

EMERGENCY NUMBERS

9-1-1



The emergency 911 system is in full operation in Columbia County. Be sure that your 911 address is clearly visible from the road. This will help them locate you in an emergency.

Making An Emergency Call

- Be clear as to what kind of assistance is needed: Fire, Police, Medical.
- Stay on the phone with the dispatcher and answer all questions.
- Give a specific location where help is needed (know the address and nearest intersection, for example).
- Stay calm, and speak clearly.

OTHER IMPORTANT NUMBERS

CALL BEFORE YOU DIG (Dig Safe)	(811) or 1-800-962-7962
CENTERS - DISEASE CONTROL & PREVENTION (CDC)	1-800-CDC-INFO (232-4636)
CHILD PROTECTIVE SERVICES (CPS) (NY Only).....	1-800-342-3720
DOMESTIC VIOLENCE	1-800-799-SAFE (7233)
FEDERAL BUREAU OF INVESTIGATION (FBI)	Albany 518-465-7551
MISSING & EXPLOITED CHILDREN	1-800-THE-LOST (843-5678)
NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)	1-800-950-NAMI (6264)
POISON CONTROL CENTER	1-800-222-1222
RUNAWAY HOT-LINE	1-800-RUNAWAY (786-2929)
SHERIFF	
Columbia County	Hudson 518-828-0601
24 Hour Dispatch.....	Hudson 518-828-3344
STATE POLICE (Troop K)	
Salt Point	845-677-7300
SUICIDE PREVENTION LIFELINE	(Nat'l) 988
TELECOMMUNICATIONS RELAY SERVICE (TRS) (<i>addt'l info pg 3</i>)	(711) or 1-800-421-1220
US MARSHALS SERVICE	Albany 518-472-5401
US SECRET SERVICE	Albany 518-427-0400
UNITED WAY	211

THE PHONE BOOK

June 2025

CONSOLIDATED COMMUNICATIONS

AREA CODES 518/838

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

Internet or TV Technical Support Hours: 24 Hours a Day/7 Days a Week

Website.....**consolidated.com**

Email: customerservice633@consolidated.com

Mail Payments to:

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

Directory Assistance..... 411

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

FOR YOUR PROTECTION - Employees carry identification cards.

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

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

MANDATORY 10-DIGIT DIALING

2 Visit our website at consolidated.com

Table of Contents

This directory contains listings of customers in the exchanges of Kinderhook, Valatie, Niverville, Stuyvesant and Stuyvesant Falls.

Telecommunications Relay Service.....	4
Telephone Rights and Responsibilities	5-12
Applying for Service.....	5
Essential Services	5
Emergency 911	5
Lifeline Program	5
Seasonal Service.....	5
Billing Information.....	6
Billing and Payment.....	6
Your Telephone Bill	6
Payment of Bills.....	6
Fraudulent Use	6
Late Payments.....	6
Disputed Charges	6
Third - Party Notification.....	6
Special Payment Arrangements	6
Bill Example.....	7-8
Rates, Terms & Conditions.....	9
Returned/Insufficient Check.....	9
Deposit Refunds.....	9
Payment of Deposits.....	9
Disconnection For Non-Payment.....	9
Local Service Disconnection	9
Long Distance Service Disconnection.....	9
Reconnecting Service.....	9
Service Cancellation	9
Statement of Non-Discrimination	10
Assistance Programs	10
Visual Impairments.....	10
Speech/Hearing Impairment.....	10
Severe Medical Condition	10
Special Protections	11
Obscene or Harassing Calls.....	11
National Do-Not-Call List.....	11
Wiretapping & Recording.....	11
Privacy Considerations	11
Notices	13
Repair Service	14
Local Calling Areas	15
Long Distance Information	16
Area Code Map & Time Zones.....	17
Area Codes	18
International Calling Codes	19
Special National Insert.....	20-21

Complaints: 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 Consumer Services Division of the New York State Department of Public Service (NYDPS) Empire State Plaza Agency Bldg 3, Albany, NY, 12223-1350. The telephone number is toll free at 1-800-342-3377 or 1-800-662-1220 (TDD); website: www.dps.ny.gov/file-complaint.

Problems with other utilities: If any other public utility (electric, gas or water) fails to resolve your complaint within a reasonable period of time, refer your problem to New York State Department of Public Service (NYDPS) (address above). Emergency Number for the refusal or improper disconnection of Electric or Gas Service is 1.800.342.3355.

Telecommunications Relay Service (TRS)

New York Relay Service - Dial 7-1-1

What is the New York Relay?



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

How does New York Relay work?

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

Specialized Services

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

Captioned Telephone Service (CapTel®):

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

Access to Services:

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

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

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

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

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

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

Customer Care Information:

- TTY/Voice/HCO/ASCII: 1.800.676.3777
- Voice Carry Over (VCO): 1.866.931.9027
- Speech to Speech (STS):..... 1.877.787.1989
- Spanish / Español: 1.800.676.4290

New York Relay Website: www.nyrelay.com

Captioned Telephone (CapTel®):

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

Special points of interest:

Equipment Distribution Program:

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

Emergency Calls:

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

Telephone Rights and Responsibilities

Your 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.

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).

Seasonal Service

Upon request, Consolidated will seasonally disconnect your telephone service if you have had a minimum of six months service with us. A seasonal disconnection must last a minimum of one month but no longer than six months and becomes effective on the first of the month following the request.

During this time, the monthly rate is one half the local basic service charges plus leased equipment charges, if applicable. Leased telephone equipment will be left in place and the telephone directory listing continued. Callers dialing the seasonally disconnected number or requesting directory assistance will hear a recording saying the number is no longer in service.

To reconnect service, no connection charges apply but as much advance notice as possible is requested. To reconnect seasonal service, please call us toll free at 1.844.968.7224.

Telephone Rights and Responsibilities

Billing Information

Payment for service is due on the date that is printed on the bill. If you mail the payment, include the bottom portion of the summary page of the bill and be certain that your telephone or account number appears on your check.

Billing and Payment

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

Your Telephone Bill

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

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

Payment Of Bills

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

E-Billing

You can sign up for e-Billing. To enroll visit our website at www.mycci.net.

One-Time Online Bill Payment Option

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

By 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 (Master-Card, 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.

Fraudulent Use

Any person who, with intent to avoid the payment of the lawful charges therefore, obtains or attempts to obtain any telephone service by charging such service to an existing telephone number or calling card number without the authority of the customer thereto or the lawful holder thereof, or to a non-existent or suspended telephone number or to a non-existent, revoked, or cancelled calling card number, or by rearranging, tampering with or making connection with any facilities or equipment of a telephone company, or by the use of any other fraudulent means, method, trick or device, is guilty of a misdemeanor, or, in some cases, a felony.

Late Payments

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

Exemptions From Late Payment Charges

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

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

Disputed Charges

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

Third-Party Notification

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

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

Special Payment Arrangements

Medical Emergencies

If you have a serious medical condition affecting your ability to pay your bill (up to \$40), send us a medical certificate from your doctor or the local Board of Health describing the medical emergency. We will extend your payment for 30 days. To renew the certificate, you may need to tell us about your income and expenses.

Deferred Payment Plans

If you find that you can not pay your bill for local service by the bill due date, you may be eligible for a "Deferred Payment Plan": defer payment of the amount owed (\$150 max.) over five months. This plan allows you to keep local service while paying past due bills. You can participate in only one plan at a time. A signed application and 20% deposit are required.

When you arrange for a deferred payment plan, you agree to make monthly payments toward the deferred amount as well as to pay any new charges in full.

Credit Card Payments

This service request directs Consolidated Communications to automatically put charges for telephone, cable TV and Internet on your credit card. With your authorization, we apply the charges on or about the 23rd of every month. We continue to mail you a monthly bill for your records. Please review your bill for any errors before the 23rd. All services will be billed together on your phone bill (primary number).

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
Invoice: 1234567890

Page 1
TRCN77 TRCN77

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: 6.23
Ohio State Sales Tax: 2.21
Paycom County Tax: 0.63
Federal Univ Svc Charge: 1.03
Current Charges: \$ 130.51
Total Amount Due: \$ 130.51

4

Account Number: 1234567890
Customer Name: [Redacted]
Bill Date: August 1, 2009
Due Date: August 1, 2009

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

FORWARDING SERVICE REQUESTED

Customer Name: [Redacted]
1234 Main St
Westfield NY 14787

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

Balance Due - Please Remit: \$ 130.51
Amount Enclosed: \$ [Redacted]

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 New York State Department of Public Service (NYDPS).

Page 2

Customer Service Information

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

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

Repair and Internet technical support, call toll free: **800-400-5568**
24 hours a day, 7 days a week

Bill Payment

We want bill payment to be easy and convenient for you! Pay online, by automatic payment from your bank account, by phone or by mail. To ensure proper credit, when paying by mail, be sure to use the return envelope, include the payment stub and write your account number on your check. To pay via our automated phone system, simply dial 800-400-5568. If you have any questions or concerns about your bill please contact us immediately. Any statement not questioned within 30 days is assumed to be correct.

You are responsible for the payment of all charges on your bill and failure to pay these charges may result in termination of your service as well as collection activity. 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 TDOTNY toll free at 1-800-669-3170 or 614-486-8130, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at www.puco.ohio.gov. The Ohio Consumers' Council (OCC) represents residential utility customers in western 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.pucoco.org.

Five reasons to feel good about your FairPrice 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: _____

636

Telephone Rights and Responsibilities

Important Information About Your Bill (Cont.)

Consolidated communications Bill Date: August 1, 2009 Account Number: 1234567890 TRS/MTL /PC/PJ Page 3

7 Get an easy \$120 rebate with our bundled services
 For a limited time you can get \$10 off per month for 6 months to save a total of \$120 when you subscribe to our Full House (Home Phone, High Speed Internet and Cable TV services). No payment is required. We'll automatically issue a credit on \$10 each month for 6 months to your bill. Offer applies to new Full House customers only.
 Save \$88 over 6 months on FullHouse High-Speed Internet! And it's easy to do - no rebate coupon to fill out, nothing to mail to. Not only will you get a great price, you'll enjoy a fast, reliable connection that's always on and doesn't tie up your phone line. Subscribe now and we'll automatically issue a credit to your bill of \$15.00 each month for 6 months. Limited time offer applies to new HSD customers only.

8 Current Customer Charges for Customer Name
 New Payment of Basic Service Charges issued with an annual TV rate credit as described in your local newspaper service. Rate without rate credit is \$1.00. Annual TV rate credit is \$1.00. Payment is just one. Call 1-800-468-3746.

9 Current Telephone Service
 New Payment of Basic Service Charges issued with an annual TV rate credit as described in your local newspaper service. Rate without rate credit is \$1.00. Annual TV rate credit is \$1.00. Payment is just one. Call 1-800-468-3746.

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.

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.

Consolidated communications Bill Date: August 1, 2009 Account Number: 1234567890 TRS/MTL /PC/PJ Page 4

11 Current Internet Service
 Statement ID 1234567890
 Monthly Charges
 Service \$10.00
 Total Monthly Charges \$10.00

12 Current Cable TV Service
 Statement ID 1234567890
 Monthly Charges
 Service \$43.37
 Total Monthly Charges \$43.37

Billing and Payments
 Your telephone bill may include the following service charges:
 BASIC SERVICE: Includes local telephone service, dial tone line, associated services and installation charges.
 OPTIONAL SERVICE: Does not include BASIC SERVICE or TOLL, but does include all other recurring monthly charges.
 TOLL: Includes INTRASTATE or INTERSTATE Long Distance services. You may have one or more carriers. See providers-jm for details.
 Bank Service Charges: \$1.00
 Optional Charges: \$1.00
 Total: \$2.00

What if I have questions?
 If you have questions regarding your bill, give us a call at 1.844.968.7224 and we will answer them or provide the number of the New York State Department of Public Service (NYDPS).

Telephone Rights and Responsibilities

Rates, Terms & Conditions

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

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

Returned/Insufficient Check

There is a fee (and an additional fee for cable TV and Internet) for any check that is returned to us due to insufficient funds. In addition, we pass on to the customer any fees our banks charge us for handling the returned checks. If a bank returns your check because of insufficient funds, and your check was late response to a service disconnection notice, we may turn off your service. However, if we have not received a returned check from you within the past 6 months, we will make two attempts to reach you within 24 hours of receiving your check. If we reach you, you will have 24 hours to pay the amount of the returned check. If we cannot reach you, we may turn off your service. Customers who repeatedly send the company checks that are subsequently returned will be required to make all future payments with credit or debit cards.

Deposit Refunds

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

Payment of Deposits

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

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

Disconnection For Non-Payment

Customers are responsible for making payments in full and on time each month. Unpaid bills may result in disconnection of service. However, we will make every effort to help you keep your service. If we do not receive payment of telephone charges by the due date, we will send a service disconnection notice. The disconnect notice states the dates by which local

service and long distance service payments must be made in order to prevent disconnection.

Local Service Disconnection

If you miss the due date for local service and do not arrange a payment agreement, your local service will be disconnected on the date stated on the notice of disconnection you will be sent.

Before disconnecting, we will attempt to reach you by telephone. In consideration of your privacy, we do not leave detailed information about your bill on answering machines or discuss the matter with other persons.

We disconnect local service only between 8 AM and 4 PM, Monday through Thursday, excluding days when our business office is closed, or the day before a holiday.

Long Distance Service Disconnection

If you miss the due date for long distance service, your long distance service may be disconnected eight days after the notice is mailed. Unlike disconnection procedures for local service, we do not call to notify you. Long distance service may be disconnected on any day of the year.

Reconnecting Service

If your service has been disconnected, we will turn it on within 24 hours after you have advised Consolidated that your payment has been made. You will be charged a fee to restore your service and you may be required to make advanced payments.

Long distance service will be reconnected only after all amounts owed are paid. Separate reconnection fees and deposits or advance payments may apply.

Service Cancellation

Accounts are cancelled when they remain unpaid for 10 days following service disconnection.

If your account has been cancelled and you reapply for service, you will be treated as a new customer and may be given a new telephone number, and will be expected to arrange to pay all outstanding charges.

Once an account has been cancelled, we will provide service within five business days after you have paid the amount you owe on your old account or have arranged a payment agreement. You must pay connection charges and one month's local service charge in advance. Security deposits may also be requested if, within the last six months, your service was cancelled for non-payment or if you are a seasonal or short-term customer.

If you are unable to pay all outstanding long distance charges, you can arrange to receive only local service. However, you are still responsible for paying your long distance charges.

Telephone Rights and Responsibilities

Statement of Non-Discrimination

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

Assistance Programs

Visual Impairments

If you:

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

You may receive:

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

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

After you have submitted a notice of certification from:

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

Speech/Hearing Impairment

If you:

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

You may receive:

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

**call your long distance company for information*

After you have submitted a notice of certification from:

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

Severe Medical Condition

If you:

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

You may receive:

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

After you have submitted a notice of certification from:

- the emergency reporting system

Telephone Rights and Responsibilities

Special Protections

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

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

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

Handling Obscene or Harassing Calls

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

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

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

National Do-Not-Call List

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

Registrations on the National Do Not Call Registry do not expire, unless you choose to remove it, or the phone number is permanently disconnected and 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.

Wiretapping and Recording

Recording, wiretapping or any interception of a phone call without prior consent of at least one party is a crime under both federal and state laws.

Privacy Considerations

Billing Information

We are required to disclose your billing information (name, number, address) to long distance companies whose networks you use. For example, the information will be given if you make a calling card call when away from home or if someone calls you collect. The only way to prevent this information from being shared is to ask us to block your ability to use any operator service, such as a calling card. For more information, please call our office at 1.844.968.7224.

Telephone Rights and Responsibilities

Non-Published Numbers

A non-published telephone number does not:

- Prevent your number from appearing on a Call ID display device.
- Prevent your number from appearing on a toll bill belonging to someone who called you back using Call Return.
- Prevent your number from being relayed to an 800 number or 900 number service provider when you call them.
- Prevent your name and address from being relayed to long distance companies for billing purposes when you make a collect or third-party charge.

Even customers with non-published numbers will have their numbers displayed on a Call ID display unless they specifically request All-Call Restrict.

Concealing Your Number from Call ID

Whenever you call someone who subscribes to Call ID, your telephone number is displayed on his or her display unit. If this concerns you, you have two options for concealing your number.

Call ID Per-Call Restrict: block the display of your telephone number on a per-call basis. All private line customers are automatically equipped with this restriction option*. To activate the restriction, dial *88 (1188 on rotary) before you dial the number you want to reach. The Call ID subscriber who is receiving your call will see "P" or "private" on his or her display screen.

All-Call Restrict: prevents your telephone number from ever being displayed on someone else's Call ID display. However, you do have the ability to revoke the block and permit your number to appear by dialing *82 (1182 on rotary) before you make your call.



Notices

Important Privacy Notice – PLEASE READ CAREFULLY

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

You can review our entire CPNI/Privacy Policy on our website at consolidated.com/policies. We thank you for your time and attention to this important matter.

WARNING

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

WARNING - CALL BEFORE YOU DIG!



BEFORE ANY DIGGING – DIAL 811

Location of Buried Facilities for Diggers and Excavators

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

New York law requires customers to call at least 48 hours but no more than 10 working days (excluding weekends and legal holidays) before beginning ANY digging on their property. You may find more information on <http://newyork-811.com>. When digging, if no request for location is made to the Company having buried facilities in the area, and the facilities are damaged or made inoperative, the person or firm doing the digging or excavating will be responsible for the entire cost of the damage incurred.

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

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

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

Repair Service

Reporting A Telephone Problem

Call our repair service 24-hour number at **1.844.968.7224**.

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

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

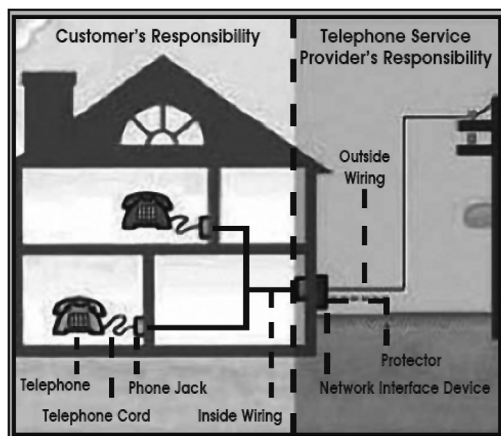
Why Won't My Phone Work?

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

How To Troubleshoot Telephone And Telephone Equipment

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

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



How To Troubleshoot At The Network Interface Device

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

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

Network Care Plan(s)

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

Right Of Access To Premises

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

Local Calling Areas

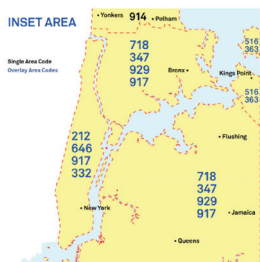
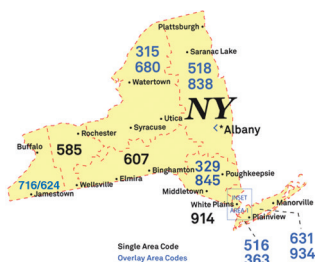
Town / City	Exchanges	Local Calling to:	Rate:
Kinderhook	(518) 610, 755, 758, 784, 799, 914, 929; (838) 219	Albany, Castleton, Hudson & Kinderhook	\$23.00
Town / City	Exchanges <i>(Exchange codes are subject to change. Make sure you know whether a number is local or LD before you dial, as you are responsible for LD charges)</i>		
Albany	(518) 203, 207, 209, 210, 213, 218, 220, 221, 225, 227, 228, 229, 230, 242, 243, 244, 248, 250, 253, 256, 257, 258, 259, 262, 264, 265, 268, 269, 275, 281, 292, 300, 301, 308, 312, 313, 320, 322, 330, 331, 336, 337, 339, 340, 343, 349, 360, 362, 364, 365, 366, 367, 368, 369, 375, 376, 378, 380, 389, 390, 391, 396, 402, 407, 408, 410, 414, 416, 417, 419, 421, 422, 423, 424, 426, 427, 428, 429, 431, 432, 433, 434, 435, 436, 437, 438, 439, 441, 442, 443, 445, 446, 447, 449, 451, 452, 453, 454, 455, 456, 457, 458, 459, 461, 462, 463, 465, 466, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 482, 484, 485, 486, 487, 488, 489, 491, 495, 496, 498, 505, 506, 512, 514, 522, 525, 526, 527, 528, 530, 533, 540, 542, 545, 549, 560, 573, 577, 588, 591, 595, 596, 598, 599, 603, 605, 614, 618, 621, 626, 641, 646, 649, 650, 669, 689, 694, 701, 703, 708, 713, 727, 728, 729, 754, 763, 764, 772, 779, 788, 795, 805, 806, 807, 810, 813, 814, 817, 818, 852, 857, 858, 859, 860, 870, 888, 890, 894, 898, 915, 925, 928, 935, 937, 944, 956; (838) 200, 202, 207, 212, 216, 217, 218, 220, 221, 231, 232, 240, 333, 356, 384, 386, 599, 677, 834, 883, 895, 900, 910, 934		
Castleton	(518) 732		
Hudson	(518) 249, 267, 567, 653, 660, 671, 697, 710, 751, 821, 822, 828, 965; (838) 225, 877		
Kinderhook	(518) 610, 755, 758, 784, 799, 914, 929 ; (838) 219 <i>(Note: Other towns using Kinderhook exchanges are: Niverville 784 & Stuyvesant Falls 799)</i>		

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

All rates and listings shown in this directory are correct as of April, 2024. Rates are subject to change. Any questions please call customer service at 1.844.968.7224.

How To Dial Local Calls

Within your Local Calling Area (LCA) and same Area Code: Dial the Area Code + the 7 digit number. Within your LCA but in a different Area Code: Dial 1 + Area Code + 7 digit number.
 LONG DISTANCE: Callers dial 1 + area code + 7 digit number whenever dialing from the 518/838 area code



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

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

In 2017, to accommodate the growing need for telephone numbers in New York, an Area Code (838) was added to the area currently served by the 518 Area Code. This method of providing new telephone numbers is commonly known as an Area Code Overlay. The 838 Area Code serves customers in the same geographic region as the current 518 Area Code. All customers within the impacted Area Codes will need to dial the appropriate Area Code followed by the 7-digit telephone number when dialing all local calls. Callers should continue to dial 1 + area code + 7-digit telephone number whenever placing a long distance call.

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

Area Code Overlays - FYI ONLY as not in 518/838 region:

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

Long Distance Information

Long Distance Calling

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

Direct Dial

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

Operator Services:

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

Person-to-Person

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

Collect

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

Time And Charges

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

Third Party Billing

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

Long Distance Information

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

N-1-1 Service Codes*

- 011 - Enables International Dialing
- 211 - Community Info. and Referral Services
- 311 - Non-Emergency Governmental Services
- 411 - Directory Assistance
- 511 - Traffic and Transportation Information
- 611 - Repair Service
- 711 - Telecommunications Relay Service
- 811 - One call notification system / Dig Safe
- 911 - Emergency Services

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

Toll-Free Area Codes

The following exchanges have been set aside for use as toll-free numbers:

800, 822, 833, 844, 855, 866, 877, and 888.

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

* All codes may not be available in your area.

Long Distance Company

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

Mandatory 10-digit Dialing

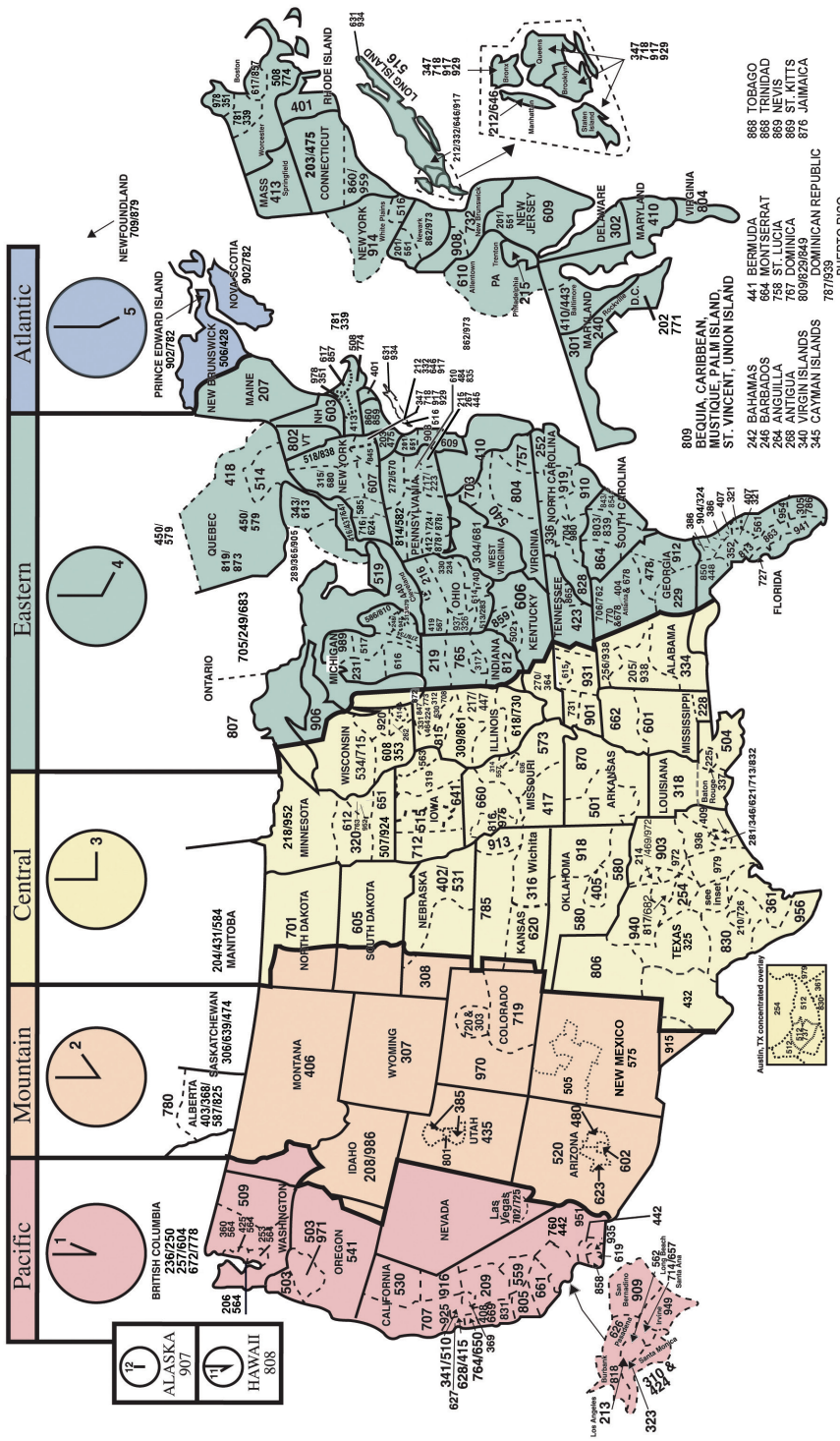
All local calls made within the NY 518/838 Area Codes must be placed using the 10-digit telephone number (area code + the 7-digit telephone number).

NOTICE: NEW way to reach National Suicide Prevention Lifeline by dialing 988

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

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

Area 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: 03/31/25

Area Codes

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

ALABAMA (AL)	Miami.....305/786	MASSACHUSETTS (MA)	Long Island	TEXAS (TX)	NORTHWEST
Birmingham.....205/659	Orlando.....321/407/689	Boston	Nassau	Austin.....512/737	TERRITORY (NT)867
Huntsville.....256/938	St. Petersburg.....727	Metro.....617/857	County.....363/516	Brownsville.....956	ONTARIO (ON)
Mobile.....251	Sarasota.....941	Suburbs.....339/781	Suffolk	Bryan.....979	London.....
Montgomery.....334	Tallahassee...448/850	Lowell.....351/978	County.....631/934	Corpus Christi.....361	226/382/519/548
ALASKA (AK)907	Tampa.....813	Springfield.....413	Poughkeepsie.....	Dallas.....	Mississauga.....
ARIZONA (AZ)	West Palm Beach...561	Worcester.....508/774	329/845	214/469/945/972	289/365/742/905
Flagstaff.....928	GEORGIA (GA)	MICHIGAN (MI)	Niagara Falls...624/716	Del Rio.....830	Ottawa...343/613/753
Phoenix...480/602/623	Albany.....229	Ann Arbor.....278/734	Rochester.....585	Denton.....940	Sudbury.....
Scottsdale.....480	Atlanta.....404/470	Detroit.....313	Syracuse.....315/680	El Paso.....915	249/683/705
Tucson.....520	678/770	Flint.....810	White Plains.....914	Fort Worth.....682/817	Thunder Bay.....807
ARKANSAS (AR)	Columbus.....706/762	Grand Rapids.....616	Yonkers.....914	Galveston.....409	Toronto...416/437/647
Ft. Smith.....479	Macon.....478	Kalamazoo.....269	NORTH	Houston.....281/346	PRINCE EDWARD IS
Little Rock.....501	Marietta.....678/770	Lansing.....517	CAROLINA (NC)	621/713/832	(PEI)
Pine Bluff.....870	Savannah.....912	Muskegon.....231	Asheville.....828	Huntsville.....936	Charlottetown.....
CALIFORNIA (CA)	HAWAII (HI)808	Pontiac.....248/947	Charlotte.....704/980	Lubbock.....806	782/902
Anaheim.....657/714	IDAHO (ID)208/986	Saginaw.....989	Fayetteville.....910	San Antonio...210/726	QUEBEC (PQ)
Bakersfield.....661	ILLINOIS (IL)	Sault Ste. Marie.....906	Greensboro...336/743	Tyler.....430/903	Montreal
Burbank.....747/818	Aurora.....331/630	Warren.....586	Raleigh.....919/984	Waco.....254	Metro.....
Concord.....925	Chicago	MINNESOTA (MN)	Rocky Mount.....252	UTAH (UT)	263/438/514
Fresno.....559	Metro...312/773/872	Bloomington.....952	Logan.....435	Salt Lake City.....	Suburbs.....
Irvine.....949	NW Suburbs	Brooklyn Park...763	Salt Lake City.....	385/801	354/450/579
La Jolla.....858	331/660	Duluth.....218/952	NORTH DAKOTA	VERMONT (VT)802	Quebec City.....
Long Beach.....562	O'Hare Area.....	Minneapolis.....612	(ND)701	Arlington.....571/703	367/418/581
Los Angeles...213/310	773/872	Rochester.....507/924	OHIO (OH)	Bristol.....276	Sherbrooke.....
323/424/747/818	Cicero.....464/708	St. Cloud.....320	Akron.....234/330	Charlottesville...434	468/819/873
Modesto.....209	East St. Louis.....	St. Paul.....651	Cincinnati.....513	Harrisonburg...540	S. Quebec.....
Monterey.....831	618/730	MISSISSIPPI (MS)	Cleveland.....216	Norfolk.....757	354/450/579
Oakland.....341/510	Elk Grove	Biloxi.....228	Columbus.....308/614	Richmond.....804	SASKATCHEWAN (SK)
Palm Springs.....	Village.....224/847	Greenville.....662	Dayton.....326/937	WASHINGTON (WA)	Regina.....306/474/639
442/760	Peoria.....309/861	Jackson.....601/769	Lorain.....440	Bellevue.....425/564	CARIBBEAN &
Pasadena.....626	Rockford.....779/815	MISSOURI (MO)	Marion.....220/740	Olympia.....360/564	VIRGIN ISLANDS
Redding.....530	Springfield...217/447	Columbia.....573	Toledo.....419/567	Seattle.....206/564	& US TERRITORIES
Riverside.....951	INDIANA (IN)	Jefferson City...573	Lawton.....580	Spokane.....509	AMERICAN
Sacramento...279/916	Indianapolis...812/930	Kansas City...816/975	Oklahoma City.....	Tacoma.....253/564	SAMOA684
San Bernardino	Fort Wayne.....260	St. Charles.....636	405/572	Vancouver...360/564	ANGUILLA264
840/909	Gary.....219/260/574	St. Louis.....314/557	Tulsa.....539/918	WEST VIRGINIA	ANTIGUA &
San Diego.....619/858	Indianapolis...317/463	Sedalia.....660	OREGON (OR)	(WV)304/681	BARBUDA268
San Francisco.....	Lafayette.....765	Springfield.....417	Astoria.....503/971	WISCONSIN (WI)	BAHAMAS242
415/628	South Bend.....574	MONTANA (MT)406	Eugene.....458/541	Eau Claire.....534/715	BARBADOS246
San Jose.....408/669	IOWA (IA)	NEBRASKA (NE)	Portland.....503/971	Green Bay.....920	BERMUDA441
San Mateo.....650	Cedar Rapids...319	Lincoln.....402/531	Salem.....503/971	Madison.....353/608	BRITISH
Santa Barbara.....	Des Moines.....515	North Platte...308	PENNSYLVANIA (PA)	Milwaukee.....414	VIRGIN IS.284
805/820	Dubuque.....563	NEVADA (NV)	Allentown.....	Waukesha.....262	CAYMAN IS.345
Santa Monica.....	Marshalltown...641	Carson City.....775	484/610/835	WYOMING (WY) ...307	DOMINICAN
310/424	Sioux City.....712	Las Vegas.....702/725	Altoona.....582/814	CANADA	REPUBLIC
Santa Rosa.....707	KANSAS (KS)	Reno.....775	Harrisburg.....223/717	ALBERTA (AB)	809/829/849
COLORADO (CO)	Dodge City.....620	NEW HAMPSHIRE	Philadelphia.....	Calgary.....368/403	GRENADA473
Boulder.....303/720	Kansas City.....913	(NH)603	215/267/445	587/780/825	GUAM671
Colorado	Topeka.....785	NEW JERSEY (NJ)	CANADA	BRITISH	JAMAICA658/876
Springs.....719	Wichita.....316	Atlantic City...609/640	COLUMBIA (BC)	COLUMBIA (BC)	MARIANA IS.670
Denver.....303/720	KENTUCKY (KY)	Camden.....856	Edmonton.....587/780	Vancouver...236/250	MONTERRAT664
Ft. Collins.....970	Ashland.....606	Elizabeth.....908	Vancouver...257/604/672/778	Victoria.....236/250	N. MARIANA IS.670
CONNECTICUT (CT)	Frankfort.....502	Jersey City.....201/551	257/672/778	PUERTO RICO	787/939
Hartford.....860/959	Lexington.....859	New Brunswick	RHODE ISLAND	ST. KITTS &	NEVIS869
New Haven.....203/475	Louisville.....502	732/848	(RI)401	ST. LUCIA758	ST. VINCENT & THE
DELAWARE (DE) ...302	Owensboro...270/364	Newark.....862/973	SOUTH	GRENADINES784	SINT MAARTEN ...721
DISTRICT OF	LOUISIANA (LA)	Albuquerque.....505	CAROLINA (SC)	TRINIDAD &	TOBAGO868
COLUMBIA (DC)	Baton Rouge...225	Roswell.....575	Charleston.....843/854	TURKS &	CAICOS IS.649
Washington, DC**.....	Hammond/	Santa FE.....505	Columbia.....803/839	U.S. VIRGIN IS.340	
202/771	Houma.....985	NEW YORK (NY)	Greenville.....864		
FLORIDA (FL)	Lafayette.....337	Albany.....518/838	SOUTH DAKOTA	MANITOBA (MB)	
Daytona Beach...386	New Orleans...504	Binghamton...607	(SD)605	Winnipeg.....	
Ft. Lauderdale.....	Shreveport.....318	Buffalo.....716/624	TENNESSEE (TN)	204/431/584	
754/954	MAINE (ME)207	New York City	Chattanooga...423	NEW BRUNSWICK (NB)	
Ft. Myers.....239	MARYLAND (MD)	Bronx/Queens,	Clarksville.....931	Fredericton...428/506	
Gainesville.....352	Annapolis.....	Brooklyn/Staten	Jackson.....731	NEWFOUNDLAND (NL)	
Jacksonville...324/904	410/443/667	Island.....	Knoxville.....865	St. John's.....709/879	
Key West.....	Baltimore.....	5 Boroughs...917	Memphis.....901	NOVA SCOTIA (NS)	
305/645/786	410/443/667	Manhattan.....	Nashville.....615/629	Halifax.....782/902	
Lakeland.....863	Silver Spring...240/301	212/332/646/917			
Melbourne.....321					

International Calling Codes

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

HOW TO MAKE AN INTERNATIONAL CALL

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

Operator-Assisted Calls: Dial **01** + Country Code + City Code + Telephone Number

The operator will come on the line after the call is dialed.

If your long distance company does not handle international calls:

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

Legend:

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

TD	TD	TD	TD
Afghanistan	Canada	Falkland Islands*	Kiribati* 686.....+18
93.....+10.5	(see area codes page)	500.....+2	Korea (North)
Albania 355.....+8	Cape Verde Islands*	Fiji Islands*	850.....+15
Angola 244.....+7	238.....+5	679.....+18	Korea (South)
Algeria 213.....+7	Central African Republic*	Finland 358.....+8	82.....+15
American Samoa*	236.....+7	France 33.....+7	Kuwait* 965.....+9
684.....-5	Chad 235.....+7	French Antilles*	Kyrgyz Republic
Andorra 376.....+7	Chile 56.....+2	596.....+2	996.....+12
Antarctica 672.....+13	China 86.....+13	French Guiana*	Laos 856.....+13
Argentina 54.....+3	Colombia 57.....+1	594.....+3	Latvia 371.....+8
Armenia 374.....+9	Comoros* 269.....+10	French Polynesia (Tahiti)* 689.....-4	Lebanon 961.....+8
Aruba 297.....+2	Congo* 242.....+7	Gabon* 241.....+7	Lesotho* 266.....+8
Ascension Island*	Congo, Dem. Rep. Of (former Zaire)	Gambia* 220.....+6	Liberia* 231.....+6
247.....+6	243.....+7	Georgia 995.....+9	Libya 218.....+7
Australia 61.....+16	Cook Islands* 682...-4	Germany 49.....+7	Liechtenstein 41...+7
Austria 43.....+9	Costa Rica* 506.....0	Ghana 233.....+6	Lithuania 370.....+8
Azerbaijan 994.....+9	Croatia 385.....+7	Gibraltar* 350.....+7	Luxembourg*
Bahrain* 973.....+9	Cuba 53.....+1	Greece 30.....+3	352.....+7
Bangladesh.....+12	Cyprus 357.....+8	Greenland 299.....+8	Macau* 853.....+14
Belarus 375.....+9	Czech Republic	Guadeloupe*	Macedonia 389.....+7
Belgium 32.....+7	420.....+7	590.....+2	Madagascar 261...+9
Belize 501.....+0	Denmark* 45.....+7	Guatemala 502.....0	Malawi 265.....+8
Benin* 229.....+7	Diego Garcia*	Guinea-Bissau*	Malaysia 60.....+14
Bhutan* 975.....+11.5	246.....+12	245.....+6	Maldives* 960.....+11
Bolivia 591.....+2	Djibouti*	Guinea (PRP)	Mali Republic*
Bosnia & Herzegovina	253.....+9	224.....+6	223.....+6
387.....+7	Ecuador 593.....+1	Guyana 592.....+3	Malta* 356.....+7
Brazil 55.....+3	Egypt 20.....+8	Haiti* 509.....+1	Marshall Islands
Brunei 673.....+14	El Salvador* 503.....0	Honduras* 504.....0	692.....+18
Bulgaria 359.....+8	Equatorial Guinea	Hong Kong*	Martinique 596.....+2
Burkina Faso*	240.....+7	852.....+14	Mauritania* 222...+6
226.....+6	Eritrea 291.....+9	Hungary 36.....+7	Mauritius* 230...+10
Burma (Myanmar)	Estonia 372.....+8	Iceland 354.....+6	Mayotte Island
95.....+12.5	Ethiopia 251.....+9	India 91.....+11.5	269.....+9
Burundi 257.....+8	Faeroe Islands*	Indonesia 62.....+13	Mexico 52.....0
Cambodia 855.....+13	298.....+6	Iran 98.....+9.5	Micronesia (Federal States of)
Cameroon 237.....+7		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: _____