

EMERGENCY NUMBERS IN AN EMERGENCY DIAL:



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)



What's Inside

911 and Crisis Hot Lines

A quick reference to emergency services and hot lines

Customer Service Guide.....1-24

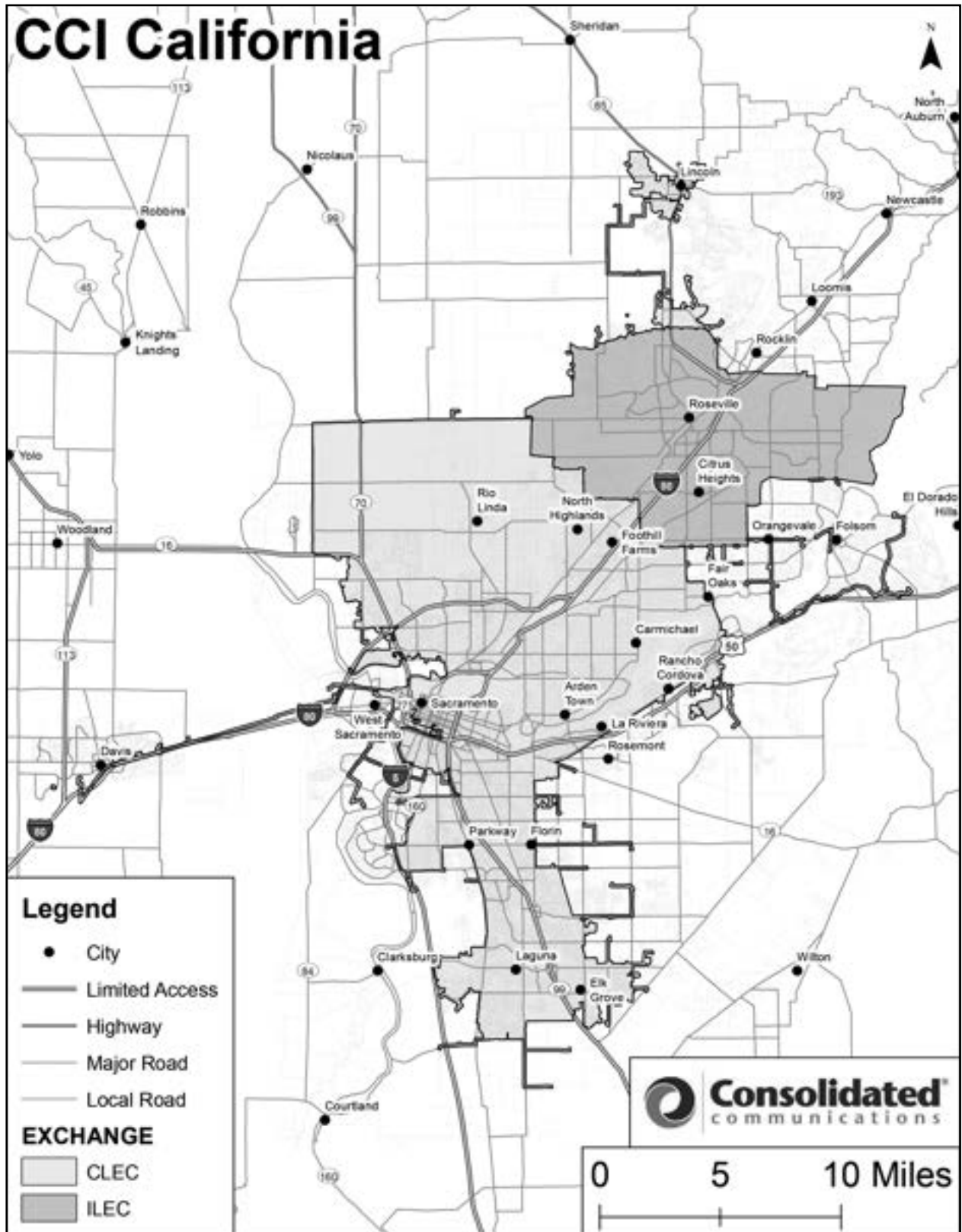
How to best use the services of Consolidated Communications

Customer Service Guide

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How To Reach Consolidated Communications:

1-844-968-7224

Customer Service

Residential

Hours: Monday-Friday 7:00am to 6:00pm
.....& Saturday 7:00am to 3:30pm (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

Sacramento..... (916) 721-9900

Davis 1-(530) 747-2200

Auburn 1-(530) 368-8200

Elk Grove (916) 226-2400

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.consolidated.com/billpay/
or visit our website at
www.consolidated.com

and click on "Pay/View Bill Online". 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.

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.

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 54.101 regarding essential services to be provided in its service area.

The following services or functionalities shall be supported:

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

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 service¹ 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;

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 \$32.44 for Roseville and Citrus Heights District and \$30.45 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 \$26.44 for Roseville and Citrus Heights District and \$21.44 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.

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 courts are referred to the appropriate regulatory and law enforcement 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.

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.cpubc.ca.gov

Telephone Fraud
Hearing Impaired & Disabled Services

- 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: www.ca-relay.com

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

“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.)

Beginning **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.

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.

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.

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.

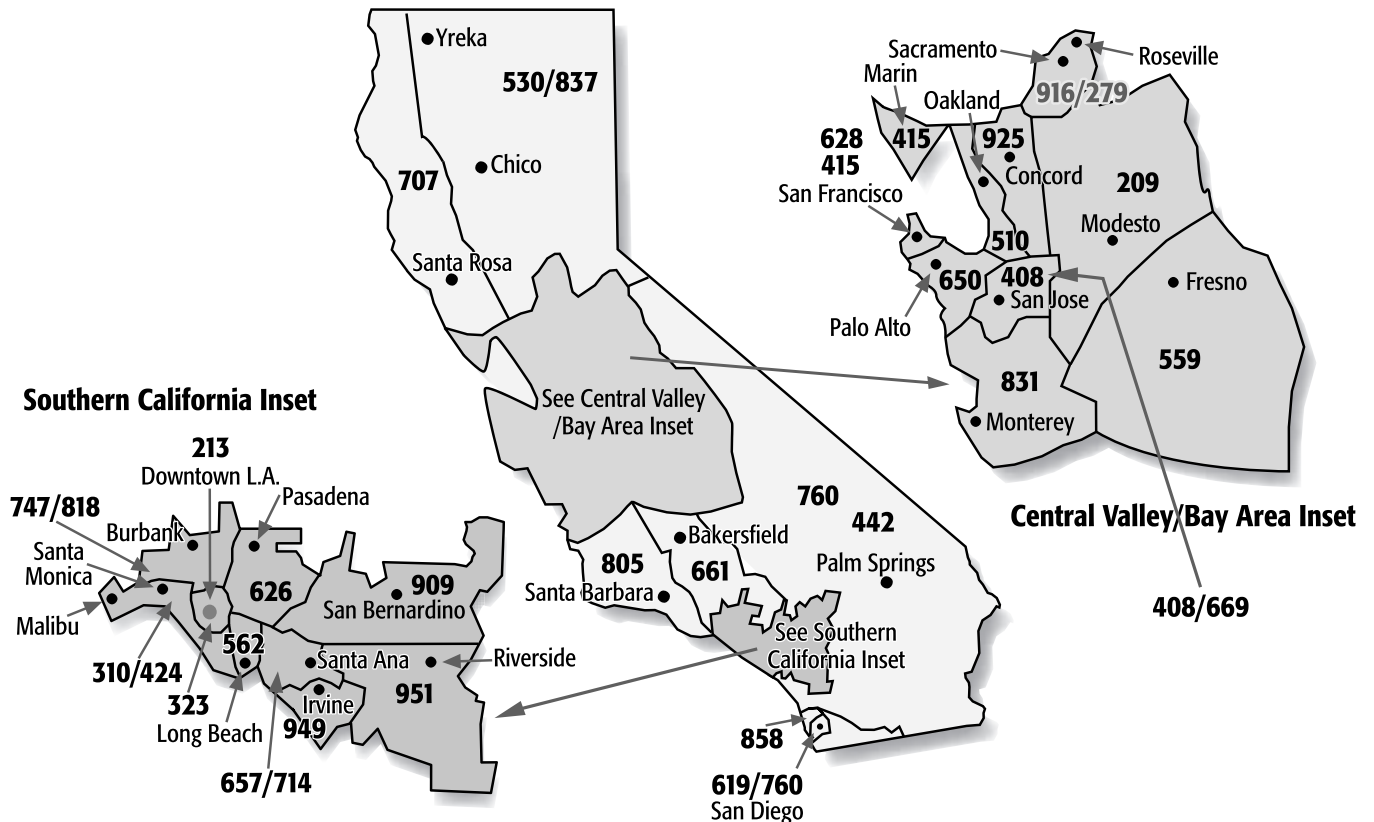
Within 916 & 279 area code:

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.



279/916 Prefixes Located In Your Service Area

200 ---- Fair Oaks	301 ---- Citrus Heights	407 ---- Sacramento	529 ---- Sacramento	652 ---- South Placer	753 ---- Elk Grove	866-867 -- Fair Oaks
201-208 -- Sacramento	302 ---- Pleasant Grove	408-409 -- Lincoln	531 ---- Sacramento	653-654 -- Sacramento	755 ---- Roseville	868-870 -- Sacramento
209 ---- Lincoln	303 ---- South Placer	410 ---- Citrus Heights	532 ---- Roseville	655-656 -- Pleasant Grove	756 ---- Courtland	871-872 -- Roseville
210 ---- Sacramento	304 ---- Michigan Bar	412 ---- Roseville	533 ---- Sacramento	657-659 -- Sacramento	757 ---- Roseville	873-877 -- Sacramento
212-217 -- Sacramento	305 ---- Citrus Heights	413 ---- Folsom	534-537 -- Fair Oaks	660 ---- South Placer	759 ---- Roseville	878 ---- Roseville
218 ---- Roseville	307 ---- Sacramento	414 ---- Sacramento	538-539 -- Sacramento	661-662 -- Sacramento	760-764 -- Sacramento	879 ---- Sacramento
219 ---- Sacramento	308 ---- Fair Oaks	415 ---- South Placer	540 ---- Roseville	663 ---- South Placer	765 ---- Fair Oaks	880 ---- Fair Oaks
220-221 -- Folsom	310 ---- Sacramento	416-425 -- Sacramento	541 ---- Sacramento	664 ---- Sacramento	766 ---- Sacramento	881-883 -- Sacramento
222 ---- Michigan Bar	312 ---- Michigan Bar	426 ---- Sacramento	542 ---- Folsom	665 ---- Meadowview	767 ---- Sacramento	884 ---- Lincoln
223 ---- Roseville	313 ---- Sacramento	427-429 -- Sacramento	543 ---- Lincoln	666 ---- Roseville	768 ---- Fair Oaks	886 ---- Roseville
224 ---- Sacramento	314 ---- Michigan Bar	430 ---- Elk Grove	544 ---- Elk Grove	667 ---- Elk Grove	769 ---- Sacramento	887 ---- Sacramento
225 ---- Fair Oaks	315-316 -- South Placer	431 ---- Sacramento	545-546 -- Fair Oaks	668-669 -- Sacramento	770-774 -- Roseville	888 ---- Roseville
226 ---- Elk Grove	317-318 -- Sacramento	432 ---- Rio Linda	547 ---- Citrus Heights	670 ---- Elk Grove	775 ---- Courtland	889-891 -- Sacramento
227-229 -- Sacramento	319-329 -- Sacramento	433 ---- Sacramento	548-554 -- Sacramento	671 ---- Fair Oaks	776 ---- Walnut Grove	893 ---- Sacramento
230 ---- Elk Grove	330-334 -- Sacramento	434 ---- Lincoln	554-558 -- Sacramento	672 ---- South Placer	777 ---- Isleton	895 ---- Elk Grove
231 ---- Sacramento	335 ---- Rio Linda	435 ---- South Placer	560 ---- Citrus Heights	673 ---- Folsom	778 ---- South Placer	896-897 -- Elk Grove
232 ---- Roseville	336 ---- South Placer	436 ---- Fair Oaks	561 ---- Sacramento	674 ---- Michigan Bar	779 ---- Sacramento	899 ---- Roseville
233 ---- Sacramento	337 ---- Folsom	437-438 -- Sacramento	563-571 -- Sacramento	675 ---- Rio Linda	780-789 -- Roseville	900-901 -- Sacramento
234 ---- Michigan Bar	338-341 -- Sacramento	439 ---- Folsom	572-573 -- Sacramento	676 ---- Citrus Heights	790 ---- Folsom	903-904 -- Fair Oaks
235 ---- Folsom	342 ---- Fair Oaks	440-457 -- Sacramento	574-576 -- Sacramento	677 ---- Roseville	791-792 -- Roseville	905 ---- Sacramento
236 ---- Elk Grove	343 ---- Lincoln	458 ---- Folsom	577 ---- South Placer	678-680 -- Sacramento	794 ---- Michigan Bar	910 ---- Citrus Heights
237-238 -- Rio Linda	344 ---- Sacramento	459 ---- Fair Oaks	578 ---- Sacramento	681-691 -- Elk Grove	795 ---- Sacramento	912-914 -- Sacramento
239 ---- Sacramento	345 ---- Sacramento	461 ---- Folsom	579 ---- Fair Oaks	692, 695 -- Sacramento	796 ---- Rio Linda	915 ---- Rio Linda
240 ---- Pleasant Grove	346 ---- Sacramento	462 ---- Roseville	580 ---- Roseville	692, 695 -- Sacramento	797 ---- Roseville	917 ---- Sacramento
241 ---- Fair Oaks	347 ---- Folsom	463-464 -- Sacramento	581 ---- Lincoln	696-698 -- Sacramento	798-804 -- Sacramento	918 ---- Roseville
242 ---- Citrus Heights	348-349 -- Sacramento	466 ---- Sacramento	582 ---- Elk Grove	700 ---- Pleasant Grove	805 ---- Folsom	919-925 -- Sacramento
243 ---- Rio Linda	350-351 -- Folsom	467 ---- Folsom	583-584 -- Sacramento	703-704 -- Sacramento	806-808 -- Sacramento	927-930 -- Sacramento
244-248 -- Sacramento	352 ---- Michigan Bar	468 ---- Rio Linda	585 ---- Elk Grove	705 ---- Roseville	810 ---- Sacramento	932-936 -- Folsom
250-251 -- South Placer	353 ---- Folsom	469-471 -- Sacramento	587 ---- Lincoln	706 ---- Sacramento	812-816 -- Sacramento	939 ---- Folsom
252 ---- Pleasant Grove	354 ---- Michigan Bar	472 ---- Roseville	588-596 -- Sacramento	708-710 -- Sacramento	817 ---- Folsom	941 ---- Folsom
253 ---- Lincoln	355-358 -- Folsom	473 ---- Sacramento	598-601 -- Sacramento	712 ---- Sacramento	819 ---- Sacramento	942 ---- Sacramento
254-256 -- Sacramento	359-364 -- Sacramento	474 ---- Roseville	604-605 -- Folsom	713 ---- Sacramento	821-823 -- Sacramento	943 ---- Rio Linda
257 ---- Roseville	365 ---- Folsom	475-476 -- Sacramento	606-607 -- Sacramento	714 ---- Elk Grove	824 ---- South Placer	944 ---- Sacramento
258 ---- Lincoln	366 ---- Sacramento	477 ---- Walnut Grove	608 ---- Folsom	715-720 -- Sacramento	825-826 -- Sacramento	945 ---- Roseville
259 ---- South Placer	367 ---- Roseville	478-479 -- Elk Grove	609 ---- Sacramento	721-723 -- Citrus Heights	827 ---- Fair Oaks	947 ---- Sacramento
261-267 -- Sacramento	368-369 -- Sacramento	480-490 -- Sacramento	612-617 -- Sacramento	724 ---- Roseville	828 ---- Sacramento	948 ---- Fair Oaks
268 ---- Folsom	370 ---- Folsom	491-495 -- Sacramento	620-621 -- Sacramento	725-729 -- Citrus Heights	830 ---- Sacramento	949 ---- Sacramento
269 ---- Rio Linda	371-376 -- Sacramento	496 ---- Folsom	622 ---- Roseville	730-734 -- Sacramento	831 ---- Elk Grove	951-952 -- Sacramento
270 ---- Walnut Grove	377 ---- Folsom	497-499 -- Sacramento	623 ---- Isleton	735 ---- Citrus Heights	832-835 -- Sacramento	953 ---- Roseville
271 ---- Elk Grove	378 ---- Meadowview	500 ---- Folsom	624-626 -- South Placer	736-737 -- Sacramento	836 ---- Folsom	955-956 -- Sacramento
272-275 -- Sacramento	379 ---- Sacramento	501-508 -- Sacramento	627 ---- Elk Grove	739 ---- Sacramento	837-838 -- Sacramento	960 ---- Roseville
276 ---- South Placer	380 ---- Roseville	509 ---- Elk Grove	628 ---- Sacramento	740 ---- Roseville	842-843 -- Sacramento	961-962 -- Fair Oaks
277-278 -- Sacramento	381-384 -- Sacramento	512 ---- Elk Grove	629 ---- Meadowview	741 ---- South Placer	844 ---- Fair Oaks	963 ---- Fair Oaks
281-288 -- Sacramento	385 ---- Elk Grove	514-515 -- Sacramento	630 ---- South Placer	742 ---- Roseville	845 ---- Sacramento	965-969 -- Fair Oaks
289 ---- Roseville	386-389 -- Sacramento	517 ---- Roseville	631 ---- Sacramento	743 ---- Sacramento	846 ---- Roseville	971-974 -- Sacramento
290-291 -- Sacramento	390 ---- Fair Oaks	519-520 -- Sacramento	632 ---- South Placer	744 ---- Courtland	847 ---- Fair Oaks	975 ---- South Placer
292-294 -- Folsom	391-397 -- Sacramento	521 ---- Roseville	633 ---- Fair Oaks	745 ---- Citrus Heights	848-849 -- Sacramento	977-979 -- Sacramento
295 ---- Lincoln	398 ---- Walnut Grove	522-524 -- Sacramento	634-638 -- Sacramento	746 ---- Roseville	850 ---- Folsom	981 ---- Sacramento
296 ---- Sacramento	399-403 -- Sacramento	525 ---- Elk Grove	640-643 -- Sacramento	747 ---- Sacramento	851-859 -- Sacramento	983-990 -- Folsom
297-298 -- Roseville	404 ---- Folsom	526 ---- Fair Oaks	644-645 -- Lincoln	748-749 -- Roseville	860 ---- Fair Oaks	991-992 -- Rio Linda
299 ---- Pleasant Grove	405 ---- Elk Grove	527 ---- Walnut Grove	646 ---- Sacramento	750 ---- Sacramento	861-862 -- Sacramento	993 ---- Sacramento
300 ---- Roseville	406 ---- Roseville	528 ---- Lincoln	647 ---- Elk Grove	751 ---- Roseville	863-864 -- Fair Oaks	995-997 -- Sacramento
			648-651 -- Sacramento	752 ---- Sacramento	865 ---- Roseville	999 ---- Sacramento

707 Prefixes Located in Your Service Area

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

530/837 Prefixes Located in Your Service Area

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

530/837 Prefixes Located in Your Service Area

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

530/837 Prefixes Located Outside Your Service Area

200 ---- Los Molinos	321 ---- Chico	396 ---- Olinda	509 ---- Orleans	628 ---- Hayfork	762 ---- Paradise	876-877 -- Paradise
203 ---- Elk Creek	322 ---- Portola	397 ---- Dorris	510 ---- Redding	629 ---- Willow Creek	764 ---- Oroville	879 ---- Chico
209 ---- Redding	324 ---- Willow Creek	398 ---- Macdoel	513-514 -- Chico	636 ---- Chico	768 ---- Redding	881 ---- Verdi
215 ---- Redding	326 ---- Orland	403 ---- Oroville	515 ---- Redding	638 ---- Redding	772 ---- Challenge	882 ---- Richvale
221-227 -- Redding	327 ---- Paradise	404 ---- Lewiston	516 ---- Chico	640 ---- Alturas	773 ---- Loyalton	884 ---- Butte City
228 ---- Chico	330 ---- Willows	408 ---- Weed	517 ---- Butte City	643 ---- Yreka	774 ---- Chico	891-899 -- Chico
229 ---- Redding	331 ---- Yreka	410 ---- Redding	518-521 -- Chico	646 ---- Redding	776 ---- Anderson	900 ---- Corning
230 ---- Chico	332 ---- Chico	413 ---- Paradise	524 ---- Redding	657 ---- Weed	778 ---- Lewiston	905 ---- Yreka
232 ---- Redding	335 ---- Burney	423 ---- Weaverville	526-529 -- Red Bluff	664 ---- Newell	779 ---- Millville	917 ---- Redding
233 ---- Alturas	336 ---- Fall River Mills	424 ---- Vina	531 ---- Biggs	667 ---- Tulelake	781 ---- Chico	918 ---- Mount Shasta
234 ---- Ravendale	337 ---- Montgomery Creek	425 ---- Stonyford	532-534 -- Oroville	675 ---- Challenge	784 ---- Weaverville	921 ---- Redding
235 ---- Dunsmuir	338 ---- Redding	428 ---- Loyalton	538 ---- Oroville	678 ---- Dunsmuir	793 ---- Paskenta	924 ---- Chico
236 ---- Challenge	339 ---- Redding	430 ---- Sierraville	540 ---- Chico	679 ---- Bangor	800 ---- Chico	925-926 -- Mount Shasta
238 ---- Shasta Lake	340 ---- Redding	431 ---- Richvale	547 ---- Millville	680 ---- Chico	801 ---- Chico	927 ---- Quincy
239 ---- Mount Shasta	349 ---- Yreka	433 ---- Chico	549 ---- Millville	684 ---- Montague	809 ---- Chico	931 ---- Susanville
241-248 -- Redding	342-343 -- Chico	435 ---- Gazelle	566 ---- Chico	685 ---- Willows	815 ---- Chico	934 ---- Willows
249-252 -- Susanville	345 ---- Chico	436 ---- Grenada	567 ---- Red Bluff	688 ---- Shasta Lake	816 ---- Chester	936 ---- Orland
253-254 -- Janesville	347-348 -- Cottonwood	440 ---- Redding	568 ---- Mount Shasta	689 ---- Corning	824 ---- Corning	937 ---- Yreka
255 ---- Redding	351 ---- Redding	459 ---- Montague	569 ---- Cedarville	690 ---- Red Bluff	825 ---- Eagle Lake	938 ---- Weed
256 ---- Westwood	352 ---- Platina	461 ---- Bangor	570-571 -- Chico	691 ---- Redding	826 ---- Chico	941 ---- Redding
257 ---- Susanville	353 ---- Oroville	462 ---- Sawyers Bar	572 ---- Yreka	693 ---- Oroville	827 ---- Herlong	945 ---- Redding
258-259 -- Chester	354 ---- Chico	465 ---- Oak Knoll	576 ---- Los Molinos	694 ---- Alpine	828 ---- Chico	946 ---- New Pine Creek
260 ---- Susanville	355-356 -- Redding	467 ---- Etna	585 ---- Rancho Tehama	706 ---- Hayfork	831-832 -- Portola	949 ---- Redding
261 ---- Mount Shasta	357 ---- Olinda	468 ---- Fort Jones	586 ---- Corning	708 ---- Alturas	833 ---- Paskenta	953 ---- Redding
262 ---- Redding	359 ---- French Gulch	469 ---- Somes Bar	588 ---- Chico	710 ---- Redding	836 ---- Blairsden	961 ---- Chico
266 ---- Trinity Center	360 ---- Anderson	471 ---- Weed	589 ---- Oroville	712 ---- Oroville	838 ---- Corning	962 ---- Shasta Lake
267 ---- Chico	361 ---- Willows	472 ---- Oak Run	591-592 -- Chico	715 ---- Chico	839 ---- Vina	963 ---- Stonyford
275-276 -- Redding	364-365 -- Anderson	474 ---- Shingletown	595 ---- Mineral	717 ---- Chico	840 ---- Red Bluff	964 ---- McCloud
279 ---- Cedarville	366 ---- Red Bluff	475 ---- Hornbrook	596 ---- Lake Almanor	720 ---- Chico	841-842 -- Yreka	965-966 -- Chico
280 ---- Quincy	370 ---- Biggs	479 ---- Verdi	597 ---- Paynes Creek	722 ---- Redding	851 ---- Oroville	968 ---- Elk Creek
281 ---- Keddie	375 ---- Westwood	480 ---- Blairsden	598 ---- Yreka	727 ---- Red Bluff	853 ---- McCloud	982 ---- Butte City
282 ---- Oroville	376 ---- Redding	481 ---- Paskenta	603 ---- Bangor	729 ---- Hornbrook	854 ---- Oroville	988 ---- Orland
283 ---- Quincy	377 ---- Cottonwood	484 ---- Elk Creek	604-605 -- Redding	730 ---- Bangor	859 ---- Mount Shasta	990 ---- Oroville
284 ---- Greenville	378 ---- Anderson	486 ---- Stonyford	616 ---- Quincy	731 ---- Grenada	861 ---- Vina	993 ---- Loyalton
286 ---- Minersville	380 ---- Lewiston	487 ---- Chico	618 ---- Hoopa	732 ---- Gerber	864 ---- Chico	994 ---- Sierraville
294 ---- Bieber	384 ---- Los Molinos	493 ---- Happy Camp	623 ---- Weaverville	733 ---- Gazelle	865 ---- Orland	999 ---- Redding
299 ---- Adin	385 ---- Gerber	495 ---- Coleville	624 ---- Chico	734 ---- French Gulch	868-869 -- Biggs	
310 ---- Susanville	390 ---- Los Molinos	496 ---- Hamburg	625 ---- Hoopa	736-737 -- Red Bluff	871 ---- Oroville	
316 ---- Blairsden	394 ---- Quincy	500 ---- Dunsmuir	627 ---- Orleans	739 ---- Weaverville	872-873 -- Paradise	

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

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)	Kentucky.....	364 (overlay 270)	Oklahoma.....	539 (overlay 918)
Indiana.....	930 (overlay 812)	New York.....	934 (overlay 631)	Ottio.....	580 (overlay 614)
Indiana.....	463 (overlay 317)	North Carolina.....	743 (overlay 336)		

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.

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*	Finland 358	Bologna 051	Paraguay 595	Bangkok 2
Argentina 54	Helsinki 9	Florence 55	Asuncion 21	Tunisia 216
Buenos Aires 1	France 33	Naples 81	Peru 51	Tunis 1
Armenia 374	Bordeaux 556	Rome 06	Arequipa 54	Turkey 90
Ashtarak 32	Grenoble 476	Venice 41	Lima 1	Ankara 312
Yerevan 2	Marseille 491	Ivory Coast 225*	Philippines 63	Istanbul Asya (Asia) 216
Australia 61	Nice 493	Japan 81	Manila 2	Istanbul (European) 212
Brisbane 7	Paris 1	Tokyo 3	Poland 48	Izmir 232
Melbourne 3	Toulouse 561	Yokohama 45	Gdansk 58	Ukraine 380
Sydney 2	French Antilles 596*	Kenya 254	Krakow 12	Kiev 44
Austria 43	French Polynesia 689*	Nairobi 20	Warsaw 22	United Arab Emirates
Innsbruck 512	Germany 49	Korea (North) 850	Portugal 351	971
Vienna 1	Berlin 30	Korea (South) 82	Lisbon 21	Abu Dhabi 2
Bahrain 973*	Bonn 228	Pusan 51	Romania 40	Ajman 6
Belgium 32	Dresden 351	Seoul 2	Brasov 268	Al Ain 3
Antwerp 3	Dusseldorf 211	Kuwait 965*	Bucharest 21	Dubai 4
Brussels 2	Frankfurt 69	Liberia 231*	Russia 7	Sharjah 6
Belize 501	Munich 89	Libya 218	Moscow 095	Umm-al-Quwain 6
Punta Gorda 722	Stuttgart 711	Tripoli 21	San Marino 378*	United Kingdom 44
Bolivia 591	Greece 30	Liechtenstein 423*	Saudi Arabia 966	England
La Paz 2	Athens 210	All Points 75	Riyadh 1	Gloucester 1452
Bosnia 387	Crete 821	Luxembourg 352*	Senegal 221*	Ipswich 1473
Sarajevo 33	Guatemala 502*	Malaysia 60	Singapore 65	Liverpool 151
Brazil 55	Guinea Bissau 245*	Kuala Lumpur 3	East 6	London 20
Brasilia 61	Guinea Rep 224*	Mexico 52	Slovakia 421	Manchester 161
Rio de Janeiro 21	Guyana 592	Acapulco 774	Bratislava 2	Nottingham 115
Sao Paulo 11	Georgetown 2	Cabo San Lucas 624	South Africa 27	Northern Ireland
Cambodia 855	Haiti 509*	Cancun 998	Cape Town 21	Belfast 28
Phnom Penh 23	Honduras 504*	Ensenada 646	Johannesburg 11	Scotland
Chile 56	Hong Kong 852*	Mazatlan 669	Pretoria 12	Edinburgh 131
Santiago 2	Hungary 36	Mexico City 55	Spain 34	Glasgow 141
Valparaiso 32	Budapest 1	Puerto Vallarta 322	Barcelona 93	Wales
China 86	Iceland 354	Tijuana 664	Las Palmas/	Cardiff 29
Beijing (Peking) 10	Akureyri 46	Monaco 377	Canary Islands 928	Uruguay 598
Shanghai 21	Hafnarfjorour 354	Netherlands 31	Madrid 91	Canelones 332
Colombia 57	India 91	Amsterdam 20	Seville 95	Mercedes 532
Bogota 1	Bombay 22	Rotterdam 10	Sri Lanka 94	Montevideo 2
Cartagena 5	Calcutta 33	The Hague 70	Kandy 8	Vatican City 39
Costa Rica 506*	New Delhi 11	Utrecht 30	Suriname 597*	all points 6
Croatia 385	Indonesia 62	Curacao 599*	Sweden 46	Venezuela 58
Zagreb 1	Jakarta 21	New Caledonia 687*	Goteborg 31	Caracas 212
Cyprus 357	Iran 98	New Zealand 64	Stockholm 8	Maracaibo 261
Nicosia 22	Tehran 212	Auckland 9	Switzerland 41	Vietnam 84
Czech Republic 420*	Iraq 964	Hamilton 7	Berne 31	Hanoi 4
Denmark 45*	Baghdad 1	Wellington 4	Geneva 22	Ho Chi Minh City 8
Ecuador 593	Ireland 353	Nicaragua 505	Lucerne 41	Yugoslavia 381
Cuenca 7	Dublin 1	Managua 2	Zurich 1	Belgrade 11
Quito 2	Galway 91	Nigeria 234	Syria 963	
Egypt 920	Israel 972	Lagos 1	Damascus 11	
Alexandria 3	Haifa 4	Norway 47*	Taiwan 886	
Cairo 2	Jerusalem 2	Pakistan 92	Tainan 6	
El Salvador 503*	Tel Aviv 3	Sukkur 71	Taipei 2	
Fiji Islands 679*	Italy 39	Panama 507*	Thailand 66	

*No City Code Required

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.

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.

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.

