

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) **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 (Perry)..... 1-850-584-3311

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

FLORIDA RELAY SERVICE - (addt'l info on page 4) **711**

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI) 1-800-950-NAMI (6264)

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

MISSING ENDANGERED PERSONS INFORMATION CLEARINGHOUSE

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

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

POLICE (Perry)..... 1-850-584-5121

SHERIFF (Taylor County)..... 1-850-584-4225

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

TAYLOR COUNTY (taylorcountygov.com)..... 1-850-838-3500

County Fire/Rescue Department..... 1-850-838-3575

US COAST GUARD..... 1-352-447-6900

US MARSHALS SERVICE

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

US SECRET SERVICE

Tallahassee..... 1-850-942-9523

THE PHONE BOOK

January 2026

CONSOLIDATED COMMUNICATIONS AREA CODES 850/448

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: customerservice660@consolidated.com

Mail Payments to:

660 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 y reguladas en la Florida que hayan iniciado contacto con dicha entidad y no esten satisfechos con la resolucione de su queja y/o investigacion pueden dirigirse a:*

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

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

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.

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

Voice:..... 1.800.955.8770
TTY: 1.800.955.8771
ASCII: 1.800-955-1339
Voice Carry Over (VCO): 1.877.955.8260
Speech-to-Speech (STS):..... 1.877.955.5334
Spanish/Español:..... 1.877.955.8773
900 Pay Per Call:..... 1.900.230.6868

**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/ASCII:.....1.800.676.3777
Voice Carry-Over (VCO):..... 1.866.931.9027
Speech-to-Speech (STS):..... 1.877.787.1989
Spanish/Español:..... 1.800.855.2886

Florida Relay Website: www.ftri.org/FloridaRelay

Captioned Telephone (CapTel®):

To call a CapTel® user, dial:..... 711 or 1.877.243.2823
Spanish/Español:..... 1.866.217.3362
Customer Service:..... 1.888.269.7477
Spanish/Español:..... 1.866.670.9134

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

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.

Doing Business With Us

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

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.

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.

Lifeline Program

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

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

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

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

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

Doing Business With Us

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.

Rates, Terms And Conditions:

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

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

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.

Late Fees

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

Payment Arrangements/Deferred Billing

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

Disputed Charges

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

Termination of Telephone Service

Your service may be disconnected for:

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

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.

Doing Business With Us

Billing Information

How am I billed?

The monthly charge of your local telephone service is billed one month in advance. Long distance charges are billed from the previous month. Installation or maintenance charges are billed in the month following the completion of work.

When paying by mail, please enclose the bill stub with your check. Customers will be held responsible for all toll calls originated and/or terminated at their telephone, whether calls are made by themselves, family members, guests or employees. Customer Service records, credit information and related confidential personal account information are fully protected. Therefore, only the customer(s) listed on the account are able to inquire, add, change or delete services on the account. If you have questions regarding service, please contact us at 1.844.968.7224.

When is my bill due?

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

We will provide you with written notification of pending disconnection prior to disconnection of your service.

To make a payment arrangement please contact us at 1.844.968.7224.

Paying Your Bill

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

E-Billing

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

One-Time Online Bill Payment Option

Here's your chance to stop writing checks-pay your bill online! To make a one-time online bill payment visit our website at: www.consolidated.com

By Mail

If you choose to pay through the US Mail, a return envelope is provided. Please allow 5 business days for your payment to reach us. Please include the payment stub and make check or money order payable to CCI. Write your Consolidated account number on the payment.

By Phone

Pay your invoice 24 hours, 7 days a week with a credit card or checking account. Simply call 1.844.968.7224 to make a payment. Please be sure to have your credit card (Mastercard, Discover or Visa accepted) or bank routing and account number, along with your Consolidated account number and four-digit security PIN. A convenience fee may apply.

Billing and Payments

Charge

Monthly Service
Installation
Change in service
Long Distance

When Applied

One month in advance
In advance
In advance or first month after work is completed
Actual use up to date bill is prepared

Telephone bills are mailed on the last work day of each month and are due upon receipt. If not paid before the close of the work day on the 15th of the month, the account will be considered late. If payment is not received in our office by the 20th of the month, service is subject to be interrupted. A service charge will be required for restoring of service. If an order to completely remove service is completed we will reestablish service only if the customer submits:

1. Payment of all past due charges
2. A new service application
3. Appropriate installation charges

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

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.

*Available in English and Spanish/Español

Mailing address:

FLORIDA PUBLIC SERVICE COMMISSION
Division of Consumer Affairs
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Telephone Rights and Responsibilities

Important Information About Your Bill

Consolidated Communications Bill Date: August 1, 2009 Page 1
Account Number: 1234567890 1234567890 7890123456

656 - CONSOLIDATED COMMUNICATIONS
301 MAIN ST
WESTFIELD NY 14787

Visit us on the web:
www.fairpoint.com

For Customer Service, call 1-800-400-5568

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

Account Summary

2 Last Month	Balance from last statement	150.40
	Payment Received 02/07/2009	139.40
	Thank You Balance	\$ 0.00
3 This Month	Customer Charges	84.95
	Telephone Charges	8.93
	Internet Charges	10.00
	Video Charges	42.57
	Federal Tax	0.23
	Ohio State Sales Tax	2.21
	Patient Country Tax	0.63
	Federal Univ Svc Charge	1.03
	Current Charges	\$ 130.51
	Total Amount Due	\$ 130.51

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

FORWARDING SERVICE REQUESTED

Customer Name: 3907
1234 Main St
Westfield NY 14787

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

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

DL3630006472300000130517028

Page 2

Customer Service Information

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

Customer service inquiries, call toll free: **800-400-5568**
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 FairPoint 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 that will be 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.

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 1-800-686-7829 or 614-466-3262 or for TDD/TTY toll free at 1-800-686-1570 or 614-466-8180, from 8:00am to 5:00pm, weekdays, or visit the PUCO website at www.puco.ohio.gov. The Ohio Consumers' Counsel (OCC) represents residential utility customers in 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.puco.org.

Five reasons to feel good about your FairPoint landline service:

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

New Billing Address:

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

616

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

Important Information About Your Bill (Cont.)



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

8 Current Service Charges

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

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

9 Carrier Selection

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

10 Current Long Distance Charges

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



11 Current Internet Charges

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

12 Current Cable TV Charges

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

What if I have questions?

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

Telephone Rights and Responsibilities

Your Privacy Is Important

We make every effort to protect your telecommunications services from unlawful wiretapping or other illegal interceptions. Customer Service records, credit information and related confidential personal account information are fully protected. Therefore, only the customer listed on the account is able to inquire, add, change or delete services on the account.

Illegal Wiretapping

It is a crime under federal law for any person to wiretap or otherwise intercept a telephone call unless that person has first obtained a court order or the consent of one or both people participating in the call. The penalty for illegal wiretapping can be imprisonment and/or a fine.

Property Rights

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

Third Number Liability

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

Statement of Nondiscrimination

Consolidated Communications is an equal opportunity employer and provider.

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

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call 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.



Telephone Rights and Responsibilities

National Do-Not-Call List

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

Registrations on the National Do Not Call Registry do not expire, unless you choose to remove it, or the phone number is permanently disconnected and re-assigned to a new customer. Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008.

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

EXCEPTIONS: The DNC Registry will not stop all telemarketers from calling you. Calls from or on behalf of political organizations, charities, and telephone surveyors are exempt. Companies with which you have an existing business relationship may still call you (unless you ask them to place your number on their own do-not-call list).

The federal laws concerning the use of the Do Not Call Registry are implemented by the Federal Communications Commission, pursuant to 47 C.F.R § 64.1200, and the Federal Trade Commission, pursuant to 16 C.F.R Part 310. Additional information concerning the National Do Not Call Registry is available on the Internet at: www.telemarketing.donotcall.gov.

Obscene Or Harassing Calls

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

1. Hang up at the first obscene word or if the 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. Call your local law enforcement agency and report the call.

It is against the law to make an obscene telephone call. If you receive such a call, use Call Trace (*57). If the calls are of a threatening nature, report them to the local law enforcement agency immediately.

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

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

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
Division of Consumer Services
PO Box 6700
Tallahassee, FL 32399-6700

<https://csapp.800helpfla.com/cspublicapp/Complaints/DoNotCall.aspx>

(Note: Additional information found on www.fldnc.com.)

Telephone Rights and Responsibilities

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 obtain or attempt to obtain telephone service fraudulently, or to avoid, attempt to avoid, or enable another to avoid the lawful charges, in whole or in part, for such service. Violation of the law is punishable by fine, imprisonment or both.

It's The Law - Wiretapping

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

Fraudulent Billing Can Lead To Prosecution

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

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 directly, acoustically or inductively connected with telecommunications services, the customer-provided voice recording equipment shall be arranged that at the will of the user it can be activated or deactivated. In addition, all parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of the recording. This rule does not apply to automatic answering devices.

Advertising Telephone Numbers

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

Customer Provided Equipment

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

Notices

Important Privacy Notice – PLEASE READ CAREFULLY

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

We thank you for your time and attention to this important matter.

WARNING

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

WARNING - CALL BEFORE YOU DIG!



BEFORE ANY DIGGING – DIAL 811

Location of Buried Facilities for Diggers and Excavators

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

Florida law requires customers to call **2 full business days** before digging. You may find more information on www.Sunshine811.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 local exchange service. If you have trouble with your line and are unable to make or receive calls for 24 hours or more, you may be entitled to a credit for the time you were out of service. To receive a credit, call Consolidated Customer Service at 1.844.968.7224. This credit does not apply if the trouble proves to be in your inside wire, jacks or telephone equipment in your home or business.

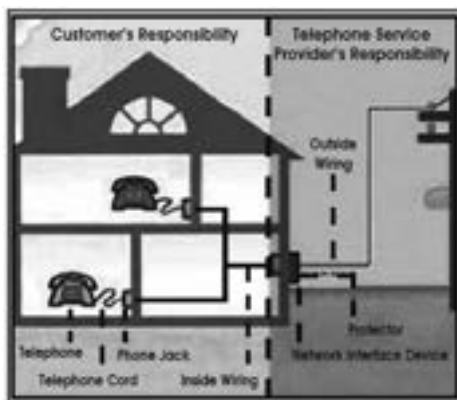
Why Won't My Phone Work?

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

How To Troubleshoot Telephone And Telephone Equipment

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

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



How To Troubleshoot At The Network Interface Device

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

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

NETWORK CARE PLAN(s)

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

RIGHT OF ACCESS TO PREMISES

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

Local Calling Area

Town / City:	Exchanges*:	Your Calling Area Is:	Residential Rates**:
Perry	223, 584, 838	Keaton Beach & Perry	\$29.50

***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.

L = Local Calling Area
S = \$0.20/call for both Residential and Business
C = \$0.25/call for both Residential and Business
X = Residential: \$0.25/call; Business: \$.10/1st min, \$0.06/add'l min
F =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 service on one bill. We offer a variety of rates and packages. We promise you one rate for all your calls any time of day and dependable customer service. Or you can choose a bundle of minutes that suits your long distance calling needs. Call us at 1.844.968.7224 or visit our website at consolidated.com for more information about Consolidated Long Distance and our bundles.

Direct Dial

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

OPERATOR SERVICES:

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

Person-to-Person

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

Collect

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

Time And Charges

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

Third Party Billing

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

Long Distance Information

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

N-1-1 Service Codes*

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

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

For more information, email: FCCinfo@fcc.gov or call: 1.888.225.5322.

Mandatory 10-digit Dialing

All local calls made within the FL 850/448 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.....334/448 ALASKA (AK)907 ARIZONA (AZ) Flagstaff.....928 Phoenix.....480/602/623 Scottsdale.....480 Tucson.....520 ARKANSAS (AR) Ft. Smith.....479 Little Rock.....501 Pine Bluff.....870 CALIFORNIA (CA) Anaheim.....657/714 Bakersfield.....661 Burbank.....747/818 Concord.....925 Fresno.....559 Irvine.....949 La Jolla.....858 Long Beach.....562 Los Angeles.....213/310 323/424/747/818 Modesto.....209 Monterey.....831 Oakland.....341/510 Palm Springs.....442/760 Pasadena.....626 Redding.....530 Riverside.....951 Sacramento.....279/916 San Bernardino.....840/909 San Diego.....619/858 San Francisco.....415/628 San Jose.....408/669 San Mateo.....650 Santa Barbara.....805/820 Santa Monica.....310/424 Santa Rosa.....707 COLORADO (CO) Boulder.....303/720 Colorado Springs.....719 Denver.....303/720 Ft. Collins.....970 CONNECTICUT (CT) Hartford.....860/959 New Haven.....203/475 DELAWARE (DE)302 DISTRICT OF COLUMBIA (DC) Washington, DC**.....202/771 FLORIDA (FL) Daytona Beach.....386 Ft. Lauderdale.....754/954 Ft. Myers.....239 Gainesville.....352 Jacksonville.....324/904 Key West.....305/645/786 Lakeland.....863 Melbourne.....321	Miami.....305/645/786 Orlando.....321/407/689 St. Petersburg.....727 Sarasota.....941 Tallahassee.....448/850 Tampa.....813/656 West Palm Beach.....561/728 GEORGIA (GA) Albany.....229 Atlanta.....404/470 678/770 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	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 SAMOA684 ANGUILLA264 ANTIGUA & BARBUDA268 BAHAMAS242 BARBADOS246 BERMUDA441 BRITISH VIRGIN IS.284 CAYMAN IS.345 DOMINICA767 DOMINICAN REPUBLIC809/829/849 GRENADA473 GUAM671 JAMAICA658/876 MARIANA IS.670 MONTserrat664 N. MARIANA IS.670 PUERTO RICO787/939 ST. KITTS & NEVIS869 ST. LUCIA758 ST. VINCENT & THE GRENADINES784 SINT MAARTEN721 TRINIDAD & TOBAGO868 TURKS & CAICOS IS.649 U.S. VIRGIN IS.340 ** National Capital Revised: 01/26/26
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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 & Herzegovina	852.....+14
387.....+7	Hungary 36.....+7
Brazil 55.....+3	Iceland 354.....+6
Brunei 673.....+14	India 91.....+11.5
Bulgaria 359.....+8	Indonesia 62.....+13
Burkina Faso*	Iran 98.....+9.5
226.....+6	Iraq 964.....+9
Burma (Myanmar)	Ireland 353.....+6
95.....+12.5	Israel 972.....+8
Burundi 257.....+8	Italy 39.....+7
Cambodia 855.....+13	Ivory Coast* 225.....+6
Cameroon 237.....+7	Japan 81.....+15
	Jordan 962.....+8
	Kazakhstan 7.....+12
	Kenya 254.....+9

TD	TD	TD	TD
Falkland Islands*	Kiribati* 686.....+18	Nepal 977.....+11.5	Solomon Islands*
500.....+2	Korea (North)	Netherlands 31.....+7	677.....+17
Fiji Islands*	850.....+15	Netherlands Antilles	Somalia 252.....+9
679.....+18	Korea (South)	599.....+2	South Africa 27.....+8
Finland 358.....+8	82.....+15	New Caledonia*	Spain 34.....+7
France 33.....+7	Kuwait* 965.....+9	687.....+17	Sri Lanka.....+11.5
French Antilles*	Kyrgyz Republic	New Zealand 64.....+18	Sudan 249.....+8
596.....+2	996.....+12	Nicaragua 505.....0	Suriname* 597.....+3
French Guiana*	Laos 856.....+13	Niger* 227.....+7	Swaziland 268.....+8
594.....+3	Latvia 371.....+8	Nigeria 234.....+7	Sweden 46.....+7
French Polynesia	Lebanon 961.....+8	Niue* 683.....-5	Switzerland 41.....+7
(Tahiti)* 689.....-4	Lesotho* 266.....+8	Norfolk Island	Syria 963.....+9
Gabon* 241.....+7	Liberia* 231.....+6	672.....+17.5	Taiwan 886.....+14
Gambia* 220.....+6	Libya 218.....+7	Norway 47.....+7	Tajikistan 7.....+12
Georgia 995.....+9	Liechtenstein 41...+7	Oman* 968.....+10	Tanzania 255.....+9
Germany 49.....+7	Lithuania 370.....+8	Pakistan 92.....+11	Thailand 66.....+13
Ghana 233.....+6	Luxembourg*	Palau* 680.....+15	Togo* 228.....+6
Gibraltar* 350.....+7	352.....+7	Panama* 507.....+1	Tonga Islands*
Greece 30.....+8	Macau* 853.....+14	Papua New Guinea*	676.....+19
Greenland 299.....+3	Macedonia 389.....+7	675.....+16	Tunisia 216.....+7
Guadeloupe*	Madagascar 261...+9	Paraguay 595.....+3	Turkey 90.....+9
590.....+2	Malawi 265.....+8	Peru 51.....+1	Turkmenistan
Guatemala 502.....0	Malaysia 60.....+14	Philippines 63.....+14	993.....+11
Guinea-Bissau*	Maldives* 960.....+11	Poland 48.....+7	Tuvalu 688.....-6
245.....+6	Mali Republic*	Portugal 351.....+6	Uganda 256.....+9
Guinea (PRP)	223.....+6	Qatar* 974.....+9	Ukraine 380.....+9
224.....+6	Malta* 356.....+7	Reunion Island*	United Arab Emirates
Guyana 592.....+3	Marshall Islands	262.....+10	971.....+10
Haiti* 509.....+1	692.....+18	Romania 40.....+8	United Kingdom
Honduras* 504.....0	Martinique 596.....+2	Russia 7.....+9	44.....+6
Hong Kong*	Mauritania* 222.....+6	Rwanda* 250.....+8	Uruguay 598.....+3
852.....+14	Mauritius* 230....+10	St. Pierre & Miquelon*	Uzbekistan 998...+12
Hungary 36.....+7	Mayotte Island	508.....+3	Vanuatu 678.....-5
Iceland 354.....+6	269.....+9	Saipan 670.....+16	Vatican City 39.....+7
India 91.....+11.5	Mexico 52.....0	San Marino 378.....+7	Venezuela 58.....+2
Indonesia 62.....+13	Micronesia	San Tome & Principe*	Vietnam 84.....+13
Iran 98.....+9.5	(Federal States of)	239.....+6	Wallis & Futuna
Iraq 964.....+9	691.....+17	Saudi Arabia 966...+9	Islands
Ireland 353.....+6	Moldova 373.....+9	Senegal*	681.....+18
Israel 972.....+8	Monaco 377.....+7	221.....+6	Western Samoa
Italy 39.....+7	Mongolia 976.....+14	Seychelles Islands*	685.....-5
Ivory Coast* 225.....+6	Morocco 212.....+5	248.....+10	Yemen 967.....+9
Japan 81.....+15	Mozambique	Singapore* 65.....+14	Yugoslavia 381.....+7
Jordan 962.....+8	258.....+8	Slovakia 421.....+7	Zambia 260.....+8
Kazakhstan 7.....+12	Namibia 264.....+8	Slovenia 386.....+7	Zimbabwe 263.....+8
Kenya 254.....+9	Nauru* 674.....+18		

Special National Insert



HOMELAND SECURITY

Preparing Makes Sense.

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

STEP ONE: Get A Kit Of Emergency Supplies

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

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

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

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

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

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

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

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

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

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Use all available information to assess the situation. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to shelter-in-place. Quickly bring your family and pets inside, lock doors and close windows, air vents and fireplace dampers. Immediately turn off air conditioning, forced air heating systems, exhaust fans and clothes dryers. Take your emergency supplies and go into the room you have designated. Seal all windows, doors and vents. Understand that sealing the room is a temporary measure to create a barrier between you and contaminated air. Watch television, listen to the radio or check the Internet for instructions.

Create a plan to get away. Plan in advance how you will assemble your family and anticipate where you will go. **Choose several destinations in different directions** so you have options in an emergency. If you have a car, keep at least a half-tank of gas in it at all times. **Become familiar with alternate routes as well as other means of transportation** out of your area. If you do not have a car, plan how you will leave if you have to. **Take your emergency supply kit**, unless you have reason to believe it is contaminated and lock the door behind you. Take pets with you if you are told to evacuate, however, if you are going to a public shelter, keep in mind they may not be allowed inside. If you believe the air may be contaminated, drive with your windows and vents closed and keep the air conditioning and heater turned off. Listen to the radio for instructions.

Know emergency plans at school and work. Think about the places where your family spends time: school, work and other places your family frequents. **Talk to your children's schools and your employer about emergency plans.** Find out how they will communicate with families during an emergency. If you are an employer, be sure you have an emergency preparedness plan. Review and practice it with your employees. A community working together during an emergency also makes sense. **Talk to your neighbors about how you can work together.**

STEP THREE: Be Informed About What Might Happen

Some of the things you can do to prepare for the unexpected, such as assembling a supply kit and developing a family communications plan, are the same for both a natural or man-made emergency. However, there are significant differences among potential terrorist threats, such as biological, chemical, explosive, nuclear and radiological, that will impact the decisions you make and the actions you take. By beginning a process of learning about these specific threats, you are **preparing yourself** to react in an emergency. Go to www.ready.gov to learn more about potential terrorist threats and other emergencies or call 1-800-BE-READY (1-800-237-3239) for a free brochure.

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

STEP FOUR: Get Involved In Preparing Your Community

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

EMERGENCY NUMBERS

POLICE: _____

HOSPITAL: _____

FIRE: _____

F.B.I.: _____

PHYSICIAN: _____