

# EMERGENCY NUMBERS

**9-1-1**  **FIRE**  **POLICE**  
 **SHERIFF**  **EMS**

**\*Dial this number only in a real emergency.** For non-emergency cases dial numbers shown within the directory for the proper agency.

## OTHER IMPORTANT NUMBERS

### Call Before You Dig

MO ..... (811) or 1-800-DIG-RITE (344-7483)

KS ..... (811) or 1-800-DIG-SAFE (344-7233)

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

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

### Child Protective Services

MO ..... (MO ONLY) 1-800-392-3738

KS ..... (KS ONLY) 1-800-922-5330

### Consumer Protection (Attorney General)

MO ..... Jefferson City 1-800-392-8222

KS ..... Topeka 1-800-432-2310

**Domestic Violence** ..... 1-800-799-SAFE (7233)

**Federal Bureau of Investigation (FBI)** ..... Kansas City, MO 816-512-8200

**Fire - (Non-emergency)** ..... Peculiar 816-779-5766

**Highway Patrol (HQ)** ..... Jefferson City 573-751-3313

MO - Bates/Cass County (Troop A) ..... Lee's Summit 816-622-0800

KS - Miami County (Troop A) ..... Olathe 913-782-8100

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

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

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

**Police - (Non-emergency)** ..... Peculiar 816-779-5102

**Runaway Hotline** ..... 1-800-RUNAWAY (786-2929)

### Sheriff

Bates County ..... Butler 660-679-3232

Cass County ..... Harrisonville 816-380-5200

Miami County, KS ..... Paola 913-294-3232

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

TTY ..... 1-800-799-4TTY (4889)

**Telecommunication Relay Service (TRS)** (add'l info page 4)

Relay Missouri (TDD/TTY) ..... (711)

Kansas Relay (V/TTY) ..... (711)

### U.S. Marshals Service

MO ..... Kansas City 816-512-2000

KS ..... Wichita 913-551-6727

### U.S. Secret Service

MO ..... Kansas City 816-460-0600

KS ..... Wichita 316-267-1452

# THE PHONE BOOK

October 2025

## CONSOLIDATED COMMUNICATIONS

### AREA CODES 816/975

**How To Reach Consolidated Communications:** ..... **1.844.968.7224**

#### **Customer Service**

Residential.....Hours: Monday - Friday 7:00am to 7:00pm  
& Saturday 7:00am to 5:30pm

Business..... Hours: Monday - Friday 7:00am to 7:00pm

**Repair**..... Hours: 24 Hours a Day/7 Days a Week

**Technical Support**..... Hours: 24 Hours a Day/7 Days a Week

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

Email: customerservice662@consolidated.com

#### **Mail Payments to:**

662 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

Emergency Numbers .....	1
Consolidated Communications Contact Information.....	2
Table of Contents.....	3
Directory Listing Omissions.....	3
Telecommunications Relay Service.....	4
Telephone Customer Rights and Responsibilities .....	5-10
Applying for Service.....	5
Lifeline Program .....	5
Essential Services .....	5
Deposit Rules .....	5
Emergency 911 .....	5
Rates, Rules And Regulations.....	5
Rates, Terms and Conditions.....	6
Billing Information.....	6
Termination/Reconnection of Service .....	6
Bill Invoice Example .....	7-8
Statement of Non-Discrimination .....	9
National Do-Not-Call Registry.....	9
Seasonal Reservation Service.....	10
Your Privacy is Important.....	10
Illegal Wiretapping.....	10
Guarding Against Fraud.....	10
Complaints and Disputes .....	10
Notices .....	11
Repair Service .....	12
Local Calling Areas .....	13
Metropolitan Calling Area .....	14
Long Distance Information .....	15
Area Code Map and Time Zones .....	16
Area Codes .....	17
International Calling Codes .....	18
Special National Insert.....	19-20

## DIRECTORY LISTING OMISSIONS

We make every effort to have listings absolutely correct.

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

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

# Telecommunications Relay Service (TRS)

## Relay Missouri Service\* - Dial 7-1-1



### What is the Relay Missouri?

Relay Missouri 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 Relay Missouri work?

Simply dial 711 or the appropriate toll-free number provided to connect with Relay Missouri. 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:

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

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

\*Descriptions are the same for Kansas Consumers except TAP.

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

TTY/Hearing/ASCII Users (MO):.....	1.800.735.2966
Voice (MO): .....	1.866.735.2460
Voice Carry Over (VCO) (MO):.....	1.800.735.0135
Voice Carry Over (VCO) (KS):.....	1.866.479.7566
V/TDD/TTY (KS):.....	1.800.766.3777
Telebraille (MO):.....	1.800.735.2966
Telebraille (KS):.....	1800-766-3777
Speech-to-Speech (MO): .....	1.877.735.7877
Speech-to-Speech (KS): .....	1.866.305.1344
Spanish / Español (MO):.....	1.800.520.7309
Spanish / Español (KS):.....	1.866.305.1343
900 Numbers (MO Only):.....	1.900.230.6363

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

### Customer Care Information:

TTY/Voice (MO): .....	1.800.676.3777
TTY/Voice (KS): .....	1.866.735.2957
Spanish/Español:.....	1.800.676.4290

### Relay Websites:

(MO) .....	<a href="http://www.relaymissouri.com">www.relaymissouri.com</a>
(KS) .....	<a href="http://www.kansasrelay.com">www.kansasrelay.com</a>

### Captioned Telephone®:

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:

#### Missouri Telecommunications Access Program (TAP)

Missouri's Telecommunication Access Program (TAP) provides equipment to qualifying individuals who have difficulties using the phone or internet because of a disability. Additional information may be found on [www.at.mo.gov](http://www.at.mo.gov) or by calling toll-free 1.800.647.8557 or 1.800.647.8558 (TTY).

Kansas TAP Program 800-KAN DO IT  
(1.800.526.3648) <https://atk.ku.edu/ks-tap>

### Emergency Calls

Please note that 711 is only to be used to reach Relay Missouri. 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. Relay Missouri will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.

# Telephone Rights and Responsibilities

Subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

## Applying for Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be required. When you apply for residential telephone service, you will be provided with information about any special telephone rates that may be available to low income customers through the Link-up and Lifeline programs. Local service allows unlimited direct-dial calling for customers to your own exchange and to certain other nearby exchanges. There are also local package and regional package offerings that may be available in your area. Call your Consolidated Communications Residential Service Representative listed at 1.844.968.7224 for additional information.

To help expedite the scheduling of your new telephone service, please have the following information ready when you contact us:

- Credit information
- Previous telephone information
- Employment status
- How you want your name in the directory
- Complete street address (apartment or lot/division number)

## Essential Services

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

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

## 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.

## 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 Programs

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](http://www.lifelinesupport.org) or call 800.234.9473. You may also call Consolidated Communications at 1.844.YOUR.CCI (1.844.968.7224).

## Missouri Lifeline Program

The Missouri Lifeline program provides additional monthly support for voice service up to \$24.00 for residential customers that meet the federal requirements. The Missouri Disabled program provides a monthly \$24.00 discount to qualifying residential customers that complete the required application. [https://psc.mo.gov/Telecommunications/Lifeline\\_and\\_Disabled\\_Programs\\_1](https://psc.mo.gov/Telecommunications/Lifeline_and_Disabled_Programs_1)

Rates above were set at time of publication, but are subject to change.

For additional information about enrolling in the Lifeline Program, please call Customer Service at 1.844.968.7224.

## Rates, Rules and Regulations

For additional information about enrolling in the Lifeline Program, please call Customer Service at 1.844.968.7224. Telephone companies are considered a public utility and are regulated by the Missouri Public Service Commission (MPSC) or Kansas Corporation Commission (KCC). Tariffs which show rates, rules and regulations for telephone service and facilities approved by the Regulatory Commission are available on our website at [consolidated.com](http://consolidated.com).

# Telephone Rights and Responsibilities

To contact the MPSC or KCC for inquiries, complaints, investigation and mediation:

## Missouri Public Service Commission

200 Madison Street • Jefferson City, MO 65102  
1.800.392.4211

## Kansas Corporation Commission

1500 SW Arrowhead Road • Topeka, KS 66604  
1.800.662.0027

## 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](http://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](http://www.consolidated.com/regulatory) and are available for your reference.

## Billing Information

### How am I billed?

The monthly charge of your local telephone service is billed one month in advance. Long distance charges are billed from the previous month. Installation or maintenance charges are billed in the month following the completion of work. When paying by mail, please enclose the bill stub with your check. Customers will be held responsible for all toll calls originated and/or terminated at their telephone, whether calls are made by themselves, family members, guests or employees. Customer Service records, credit information and related confidential personal account information are fully protected. Therefore, only the customer(s) listed on the account are able to inquire, add, change or delete services on the account. If you have questions regarding service, please contact us at 1.844.968.7224. **Therefore, only the customer(s) listed on the account are able to inquire, add, change or delete services on the account. If you have questions regarding service, please contact us at 1.844.968.7224.**

### When is my bill due?

Bills are due and payable when presented. We will provide you with written notification of pending disconnection prior to disconnection of your service.

To make a payment arrangement please contact us at 1.844.968.7224.

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

## 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](http://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](http://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 will be applied to any amount on a customer's bill carried over to the next billing statement.

## Returned/Insufficient Check Fee\*

The Company may impose and collect a service charge for every check lawfully dishonored by the payer bank for any reason, including insufficient funds, and will appear on your telephone bill. A check includes personal checks, cashier check, certified checks, drafts, and money orders.

\*Rates subject to change

## 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.

## 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.

# Telephone Rights and Responsibilities

## Important Information About Your Bill

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

**2** Last Month  
Balance from last statement: 150.40  
Payment Received 02/07/2009: 150.40  
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  
Patent County Tax: 0.01  
Federal Univ Svc Charge: 1.08  
Current Charges: \$ 150.51  
Total Amount Due: \$ 150.51

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

**5** FOR CHANGE OF ADDRESS OR UNPAID PAYMENT: Please check box and complete form on reverse. Thank you.

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

Balance Due - Please Remit: \$ 150.51

**1** Our website can help you in a lot of ways. Visit [www.FaxPoint.com](http://www.FaxPoint.com) to pay your bill, check-out current offers and get information about our products and services.

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

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

**4** 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 800-800-3548. 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.

**5** You are responsible for the payment of all charges on your bill and failure to pay these charges may result in termination of your service as well as collection activity. Your bill is due and payable by the due date shown. In the event the bill becomes delinquent, any unpaid portion of your bill is subject to a 1.5% late payment charge. If it is difficult for you to make your payment in full please call us to make payment arrangements.

**6** 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 1-800-466-7828 or 614-486-3362 or for TDD/TTY toll free at 1-800-466-3370 or 614-486-8180, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). The Ohio Consumers' Council (OCC) represents residential utility customers in matters 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.pucoc.org](http://www.pucoc.org).

Five reasons to feel good about your FaxPoint 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 five levels of backup.
- It makes 911 calls locally, allowing emergency personnel to instantly identify your location.

New Billing Address:  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Comments: \_\_\_\_\_

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.



# Telephone Rights and Responsibilities

## Statement of Non-Discrimination

Consolidated Communications is an equal opportunity employer and provider.

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](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](mailto:program.intake@usda.gov).

## How to Handle Annoyance Calls

Making threatening, obscene or nuisance calls is a violation of state and federal laws. The maximum penalty for a violation is a fine and/or imprisonment.

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.

## No-Call Missouri

Missouri residents may place your name on the state "no-call" list by calling 1.866.BUZZOFF (1.866.289.9633). Or you may register online at <https://ago.mo.gov/get-help/no-call/>

Kansas uses the National Do-Not-Call Registry.

## National Do-Not-Call Registry

The Do Not Call (DNC) Registry allows you to register your landline and cell phone number in one central database to limit the telemarketing calls you receive. You can register your phone number online at [www.donotcall.gov](http://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](http://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](http://www.telemarketing.donotcall.gov).



# Telephone Rights and Responsibilities

## Seasonal Reservation Service

Upon request, Consolidated will seasonally disconnect your telephone service. Seasonal Reservation Service will:

- Require service to be installed a minimum of one month;
- Not be longer than eight months in a consecutive twelve month period;
- Require a minimum of one month but no longer than six months;
- Maintain the main telephone directory listing; and
- Reserve the telephone number until restored within the period remaining

Lifeline discount does not qualify for seasonal services. Lifeline discount will be removed until service is restored. During this time, the monthly rate is \$5.00 plus 100% of surcharges and leased equipment (e.g. modem) charges, if applicable. Leased equipment will be left in place.

Callers dialing the seasonally disconnected number or requesting directory assistance will hear a recording saying the number is no longer in service. There's a one time charge to restore service, but there is no charge to setup seasonal reservation service. However, please give us as much advance notice as possible to reconnect service at toll free at 1.844.968.7224.

## 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.

## Guarding Against Fraud

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

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

## Complaints and Disputes

Our customer service department 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 Missouri Public Service Commission (MSPC) or the Kansas Corporation Commission (KCC).

The MSPC and the KCC have established a two step process; 1) an informal and 2) formal complaint procedure to assist ratepayers seeking to resolve a utility problem.

**Informal Complaint** may be filed over the phone or in person

**Formal Complaint** must be in writing

-Small Formal Complaint (formal complaint regarding any dispute involving less than \$3,000 - MO Only)

To contact the MPSC or KCC for inquiries, complaints, investigation and mediation:

### MISSOURI:

#### Missouri Public Service Commission

200 Madison Street, PO Box 360 • Jefferson City, MO 65102

1.800.392.4211; (573) 751.3234

Web: [www.psc.mo.gov](http://www.psc.mo.gov)

#### Office of the Public Counsel

Governor Office Bldg

200 Madison St, Suite 650, PO Box 2230

Jefferson City, MO 65102-7800

1.866.922.2959; (573) 751.4857

Web: [www.opc.mo.gov](http://www.opc.mo.gov)

### KANSAS:

#### Kansas Corporation Commission

1500 SW Arrowhead Road • Topeka, KS 66604-4027

1.800.662.0027; (785) 271.3140

Web: [www.kcc.ks.gov](http://www.kcc.ks.gov)

# Notices

## Important Privacy Notice – PLEASE READ CAREFULLY

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

You can review our entire CPNI/Privacy Policy on our website at [consolidated.com/policies](http://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!



Know what's below.  
Call before you dig.

## BEFORE ANY DIGGING – DIAL 811 or 1-800-DIG-RITE (MO) or 1-800-DIG-SAFE (KS)

### Location of Buried Facilities for Diggers and Excavators

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

When digging, if no request for location is made to the Company having buried facilities in the area, and the facilities are damaged or made inoperative, the person or firm doing the digging or excavating will be responsible for the entire cost of the damage incurred.

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

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

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

[www.missouri-811.org/](http://www.missouri-811.org/)  
[www.kansas811.com](http://www.kansas811.com)

# 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.

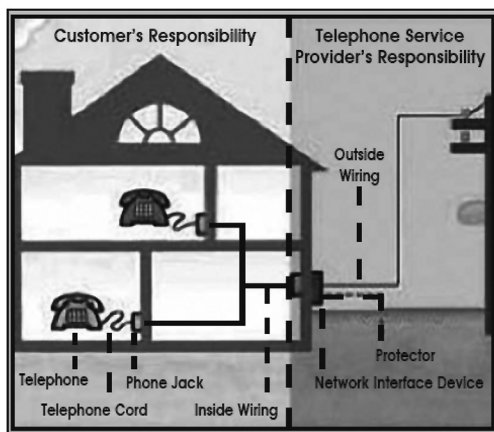
### Why Won't My Phone Work?

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

## Local Calling Areas\*

Town / City	Exchanges *1:	Your Calling Area Is:	Residential Rates**
<b>Cleveland</b>	(816) 618, 658	Cleveland and West Cleveland (KS)	\$26.00
<b>Drexel</b>	(816) 619, 657	Drexel and West Drexel (KS)	\$26.00
<b>East Lynne</b>	(816) 626, 869	Garden City and Creighton	\$26.00
<b>Peculiar</b>	(816) 799, 758	Peculiar	\$26.00

\*Local access rate for residential service excludes surcharges, taxes, local and long distance calls and any supplemental feature charges.

\*\*All rates and listings shown in this directory are correct as of September 2025. Rates are tariffed and subject to change. Any questions please call customer service at 1.844.968.7224.

\*1Exchange codes are subject to change. Make sure you know whether a number is local or long distance before you dial. You are responsible for long distance charges.

## How to Dial Local Calls:

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

Long distance calls remain the same. Callers should dial 1 + area code + 7-digit telephone number whenever placing a long distance call from the 816/975 area codes.

## Area Code Overlay 975 for 816 in Missouri

An overlay is the addition of another area code (975) to the same geographic region as an existing area code region (816). The overlay doesn't require you to change your existing area code or phone number.

Beginning October 13, 2023, customers in the 816 area code overlay region may be assigned a number in the new 975 area code when they request new service or an additional line.

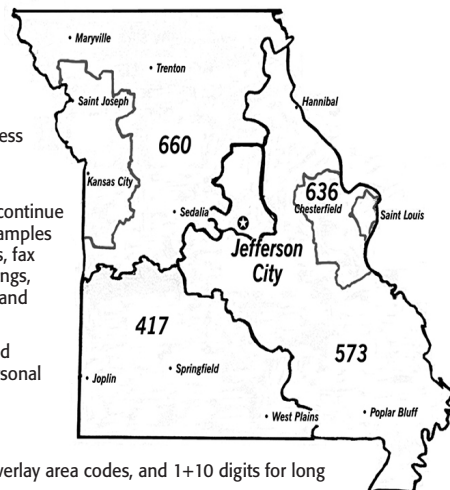
### What will you need to do?

Customers in the overlay region should:  
Continue to dial 10 digits for all local calls, including calls within the same area code.

- Continue to identify your telephone number as a 10-digit number, and include the area code when giving the number to friends, family, business associates, customers, etc.
- Ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 975 area code as a valid area code and continue to store or program telephone numbers as 10-digit numbers. Some examples are: stored telephone numbers in contact lists in wireless phones, PBXs, fax machines, Internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety alarm security systems and gates, ankle monitors and other similar equipment.
- Check items such as your website, personal and business stationery and printed checks, advertising materials, contact information, and your personal or pet ID tags to ensure the area code is included.

### What will remain the same?

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



# Metropolitan Calling Area

## METROPOLITAN CALLING PLAN (MCA)

This optional two-way plan allows subscribers to place unlimited toll free calls to specific tiers for a flat monthly rate. There are six different tiers. Central, 1, 2, 3, 4 and 5 within the metro Kansas City calling area. Each tier has its own calling stipulations.

All MCA subscribers in tier 4 (Cleveland and Peculiar) may place calls toll free to any numbers in tiers Central, 1, 2, 3, 4, **but only MCA subscribers in tier 5**. The monthly rates for tier 4 MCA are:

**Residential: \$13.98 + local service**

**Business: \$31.11 + local service**

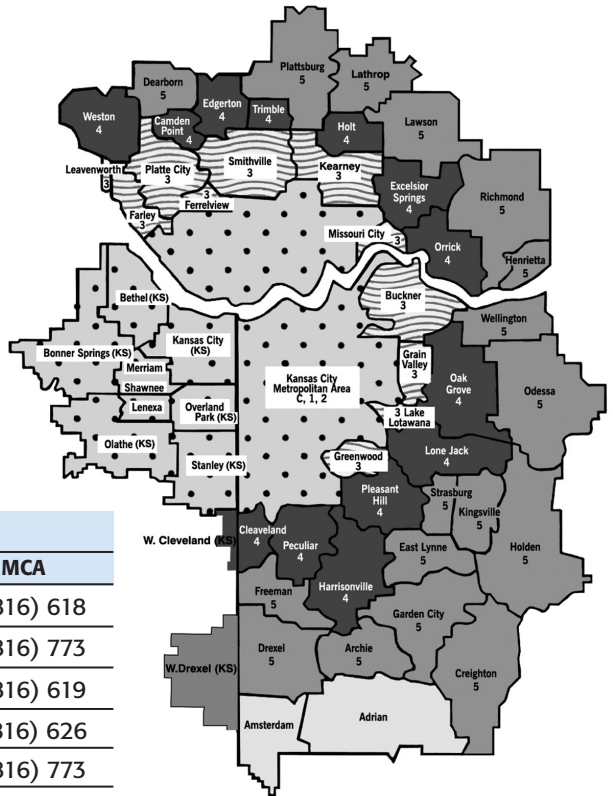
All MCA subscribers in tier 5 (Creighton, Drexel, East Lynne and Garden City) may place toll free calls to any numbers in tier Central, 1, 2, 3, 4 **but only MCA subscribers in tier 5**. The monthly rates for tier 5 MCA are:

**Residential: \$19.22 + local service**

**Business: \$39.30 + local service**

\*Rates in effect September 2025. All rates are tariffed and are subject to change. Speak to customer service at 1.844.968.7224 for rates.

**WARNING:** If you have to dial 1+ it is a toll call. Not all Kansas City numbers are MCA numbers.



Town / City	Exchanges <sup>1</sup>	
	Non-MCA	MCA
<b>Cleveland</b>	(816) 618, 658	(816) 618
<b>Creighton</b>	(660) 499	(816) 773
<b>Drexel</b>	(816) 657	(816) 619
<b>East Lynne</b>	(816) 869	(816) 626
<b>Garden City</b>	(816) 862	(816) 773
<b>Peculiar</b>	(816) 758	(816) 779
<b>W. Cleveland, KS</b>	(913) 964	(913) 947
<b>W. Drexel, KS</b>	(913) 377	(913) 376

<sup>1</sup>Exchange codes are subject to change. Make sure you know whether a number is local or long distance before you dial. You are responsible for long distance charges.

# 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](http://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
- 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](mailto:FCCinfo@fcc.gov) or call: 1.888.225.5322.

### Toll-Free Area Codes

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

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

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

\* All codes may not be available in your area.

### Long Distance Company

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

### Mandatory 10-Digit Dialing

All local calls made within the MO 816/975 Area Codes must be placed using the 10-digit telephone number (area code + the 7-digit telephone number).

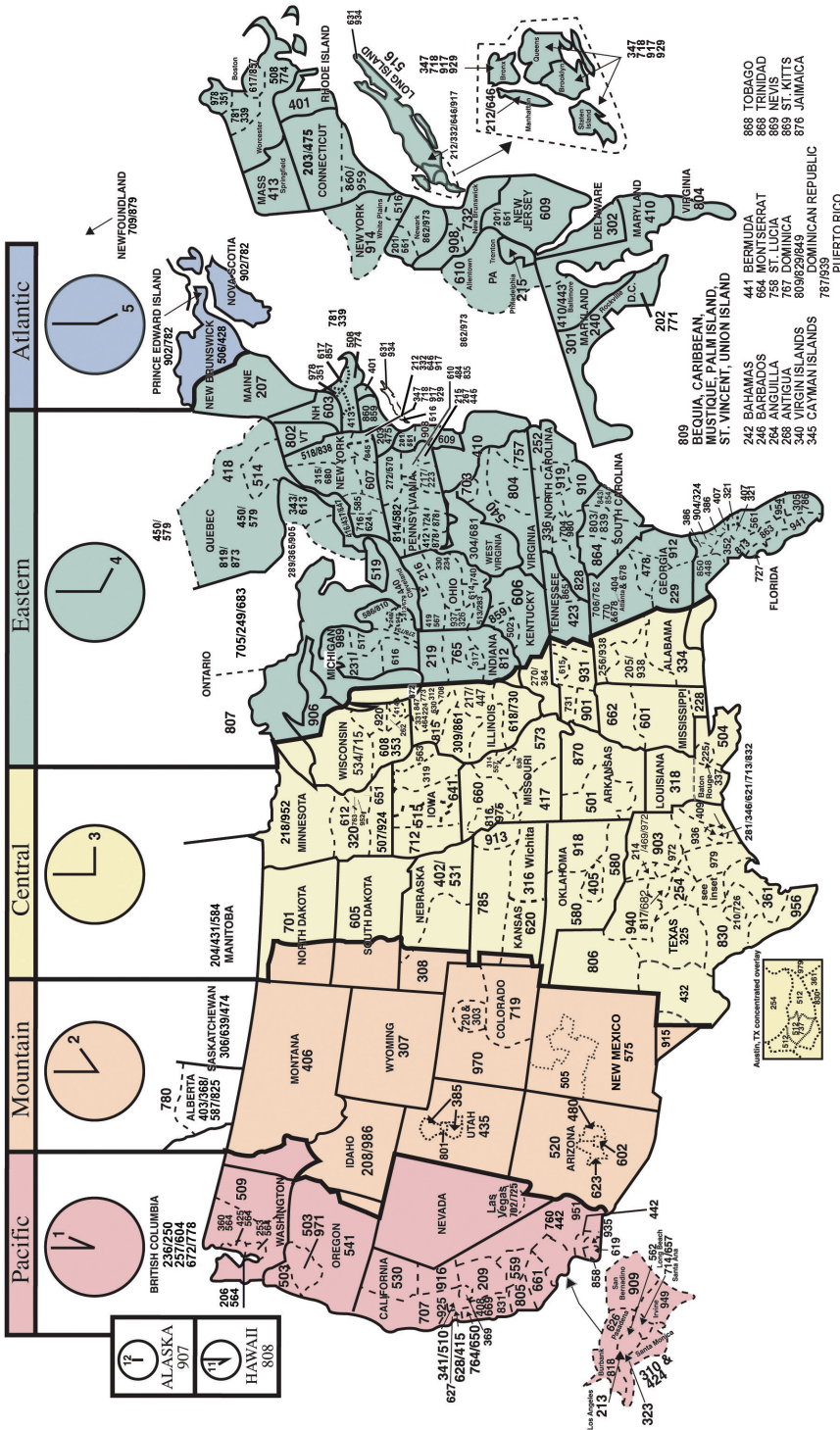
10-digit dialing does NOT affect three digit codes to reach 7-1-1 (Relay Services), 9-1-1 (Emergency Services) or any other community codes that may be available in your area.

### 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



Revised: 03/31/25

## 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).

- 800
- 809
- 813
- 818
- 850
- 857
- 858
- 859
- 860
- 861
- 862
- 863
- 864
- 865
- 866
- 867
- 868
- 869
- 870
- 871
- 872
- 873
- 874
- 875
- 876
- 877
- 878
- 879
- 880
- 881
- 882
- 883
- 884
- 885
- 886
- 887
- 888
- 889
- 890
- 891
- 892
- 893
- 894
- 895
- 896
- 897
- 898
- 899
- 900

# Area Codes

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

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

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

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

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

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

## CANADA

**ALBERTA (AB)**  
 Calgary.....368/403  
 587/780/825  
**BRITISH COLUMBIA (BC)**  
 Edmonton...587/780  
 Vancouver...236/250  
 257/604/672/778  
 Victoria.....236/250  
 257/672/778  
**MANITOBA (MB)**  
 Winnipeg...204/431/584  
**NEW BRUNSWICK (NB)**  
 Fredericton...428/506  
**NEWFOUNDLAND (NL)**  
 St. John's...709/879  
**NOVA SCOTIA (NS)**  
 Halifax.....782/902

**NORTHWEST TERRITORY (NT)**...867  
**ONTARIO (ON)**  
 London.....226/382/519/548  
 Mississauga...289/365/742/905  
 Ottawa...343/613/753  
 Sudbury.....249/683/705  
 Thunder Bay...807  
 Toronto...416/437/647  
**PRINCE EDWARD IS (PEI)**  
 Charlottetown...782/902  
**QUEBEC (PQ)**  
 Montreal  
 Metro.....263/438/514  
 Suburbs...354/450/579  
 Quebec City...367/418/581  
 Sherbrooke...468/819/873  
 S. Quebec...354/450/579

## SASKATCHEWAN (SK) Regina...306/474/639

## CARIBBEAN & VIRGIN ISLANDS & US TERRITORIES

**AMERICAN SAMOA**.....684  
**ANGUILLA**.....264  
**ANTIGUA & BARBUDA**.....268  
**BAHAMAS**.....242  
**BARBADOS**.....246  
**BERMUDA**.....441  
**BRITISH VIRGIN IS**.....284  
**CAYMAN IS.**.....345  
**DOMINICA**.....767  
**DOMINICAN REPUBLIC**.....809/829/849  
**GRENADA**.....473  
**GUAM**.....671  
**JAMAICA**.....658/876  
**MARIANA IS.**.....670  
**MONTSERRAT**.....664  
**N. MARIANA IS.**.....670  
**PUERTO RICO**.....787/939  
**ST. KITTS & NEVIS**.....869  
**ST. LUCIA**.....758  
**ST. VINCENT & THE GRENADINES**.....784  
**SINT MAARTEN**...721  
**TRINIDAD & TOBAGO**.....868  
**TURKS & CAICOS IS.**.....649  
**U.S. VIRGIN IS**...340  
 \*\* National Capital  
 Revised: 03/31/25

CUSTOMER GUIDE



# 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](http://www.ready.gov) to learn more about potential terrorist threats and other emergencies or call 1.800.BE.READY (1.800.237.3239) for a free brochure.

**Be prepared** to adapt this information to your personal circumstances and make every effort to follow instructions received from authorities on the scene. With these simple preparations, you can be ready for the unexpected. **Get ready now.**

### STEP FOUR: Get Involved In Preparing Your Community

After preparing yourself and your family for possible emergencies, take the next step and get involved in preparing your community. Join **Citizen Corps**, which actively involves citizens in making our communities and our nation safer, stronger and better prepared. We all have a role to play in keeping our hometowns secure from emergencies of all kinds. Citizens Corps works hard to help people prepare, train and volunteer in their communities. Go to [www.ready.gov/citizen-corps](http://www.ready.gov/citizen-corps) for more information and to get involved.

## EMERGENCY NUMBERS

POLICE: \_\_\_\_\_

HOSPITAL: \_\_\_\_\_

FIRE: \_\_\_\_\_

F.B.I.: \_\_\_\_\_

PHYSICIAN: \_\_\_\_\_