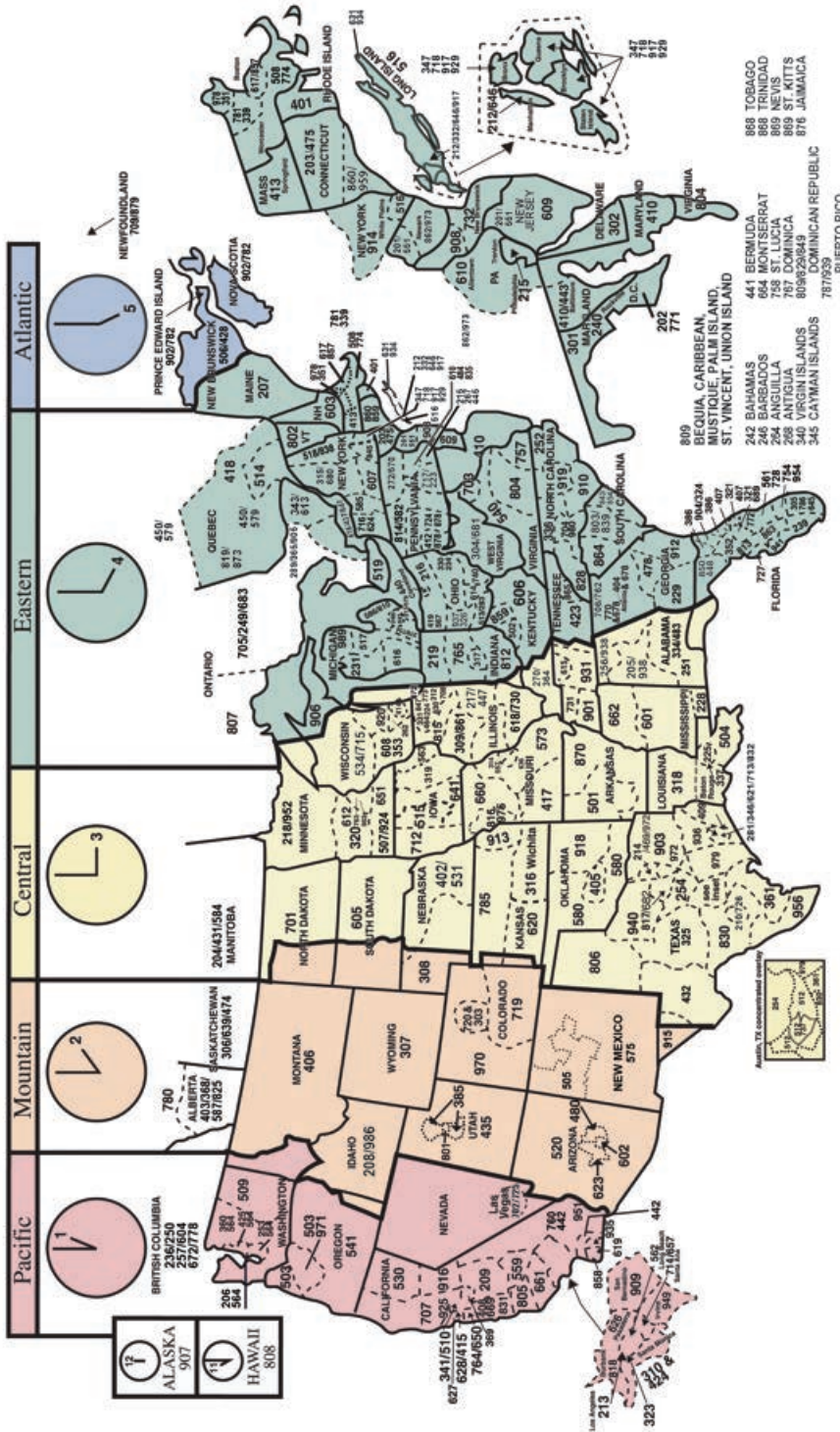
This method of providing new telephone numbers is commonly known as an Area Code Overlay. All customers within the impacted Area Codes will need to dial the appropriate Area Code + the 7-digit telephone number when dialing all local calls.

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 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).

Revised: 01/26/26

Area Codes

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

ALABAMA (AL)	Miami...305/645/786	MASSACHUSETTS (MA)	Long Island	TEXAS (TX)	NORTHWEST TERRITORY (NT) ...867
Birmingham...205/659	Orlando...321/407/689	Boston	Nassau	Austin...512/737	ONTARIO (ON)
Huntsville...256/938	St. Petersburg...727	Metro...617/857	County...363/516	Brownsville...956	London...800
Mobile...251	Sarasota...941	Suburbs...339/781	Suffolk	Bryan...979	226/382/519/548
Montgomery...334/448	Tallahassee...448/850	Lowell...351/978	County...631/934	Corpus Christi...361	Mississauga...289/365/742/905
ALASKA (AK)907	Tampa...813/656	Springfield...413	Poughkeepsie...329/845	Dallas...214/469/945/972	Ottawa...343/613/753
ARIZONA (AZ)	West Palm Beach...561/728	Worcester...508/774	MICHIGAN (MI)	Del Rio...830	Sudbury...249/683/705
Flagstaff...928	GEORGIA (GA)	Ann Arbor...278/734	Niagara Falls...624/716	Denton...940	Thunder Bay...807
Phoenix...480/602/623	Albany...229	Detroit...313	Rochester...585	El Paso...915	Toronto...416/437/647
Scottsdale...480	Atlanta...404/470	Flint...810	Syracuse...315/680	Fort Worth...682/817	PRINCE EDWARD IS (PEI)
Tucson...520	678/770	Grand Rapids...616	White Plains...914	Galveston...409	Charlottetown...782/902
ARKANSAS (AR)	Columbus...706/762	Kalamazoo...269	Yonkers...914	Houston...281/346	QUEBEC (PQ)
Ft. Smith...479	Macon...478	Lansing...517	NORTH CAROLINA (NC)	621/713/832	Montreal
Little Rock...501	Marietta...678/770	Muskegon...231	Asheville...828	Waco...254	Metro...263/438/514
Pine Bluff...870	Savannah...912	Pontiac...248/947	Charlotte...704/980	UTAH (UT)	Suburbs...354/450/579
CALIFORNIA (CA)	HAWAII (HI)808	Saginaw...989	Fayetteville...910	Logan...435	Quebec City...367/418/581
Anaheim...657/714	IDAHO (ID)208/986	Sault Ste. Marie...906	Greensboro...336/743	Salt Lake City...385/801	Sherbrooke...468/819/873
Bakersfield...661	ILLINOIS (IL)	Warren...586	Raleigh...919/984	Akron...806	S. Quebec...354/450/579
Burbank...747/818	Aurora...331/630	MINNESOTA (MN)	Rocky Mount...252	San Antonio...210/726	SASKATCHEWAN (SK)
Concord...925	Chicago	Bloomington...952	NORTH DAKOTA (ND)701	Tyler...430/903	Regina...306/474/639
Fresno...559	Metro...312/773/872	Brooklyn Park...763	OHIO (OH)	Waco...254	CARIBBEAN & VIRGIN ISLANDS & US TERRITORIES
Irvine...949	NW Suburbs...331/660	Duluth...218/952	Akron...234/330	UTAH (UT)	AMERICAN SAMOA684
La Jolla...858	O'Hare Area...773/872	Minneapolis...612	Cincinnati...513	Logan...435	ANGUILLA264
Long Beach...562	Cicero...464/708	Rochester...507/924	Cleveland...216	Salt Lake City...385/801	ANTIGUA & BARBUDA268
Los Angeles...213/310	East St. Louis...618/730	St. Cloud...320	Columbus...308/614	Utah...385/801	BAHAMAS242
323/424/747/818	Elk Grove	St. Paul...651	Dayton...326/937	Utah...385/801	BARBADOS246
Modesto...209	Village...224/847	MISSISSIPPI (MS)	Lorain...440	Utah...385/801	BERMUDA441
Monterey...831	Peoria...309/861	Biloxi...228	Marion...220/740	Utah...385/801	BRITISH VIRGIN IS284
Oakland...341/510	Rockford...779/815	Greenville...662	Richmond...804	Utah...385/801	CAYMAN IS345
Palm Springs...442/760	Springfield...217/447	Jackson...601/769	Seattle...206/564	Utah...385/801	DOMINICA767
Pasadena...626	INDIANA (IN)	MISSOURI (MO)	Spokane...509	Utah...385/801	DOMINICAN REPUBLIC
Redding...530	Evansville...812/930	Columbia...573	Tacoma...253/564	Utah...385/801	809/829/849
Riverside...951	Fort Wayne...260	Jefferson City...573	Vancouver...360/564	Utah...385/801	GRENADA473
Sacramento...279/916	Gary...219/260/574	Kansas City...816/975	West Virginia...304/681	Utah...385/801	GUAM671
San Bernardino...840/909	Indianapolis...317/463	St. Charles...636	Wisconsin (WI)	Utah...385/801	JAMAICA658/876
San Diego...619/858	Lafayette...765	St. Louis...314/557	Eau Claire...534/715	Utah...385/801	MARIANA IS670
San Francisco...415/628	South Bend...574	Sedalia...660	Green Bay...920	Utah...385/801	MONTserrat664
San Jose...408/669	IOWA (IA)	Springfield...417	Madison...353/608	Utah...385/801	N. MARIANA IS670
San Mateo...650	Cedar Rapids...319	MONTANA (MT)406	Milwaukee...414	Utah...385/801	PUERTO RICO787/939
Santa Barbara...805/820	Des Moines...515	NEBRASKA (NE)	Waukesha...262	Utah...385/801	ST. KITTS & NEVIS869
Santa Monica...310/424	Dubuque...563	Lincoln...402/531	WYOMING (WY)307	Utah...385/801	ST. LUCIA758
Santa Rosa...707	Marshalltown...641	North Platte...308	CANADA	Utah...385/801	ST. VINCENT & THE GRENADINES784
COLORADO (CO)	Sioux City...712	NEVADA (NV)	ALBERTA (AB)	Utah...385/801	SINT MAARTEN721
Boulder...303/720	KANSAS (KS)	Carson City...775	Calgary...368/403	Utah...385/801	TOBAGO868
Colorado Springs...719	Dodge City...620	Las Vegas...702/725	587/780/825	Utah...385/801	TURKS & CAICOS IS649
Denver...303/720	Kansas City...913	Reno...720/775	BRITISH COLUMBIA (BC)	Utah...385/801	U.S. VIRGIN IS340
Ft. Collins...970	Topeka...785	NEW HAMPSHIRE (NH)603	Edmonton...587/780	Utah...385/801	
CONNECTICUT (CT)	Wichita...316	NEW JERSEY (NJ)	Vancouver...236/250	Utah...385/801	
Hartford...860/959	KENTUCKY (KY)	Atlantic City...609/640	Victoria...236/250	Utah...385/801	
New Haven...203/475	Ashland...606	Camden...856	257/672/778	Utah...385/801	
DELAWARE (DE)302	Frankfort...502	Elizabeth...908	MANITOBA (MB)	Utah...385/801	
DISTRICT OF COLUMBIA (DC)	Lexington...859	Jersey City...201/551	Winnipeg...204/431/584	Utah...385/801	
Washington, DC**	Louisville...502	New Brunswick...732/848	NEW BRUNSWICK (NB)	Utah...385/801	
202/7771	Owensboro...270/364	Newark...862/973	Fredericton...428/506	Utah...385/801	
FLORIDA (FL)	LOUISIANA (LA)	NEW MEXICO (NM)	Newfoundland (NL)	Utah...385/801	
Daytona Beach...386	Baton Rouge...225	Albuquerque...505	St. John's...709/879	Utah...385/801	
Ft. Lauderdale...754/954	Hammond/	Roswell...575	NOVA SCOTIA (NS)	Utah...385/801	
Ft. Myers...239	Houma...985	Santa FE...505	Halifax...782/902	Utah...385/801	
Gainesville...352	Lafayette...337	NEW YORK (NY)		Utah...385/801	
Jacksonville...324/904	New Orleans...504	Albany...518/838		Utah...385/801	
Key West...305/645/786	Shreveport...318	Binghamton...607		Utah...385/801	
Lakeland...863	MAINE (ME)207	Buffalo...716/624		Utah...385/801	
Melbourne...321	MARYLAND (MD)	New York City		Utah...385/801	
	Annapolis...410/443/667	Bronx/Queens,		Utah...385/801	
	Baltimore...410/443/667	Brooklyn/Staten		Utah...385/801	
	Silver Spring...240/301	Island		Utah...385/801	
		347/718/929		Utah...385/801	
		5 Boroughs...917		Utah...385/801	
		Manhattan...212/332/646/917		Utah...385/801	

** 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	TD	TD
Afghanistan	Canada	Falkland Islands*	Kiribati* 686.....+18
93.....+10.5	(see area codes page)	500.....+2	Korea (North)
Albania 355.....+8		Fiji Islands*	850.....+15
Algeria 213.....+7	238.....+5	679.....+18	Korea (South)
American Samoa*	Central African	Finland 358.....+8	82.....+15
684.....-5	Republic*	France 33.....+7	Kuwait* 965.....+9
Andorra 376.....+7	236.....+7	French Antilles*	Kyrgyz Republic
Angola 244.....+7	Chad 235.....+7	596.....+2	996.....+12
Antarctica 672.....+13	Chile 56.....+2	French Guiana*	Laos 856.....+13
Argentina 54.....+3	China 86.....+13	594.....+3	Latvia 371.....+8
Armenia 374.....+9	Colombia 57.....+1	French Polynesia	Lebanon 961.....+8
Aruba 297.....+2	Comoros* 269.....+10	(Tahiti)* 689.....-4	Lesotho* 266.....+8
Ascension Island*	Congo* 242.....+7	Gabon* 241.....+7	Liberia* 231.....+6
247.....+6	Congo, Dem. Rep. Of	Gambia* 220.....+6	Libya 218.....+7
Australia 61.....+16	(former Zaire)	Georgia 995.....+9	Liechtenstein 41.....+7
Austria 43.....+7	243.....+7	Germany 49.....+7	Lithuania 370.....+8
Azerbaijan 994.....+9	Cook Islands* 682...-4	Ghana 233.....+6	Luxembourg*
Bahrain* 973.....+9	Costa Rica* 506.....0	Gibraltar* 350.....+7	352.....+7
Bangladesh.....+12	Croatia 385.....+7	Greece 30.....+8	Macau* 853.....+14
Belarus 375.....+9	Cuba 53.....+1	Greenland 299.....+3	Macedonia 389.....+7
Belgium 32.....+7	Cyprus 357.....+8	Guadeloupe*	Madagascar 261.....+9
Belize 501.....0	Czech Republic	590.....+2	Malawi 265.....+8
Benin* 229.....+7	420.....+7	Guatemala 502.....0	Malaysia 60.....+14
Bhutan* 975.....+11.5	Denmark* 45.....+7	Guinea-Bissau*	Maldives* 960.....+11
Bolivia 591.....+2	Diego Garcia*	245.....+6	Mali Republic*
Bosnia & Herzegovina	246.....+12	Guinea (PRP)	223.....+6
387.....+7	Djibouti*	224.....+6	Malta* 356.....+7
Brazil 55.....+3	253.....+9	Guyana 592.....+3	Marshall Islands
Brunei 673.....+14	Ecuador 593.....+1	Haiti* 509.....+1	692.....+18
Bulgaria 359.....+8	Egypt 20.....+8	Honduras* 504.....0	Martinique 596.....+2
Burkina Faso*	El Salvador* 503...0	Hong Kong*	Mauritania* 222.....+8
226.....+6	Equatorial Guinea	852.....+14	Mauritius* 230...+10
Burma (Myanmar)	240.....+7	Hungary 36.....+7	Mayotte Island
95.....+12.5	Eritrea 291.....+9	Iceland 354.....+6	269.....+9
Burundi 257.....+8	Estonia 372.....+8	India 91.....+11.5	Mexico 52.....0
Cambodia 855.....+13	Ethiopia 251.....+9	Indonesia 62.....+13	Micronesia
Cameroon 237.....+7	Faeroe Islands*	Iran 98.....+9.5	(Federal States of)
	298.....+6	Iraq 964.....+9	691.....+17
		Ireland 353.....+6	Moldova 373.....+9
		Israel 972.....+8	Monaco 377.....+7
		Italy 39.....+7	Mongolia 976.....+14
		Ivory Coast* 225...+6	Morocco 212.....+5
		Japan 81.....+15	Mozambique
		Jordan 962.....+8	258.....+8
		Kazakhstan 7.....+12	Namibia 264.....+8
		Kenya 254.....+9	Nauru* 674.....+18
			Nepal 977.....+11.5
			Netherlands 31.....+7
			Netherlands Antilles
			599.....+2
			New Caledonia*
			687.....+17
			New Zealand 64...+18
			Nicaragua 505.....0
			Niger* 227.....+7
			Nigeria 234.....+7
			Niue* 683.....-5
			Norfolk Island
			672.....+17.5
			Norway 47.....+7
			Oman* 968.....+10
			Pakistan 92.....+11
			Palau* 680.....+15
			Panama* 507.....+1
			Papua New Guinea*
			675.....+16
			Paraguay 595.....+3
			Peru 51.....+1
			Philippines 63.....+14
			Poland 48.....+7
			Portugal 351.....+6
			Qatar* 974.....+9
			Reunion Island*
			262.....+10
			Romania 40.....+8
			Russia 7.....+9
			Rwanda* 250.....+8
			St. Pierre & Miquelon*
			508.....+3
			Saipan 670.....+16
			San Marino 378...+7
			San Tome & Principe *
			239.....+6
			Saudi Arabia 966...+9
			Senegal*
			221.....+6
			Seychelles Islands*
			248.....+10
			Singapore* 65.....+14
			Slovakia 421.....+7
			Slovenia 386.....+7
			Solomon Islands*
			677.....+17
			Somalia 252.....+9
			South Africa 27.....+8
			Spain 34.....+7
			Sri Lanka.....+11.5
			Sudan 249.....+8
			Suriname* 597.....+3
			Swaziland 268.....+8
			Sweden 46.....+7
			Switzerland 41.....+7
			Syria 963.....+9
			Taiwan 886.....+14
			Tajikistan 7.....+12
			Tanzania 255.....+9
			Thailand 66.....+13
			Togo* 228.....+6
			Tonga Islands*
			676.....+19
			Tunisia 216.....+7
			Turkey 90.....+9
			Turkmenistan
			993.....+11
			Tuvalu 688.....-6
			Uganda 256.....+9
			Ukraine 380.....+9
			United Arab Emirates
			971.....+10
			United Kingdom
			44.....+6
			Uruguay 598.....+3
			Uzbekistan 998...+12
			Vanuatu 678.....-5
			Vatican City 39.....+7
			Venezuela 58.....+2
			Vietnam 84.....+13
			Wallis & Futuna
			Islands
			681.....+18
			Western Samoa
			685.....-5
			Yemen 967.....+9
			Yugoslavia 381.....+7
			Zambia 260.....+8
			Zimbabwe 263.....+8

Special National Insert



HOMELAND SECURITY

Preparing Makes Sense.

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

STEP ONE: Get A Kit Of Emergency Supplies

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

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

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

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

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

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

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

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

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

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. Citizen 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: _____