

# EMERGENCY NUMBERS

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

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

## OTHER IMPORTANT NUMBERS

### ABUSE HOTLINE - (FL Only)

Children, Adults or Elderly Persons ..... 1-800-96-ABUSE (22873)  
 TDD (Toll Free) ..... 1-800-453-5145

**BUREAU OF ALCOHOL, TOBACCO & FIREARMS** ..... Tallahassee 1-850-807-6000

**BURIED CABLE** (Sunshine811.com/Georgia811.com) ..... **811**

**DOMESTIC VIOLENCE** ..... 1-800-799-SAFE (7233)

### FEDERAL BUREAU OF INVESTIGATION (FBI)

Jacksonville ..... 1-904-248-7000  
 Tallahassee ..... 1-850-224-4107

**FIRE DEPARTMENT** ..... 1-850-229-2770

**FLORIDA AIDS/HIV HOTLINE** ..... 1-800-352-2437

Spanish/Español ..... 1-800-545-7432

### FLORIDA FISH & WILDLIFE CONSERVATION COMMISSION

Emergencies & Violations ..... 1-888-404-FWCC (3922)  
 Nuisance Alligators ..... 1-866-FWC-GATOR (1-866-392-4286)

**FLORIDA HIGHWAY PATROL** ..... 1-800-459-6861

Troop A (Bay, Calhoun, Gulf, etc.) ..... 1-850-873-7020

Troop H (Taylor County) ..... 1-850-410-3046

### GEORGIA STATE PATROL

Post 14 - Colquitt (Decatur, Early, Miller, Seminole) ..... 1-229-758-2651

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

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

**MISSING ENDANGERED PERSONS INFO. CLEARINGHOUSE** (MEPIC - FL Only)

..... 1-888-356-4774

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

**POLICE** (Port St. Joe) ..... 1-850-227-1414

**RELAY SERVICE** - (add'l info on page 4) ..... **711**

### SHERIFF

Bay (Panama City) ..... 1-850-747-4700

Calhoun (Blountstown) ..... 1-850-674-5049

Franklin (Eastpoint) ..... 1-850-670-8500

Gadsden (Quincy) ..... 1-850-875-8880

Gulf (Port St. Joe) ..... 1-850-227-1115

Decatur County, GA ..... 1-229-248-3044

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

**US COAST GUARD** ..... 1-850-234-2475

### US MARSHALS SERVICE

(FL) District HQ - Tallahassee ..... 1-850-942-8400

(GA) Albany ..... 1-229-430-8436

### US SECRET SERVICE

(FL) Tallahassee ..... 1-850-942-9523

(GA) Albany ..... 1-229-430-8442

# THE PHONE BOOK

January 2026

## CONSOLIDATED COMMUNICATIONS AREA CODES 850/448 (FL) & 229 (GA)

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

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

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

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

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

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

Email: customerservice674@consolidated.com

*Tyndall AFB Customers - Email: customerservice633@consolidated.com*

### Mail Payments to:

674 Consolidated Communications

PO Box 14828

St Louis, MO 63178-4828

**Directory Assistance**..... 411

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

### **FOR YOUR PROTECTION - Employees carry identification cards.**

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

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

MANDATORY 10-DIGIT DIALING

**2** Visit our website at consolidated.com

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## Florida Public Service Commission Inquiries

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

### The Florida Public Service Commission

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

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

# Telecommunications Relay Service (TRS)

## Florida Relay Service - Dial 7-1-1



### What is Florida Relay?

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

### How does Florida Relay work?

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

### Specialized Services

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

### Captioned Telephone Service (CapTel®):

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

### Access to Services:

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

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

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



SERVICE (DIAL 711) or	FLORIDA RELAY	GEORGIA RELAY
TTY	1.800.955.8771	1.800.255.0056
Voice	1.800.955.8770	1.800.255.0135
Spanish / Español	1.877.955.8773	1.888.202.3972
Voice Carry Over (VCO)	1.877.955.8260	1.800.255.0056
ASCII	1.800.955.1339	1.877.455.4227
Speech to Speech	1.877.955.5334	1.888.202.4082
TDD Operator Assistance	1.800.955.8771	1.800.255.0056
<b>Customer Service</b>		
TTY	1.800.676.3777	1.866.694.5824
Voice	1.800.676.3777	1.866.694.5824
Spanish / Español	1.800.855.2886	1.866.744.7471
Additional Information	<a href="http://www.ftri.org">www.ftri.org</a>	<a href="http://www.georgiarelay.org">www.georgiarelay.org</a>
<b>CAPTEL (Captioned Telephone)</b>		
V/TTY	1.888.269.7477	1.888.269.7477
call CapTel user	---	1.877.243.2823

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

### Special points of interest:

#### Florida Telecommunications Relay, Inc (FTRI):

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

#### Georgia Telecommunications Equipment Distribution Program:

GATEDP provides free and other adaptive equipment for Georgians who qualify medically and financially. To learn more, call 1.888.297.9461 (Voice/TTY) or visit [www.gcdhh.org/equipment](http://www.gcdhh.org/equipment).

### Emergency Calls:

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

# Telephone Rights and Responsibilities

## Application For New Service

If you are applying for new telephone service, changing existing service or have a billing question, call 1.844.968.7224.

When applying for new service you may save time by having the following information available:

- Name of one responsible party
- Listing information (primary and additional)
- Social Security Number
- Driver's License Number
- Nearest relative's name, telephone number, address
- Which long distance carriers you will be using
- Which custom calling features you want

## Essential Service

Essential services provided in your area complies with FCC rule 54.101. The following services or functionalities shall be supported:

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

## Lifeline Program

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

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

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

Only one Lifeline Program discount is available per household on either a wireless or wireline qualifying service. Under the Lifeline Program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. The Lifeline Program benefit is non-transferable. Consumers who willfully make false statements in order to obtain the discount can be punished by fine or imprisonment or can be barred from the Lifeline Program.

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

## Emergency 911

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

## Rates, Terms And Conditions:

Tariffs, rate schedules, and other terms and conditions related to Consolidated Communications' services can be found [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.

## Returned/Insufficient Check

There will be an additional charge if a customer's check is returned by a bank or financial institution. A charge will not apply if the check is returned in error by the bank or financial institution.

## Disconnection Of Service

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

## 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.

## About The Directory

### Errors in directory listings

We make every effort to have listings absolutely correct. It will help us if you will check your own listings. 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 is 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.

# Telephone Rights and Responsibilities

## Do Not Call Program

### Florida Customers

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

For information, please contact:

Florida Department of Agriculture and Consumer Services  
Plaza Level 10, The Capitol • 400 S. Monroe St.  
Tallahassee, FL 32399-0800

(Note: Additional information found on [www.fdacs.gov](http://www.fdacs.gov))

### Georgia Customers

Georgia residential customers who want to avoid calls from telephone solicitors can register by phone or the online DNC registry. Simply sign up over the Internet at <http://www.donotcall.gov>; click on "Register a phone number" or by calling 888.382.1222 (TTY 866.290.4236).

## 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](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 re-assigned to a new customer. Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008.

Due to lag time, telemarketers (not exempt) from the DNC Registry have up to 31 days from the date you register to stop calling you. The Do Not Call Law is enforced by the FTC and FCC. To report a violation, go to [www.donotcall.gov](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).

## Billing Information

### How am I billed?

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

### When is my bill due?

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

To make a payment arrangement please contact us at 1.844.968.7224.

### Paying Your Bill

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

### E-Billing

Consolidated Communications believes in making things easier for you. Now you can sign up for e-Billing. To enroll visit our website at [www.mycci.net](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 of 1.5% will be applied to any amount on a customer's bill carried over to the next billing statement.

# Telephone Rights and Responsibilities

Telephone bills are due upon receipt, if not paid by close of business on the due date, the account is considered late. If payment is not received by the disconnect date, service is subject to be interrupted. A service charge will be required for restoring of service. If service has been completely removed, we will re-establish service only if the customer submits:

1. Payment of all past due charges
2. A new service application
3. Appropriate installation charges, and
4. A deposit if necessary.

## Payment Arrangements/Deferred Billing

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

## Disputed Charges

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

## Termination of Telephone Service

Your service may be disconnected for:

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

## 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.

If you have not received your bill within the first few days of the bill cycle, or if you have questions concerning your bill, please call Customer Service at 1.844.968.7224.

BILLING AND PAYMENTS	
Charge	When Applied
Monthly Service	One month in advance (except Tyndall AFB)
Installation	In advance
Change in Service	In advance or first month after work is completed
Long Distance	Actual use up to date bill is prepared

# Telephone Rights and Responsibilities

## Important Information About Your Bill

**Consolidated Communications**  
 636 - CONSOLIDATED COMMUNICATIONS  
 30 E MAIN ST  
 WESTFIELD NY 14787  
 Visit us on the web  
[www.4epoint.com](http://www.4epoint.com)  
 For Customer Service, call 1-800-400-5568

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

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 (BCKT) XCPG

**Account Summary**

<b>2 Last Month</b>	Balance from last statement	150.40
	Payment Received 02/07/2011	150.40
	<b>Thank You Balance</b>	\$ 0.00
<b>3 This Month</b>	Customer Charges	64.85
	Telephone Charges	8.93
	Internet Charges	10.00
	Video Charges	42.57
	Federal Tax	2.23
	Ohio State Sales Tax	2.23
	Patent County Tax	0.61
	Federal Univ. Soc. Charge	1.01
	<b>Current Charges</b>	\$ 130.51
	<b>Total Amount Due</b>	\$ 130.51

**4**

FOR CHANGE OF ADDRESS OR RENEWED SERVICE: Please check here and complete form on reverse. Thank you.

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FORWARDING SERVICE REQUESTED

Customer Name: 7947  
 1234 Main St  
 Westfield NY 14787

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

**5**

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

063600006472300000030517028

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

### 1 Identification

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

### 2 Last Month

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

### 3 This Month

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

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

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

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

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

### 5 Remit Coupon

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

### 6 Change of Address

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

### What if I have questions?

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

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**Customer Service Information**

Our website can help you in a lot of ways. Visit [www.4epoint.com](http://www.4epoint.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

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

Deaf and hearing impaired may contact RelayOhio by dialing 711 for Telecommunications Relay Service.

**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. You bill is due and payable by the due date shown. In the event the bill becomes delinquent, any unused portion of your bill is subject to a 1.5% late payment charge. If it is difficult for you to make your payment in full please call us to make payment arrangements.

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

If your questions are not resolved after you have called us, customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-656-7828 or 614-496-3262 or for TDD/TTY toll free at 1-800-688-2370 or 614-498-8130, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at [www.pucoco.ohio.gov](http://www.pucoco.ohio.gov). The Ohio Consumer General (OCG) represents residential utility customers in matters before the PUCO. The OCG 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](http://www.pucoco.org).

**Five reasons to feel good about your 4ePoint landline service:**

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

**New Billing Address:**

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

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# Telephone Rights and Responsibilities

## Important Information About Your Bill (Cont.)



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

### 8 Current Service Charges

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

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

### 9 Carrier Selection

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

### 10 Current Long Distance Charges

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

### 11 Current Internet Charges

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

### 12 Current Cable TV Charges

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

### What if I have questions?

If you have questions regarding your bill, give us a call at 1 (844.968.7224) and we will answer them or provide the number of the Public Utilities Commission.



# Telephone Rights and Responsibilities

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

## Resolving Problems And Disputes

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

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

You may reach the PSC at 1.800.342.3552\* (toll free) or 850.413.6100\*, from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.psc.state.fl.us](http://www.psc.state.fl.us).

\*Available in English and Spanish/Español

Mailing address:

### THE FLORIDA PUBLIC SERVICE COMMISSION

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

Issues involving our Georgia customers, you may reach the GPSC at 1.800.282.5813 (toll-free) or 404.656.4501 (Metro Atlanta), from 9:00 a.m. to 4:00 p.m. weekdays, or visit [www.psc.state.ga.us](http://www.psc.state.ga.us).

Mailing Address:

### THE GEORGIA PUBLIC SERVICE COMMISSION

244 Washington Street SW  
Atlanta, GA 30334-9052

## Customer Provided Equipment

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

## Blocking Calls To 900 Numbers

There is usually a charge for calls to 900 numbers. In areas where available, Consolidated Communications offers an option for free blocking of calls made to 900 numbers from your telephone. For more information or to sign up for this service, call customer service at 1.844.968.7224.

## Advertising Telephone Numbers

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

## 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 basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

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

# Telephone Rights and Responsibilities

## How To Handle Annoyance Calls

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

1. Hang up at the first obscene word or if the caller remains silent after the second time you say hello.
2. Do not give any information until the caller has been identified.
3. Advise your children and guests not to give out any information when you're not at home.
4. Using Call Trace, dial \*57, then call your local law enforcement agency and report the call.

The Law also prohibits sales solicitations generated by illegal automatic dialing equipment. In addition, if you receive unwanted sales solicitation calls, simply hang up. To eliminate unwanted calls, you may place yourself on the DO NOT CALL list

## It's The Law - Wiretapping

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

## Fraudulent Billing Can Lead To Prosecution

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

## Misuse Of Credit Card Or Telephone Number To Obtain Service

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

## Automated Telephone Solicitation

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

## Recording Of Telephone Conversations

When customer-provided voice recording equipment is connected with telecommunications services, this equipment shall be so arranged that at the will of the user it can be activated or deactivated. Also, except under certain conditions, the following condition must apply: All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of the recording. This rule does not apply to automatic answering devices.

## 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!



### BEFORE ANY DIGGING – DIAL 811

#### Location of Buried Facilities for Diggers and Excavators

It is the policy of Consolidated Communications to locate their buried facilities within their respective areas they serve without charge to anyone planning to do digging or excavating in the area. Florida law requires customers to call 2 full business days before digging. You may find more information for Florida customers on [www.Sunshine811.com](http://www.Sunshine811.com) or for Georgian customers on [www.Georgia811.com](http://www.Georgia811.com). When digging, if no request for location is made to the company having buried facilities in the area, and the facilities are damaged or made inoperative, the person or firm doing the digging or excavating will be responsible for the entire cost of the damage incurred. A request for location of the buried facilities must be made by the individual(s) or firm doing the digging at least 72 hours in advance of the actual digging. When a request has been made for the location of buried facilities in accordance with the above, the damage occurred shall be the responsibility of the company having failed to locate its buried facilities.

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



# 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 basic local exchange service (BLES). If you have trouble with your line and are unable to make or receive calls for 72 hours or more, you may be entitled to a credit. 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.

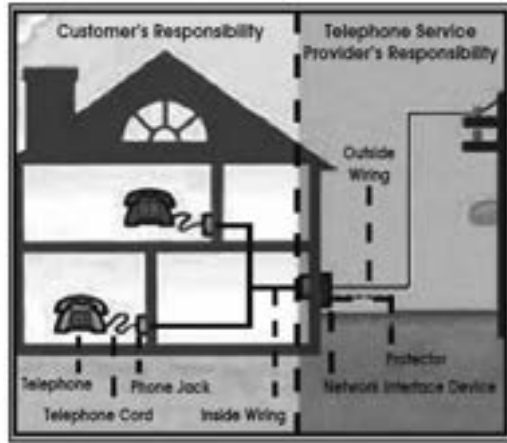
### **Why Won't My Phone Work?**

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 premise. 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

## TOWNS IN LOCAL CALLING AREA

Consolidated Customers:	Area Code (850) Exchanges*	TOWNS IN LOCAL CALLING AREA																												
		Alligator Point	Altha	Apalachicola	Blountstown	Bristol	Carrabelle (Incls Dog Is)	Chattahoochee, FL	Chattahoochee, GA	Crawforville	Decatur County GA	Eastpoint (Incls St Geo Isl)	Greensboro	Gratna	Havana	Hosford	Lynn Haven	Marianna	Panacea	Panama City	Panama City Beach	Port St. Joe	Quincy	St. Marks	Sneads	Sopchoppy	Tallahassee	The Beaches	Tyndall AFB	Wewahitchka
Alligator Point	349, 540	L	X	C	X	X	C	X	X	L	C				X			L			X	L		L	L	X	X	X		
Altha	451, 762	X	L	X	L	X	X	X	X		X				X			L			X						X	X	X	
Apalachicola	323, 370, 653	C	X	L	X	X	C	X	X		L				X						X						X	X	X	
Blountstown	214, 237, 674	X	L	X	L	L	X	X	X		X				L						X						X	X	C	
Bristol	447, 643	X	X	X	L	L	X	X	X		X				L						X					L	X	X	X	
Carrabelle	646, 697, 720	C	X	C	X	X	L	X	X	L	C				X						X				L	L	X	X	X	
Chattahoochee, FL	663	X	X	X	X	X	X	L	L		X	L	L	L	X						X	L		S		F	X	X	X	
Chattahoochee, GA	(229) 662	X	X	X	X	X	X	L	L		L	X			X						X						X	X	X	
Eastpoint	670, 734, 799, 927	X	X	L	X	X	X	X	X		L				X						X						X	X	X	
Hosford	379	X	X	X	L	L	X	X	X		X				L						X					L	X	X	X	
Port St. Joe	227, 229, 247, 340, 705, 827, 898, 899	X	X	X	X	X	X	X	X		X				X					X	L						L	X	C	
The Beaches	647, 648, 731, 991	X	X	X	X	X	X	X	X		X				X	X				X	X	L					L	X	C	X
Tyndall AFB	282, 283, 286, 440, 620	X	X	X	X	X	X	X	X		X				X	X				L	X	X					X	L	X	X
Wewahitchka	568, 639, 742	X	X	X	C	X	X	X	X		X				X					L	C					C	X	L		

\*Exchanges are subject to change

The local access rate\* for residential service is **\$29.50**; this rate 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 December 2025. Rates are subject to change. Any questions please call customer service at 1.844.968.7224.

<b>L</b> = Local Calling Area
<b>S</b> = \$0.20/call for both Residential and Business
<b>C</b> = \$0.25/call for both Residential and Business
<b>X</b> = Residential: \$0.25/call; Business: \$.10/1st min, \$0.06/add'l min
<b>F</b> = 5 Free/\$0.20 after

### How to dial local calls:

Within your Local Calling Area (LCA) and same Area Code: Dial Area Code + the 7 digit number.

### AREA CODE OVERLAY New Area Code 448 (2019)

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

This method of providing new telephone numbers is commonly known as an Area Code Overlay. All customers within the impacted Area Codes will need to dial the appropriate Area Code + the 7-digit telephone number when dialing all local calls. Callers should continue to dial 1 + area code + 7-digit telephone number whenever placing a long distance call. This Area Code Overlay will not impact your current telephone number or your local calling area and you can still dial three digits to reach 911.



# 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](https://www.consolidated.com) for more information about Consolidated Long Distance and our bundles.

### Direct Dial

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

### Operator Services:

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

### Person-to-Person

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

### Collect

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

### Time And Charges

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

### Third Party Billing

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

### Long Distance Information

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

### N-1-1 Service Codes\*

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

*\* All codes may not be available in your area. For more information, email: [FCCinfo@fcc.gov](mailto:FCCinfo@fcc.gov) or call: 1.888.225.5322.*

### Mandatory 10-digit Dialing

All local calls made within the FL 448/850 Area Codes and GA 229 Area Code must be placed using the 10-digit telephone number (area code + the 7-digit telephone number).

### 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.*

### NEW Way to Reach National Suicide Prevention Lifeline by Dialing 988

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

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



# Area Codes

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

**ALABAMA (AL)**  
 Birmingham...205/659  
 Huntsville...256/938  
 Mobile...251  
 Montgomery...334  
**ALASKA (AK)**.....907  
**ARIZONA (AZ)**  
 Flagstaff.....928  
 Phoenix...480/602/623  
 Scottsdale.....480  
 Tucson.....520  
**ARKANSAS (AR)**  
 Ft. Smith.....479  
 Little Rock.....501  
 Pine Bluff.....870  
**CALIFORNIA (CA)**  
 Anaheim.....657/714  
 Bakersfield.....661  
 Burbank.....747/818  
 Concord.....925  
 Fresno.....559  
 Irvine.....949  
 La Jolla.....858  
 Long Beach.....562  
 Los Angeles...213/310  
 323/424/747/818  
 Modesto.....209  
 Monterey.....831  
 Oakland.....341/510  
 Palm Springs.....442/760  
 Pasadena.....626  
 Redding.....530  
 Riverside.....951  
 Sacramento...279/916  
 San Bernardino.....840/909  
 San Diego.....619/858  
 San Francisco...415/628  
 San Jose.....408/669  
 San Mateo.....650  
 Santa Barbara...805/820  
 Santa Monica.....310/424  
 Santa Rosa.....707  
**COLORADO (CO)**  
 Boulder.....303/720  
 Colorado Springs.....719  
 Denver.....303/720  
 Ft. Collins.....970  
**CONNECTICUT (CT)**  
 Hartford.....860/959  
 New Haven...203/475  
**DELAWARE (DE)**...302  
**DISTRICT OF COLUMBIA (DC)**  
 Washington, DC\*\*.....202/771  
**FLORIDA (FL)**  
 Daytona Beach.....386  
 Ft. Lauderdale...754/954  
 Ft. Myers.....239  
 Gainesville.....352  
 Jacksonville...324/904  
 Key West.....305/645/786  
 Lakeland.....863  
 Melbourne.....321

Miami.....305/786  
 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...224/847  
 Peoria.....309/861  
 Rockford.....779/815  
 Springfield...217/447  
**INDIANA (IN)**  
 Evansville...812/930  
 Fort Wayne...260  
 Gary.....219/260/574  
 Indianapolis...317/463  
 Lafayette.....765  
 South Bend...574  
**IOWA (IA)**  
 Cedar Rapids...319  
 Des Moines...515  
 Dubuque.....563  
 Marshalltown...641  
 Sioux City.....712  
**KANSAS (KS)**  
 Dodge City.....620  
 Kansas City...913  
 Topeka.....785  
 Wichita.....316  
**KENTUCKY (KY)**  
 Ashland.....606  
 Frankfort.....502  
 Lexington...859  
 Louisville.....502  
 Owensboro...270/364  
**LOUISIANA (LA)**  
 Baton Rouge...225  
 Hammond/Houma...985  
 Lafayette.....337  
 New Orleans...504  
 Shreveport...318  
**MAINE (ME)**.....207  
**MARYLAND (MD)**  
 Annapolis...410/443/667  
 Baltimore...410/443/667  
 Silver Spring...240/301

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

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

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

**NORTHWEST TERRITORY (NT)**...867  
**ONTARIO (ON)**  
 London...226/382/519/548  
 Mississauga...289/365/742/905  
 Ottawa...343/613/753  
 Sudbury...249/683/705  
 Thunder Bay...807  
 Toronto...416/437/647  
**PRINCE EDWARD IS (PEI)**  
 Charlottetown...782/902  
**QUEBEC (PQ)**  
 Montreal  
 Metro...263/438/514  
 Suburbs...354/450/579  
 Quebec City...367/418/581  
 Sherbrooke...468/819/873  
 S. Quebec...354/450/579  
**SASKATCHEWAN (SK)**  
 Regina...306/474/639  
**CARIBBEAN & VIRGIN ISLANDS & US TERRITORIES**  
**AMERICAN SAMOA**.....684  
**ANGUILLA**.....264  
**ANTIGUA & BARBUDA**...268  
**BAHAMAS**.....242  
**BARBADOS**.....246  
**BERMUDA**.....441  
**BRITISH VIRGIN IS**.....284  
**CAYMAN IS**.....345  
**DOMINICA**.....767  
**DOMINICAN REPUBLIC**.....809/829/849  
**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

# International Calling Codes

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

## HOW TO MAKE AN INTERNATIONAL CALL

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

Operator-Assisted Calls: Dial **01** + Country Code + City Code + Telephone Number  
**The operator will come on the line after the call is dialed.**

If your long distance company does not handle international calls:

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

### Legend:

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

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

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

\* City Code not required

# Frequently Used Zip Codes

## FLORIDA

Alligator Point .....	32346
Altha.....	32421
Apalachicola .....	32320
Bascom .....	32423
Beacon Hill .....	32456
Blountstown.....	32424
Bonifay .....	32425
Bristol.....	32321
Carrabelle.....	32322
Calloway.....	32404
Chattahoochee.....	32324
Clarksville .....	32430
Cottdale.....	32431
Crawfordville .....	32327
Cypress.....	32432
DeFuniak Springs.....	32433
Destin .....	32541
Eastpoint.....	32328
Elgin AFB .....	32542
Ft. Walton Beach .....	32548
Freeport .....	32439
Fountain.....	32438
Havana .....	32333
Hosford.....	32334
Kinard.....	32449
Lanark Village.....	32323
Lynn Haven.....	32444
Marianna .....	32446
Mexico Beach.....	32410
Milton.....	32570
Niceville .....	32578
Overstreet.....	32456
Panacea .....	32346
Panama City .....	32401
Panama City Beach.....	32408
Parker .....	32404
Pensacola .....	32502
Perry.....	32347
Port St. Joe.....	32456
Quincy.....	32351
Sneads.....	32460
Sopchoppy.....	32358
Southport.....	32409
Springfield.....	32401
St. George Island.....	32328
St. Joe Beach.....	32456
Sumatra .....	32335
Tallahassee.....	32302
Telogia.....	32360
Tyndall AFB .....	32403
Wewahitchka.....	32465
White City.....	32465
Youngstown.....	32466

## ALABAMA

Abbeville.....	36310
Anniston .....	36201
Arab.....	35016
Atmore .....	36502
Auburn .....	36830
Bay Minette .....	36507
Bessemer.....	35020
Birmingham.....	35203
Black .....	36314
Boaz .....	35957
Brewton.....	36426
Brookley AFB.....	35515
Brownville .....	35445
Clay .....	3504
Craig AFB .....	36701
Cullman .....	35055
Daleville.....	36322
Daphne .....	36526
Decatur .....	35601
Dothan .....	36301
Enterprise.....	36330
Eufaula.....	36027
Fairhope.....	36532
Floral.....	36442
Fort Payne .....	35967
Gadsden .....	35092
Gunter AFB .....	36114
Guntersville.....	35976
Hartford .....	36344
Huntsville .....	35804
Livingston .....	35470
Midland City .....	36350
Mobile .....	36601
Montgomery.....	36104
Maxwell AFB.....	36112
Opelika.....	36801
Ozark .....	36360
Pine Hill .....	36769
Pratt City.....	35214
Samford Univ. ....	35209
Selma.....	36701
Slocumb.....	36375
Spanish Fort.....	36527
Sylacauga.....	35150
Troy.....	36801
Tuscaloosa.....	35401
Tuskegee.....	36083
Union Springs .....	36089
University.....	35486
Wetumpka.....	36092

## GEORGIA

Abbeville.....	31001
Albany .....	31702
Americus.....	31709
Attapulcus.....	31715
Athens .....	30601
Atlanta .....	30304
Auburn .....	30203
Augusta .....	30900
Bainbridge.....	31717
Blakely.....	31723
Brunswick.....	31520
Cairo .....	31728
Calvary.....	31729
Camilla .....	31730
Climax .....	31734
Colquitt .....	31737
Columbus.....	31902
Decatur .....	30030
Dobbins AFB .....	30060
Donalsonville .....	31745
Emory Univ.....	30333
Fitzgerald.....	31750
Fort Benning.....	31905
Fort Gordon .....	30905
Fort Stewart.....	31313
Gainesville.....	30501
La Fayette .....	30728
Macon.....	31201
Marietta.....	30060
North Side (Atlanta)....	30305
Oglethorpe.....	31068
Plains .....	31780
Quitman.....	31643
Robins AFB .....	31093
Rome .....	30161
Savannah.....	31401
Savannah Beach.....	31328
Six Flags Over Georgia ..	30336
Sparta .....	31087
Sylvester.....	31791
Thomasville.....	31792
Tifton.....	31794
Union Point.....	30669
Valdosta .....	31601
Vidalia.....	30474
Warner Robins .....	31098
Waycross.....	31501
Wesleyan .....	31201
West Point.....	31833
Yatesville.....	31097

## 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. Citizen Corps works hard to help people prepare, train and volunteer in their communities. Go to [www.citizencorps.gov](http://www.citizencorps.gov) for more information and to get involved.

## EMERGENCY NUMBERS

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

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

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