EMERGENCY NUMBERS

IN AN EMERGENCY DIAL:

Fire
Police
Ambulance
Coast Guard

9-1-1

Emergency Calls Only

Fire and Rescue/Police, Sheriff and Highway Patrol/Ambulance, Paramedics/Coast Guard, Search and Rescue

► An emergency is a situation that threatens human life or property and demands immediate attention. Do not call **9-1-1** for non-emergencies, this causes delays in the handling of real emergencies.

Emergency & Crisis Intervention Agencies

Primary Emergency Agencies
"Emergency" means a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential. Dial 9-1-1 in these situations.

Crisis Intervention Agencies
A crisis can be "an emotionally significant event or radical change of status in a person's life." This page lists "crisis intervention" agencies that may be able to provide valuable assistance to you in changing, maintaining or altering the situation or circumstances that may cause crisis. Domestic violence, rape, suicide, kidnapping, child and/or spouse abuse are some examples of crises. Specifically, domestic violence refers to an act of assault or aggression by one or more family members towards another person within your immediate or extended family.



HOMELAND SECURITY:

For Information on HOMELAND SECURITY, visit www.ready.gov or www.dhs.gov

National Center for Missing and Exploited Children
..... 1-800-THE-LOST (843-5678)

National Child Abuse Hotline
..... 1-800-4-A-CHILD (422-4453)

National Domestic Violence Hotline
.....1-800-799-SAFE (7233)
TTY 1-800-787-3224

National Eldercare Locator Helpline
.....1-800-677-1116

National Human Trafficking Hotline
..... 1-888-373-7888
TTY 711

National Runaway Safeline
..... 1-800-RUNAWAY (786-2929)

National Sexual Assault Hotline
.....1-800-656-HOPE (4673)

National Suicide Prevention Lifeline
..... **988**
Spanish..... 1-888-628-9454

Poison Control Center
Voice & TTY..... 1-800-222-1222

Substance Abuse and Mental Health Services National Helpline
.....1-800-662-HELP (4357)

Veterans Crisis Line
..... **988** (Press 1)

Consolidated® communications



Customer Service Guide

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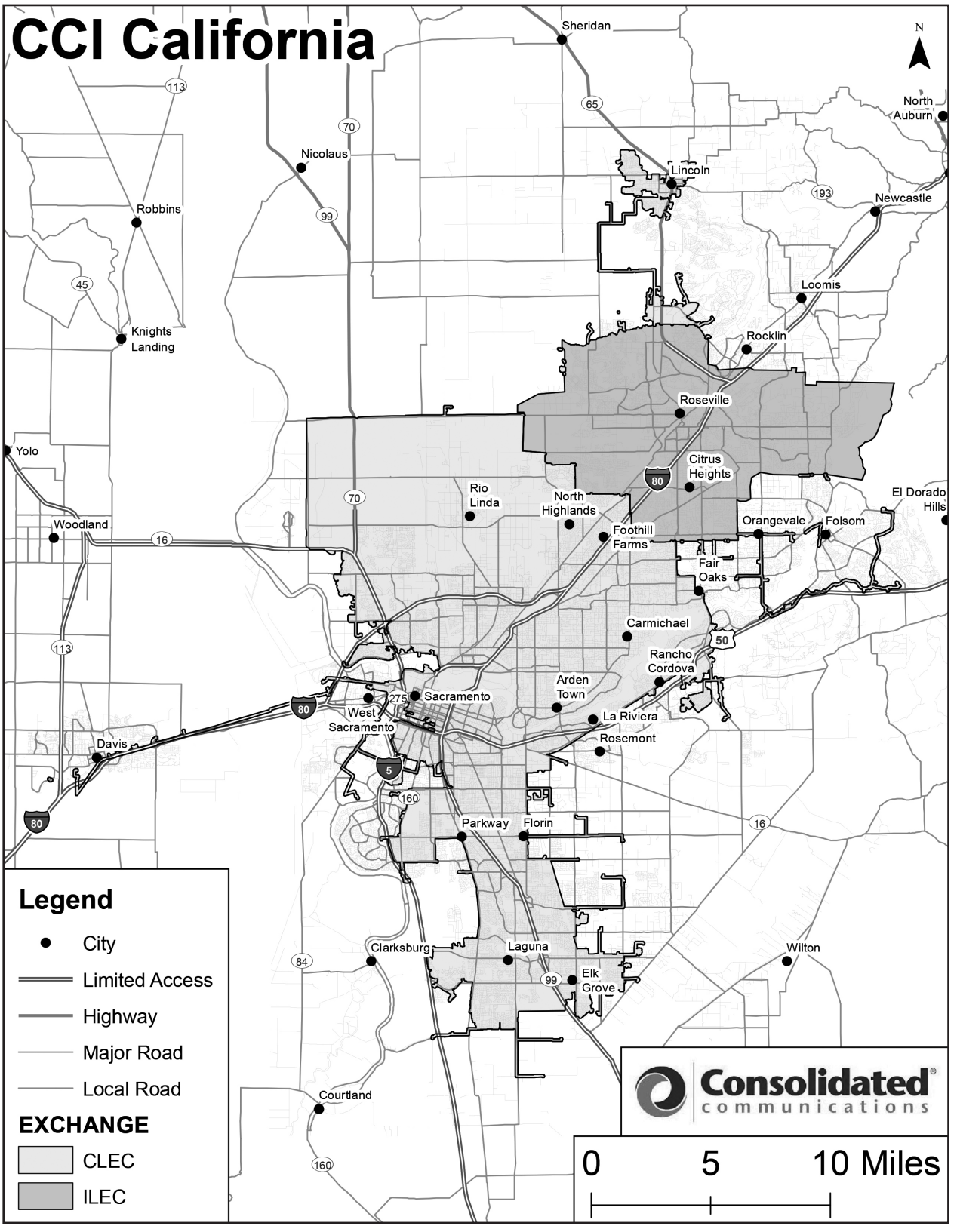
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North Auburn
Lincoln
Newcastle
Nicolaus
Robbins
Knights Landing
Loomis
Rocklin
Roseville
Yolo
Citrus Heights
Rio Linda
North Highlands
El Dorado Hills
Woodland
Foothill Farms
Orangevale
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Arden Town
Sacramento
West Sacramento
La Riviera
Rosemont
Davis
Parkway
Florin
Clarksburg
Laguna
Wilton
Elk Grove
Courtland
Legend
City
Limited Access
Highway
Major Road
Local Road
EXCHANGE
CLEC
ILEC
Consolidated communications
0
5
10 Miles

How To Reach Consolidated Communications:

1-844-968-7224

Customer Service

Residential
Hours: .... Monday-Friday 7:00am to 8:00pm
& Saturday-Sunday 7:00am to 5:30pm (PT)

Business
Hours: .... Monday-Friday 8:00am to 5:00pm

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

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

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

Mail Payments to:
Consolidated Communications
PO Box 66523
St Louis MO 63166-6523

General Information

General Inquiries /Administration
..... 1-844-968-7224
Assistance in Calling ..... Dial "0"
TTY Users..... 1-800-855-1155 or 711

Cable Locating Service.....811

Directory Assistance
Local and National ..... 1 Area Code 555-1212
..... or 411

Mailing Addresses

Consolidated Communications
P.O. Box 619969, Roseville, CA 95661-0969

Consolidated Communications
Executive Offices
2116 South 17th Street, Mattoon, IL 61938
..... 1-844-968-7224

Voice Mail Message Centers

Digital Phone ..... (916) 749-7700
Roseville ..... (916) 773-2700
Citrus Heights..... (916) 721-9900
Sacrament..... (916) 721-9900
Davis ..... 1-(530) 747-2200
Auburn ..... 1-(530) 368-8200
Elk Grove ..... (916) 226-2400

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For Assistance Please Call: 1-844-968-7224

General billing questions -
Residential • Business • Payment

Payments By Mail

For many customers, the most convenient way to pay their bill is by mail. Please include the remittance form or write the correct telephone or account number on your check for proper credit to your account. Please do not send cash through the mail. Be sure to allow enough time for the mail to reach our office. If our return envelope is not used, mail payments to:

Consolidated Communications Inc
P.O. BOX 66523
St Louis, MO 63166-6523

Online Payments and Billing

As a CCI customer, you can now make payments or set up automatic recurring payments using your credit card or checking account at our online payment center. These convenient and secure services are available at:

www.mycci.net

or visit our website at

www.consolidated.com

and click on My Account then click on "Go to MyCCI.net". You may also use this site to view your monthly bill and account activity. Plus, you can request to stop receiving your paper bills and use our online self-services for all your account needs 24 hours a day, seven days a week.

24 Hour Automated Telephone Payments, Payment Arrangements and Account Balance Inquiries*

As a CCI customer, you can make a full or partial payment using your credit card 24 hours a day at your convenience. Additionally, you may use this self-help service to set an arrangement to pay your bill as well as get the current balance on your account.

To access this service dial:.....**1-844-968-7224**

Payment Over the Phone*

As a CCI customer, you can make your payment over the phone, self-help, with your credit card or with agent assistance for your check or credit card.

For more information call:.....**1-844-968-7224**

*When customers choose to make a payment via the phone either through a live agent of the Company or via the Company's automated IVR system, the customer may be charged a Convenience Fee.

Payments at Authorized Retailers

As a CCI customer, you can make a payment at an authorized major local retailer such as a Walmart or CVS Pharmacy (a service fee by the retailer may be applied).

Payment Due Date

Payment is due as indicated by the due date on the summary portion of the bill. A bill is late if payment is not received by the due date. If you cannot pay your bill by the due date,please call to make payment arrangements:

24 Hour Automated Payments Arrangements:

.....**1-844-968-7224**

If your payment due date causes a hardship, contact our billing office to discuss other options that may be available:

.....**1-844-968-7224**

Late Payment Charge

If we do not receive your payment by your next bill date, a 1.5% late payment charge will be applied to the entire unpaid balance, when the unpaid balance is $20 or more. If CCI is required to initiate collection action to collect unpaid amounts due, the Customer will be responsible for the costs of collection, including reasonable attorney's fees and court costs.

Returned Checks

When your check is returned to us by the bank, for any reason, a returned check charge of up to $25 will be applied to your account. If your account was delinquent when paid, your service will be subject to immediate interruption of service.

Temporary Disconnection

Customers will receive a delinquent notice if the bill is not paid by the due date. The delinquent notice advises that the payment must reach us within 15 days to avoid temporary disconnection of service. If telephone service is temporarily disconnected due to non-payment of the bill, the amount due and a restoral charge will be required in order to reconnect the service. A deposit may also be required in an amount equal to twice your average monthly bill.

Accounts that remain unpaid for 15 days after temporary disconnection are subject to permanent disconnection. 911 service is no longer available once the service is permanently disconnected.

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Disputed Bills

If you believe there is an error on your bill or have a question about your service, please call **Consolidated Communications** customer support, toll free at **1-844-968-7224**.

If you are not satisfied with **Consolidated Communications'** response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

Mail:
California Public Utilities Commission,
Consumer Affairs Branch
505 Van Ness Avenue, Room 2003
San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts.

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

NOTE: The California Public Utilities Commission handles complaints of both interstate and intrastate unauthorized carrier changes ("slamming"). The California Public Utilities Commission consumer protection rules are available online, at consumers.cpuc.ca.gov/telcocic/.

Should you question the charges imposed by the Federal Communications Commission (FCC), please direct inquiries to:

FCC, Consumer & Government Affairs Bureau
Consumer Complaints
45 L Street, NE
Washington, D.C. 20554

Or Call: 1-888-225-5322
TTY: 1-888-835-5322
Internet: www.fcc.gov/complaints
Email: fccinfo@fcc.gov
Fax: 1-866-418-0232

Third Party Notification

If you care for a relative, friend or client who could overlook their CCI bill because of illness, financial, language difficulties or other problems, our Third Party Notification service can help. With this program, if the person you are concerned about ever receives a late notice due to an unpaid telephone bill, we would notify you as a third party. You could then alert that person that the CCI bill needs to be paid. You would not be responsible for paying the bill, but you might want to contact CCI to help resolve the problem.

Battery Backup Reminder

If you receive Consolidated Communications (CCI) telephone service over our Fiber to the Premises (FTTP) network, it is important to note this very reliable network differs from CCI's more traditional copper wire based network in one key way:

If electrical power is lost at your home, your voice telephone service will not work and you will not be able to dial 911 in an emergency unless you have a working backup power source.

When CCI installed your telephone service using the FTTP network, a Backup Power Unit (BPU) may have been installed at your home. Please keep in mind that, while a BPU with a functioning battery in place will allow you to continue to use your CCI FTTP voice service for a limited time during a power outage, the BPU will not power cordless phones, devices used to assist with disabilities, or other medical devices, and these devices will not work in the event of a power outage. It is your responsibility to ensure that proper batteries have been put in place for the BPU and other devices to ensure their operation during a power outage.

You are also responsible for the monitoring, testing and management of the BPU and associated battery. Therefore, it is very important that you familiarize yourself with the lights on the unit to ensure you have backup power if it is needed.

For additional information, please visit us online at www.consolidated.com/support/residential-support/phone-support/battery-back-up or call 1-844-968-7224.

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Blocking of 900 and California 976 Numbers

Calls to 900 and 976 numbers are billed either by the minute or as a flat fee each time you call that number. You can request that your phone be blocked from being able to complete calls to all 900 and 976 numbers by calling CCI at 1-844-968-7224 for residential or business customers.

Blocking is free for residential lines. There is a one-time charge of $15.00 per line for business lines. There is a one-time charge of $5.00 per line to remove blocking from a residential line and $15.00 per line to remove blocking from business lines.

CCI will offer a one-time adjustment of charges for calls to 900 and 976 numbers within California if:

- Calls were made by your minor child without your permission; or
- You didn't authorize the calls; or
- You were dissatisfied with poor transmission quality, the quality or value of the service, or you dispute the amount billed; or
- The 900 number service provider didn't follow federal regulations.

Just notify CCI within 60 days of your bill's statement date by calling the toll-free number on the bill page with the 900 and 976 charges. Failure to pay undisputed 900 or 976 charges will never result in the disconnection of your basic service.

Customer Provided Equipment

Equipment, apparatus, devices or systems may be used with the services and facilities furnished by the CCI provided such use complies with the CCI's tariffs. These tariffs are designed in the interest of good telephone service and to prevent hazards to customers and CCI employees.

A maintenance or service charge may apply if a repair person is dispatched to a customer's premises and the trouble is found to be caused by customer provided equipment.

Disclosure of Your Number When Calling a Toll Free or 900 Number

If you call an 800, 833, 844, 855, 866, 877, 888 or 900 telephone number, or 9-1-1, your telephone number may be displayed to the called party.

Employee Identification Cards/Uniforms

For your protection, all telephone company employees are required to carry a CCI identification card showing their name and photograph. Our field personnel wear uniformed CCI logo attire.

Essential Services

Consolidated Communications complies with FCC rule 54.I01 regarding essential services to be provided in its service area.

The following services or functionalities shall be supported:

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

For more information on essential services, call CCI at 1-844-YOUR.CCI (1-844-968-7224) or visit www.consolidated.com

Liability of Consolidated Communications Directory Content

CCI makes every effort to ensure directory listings are accurate. However, CCI assumes no liability for changes arising from directory errors or omissions. CCI has tariff rules approved by the California Public Utilities Commission dealing with the limitations of its liability in connection with errors and omissions. If you are aware of an error or problem, please contact CCI at:..... 1-844-968-7224

Interruptions

CCI will credit a customer's account for interruptions to their basic exchange telephone service, not due to misconduct of the customer, when an interruption extends beyond a minimum of a 24-hour period, beginning from the time the out-of-service condition is reported. Should the out-of-service condition extend to successive 24-hour periods, the credit will continue to apply.

The credit allowance is figured based on a single day proration of the 30-day fixed monthly rate in question and multiplied by the number of 24-hour period outages recorded.

Obscene, Harassing or Threatening Calls

Obscene, harassing or threatening calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his control may be fined, imprisoned or both.

POST-DISASTER CONSUMER PROTECTION MEASURES FOR WIRELINE COMMUNICATIONS CUSTOMERS IN CALIFORNIA

In the event the Governor of California or the President of the United States declares a state of emergency in your area that results in the loss or disruption of landline telephone service[1] or in the degradation of the quality of landline telephone service, [2] landline telephone providers shall provide the following protections to their residential and small business (5 lines or less) customers for a duration of at least 12 months from the date of the state of emergency declaration or as appropriately determined by the California Office of Emergency Services:

1. Waiver of one-time activation fee for establishing remote call forwarding, remote access to call forwarding, call forwarding features, and messaging services;

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2. Waiver of the monthly rate for one month for remote call forwarding, remote access to call forwarding, call forwarding, call forwarding features, and messaging services;
3. Waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the premises;
4. Waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire Plan;
5. Waiver of the fee for up to five free jacks and associated wiring for Inside Wiring Plan customer upon their return to their permanent location; and
6. Waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

For more information, please contact CCI at 1-844-968-7224.

[1] "Disruption" is the (1) loss of dial tone; (2) no connection or otherwise non-functioning service; or (3) circumstances in which the caller cannot make or receive a voice call because the disaster has rendered the service nonfunctional and so, the caller is unable to make a 9-1-1 call.

[2] "Degradation" occurs in situations where service is not completely out, but callers still encounter poor service quality, including, but not limited to, static, failure to connect, a fast busy signal, and/or dropped calls, including 9-1-1 calls.

Prosecuting Fraudulent Callers

It is illegal for another person to charge long distance calls to your number or calling card without your permission. Anyone placing such calls will be subject to prosecution under the California Penal Code.

Rates

Rates and practices included in the directory are based upon those in effect at the time the directory was closed for printing and are subject to such changes as may be made from time to time.

Recording Telephone Conversations

Federal and State tariffs require one of the following conditions be met when recording a telephone conversation:

All parties being recorded must give consent prior to being recorded or,

All parties being recorded must hear a "beep" tone approximately every 15 seconds.

SERVICE RESTORATION AFTER EMERGENCIES

CCI maintains a comprehensive Emergency Operations Plan (EOP) serving to provide an efficient and professional response to unforeseen emergency situations, such as: severe weather, flooding, fire, bomb threats to CCI's network, and restoring the loss of telecommunications capabilities as rapidly as possible. In the event of an emergency outage of telecommunications service, the order of restoration will depend upon the extent of the event, and restoral of local service provided by CCI is prioritized to those responsible for public health and welfare in the area involved. The priority of service restoration includes 911, law enforcement agencies, fire departments, ambulance, hospitals, doctors, paramedics, military groups and other such professional services. There is no set order of restoration of local exchange service, however, CCI's EOP team will immediately survey the entire local service area served by CCI and determine where the most service can be restored to CCI customers in the shortest time possible.

Tariffs

Tariffs, which list rates and rules for telephone service and facilities, are on file with the California Public Utilities Commission. Regulated services that are not listed in the Tariff are described within the company's Service Guides. Tariffs and Service Guides can be viewed via the internet at **www.consolidated.com/regulatory** from your personal computer.

Basic Monthly Telephone Service

The flat rated service allows unlimited direct-dial calling for residential customers to your own exchange and to certain other nearby exchanges.

At the time of publication of this directory, the monthly rate for this service is $35.94 for Roseville and Citrus Heights District and $33.95 for the Sacramento, Elk Grove and Lincoln areas.

Measured service is also available for customers who make a few or moderate number of calls within their local calling area. The monthly rates are $29.94 for Roseville and Citrus Heights District and $24.94 for Sacramento.

There are also package offerings that may be available in your area. Call your Consolidated Communications Residential Service Representative listed in this directory or visit **www.consolidated.com** for additional information. Rates and package offerings are subject to change.

Using Public Telephones

Public telephones are available for your convenience by various pay-phone providers. You may place calls by using a variety of payment options, which are described on instruction cards located on each public telephone. Rates vary for local and long distance coin calls.

Operator Assisted Calls

Operator Assisted calls cost more than dialing direct or calling card calls.

A one minute initial period applies to all Operator Assisted calls with the exception of Coin Paid calls. Coin Paid calls are at the discretion of the payphone service provider.

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Types of Calls and Service Charges

The following surcharges and usage rates apply to all operator handled calls:

- Collect Person to Person $2.95
- Collect Station to Station ..... $.95
- Person to Person $2.95
- Station to Station ..... $.95
- Third Party Person to Person ..... $.95
- Third Party Station to Station ..... $.95

Directory Assistance

Dial **411** for inquiries throughout the United States.

For directory assistance through your long distance company dial: ..... **1 + area code + 555-1212**

For Toll Free numbers dial: ..... **1 + 800 + 555-1212**

Charges for Directory Assistance:

Requests for numbers within the Utility's local exchange area

- Each call using 411 and/or 555-1212 access ..... $.45

Requests for numbers outside the Utility's local exchange area but within 916, 530 and 279 area codes

- Each call using 411 access ..... $.45
- Each call using 555-1212 access ..... $.45
- Numbers outside the 916, 530 and 279 area codes each call $1.10

Call Completion will automatically dial the number you have requested for an additional $.80 per call.

Protecting Your Consumer Rights

Help protect against unsolicited telephone marketing calls and faxes!

State Law (Assembly Bill 2134), effective January 1, 1999, requires every local telephone company to provide their customers the following information. Various governmental agencies publish information that generally describes telephone subscribers' rights under the state and federal law. This information is available to you by contacting the agencies provided herein.

As a consumer, you have rights to privacy and to protect yourself from potential telemarketing fraud, unsolicited sales calls and faxes. The laws apply to live calls, prerecorded voice calls & artificial (computerized) voice calls.

The Federal Communications Commission (FCC) has adopted rules and regulations, effective December 20, 1992, implementing the Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses. The Federal Trade Commission (FTC) also has Telemarketing Sales Rules, which have been enacted to help protect you as a consumer. State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. The State Attorney General's office, along with the Telemarketing Sales Rules, has the authority to investigate and prosecute fraudulent telemarketers who operate across state lines.

For additional information, please contact the following agencies:

Consumer Response Center
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580
..... **1-877-382-4357**
..... **TTY: 1-866-653-4261**
www.consumer.ftc.gov

What You Can Do About Unsolicited Telephone Marketing Calls and Faxes

FCC, Consumer & Government Affairs Bureau
Consumer Inquires & Complaints Division
45 L Street, NE, Washington, D.C. 20554
..... **1-888-225-5322**
..... **TTY: 1-888-835-5322**
..... **FAX: 1-866-418-0232**
www.fcc.gov/consumers

Do Not Call Services & Information

California State Attorney General's Office Internet:
www.oag.ca.gov/donotcall
Telephone: 1-800-952-5225 or 1-916-210-6276
Write: Attorney General's Office
California Department of Justice Attn: Public Inquiry Unit
P.O. Box 944255, Sacramento, CA 94244-2550

National Fraud Information Center (NFIC)

This is a private, non-profit organization that provides services and assistance in filing telemarketing complaints. These coorts are referred to the appropriate regulatory and law enfomplaint reprcement agencies. NFIC has an online complaint form at: **www.fraud.org**

National Do Not Call Registry

To avoid unwanted telemarketing calls to your residence, you may sign up for the National Do Not Call Registry which is maintained by the federal government. Consumers may register or remove registrations on-line at **www.donotcall.gov**

or call toll free **1-888-382-1222**
..... **TTY 1-866-290-4236**

Telephone Fraud

What is it?

Telephone fraud is any unauthorized change or charge to your telephone service. There are many common types of fraud, including cellular cloning, calling card PIN theft, and illegal long distance and Local Toll charges. Two forms of fraud – Slamming and Cramming – are even more common, but not as well known.

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A Growing Problem

Slamming used to affect long distance services only, but now has grown to affect local service as well. Another illegal practice, cramming, has emerged as one of the fastest growing forms of telephone fraud.

We Need Your Help

CCI is required to process orders to change long distance providers or add products and services for other telecommunications providers. We are taking steps to prevent these and other types of fraud from appearing on our bills. We are also working with regulators to seek industry-wide solutions. We cannot solve this problem alone. We need your help.

Slamming

Slamming is a deceptive practice in which your local or long distance service provider is switched without your consent. If your local service provider is changed, you will receive a final bill from CCI and a letter concerning your service disconnection. You will receive a different bill from the new provider. If your long distance provider is changed, the name of the new provider and a $5-$6 switching fee may appear on your CCI phone bill.

Cramming

Cramming is any charge added to your telephone bill by unethical third parties for products and services that you have not added and may not have received.

- If your bill is crammed, you will see an unfamiliar company name or charges for products and services you don't recognize on your CCI phone bill.
- Sometimes the crammer will not provide an explanation for the charge, hoping it will go unnoticed.

Prevention Tips • Read Carefully

Check your CCI telephone bill for:

- Changes to your service.
- Names of unfamiliar telecommunications providers.
- Unfamiliar products or services.

Ask Questions

If a telemarketer calls you:

- Make sure you understand the offer before you agree.
- Know what charges or fees you will have to pay.
- Ask what you will receive.
- Make sure the caller understands your responses.

Guard Yourself

Do not give any of the following information to unknown callers:

- Your telephone number.
- Financial information.
- Social Security number.
- Personal identification number (PIN).
- Any other personal information.

Educate

Educate family members and office staff.

Select someone to make decisions about telephone services and make sure that everyone knows what to do when they receive a call regarding service. Children, baby-sitters, housekeepers and receptionists are often targeted by telephone fraud.

Fine Print

Read the fine print.

- Before you enter a contest or sign a prize check, be sure to read the fine print. Some forms contain information on changing service providers or billing for additional charges in these areas. And some companies will use your signature on these documents as proof that you have agreed to order the products or services, or to switch telephone service providers.
- Look Carefully - Check for monthly charges you did not authorize.

Block Third-Party Charges

CCI allows you to purchase or accept long-distance toll services from various long-distance companies, and such charges from other companies may be placed on your CCI phone bill. These types of charges are called "third-party charges." CCI offers our customers free blocking of third-party charges. Therefore, you may choose at any time to have CCI block third-party charges from appearing on your phone bill, you will still be able to use your phone, but you will not be able to purchase items from third parties and have them billed to your CCI account.

If you have any questions regarding third-party charges, or to request free blocking, please contact us at **1-844-968-8224**.

If You Think You've Been Slammed or Crammed

Be sure to call from the telephone number you believe has been slammed to verify your long distance company.

Call **1-700-555-4141**
Or call CCI at **1-844-986-8224**

- Our customer service representatives will serve as your advocates and will help you switch back to your provider.
- If the service provider does not resolve a cramming charge, we will provide an adjustment on your telephone bill.
- Ask your CCI customer service representative how you can protect your account to prevent future changes without your permission.

Report the Slam or Cram

Contact one of the following agencies:

- California Public Utilities Commission (CPUC)
  Consumer Affairs Branch
  505 Van Ness Avenue, Room 2003
  San Francisco, CA 94102-3298
  (Monday-Friday 8:30 am - 4:30 pm)
  1-800-649-7570 1-415-703-4973
  or TTY at 1-800-229-6846 1-415-703-2032
  consumers.cpuc.ca.gov

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- The California Attorney General's Office
  Public Inquiry Unit
  P.O. Box 944255
  Sacramento, CA 94244-2550
- Federal Communications Commission
  Consumer & Governmental Affairs Bureau
  45 L Street, NE
  Washington, DC 20554
- Your Local Better Business Bureau

Know Your Rights

You have the right to return to your service provider of choice at no charge if you've been slammed. You can request that any changes to your service require your approval. And you have the right to have your choices respected.

California Relay Services

California Relay Service (CRS)

Is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via text telephone (TTY), Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS) and Captioned Telephone in English and Spanish in order to more easily connect with family, friends or businesses.

To place a call using California Relay Service, dial 711

Customer Care Information:

English V/TTY **877-632-9095**
Spanish V/TTY **877-419-8440**
1006 12th Street Aurora, NE 68818
Email: california@hamiltonrelay.com
Web: caconnect.org/relay/

Captioned Telephone:

English Customer Care: **888-402-4018**
Spanish Customer Care: **877-330-0156**
To call a captioned Telephone user **866-399-9050**

How does California Relay Service Work?

Dial 711 to connect with California Relay Service. A qualified Communication Assistant (CA) will ask for the area code and number of the person you wish to have a relay call with. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your spoken message by typing it to the TTY user.

Specialized Services:

California Relay Service offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided. Since California Relay Service offers a variety of services, please refer to the website listed or call Customer Care for more detailed instructions on the different processes used for a particular call.

Captioned Telephone:

Captioned Telephone is also available and ideal for individuals with hearing loss that can speak for themselves. A Captioned Telephone is like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading captions of what's said to them.

Access to Services:

711 provides toll-free relay calling. If you are experiencing an issue dialing 711 to reach California Relay Service, please contact Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 5:00am to 9:00pm PST. Consumers may place relay calls to English and Spanish speaking persons within California, across the United States and even internationally. By law, each conversion is handled with strict confidentiality.

Equipment Distribution Program:

California Connect offers specialized phones including: amplified phones, text telephone (TTY), Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in California who are deaf, deaf-blind, hard of hearing, or who have difficulty speaking/or any cognitive disability. For more information, visit caconnect.org.

Emergency Calls: Please note that 711 can only reach California Relay. In the case of an EMERGENCY you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. California 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.

Directory Listings For TTY Users

Customers with a TTY may include this information as a part of their directory listing at no additional charge.

Examples:

MILLER DAVE R
TTY Only ..... **(916) 555-7722** or

MILLER DAVE R
TTY & Voice ..... **(916) 555-7722**

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"TTY only" means the telephone is answered only by a Telecommunications Device for the Deaf, and communication can only be made with another TTY.

"TTY & Voice" means that both TTY users and non-TTY users can communicate over the line.

Residential Options

Additional Listings

You may purchase additional listings for other members of the household such as your spouse, children and roommates.

Call Referral Service

This service provides a basic recorded announcement informing callers that your telephone has been disconnected and of your new telephone number where you can be reached. This service is provided free for a 3-month period. For a small charge, your referral period may be extended.

Non-Published Service

For telephone number privacy, Non-Published Service will assure that your telephone number will not be printed in the directory or given out by Directory Assistance Operators.

Types of Calls

Station or Dial Direct Calls -

Dial a station call direct to talk with anyone who answers. Charges begin when the call is answered. Rates are lowest for Unassisted Station Calls. If you require special billing arrangements (collect), dial "0" + Area Code + number.

* Rates are higher for Operator Assisted Calls.

Person-to-Person Calls -

Tell the Operator you wish to make a person-to-person call. Charges begin when conversation begins with the person called or anyone else agreed upon, or the requested extension. Rates are higher than station calls.

Collect and Calls Charged to Another Number -

You may place these calls as station or person-to-person calls. They carry the unassisted rate plus the associated service charge quoted on page 7. You can call "collect" if the person or firm you are calling agrees to pay the charge. You can also charge a call to another number. Dial "0" + Area Code + number.*

Conference Calls -

Up to 24 people can dial a designated telephone number to connect into one conversation. Calls can be made from anywhere around the world. Refer to the Business Office on page 3 for more information.

Mobile Calls/Air-Land-Marine Calls -

You can make local and long distance calls to automobiles, trucks, aircraft, boats and ships.

Calls to Other Countries -

Calls to most of the world's telephones can either be reached via the Operator or dialed direct. For information on calls to foreign countries, refer to pages 19 and 20 for international dialing.

Toll Free Calls -

You can dial toll free to telephone numbers that are preceded by the Area Codes 1-800, 1-833, 1-844, 1-855, 1-866, 1-877 or 1-888. Be aware that you could be charged for a call if the toll free party transfers you to another number. Ask for charges before allowing your call to be transferred.

Please Note:

****It is necessary to dial the area code on an operator assisted or calling card call that begins with dialing "0," regardless of whether it is inside or outside the area code.***

Equal Access to Long Distance Companies

Equal Access Service allows you to select the long distance company of your choice to process long distance calls made outside your local and zone calling area. (See pages 15-17 for service area information.) Equal Access allows you to make calls utilizing the long distance company you have chosen without dialing additional numbers. (See below for dialing instructions.)

Equal Access Service allows you to select the long distance company of your choice to process long distance calls made outside your local and zone calling area. (See pages 15-17 for service area information.) Equal Access allows you to make calls utilizing the long distance company you have chosen without dialing additional numbers. (See page 15 for dialing instructions.)

Long Distance companies participating in Equal Access also have their own Company Code. By dialing this Company Code plus the area code (if applicable) and phone number, your call will be routed over that company's lines. Company Code Dialing may be used in addition to Equal Access. (Arrangements may be required with some companies before using their codes.)

Within your Area Code and Outside your Service Area, Dial:
The Long Distance Company Code*
+ 1 + Area Code + the 7-Digit Telephone Number
Outside your Area Code and Service Area, Dial:
The Long Distance Company Code*
+ 1 + Area Code + the 7-Digit Telephone Number
*Provided by the Long Distance Company.

Some Long Distance Companies also provide direct dialing to numbers outside your Service Area by dialing "950" followed by a 4-digit Company Code.

"950" calls to Long Distance Companies which offer this service may be made from any telephone. CCI does not charge for calls to these "950" numbers. (Arrangements may be required with some companies before using this service.)

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As of **January 31, 2025**, customers in the 530 area code region may be assigned a number in the new 837 area code when they request new service or an additional line. Customers receiving the 837 area code will be required to dial 1+10 digits for all local calls, just as customers with telephone numbers from the 530 area code do today.

916, 279 & 530 Area Code Overlay and Dialing

All customers with a 916, 279 or 530 area code must dial 1 + area code + telephone number for ALL calls

- You can still dial just three digits to reach 911, as well as 211, 311, 411, 511, 611, 711 and 811.

LifeLine Programs

Federal Lifeline and California LifeLine are separate programs that work together to provide phone and broadband discounts to eligible households. As of February 1, 2026, these programs require two separate enrollment and renewal processes which ensures customers can receive the full combined subsidy. This change affects enrollment and renewal steps only, not discount amounts.

As of February 1, 2026:

- **Existing customers:** If you are already enrolled in Federal and California Lifeline, you do not need to re-enroll now. You will keep your discounts until your annual renewal is requested. When your renewal period begins, you must complete the renewal process separately for each program to maintain your benefits.
- **New customers (as of Feb. 1, 2026)**: New subscribers must enroll separately in each program.

Federal 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).

California LifeLine Program

California Lifeline Program for Consolidated Communications, Inc. ("CCI") Customers

The California LifeLine Program (California LifeLine) provides discounts on phone services to qualified residential households. This consumer program of the California Public Utilities Commission helps to lower consumers' phone bills. Consumers must be approved before receiving the California LifeLine discounts. For more information on program eligibility, go to www.californialifeline.com/en/eligibility_requirements.

HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think your household qualifies for the California LifeLine discounts, call CCI at 1-844-968-7224. We will review the program and eligibility rules with you. We will inform the California LifeLine Administrator to mail you an application form in a **PINK** envelope with a Personal Identification Number (PIN). You can apply online at www.californialifeline.com using your PIN or complete, sign, and mail the application form and any required proof of eligibility to the California LifeLine Administrator. The application form and any required documents must be completed and returned before the response date indicated on the form. If you do not return the completed application form, or fail to provide the required documentation, you will not receive the California LifeLine discounts and you will continue to pay the regular rates for your phone service.

If you apply to be in California LifeLine, you will pay the regular rates for your phone service until your application is approved. To help you pay the up-front costs of establishing your phone service like the service installation/connection fee, service conversion fee, and deposits, you can request to be on an interest-free payment plan. After being approved by the California LifeLine Administrator you will be refunded the difference between the regular rates and the California LifeLine discounted rates for your phone service. The refund and the California LifeLine discounts will be retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of $10.00 or more, you may request a refund check from CCI. Otherwise, the refund will just be a credit on your account.

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ELIGIBILITY GUIDELINES

You can qualify for the California LifeLine discounts by either Program-Based **OR** Income-Based. Qualifying by Program-Based means that you or another person in your household is enrolled in a public assistance program such as Medicaid/Medi-Cal, CalFresh, Supplemental Security Income, or other programs. Qualifying by Income-Based means that your household's total annual income is at or less than 150% of the Federal Poverty Guidelines.

ONLY ONE CALIFORNIA LIFELINE DISCOUNTED SERVICE PER HOUSEHOLD IS ALLOWED

Each household must choose to get the discount either on a home phone or on a cell phone, but not on both. Households cannot get the discount from multiple phone companies. Only one California LifeLine discount per household is allowed, except for TTY users, in which case a second phone line may be discounted. Households that do not follow the California LifeLine one discounted service per household rule will lose their discounts, and may be prosecuted by the U.S. government. Individuals can also be punished for giving false information to get the discounts. Penalties can include imprisonment, losing the discounts, monetary fines, and being banned from the California LifeLine Program. The discounts can only be for the primary residence. Discounts are non-transferable from one person to another.

California LifeLine participants may transfer their discounts from one phone company to another, but you may NOT have more than one phone line active with the California LifeLine discounts. If you choose to transfer your California LifeLine discounts from CCI to another California LifeLine provider, then CCI will charge retail rates for you to continue using your phone service.

HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS

You must renew your California LifeLine participation annually. The California LifeLine Administrator will mail you a renewal form in a **PINK** envelope with a Personal Identification Number (PIN). You can renew online at www.californialifeline.com using your PIN or complete, sign, and mail the form to the California LifeLine Administrator. Or you can renew by phone by contacting the California LifeLine Administrator. If you do not renew before the response date, you will lose the California LifeLine discounts and will be charged the regular rates. If you have questions about your renewal, contact the California LifeLine Administrator at 877-858-7463 or 888-858-7889 (TTY) from 7 a.m. to 7 p.m. Monday through Friday. If you believe your household no longer qualifies for the discounts or if your household is getting more than one discount by mistake, you must inform CCI or the California LifeLine Administrator within 30 days. If you do not follow this notification rule, you may be penalized.

DE-ENROLLMENT RULES

Your household may lose the California LifeLine discounts if your household no longer qualifies, is already receiving the discounts (except for TTY), violates the California LifeLine Program's rules, or does not renew the discounts on an annual basis.

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Long Distance Calling Inside & Outside Your Service Area

Unassisted Station Calls

Inside 916 & 279 Area:

Dial 1 + area code + telephone number

Outside 916 Area:

Dial 1 + area code + telephone number

By dialing your own long distance calls, you will pay the lowest rate.

Operator Assisted Calls

Person to Person

Collect

Third Number Calls

Inside 916 & 279 Area Code:

Dial 0 + area code + telephone number

Outside 916 & 279 Area Code:

Dial 0 + area code + telephone number

You will need to dial "00" to reach your long distance operator for assistance or information for calls outside your service area (See pages 15-17 for service area details). Operator Assisted calls are more expensive.

Long Distance Company Code Dialing

CCI provides your local service and the long distance calling within your service area. (Please refer to the map of your service area below.) You can also place long distance calls within your service area by using other long distance companies.

Dialing Instructions:

You can place calls with other long distance companies by using company code dialing. Company code dialing will route your call over another company's network.

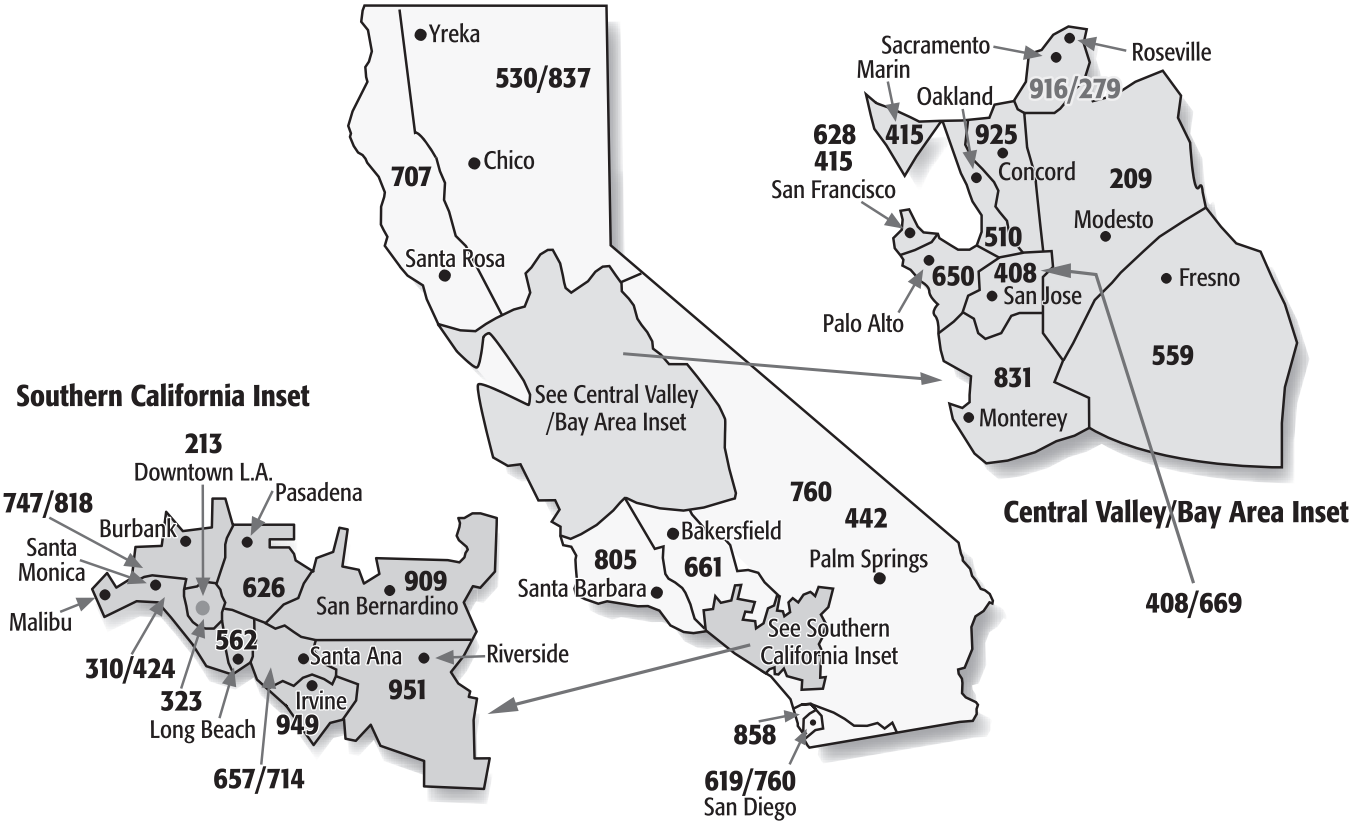
Within 916 & 279 area code:

Company code + 1 + area code + 7-digit telephone number

Outside your area code:

Company code + 1 + area code + 7-digit telephone number

Some long distance companies may require you to set up an account before you use their company code. Other companies accept company code dialing without a previously arranged account. You may contact any long distance company directly for information concerning their company codes and service offerings.



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279/916 Prefixes Located In Your Service Area

200 ----- Fair Oaks
201-208 -- Sacramento
209 ----- Lincoln
210- ----- Sacramento
212-217- -- Sacramento
218- ----- Roseville
219- ----- Sacramento
220-221 -- Folsom
222 ----- Michigan Bar
223 ----- Roseville
224 ----- Sacramento
225 ----- Fair Oaks
226 ----- Elk Grove
227-229 -- Sacramento
230 ----- Elk Grove
231 ----- Sacramento
232 ----- Roseville
233 ----- Sacramento
234 ----- Michigan Bar
235 ----- Folsom
236 ----- Elk Grove
237-238 -- Rio Linda
239 ----- Sacramento
240 ----- Pleasant Grove
241 ----- Fair Oaks
242 ----- Citrus Heights
243 ----- Rio Linda
244-248 -- Sacramento
250-251 -- South Placer
252 ----- Pleasant Grove
253 ----- Lincoln
254-256 -- Sacramento
257 ----- Roseville
258 ----- Lincoln
259 ----- South Placer
261-267 -- Sacramento
268 ----- Folsom
269 ----- Rio Linda
270 ----- Walnut Grove
271 ----- Elk Grove
272-275 -- Sacramento
276 ----- South Placer
277-278 -- Sacramento
281-288 -- Sacramento
289 ----- Roseville
290-291 -- Sacramento
292-294 -- Folsom
295 ----- Lincoln
296 ----- Sacramento
297-298 -- Roseville
299 ----- Pleasant Grove
300 ----- Roseville
301 ----- Citrus Heights
302 ----- Pleasant Grove
303 ----- South Placer
304 ----- Michigan Bar
305 ----- Citrus Heights
307 ----- Sacramento
308 ----- Fair Oaks
310- ----- Sacramento
312- ----- Michigan Bar
313- ----- Sacramento
314- ----- Michigan Bar
315-316- -- South Placer
317-318- -- Sacramento
319-329 -- Sacramento
330-334 -- Sacramento
335 ----- Rio Linda
336 ----- South Placer
337 ----- Folsom
338-341 -- Sacramento
342 ----- Fair Oaks
343 ----- Lincoln
344 ----- Sacramento
345 ----- Sacramento
346 ----- Sacramento
347 ----- Folsom
348-349 -- Sacramento
350-351 -- Folsom
352 ----- Michigan Bar
353 ----- Folsom
354 ----- Michigan Bar
355-358 -- Folsom
359-364 -- Sacramento
365 ----- Folsom
366 ----- Sacramento
367 ----- Roseville
368-369 -- Sacramento
370 ----- Folsom
371-376 -- Sacramento
377 ----- Folsom
378 ----- Meadowview
379 ----- Sacramento
380 ----- Roseville
381-384 -- Sacramento
385 ----- Elk Grove
386-389 -- Sacramento
390 ----- Fair Oaks
391-397 -- Sacramento
398 ----- Walnut Grove
399-403 -- Sacramento
404 ----- Folsom
405 ----- Elk Grove
406 ----- Roseville
407 ----- Sacramento
408-409 -- Lincoln
410- ----- Citrus Heights
412- ----- Roseville
413- ----- Folsom
414- ----- Sacramento
415- ----- South Placer
416-425 -- Sacramento
426 ----- Sacramento
427-429 -- Sacramento
430 ----- Elk Grove
431 ----- Sacramento
432 ----- Rio Linda
433 ----- Sacramento
434 ----- Lincoln
435 ----- South Placer
436 ----- Fair Oaks
437-438 -- Sacramento
439 ----- Folsom
440-457 -- Sacramento
458 ----- Folsom
459 ----- Fair Oaks
461 ----- Folsom
462 ----- Roseville
463-464 -- Sacramento
466 ----- Sacramento
467 ----- Folsom
468 ----- Rio Linda
469-471 -- Sacramento
472 ----- Roseville
473 ----- Sacramento
474 ----- Roseville
475-476 -- Sacramento
477 ----- Walnut Grove
478-479 -- Elk Grove
480-490 -- Sacramento
491-495 -- Sacramento
496 ----- Folsom
497-499 -- Sacramento
500 ----- Folsom
501-508 -- Sacramento
509 ----- Elk Grove
512- ----- Elk Grove
514-515- -- Sacramento
517- ----- Roseville
519-520 -- Sacramento
521 ----- Roseville
522-524 -- Sacramento
525 ----- Elk Grove
526 ----- Fair Oaks
527 ----- Walnut Grove
528 ----- Lincoln
529 ----- Sacramento
531 ----- Sacramento
532 ----- Roseville
533 ----- Sacramento
534-537 -- Fair Oaks
538-539 -- Sacramento
540 ----- Roseville
541 ----- Sacramento
542 ----- Folsom
543 ----- Lincoln
544 ----- Elk Grove
545-546 -- Fair Oaks
547 ----- Citrus Heights
548-554 -- Sacramento
556-558 -- Sacramento
560 ----- Citrus Heights
561 ----- Sacramento
563-571 -- Sacramento
572-573 -- Sacramento
574-576 -- Sacramento
577 ----- South Placer
578 ----- Sacramento
579 ----- Fair Oaks
580 ----- Roseville
581 ----- Lincoln
582 ----- Elk Grove
583-584 -- Sacramento
585 ----- Elk Grove
587 ----- Lincoln
588-596 -- Sacramento
598-601 -- Sacramento
604-605 -- Folsom
606-607 -- Sacramento
608 ----- Folsom
609 ----- Sacramento
612-617- -- Sacramento
620-621 -- Sacramento
622 ----- Roseville
623 ----- Isleton
624-626 -- South Placer
627 ----- Elk Grove
628 ----- Sacramento
629 ----- Meadowview
630 ----- South Placer
631 ----- Sacramento
632 ----- South Placer
633 ----- Fair Oaks
634-638 -- Sacramento
640-643 -- Sacramento
644-645 -- Lincoln
646 ----- Sacramento
647 ----- Elk Grove
648-651 -- Sacramento
652 ----- South Placer
653-654 -- Sacramento
655-656 -- Pleasant Grove
657-659 -- Sacramento
660 ----- South Placer
661-662 -- Sacramento
663 ----- South Placer
664 ----- Sacramento
665 ----- Meadowview
666 ----- Roseville
667 ----- Elk Grove
668-669 -- Sacramento
670 ----- Elk Grove
671 ----- Fair Oaks
672 ----- South Placer
673 ----- Folsom
674 ----- Michigan Bar
675 ----- Rio Linda
676 ----- Citrus Heights
677 ----- Roseville
678-680 -- Sacramento
681-691 -- Elk Grove
693 ----- Folsom
692, 695- -- Sacramento
696-698 -- Sacramento
702 ----- Pleasant Grove
703-704 -- Sacramento
705 ----- Roseville
706 ----- Sacramento
708-710 -- Sacramento
712- ----- Sacramento
713- ----- Sacramento
714- ----- Elk Grove
715-720 -- Sacramento
721-723 -- Citrus Heights
724 ----- Roseville
725-729 -- Citrus Heights
730-734 -- Sacramento
735 ----- Citrus Heights
736-737 -- Sacramento
739 ----- Sacramento
740 ----- Roseville
741 ----- South Placer
742 ----- Roseville
743 ----- Sacramento
744 ----- Courtland
745 ----- Citrus Heights
746 ----- Roseville
747 ----- Sacramento
748-749 -- Roseville
750 ----- Sacramento
751 ----- Roseville
752 ----- Sacramento
753 ----- Elk Grove
755 ----- Roseville
756 ----- Courtland
757 ----- Roseville
759 ----- Roseville
760-764 -- Sacramento
765 ----- Fair Oaks
766 ----- Sacramento
767 ----- Sacramento
768 ----- Fair Oaks
769 ----- Sacramento
770-774 -- Roseville
775 ----- Courtland
776 ----- Walnut Grove
777 ----- Isleton
778 ----- South Placer
779 ----- Sacramento
780-789 -- Roseville
790 ----- Folsom
791-792 -- Roseville
794 ----- Michigan Bar
795 ----- Sacramento
796 ----- Rio Linda
797 ----- Roseville
798-804 -- Sacramento
805 ----- Folsom
806-808 -- Sacramento
810 ----- Sacramento
812-816- -- Sacramento
817- ----- Folsom
819- ----- Sacramento
821-823 -- Sacramento
824 ----- South Placer
825-826 -- Sacramento
827 ----- Fair Oaks
828 ----- Sacramento
830 ----- Sacramento
831 ----- Elk Grove
832-835 -- Sacramento
836 ----- Folsom
837-838 -- Sacramento
842-843 - Sacramento
844 ----- Fair Oaks
845 ----- Sacramento
846 ----- Roseville
847 ----- Fair Oaks
848-849 -- Sacramento
850 ----- Folsom
851-859 -- Sacramento
860 ----- Fair Oaks
861-862 -- Sacramento
863-864 -- Fair Oaks
865 ----- Roseville
866-867 -- Fair Oaks
868-870 -- Sacramento
871-872 -- Roseville
873-877 -- Sacramento
878 ----- Roseville
879 ----- Sacramento
880 ----- Fair Oaks
881-883 -- Sacramento
884 ----- Lincoln
886 ----- Roseville
887 ----- Sacramento
888 ----- Roseville
889-891 -- Sacramento
893 ----- Sacramento
895 ----- Elk Grove
896-897 -- Elk Grove
899 ----- Roseville
900-901 -- Sacramento
903-904 - Fair Oaks
905 ----- Sacramento
910- ----- Citrus Heights
912-914- -- Sacramento
915- ----- Rio Linda
917 ----- Sacramento
918- ----- Roseville
919-925 -- Sacramento
927-930 -- Sacramento
932-936 -- Folsom
939 ----- Folsom
941 ----- Folsom
942 ----- Sacramento
943 ----- Rio Linda
944 ----- Sacramento
945 ----- Roseville
947 ----- Sacramento
948 ----- Fair Oaks
949 ----- Sacramento
951-952 -- Sacramento
953 ----- Roseville
955-956 - Sacramento
960 ----- Roseville
961-962 -- Fair Oaks
963 ----- Fair Oaks
965-969 - Fair Oaks
971-974 -- Sacramento
975 ----- South Placer
977-979 -- Sacramento
981 ----- Sacramento
983-990 - Folsom
991-992 -- Rio Linda
993 ----- Sacramento
995-997 - Sacramento
999 ----- Sacramento

707 Prefixes Located in Your Service Area

201 ----- Dixon
635 ----- Dixon
640 ----- Dixon
676 ----- Dixon
678 ----- Dixon
679 ----- Dixon
693 ----- Dixon

530/837 Prefixes Located in Your Service Area

201 ----- Placerville
202 ----- Auburn
204 ----- Davis
205 ----- Grass Valley
206 ----- Placerville
207 ----- Woodland
208 ----- South Tahoe
210- ----- Auburn
212 ----- Winters
213- ----- North Tahoe
214- ----- Truckee
216- ----- Marysville
217- ----- Auburn
218- ----- Marysville
219-220 -- Davis
231 ----- Davis
237 ----- Marysville
240 ----- Placerville
263 ----- Grass Valley
264-265 -- Nevada City
268 ----- Grass Valley
269 ----- Auburn
270-274 -- Grass Valley
277-278 -- Grass Valley
285 ----- Camptonville
287 ----- Alleghany
288 ----- Camptonville
289 ----- Downieville
290 ----- Alleghany
291 ----- Placerville
292 ----- North San Juan
293 ----- Placerville
295-296 -- Placerville
297-298 -- Davis
300-301 -- Marysville
302 ----- Davis
303 ----- Placerville
304 ----- Davis
305 ----- Auburn
306 ----- Placerville
307 ----- South Tahoe
308 ----- Auburn
309 ----- Woodland
312- ----- Woodland
313- ----- Shingle Springs
314- ----- South Tahoe
315- ----- Marysville
318- ----- South Tahoe
320 ----- Auburn
323 ----- Colfax
325 ----- Downieville
328 ----- Auburn
329 ----- Marysville
333-334 -- Georgetown
341 ----- Davis
344 ----- Placerville
346,349 -- Colfax
350 ----- Shingle Springs
358 ----- North San Juan
362 ----- Nevada City
363 ----- Placerville
367 ----- Foresthill
368 ----- Auburn
369 ----- North San Juan
371 ----- Woodland
372 ----- Davis
373 ----- Marysville
374 ----- Grass Valley
379 ----- Woodland
381 ----- Auburn
382 ----- Colfax
383 ----- Woodland
386 ----- Truckee
387 ----- Shingle Springs
388-389 - Alta
391 ----- Placerville
392 ----- Auburn
393 ----- Williams
400 ----- Davis
401 ----- Auburn
402 ----- Woodland
405-406 -- Woodland
409 ----- Placerville
412- ----- North Tahoe
414- ----- Truckee
415- ----- Marysville
416- ----- South Tahoe
417- ----- Placerville
418- ----- North Yuba
419- ----- Woodland
420 ----- Robbins

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530/837 Prefixes Located in Your Service Area

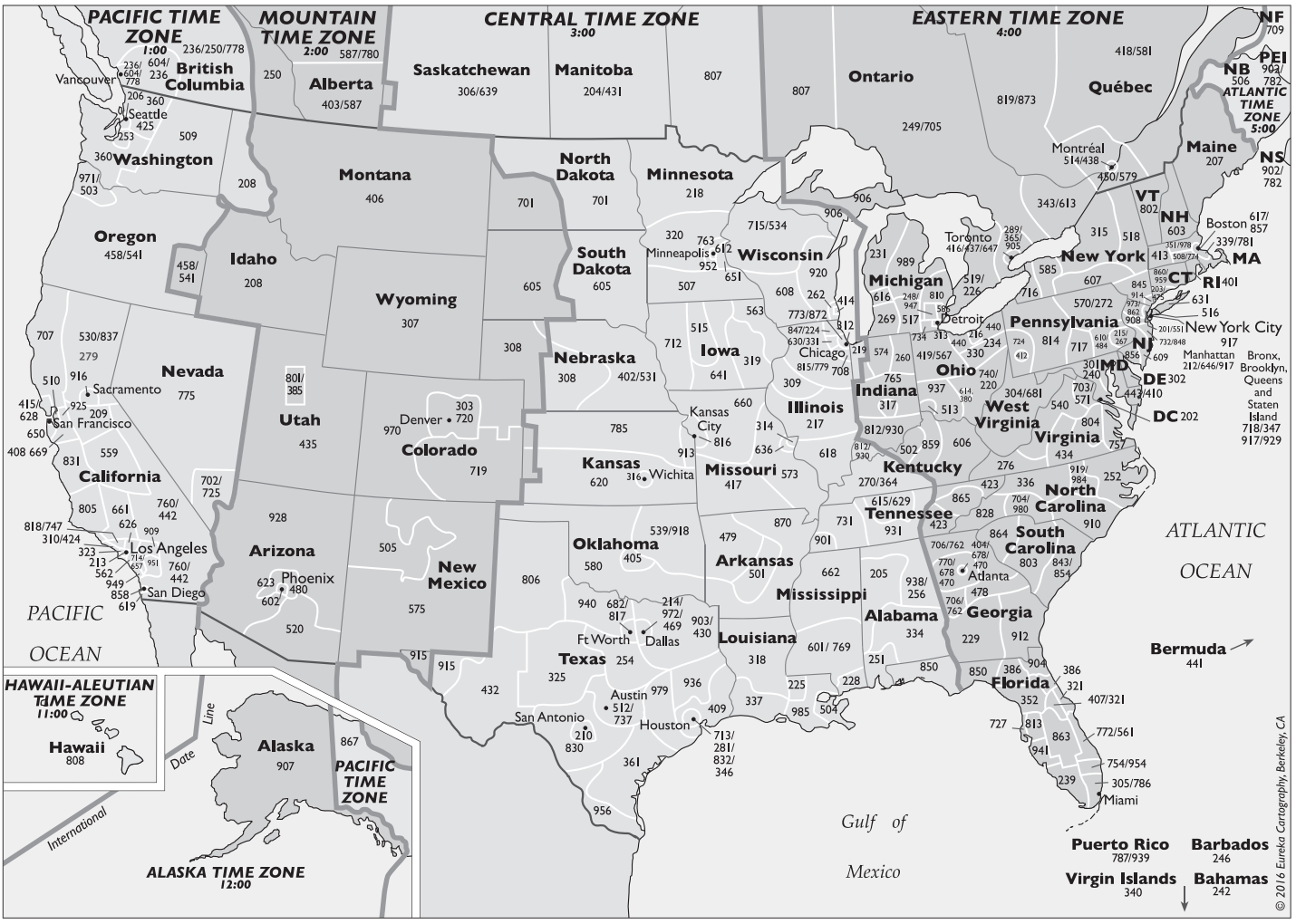
421 ----- Knights Landing
422 ----- Colfax
426-427 - - Soda Springs
429 ----- Downieville
432 ----- Grass Valley
434 ----- Marysville
437 ----- Grimes
438 ----- Maxwell
439 ----- Princeton
441 ----- Marysville
443 ----- Marysville
444 ----- Georgetown
445-446 - - Grass Valley
447 ----- Alleghany
448 ----- Tahoe City
451 ----- Smartsville
452 ----- North Tahoe
453 ----- Nicolaus
454 ----- Meridian
455 ----- Live Oak
456 ----- Gridley
457 ----- Georgetown
458 ----- Colusa
460 ----- Grass Valley
463 ----- Camptonville
464 ----- Alta
466 ----- Alleghany
470 ----- Nevada City
473 ----- Williams
476 ----- Arbuckle
477 ----- Grass Valley
478 ----- Nevada City
482 ----- Soda Springs
483 ----- Wheatland
485 ----- Auburn
488 ----- Auburn
489 ----- Homewood
491 ----- Marysville
492 ----- Auburn
494 ----- South Tahoe
497 ----- Placerville
498 ----- Homewood
501 ----- Williams
502 ----- Princeton
503 ----- Placerville
504-505 - - Winters
506 ----- Knights Landing
507 ----- Esparto
508 ----- Dunnigan
512- ----- Colfax
522 ----- Camptonville
523 ----- Homewood
525 ----- Homewood
535 ----- Alleghany
536 ----- Truckee
537 ----- Auburn
539 ----- South Tahoe
541-545 - - South Tahoe
546 ----- North Tahoe
548 ----- North Tahoe
550 ----- Truckee
553 ----- North Tahoe
554 ----- Davis
556 ----- Shingle Springs
558 ----- Shingle Springs
559 ----- Grass Valley
562-563 - Truckee
564 ----- Davis
565 ----- Live Oak
573 ----- South Tahoe
574 ----- Davis
575 ----- Grass Valley
577-578 - - South Tahoe
579 ----- Truckee
580-581 - - North Tahoe
582 ----- Truckee
583-584 - North Tahoe
587 ----- Truckee
590,593 - - North Yuba
594 ----- Gridley
599 ----- Marysville
600 ----- South Tahoe
601 ----- Davis
609 ----- Alleghany
613- ----- Auburn
615- ----- Grass Valley
617- ----- Live Oak
619- ----- Colusa
620-622 - - Placerville
626 ----- Placerville
631 ----- Woodland
632 ----- Marysville
633 ----- Wheatland
634-635 - - Marysville
637 ----- Weimar
639 ----- Smartsville
641 ----- Wheatland
642 ----- Placerville
644 ----- Placerville
645 ----- Marysville
647 ----- Placerville
648 ----- Grass Valley
650 ----- Woodland
651 ----- Placerville
652 ----- Grass Valley
653 ----- Auburn
654 ----- Dunnigan
655-656 - - Nicolaus
658 ----- Esparto
659 ----- South Tahoe
660 ----- North Yuba
661-662 - - Woodland
663 ----- Placerville
665-666 - - Woodland
668-669 - - Woodland
671 ----- Marysville
672 ----- Shingle Springs
673-674 - - Marysville
676-677 - - Shingle Springs
681 ----- Woodland
682 ----- Marysville
683 ----- Shingle Springs
686 ----- Homewood
687 ----- Nevada City
692 ----- North Yuba
695 ----- Live Oak
696 ----- Meridian
698 ----- Shingle Springs
701 ----- Marysville
713- ----- Marysville
718- ----- Auburn
719- ----- Placerville
721 ----- South Tahoe
723 ----- Woodland
724 ----- Dunnigan
725 ----- South Tahoe
728 ----- Grass Valley
735 ----- Knights Landing
738 ----- Robbins
740-743 - - Marysville
745 ----- Auburn
746-747 - - Davis
748 ----- Placerville
749 ----- Marysville
750 ----- Davis
751 ----- Marysville
752-754 - Davis
755 ----- Marysville
756-761 - - Davis
763 ----- Marysville
765 ----- Davis
766 ----- Sacramento
770 ----- Marysville
771 ----- Davis
777 ----- Marysville
786 ----- Auburn
787 ----- Esparto
788 ----- Marysville
790 ----- Marysville
792 ----- Davis
794-795 - - Winters
796 ----- Guinda
797 ----- Gridley
798 ----- Grass Valley
802 ----- Grass Valley
812-813- - - Marysville
820 ----- Auburn
821-822 - - Marysville
823 ----- Auburn
830 ----- Auburn
844-845 - - Marysville
846 ----- Gridley
847 ----- Alta
848 ----- Woodland
852 ----- Auburn
862 ----- Downieville
863 ----- Auburn
867 ----- Woodland
870 ----- Marysville
878 ----- Auburn
883 ----- Auburn
885-889 - Auburn
890 ----- Placerville
902 ----- Davis
903 ----- Placerville
906 ----- Auburn
908 ----- Woodland
913- ----- Grass Valley
919- ----- Placerville
923 ----- Marysville
933 ----- Marysville
948 ----- Meridian
955 ----- Nevada City
957 ----- Placerville
979 ----- Davis
996 ----- Auburn
998 ----- Woodland

530/837 Prefixes Located Outside Your Service Area

200 ----- Los Molinos
203 ----- Elk Creek
209 ----- Redding
215 ----- Redding
221-227 - - Redding
228 ----- Chico
229 ----- Redding
230 ----- Chico
232 ----- Redding
233 ----- Alturas
234 ----- Ravendale
235 ----- Dunsmuir
236 ----- Challenge
238 ----- Shasta Lake
239 ----- Mount Shasta
241-248 - - Redding
249-252 - - Susanville
253-254 - Janesville
255 ----- Redding
256 ----- Westwood
257 ----- Susanville
258-259 - Chester
260 ----- Susanville
261 ----- Mount Shasta
262 ----- Redding
266 ----- Trinity Center
267 ----- Chico
275-276 - - Redding
279 ----- Cedarville
280 ----- Quincy
281 ----- Keddie
282 ----- Oroville
283 ----- Quincy
284 ----- Greenville
286 ----- Minersville
294 ----- Bieber
299 ----- Adin
310- ----- Susanville
316- ----- Blairsden
321 ----- Chico
322 ----- Portola
324 ----- Willow Creek
326 ----- Orland
327 ----- Paradise
330 ----- Willows
331 ----- Yreka
332 ----- Chico
335 ----- Burney
336 ----- Fall River Mills
337 ----- Montgomery Creek
338 ----- Redding
339 ----- Redding
340 ----- Yreka
342-343 - - Chico
345 ----- Chico
347-348 - - Cottonwood
351 ----- Redding
352 ----- Platina
353 ----- Oroville
354 ----- Chico
355-356 - - Redding
357 ----- Olinda
359 ----- French Gulch
360 ----- Anderson
361 ----- Willows
364-365 - Anderson
366 ----- Red Bluff
370 ----- Biggs
375 ----- Westwood
376 ----- Redding
377 ----- Cottonwood
378 ----- Anderson
380 ----- Lewiston
384 ----- Los Molinos
385 ----- Gerber
390 ----- Los Molinos
394 ----- Quincy
396 ----- Olinda
397 ----- Dorris
398 ----- Macdoel
403 ----- Oroville
404 ----- Lewiston
408 ----- Weed
410- ----- Redding
413- ----- Paradise
423 ----- Weaverville
424 ----- Vina
425 ----- Stonyford
428 ----- Loyalton
430 ----- Sierraville
431 ----- Richvale
433 ----- Chico
435 ----- Gazelle
436 ----- Grenada
440 ----- Redding
459 ----- Montague
461 ----- Bangor
462 ----- Sawyers Bar
465 ----- Oak Knoll
467 ----- Etna
468 ----- Fort Jones
469 ----- Somes Bar
471 ----- Weed
472 ----- Oak Run
474 ----- Shingletown
475 ----- Hornbrook
479 ----- Verdi
480 ----- Blairsden
481 ----- Paskenta
484 ----- Elk Creek
486 ----- Stonyford
487 ----- Chico
493 ----- Happy Camp
495 ----- Coleville
496 ----- Hamburg
500 ----- Dunsmuir
509 ----- Orleans
510- ----- Redding
513-514- - - Chico
515- ----- Redding
516- ----- Chico
517- ----- Butte City
518-521 - - Chico
524 ----- Redding
526-529 - - Red Bluff
531 ----- Biggs
532-534 - - Oroville
538 ----- Oroville
540 ----- Chico
547 ----- Millville
549 ----- Millville
566 ----- Chico
567 ----- Red Bluff
568 ----- Mount Shasta
569 ----- Cedarville
570-571 - - Chico
572 ----- Yreka
576 ----- Los Molinos
585 ----- Rancho Tehama
586 ----- Corning
588 ----- Chico
589 ----- Oroville
591-592 - - Chico
595 ----- Mineral
596 ----- Lake Almanor
597 ----- Paynes Creek
598 ----- Yreka
603 ----- Bangor
604-605 - - Redding
616- ----- Quincy
618- ----- Hoopa
623 ----- Weaverville
624 ----- Chico
625 ----- Hoopa
627 ----- Orleans
628 ----- Hayfork
629 ----- Willow Creek
636 ----- Chico
638 ----- Redding
640 ----- Alturas
643 ----- Yreka
646 ----- Redding
657 ----- Weed
664 ----- Newell
667 ----- Tulelake
675 ----- Challenge
678 ----- Dunsmuir
679 ----- Bangor
680 ----- Chico
684 ----- Montague
685 ----- Willows
688 ----- Shasta Lake
689 ----- Corning
690 ----- Red Bluff
691 ----- Redding
693 ----- Oroville
694 ----- Alpine
706 ----- Hayfork
708 ----- Alturas
710- ----- Redding
712- ----- Oroville
715- ----- Chico
717- ----- Chico
720 ----- Chico
722 ----- Redding
727 ----- Red Bluff
729 ----- Hornbrook
730 ----- Bangor
731 ----- Grenada
732 ----- Gerber
733 ----- Gazelle
734 ----- French Gulch
736-737 - - Red Bluff
739 ----- Weaverville
762 ----- Paradise
764 ----- Oroville
768 ----- Redding
772 ----- Challenge
773 ----- Loyalton
774 ----- Chico
776 ----- Anderson
778 ----- Lewiston
779 ----- Millville
781 ----- Chico
784 ----- Weaverville
793 ----- Paskenta
800 ----- Chico
801 ----- Chico
809 ----- Chico
815- ----- Chico
816- ----- Chester
824 ----- Corning
825 ----- Eagle Lake
826 ----- Chico
827 ----- Herlong
828 ----- Chico
831-832 - - Portola
833 ----- Paskenta
836 ----- Blairsden
838 ----- Corning
839 ----- Vina
840 ----- Red Bluff
841-842 - - Yreka
851 ----- Oroville
853 ----- McCloud
854 ----- Oroville
859 ----- Mount Shasta
861 ----- Vina
864 ----- Chico
865 ----- Orland
868-869 - - Biggs
871 ----- Oroville
872-873 - - Paradise
876-877 - - Paradise
879 ----- Chico
881 ----- Verdi
882 ----- Richvale
884 ----- Butte City
891-899 - - Chico
900 ----- Corning
905 ----- Yreka
917- ----- Redding
918- ----- Mount Shasta
921 ----- Redding
924 ----- Chico
925-926 - - Mount Shasta
927 ----- Quincy
931 ----- Susanville
934 ----- Willows
936 ----- Orland
937 ----- Yreka
938 ----- Weed
941 ----- Redding
945 ----- Redding
946 ----- New Pine Creek
949 ----- Redding
953 ----- Redding
961 ----- Chico
962 ----- Shasta Lake
963 ----- Stonyford
964 ----- McCloud
965-966 - - Chico
968 ----- Elk Creek
982 ----- Butte City
988 ----- Orland
990 ----- Oroville
993 ----- Loyalton
994 ----- Sierraville
999 ----- Redding

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Area Codes and Time Zones throughout the United States and Parts of Canada



Revised: 11/22/24

Other Area Codes Within the North American Number Plan

American Samoa 684
Anguilla 264
Antigua / Barbuda 268
Bahamas 242
Barbados 246
Bermuda 441
British Virgin Islands 284
Cayman Islands 345
Dominica 767
Dominican Republic .... 809, 829 & 849
Grenada 473
Guam 671
Jamaica ..... 658 & 876
Montserrat 664
Northern Mariana Islands 670
Saint Maarten 721
St. Kitts / Nevis 869
St. Lucia 758
Sint Maarten 721
St. Vincent / Grenadines 784
Trinidad / Tobago 868
Turks / Caicos Islands 649

Please Note:

Time zones are for approximation only. Hours will vary according to Daylight Savings Time at different times of the year.

Time at the calling point determines which rate applies. For greater detail of area codes and prefixes, see pages 15 thru 18.

(AB) Canada ..... 825 (overlay 403/587/780)
Indiana ..... 930 (overlay 812)
Indiana ..... 463 (overlay 317)
Kentucky ..... 364 (overlay 270)
New York ..... 934 (overlay 631)
North Carolina ..... 743 (overlay 336)
Oklahoma ..... 539 (overlay 918)
Ottio ..... 580 (overlay 614)

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International Dialing Codes

International dialing codes are the same for the various companies offering international direct dialing. Depending upon the long distance company you have, you may need to dial additional numbers or codes prior to the international access, country, and city codes.

International Dialing Instructions

Station-to-station calls

To dial international calls, dial in sequence:

1. The International Access Code – 011
2. The Country Code – a two or three digit number
3. The City Code
4. The local telephone number

For example:

To place a call to Paris, France, telephone number 123456, you would dial:

International Access Code		Country Code		City Code		Local Number
011	+	**33**	+	**1**	+	**123456**

After dialing any international call, allow at least 45 seconds for the ringing to start.

Operator Assisted Calls

To dial person-to-person, and billed to a third number international call, follow the instructions given in the preceding column, but use "01" for the International Access Code. After the call is dialed, the Operator will come on the line to ask for information, such as the name of the person you are calling.

Additional assistance or information

5. Dial "00" (Operator) if you need assistance:
   - To obtain a telephone number you don't know
   - To obtain City Codes not listed in this section
   - For help in completing a call
   - For credit on a call which you had difficulty, e.g., reaching a wrong number.

To place a call to the Bahamas, Bermuda, Canada, Puerto Rico or the Virgin Islands dial in the same manner as long distance calls within the United States. Simply dial "1" plus the appropriate Area Code and the local number.

- Area code map is on page 18.
- Lists of international dialing codes are on page 20.

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Numbers beside countries are "Country Codes." Numbers beside cities are "City Codes." For all other international points not listed in this section, dial "00" and tell the Operator the country you are calling.

Andorra 376*
Argentina 54
Buenos Aires 1
Armenia 374
Ashtarak 32
Yerevan 2
Australia 61
Brisbane 7
Melbourne 3
Sydney 2
Austria 43
Innsbruck 512
Vienna 1
Bahrain 973*
Belgium 32
Antwerp 3
Brussels 2
Belize 501
Punta Gorda 722
Bolivia 591
La Paz 2
Bosnia 387
Sarajevo 33
Brazil 55
Brasilia 61
Rio de Janeiro 21
Sao Paulo 11
Cambodia 855
Phnom Penh 23
Chile 56
Santiago 2
Valparaiso 32
China 86
Beijing (Peking) 10
Shanghai 21
Colombia 57
Bogota 1
Cartagena 5
Costa Rica 506*
Croatia 385
Zagreb 1
Cyprus 357
Nicosia 22
Czech Republic 420*
Denmark 45*
Ecuador 593
Cuenca 7
Quito 2
Egypt 20
Alexandria 3
Cairo 2
El Salvador 503*
Fiji Islands 679*
Finland 358
Helsinki 9
France 33
Bordeaux 556
Grenoble 476
Marseille 491
Nice 493
Paris 1
Toulouse 561
French Antilles 596*
French Polynesia 689*
Germany 49
Berlin 30
Bonn 228
Dresden 351
Dusseldorf 211
Frankfurt 69
Munich 89
Stuttgart 711
Greece 30
Athens 210
Crete 821
Guatemala 502*
Guinea Bissau 245*
Guinea Rep 224*
Guyana 592
Georgetown 2
Haiti 509*
Honduras 504*
Hong Kong 852*
Hungary 36
Budapest 1
Iceland 354
Akureyri 46
Hafnarfjorour 354
India 91
Bombay 22
Calcutta 33
New Delhi 11
Indonesia 62
Jakarta 21
Iran 98
Tehran 212
Iraq 964
Baghdad 1
Ireland 353
Dublin 1
Galway 91
Israel 972
Haifa 4
Jerusalem 2
Tel Aviv 3
Italy 39
Bologna 051
Florence 55
Naples 81
Rome 06
Venice 41
Ivory Coast 225*
Japan 81
Tokyo 3
Yokohama 45
Kenya 254
Nairobi 20
Korea (North) 850
Korea (South) 82
Pusan 51
Seoul 2
Kuwait 965*
Liberia 231*
Libya 218
Tripoli 21
Liechtenstein 423*
All Points 75
Luxembourg 352*
Malaysia 60
Kuala Lumpur 3
Mexico 52
Acapulco 774
Cabo San Lucas 624
Cancun 998
Ensenada 646
Mazatlan 669
Mexico City 55
Puerto Vallarta 322
Tijuana 664
Monaco 377
Netherlands 31
Amsterdam 20
Rotterdam 10
The Hague 70
Utrecht 30
Curacao 599*
New Caledonia 687*
New Zealand 64
Auckland 9
Hamilton 7
Wellington 4
Nicaragua 505
Managua 2
Nigeria 234
Lagos 1
Norway 47*
Pakistan 92
Sukkur 71
Panama 507*
Paraguay 595
Asuncion 21
Peru 51
Arequipa 54
Lima 1
Philippines 63
Manila 2
Poland 48
Gdansk 58
Krakow 12
Warsaw 22
Portugal 351
Lisbon 21
Romania 40
Brasov 268
Bucharest 21
Russia 7
Moscow 095
San Marino 378*
Saudi Arabia 966
Riyadh 1
Senegal 221*
Singapore 65
East 6
Slovakia 421
Bratislava 2
South Africa 27
Cape Town 21
Johannesburg 11
Pretoria 12
Spain 34
Barcelona 93
Las Palmas/
Canary Islands 928
Madrid 91
Seville 95
Sri Lanka 94
Kandy 8
Suriname 597*
Sweden 46
Goteborg 31
Stockholm 8
Switzerland 41
Berne 31
Geneva 22
Lucerne 41
Zurich 1
Syria 963
Damascus 11
Taiwan 886
Tainan 6
Taipei 2
Thailand 66
Bangkok 2
Tunisia 216
Tunis 1
Turkey 90
Ankara 312
Istanbul Asya (Asia) 216
Istanbul (European) 212
Izmir 232
Ukraine 380
Kiev 44
United Arab Emirates 971
Abu Dhabi 2
Ajman 6
Al Ain 3
Dubai 4
Sharjah 6
Umm-al-Quwain 6
United Kingdom 44
England
Gloucester 1452
Ipswich 1473
Liverpool 151
London 20
Manchester 161
Nottingham 115
Northern Ireland
Belfast 28
Scotland
Edinburgh 131
Glasgow 141
Wales
Cardiff 29
Uruguay 598
Canelones 332
Mercedes 532
Montevideo 2
Vatican City 39
all points 6
Venezuela 58
Caracas 212
Maracaibo 261
Vietnam 84
Hanoi 4
Ho Chi Minh City 8
Yugoslavia 381
Belgrade 11

*No City Code Required

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For Repair Dial:

1-844-968-7224

When calling from outside the Consolidated Communications Telephone service area or from a wireless phone call

Who to Call For Assistance

Trouble With Inside Wiring

Inside wire (I/W) is all the telephone wire inside your home or business (and could include wire that is mounted on the outside of the building) which connects your telephone service to CCI's network interface where our lines enter the building.

If the problem is with the inside wire, you have several options:

- If you are a subscriber to CCI's Inside Wire Maintenance Plan, call CCI. There is no additional charge for repairing your standard inside wire and jacks. **(Only wiring and jacks that were working properly, prior to signing up for the plan, will be covered.)**
- You can hire CCI, for a fee, if you are not a subscriber to our Inside Wire Maintenance Plan.
- You can hire someone else to do the work.
- You can do the work yourself.

Standard Network Interface

A Standard Network Interface (SNI) device may have been installed in the connection box where CCI lines enter your building or home. This device allows you to isolate trouble from your equipment and inside wiring to the telephone lines.

Call CCI for any problems with your telephone line. We will repair telephone lines at no charge up to the point where the line enters your home or business.

Trouble With Your Telephone Set

Follow the steps listed below to find the source of the problem.

1. If you have more than one telephone, unplug the one that seems to be giving you a problem.
2. Plug another telephone set in the same jack and see if the problem still exists.
3. If it doesn't the trouble is probably in the first set. Return the telephone to the supplier, or follow the repair instructions on the warranty.
4. See page 22 for additional helpful steps in locating the cause of trouble.

A Maintenance Or Service Charge May Apply

If you ask for a CCI Repair Technician to be dispatched to your home or business and you do not have the Inside Wire Plan, and the trouble is caused by the wiring or equipment beyond the connection box, there may be a minimum isolation service charge.

What Can Go Wrong With Cordless Telephones?

Cordless telephones are popular because they offer freedom of movement. However, consumers may experience problems not associated with "plug in" telephones.

Batteries:

The cordless telephone's handset contains a battery which enables a radio signal to be transmitted to the set's base unit. If the battery is weak or dead the set will not work. You must change or recharge the battery.

Interference:

If you hear static or other interference it may be caused by an appliance, metal object or metal construction. Pointing the telephone in a different direction may solve the problem.

Privacy:

A major drawback to cordless telephones is lack of privacy. The radio signal for cordless sets may be picked up by a neighbor's cordless set or CB radio. If you sometimes hear a short ring, it can indicate you and your neighbor are tuned to the same frequency. Change your channel to correct this problem.

Note: It is recommended that you do not make a cordless set your only telephone. A power outage or dead battery could leave you without telephone service.

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Trouble-Shooting Telephone Service Problems.

Problem

One telephone does not work and you have additional sets that are working.

- Steps to Take:

1. Determine that the problem is not related to phone cord problems, a loose plug or cut cords with a visual inspection.
2. Unplug the set that is malfunctioning. Plug it in where another set has been working properly.

- If the telephone works:

1. The problem is in the jack or the wiring at the first location. You may choose to have CCI repair the trouble or you may choose to call an electrician, handyman, or do the repair yourself.

- If the telephone doesn't work:

1. The problem is with the telephone. You will need to repair or replace the set.

Problem

Your telephones are not working.

- Steps to Take:

1. Locate the connection box on the outside of your home. Remove the cover, unplug the modular plug and plug in a working telephone.

Note: Be sure to replace the modular plug after testing.

- If the telephone works:

1. If the trouble disappears, then the trouble resides within the wiring or equipment of the home/business.
2. You may choose to have CCI repair the trouble or you may choose to call an electrician, handyman, or do the repair yourself.

- If the telephone doesn't work:

1. If the trouble is at the connection box, then the trouble is in our telephone equipment.
2. Call Repair Service. There will be no charge for the repair.

Problem

You have no dial tone with your new telephone service.

- Step to Take:

1. Call 611 Repair Service to see if the service has been activated. If the service has not been activated, CCI will activate service and your problem is solved.
   If CCI service is already activated our Repair Service will assist in diagnosing problem.

- Step to Take:

1. Locate the connection box on the outside of your home. Remove the cover, unplug the modular plug and plug in a working telephone.

Note: Be sure to replace the modular plug after testing.

If the telephone doesn't work, the trouble is at the connection box, and the trouble is in our telephone equipment. Call Repair Service. There will be no charge for the repair.

Problem

You can't hear well.

- Step to Take:

1. Try another telephone. If you can hear better, problem is the original telephone and you should repair or replace set.

- Step to Take:

1. Unplug some telephones. If you can hear better, your phone sets may be incompatible. Call Repair Service for assistance in diagnosing problem.

Problem

Your calls are cut off.

- Step to Take:

1. Replace the cords from the receiver to the telephone and from the telephone to the jack. If calls are no longer cut off, the problem is solved. If calls are still cut off call Repair Service for assistance in diagnosing the problem.

Problem

You hear static.

- Step to Take:

1. Static can be caused by many things - cord, telephone, incompatible sets, cordless telephones, outside wiring, etc. Call Repair Service for assistance in diagnosing problem.

- Step to Take:

1. Locate the connection box on the outside of your home. Remove the cover, unplug the modular plug and plug in a working telephone.

Note: Be sure to replace the modular plug after testing.

If the telephone doesn't work, the trouble is at the connection box, and the trouble is in our telephone equipment. Call Repair Service. There will be no charge for the repair.

Problem

You hear radio interference

- Step to Take:

1. Radio Interference can be caused by many things – cordless telephones, answering machines, inside wiring, outside wiring, grounding, etc. Try another telephone set or unplug your cordless telephone, answering machine, etc. from the telephone jacks. If there is still interference, call Repair Service for assistance in diagnosing problem.

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Inside Wiring

Your Responsibility:

The portion of the wiring that you are responsible for is all wiring at your home or business from the telephone company network interface (connection box).

What is Inside Wiring?

Inside wiring begins at the box where the telephone company connects its outside wires to the wires that run inside your home or office building. The connection box – also called the "Isolation Device" – is usually located outside. Inside wiring goes from the connection box along or through the walls up to and including the phone jack. It does not include the cord that runs from the jack to the telephone.

How to Isolate Trouble

Locate the connection box on the outside of your home. Remove the cover, unplug the modular plug and plug in a working telephone.

Note: Be sure to replace the modular plug after testing.

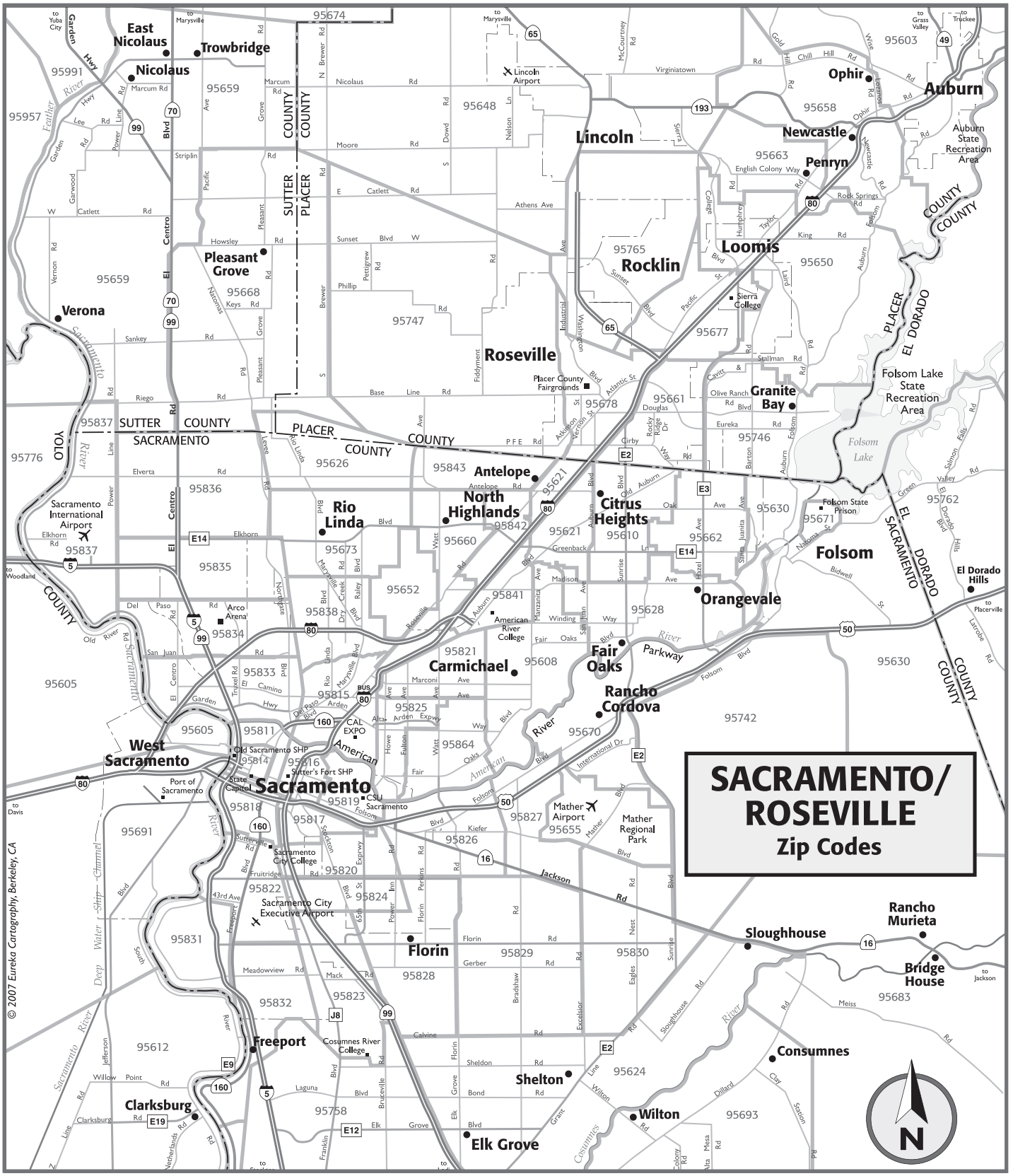
If You Rent:

According to California law, dated January 1, 1992, property owners are responsible for most telephone inside wiring repairs. The law requires property owners to provide their residents with at least one working telephone jack and to maintain the inside wiring in working condition. If you rent and have problems with your inside wiring, you should contact the property owner or manager. The telephone and the cord which runs from the telephone to the jack are the renter's responsibility, not the property owner's.

Inside Wire Maintenance Plan:

January 1, 1987, the Federal Communications Commission (FCC) and the California Public Utilities Commission (CPUC) decisions made installation and maintenance of inside wiring and telephone jacks your responsibility. Inside wire is the critical link between you and the CCI network. For a nominal monthly fee we will take care of your inside wire maintenance. This plan provides maintenance for standard telephone wire inside your residence/business which connects your telephone to the connection box where our lines enter your home or office. If you would like more information about inside wire installation and maintenance options, please call our business office (page 4) or visit our web site: **www.consolidated.com**.

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