THE PHONE BOOK

SHELBYVILLE - AREA CODES 217/447

How To Reach Us

Consolidated Services **1.844.968.7224**
Hours: Monday - Friday 7:00am-8:00pm (CT)
Saturday & Sunday 7:00am-5:30pm (CT)

Residential & Business Service
To order new service or change service

Internet/TV Technical Support

Paying Your Bill
For information about your payment options

Telephone Repair Service
For 24-hour service
For TTY users only
(Hearing-Impaired) **1.800.838.7611***
*(TTY) Telecommunications Device for the Deaf and Speaking-Hearing-Impaired 911 systems are equipped for TTY calls.

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

Directory Assistance 411
or..... Area Code.555.1212

For on-location service and assistance

Local Operator..... **"0"**

Long Distance Operator..... **"00"**

Other Important Numbers

Illinois Road Conditions **1.800.452.4368**
Toll-Way System **1.800.865.5394**

Bureau of Alcohol Tobacco Firearms & Explosives..... **1.800.800.3855**

NOTE: All rates within this directory are subject to change.
MANDATORY 10-DIGIT DIALING

EMERGENCY 911



FIRE POLICE AMBULANCE

NATIONAL Hot-lines

Centers-Disease Control & Prevention (CDC) ..... **1.800.CDC.INFO (232.4636)**

Domestic Violence Hotline..... **1.800.799.SAFE (7233)**

Mental Health (NAMI)..... **1.800.950.NAMI (6264)**

Missing & Exploited Children ..... **1.800.THE.LOST (843.5678)**

Poison Control Center..... **1.800.222.1222**

Suicide & Crisis Lifeline..... **(Nat'l) 988**

For additional non-emergency numbers refer to the white pages - ambulance, fire & police.

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CUSTOMER GUIDE

Telecommunications Relay Service (TRS)

Illinois Relay Service - Dial 711



What is the Illinois Relay?

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

How does Illinois Relay work?

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

Specialized Services:

Illinois Relay 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 Illinois Relay offers a variety of services please refer to the website listed or call Illinois Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone Service (CapTel®):

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

Access to Services:

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

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

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

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

TTY Users: 1.800.526.0844

Voice: 1.800.526.0857

ASCII Users: 1.877.526.6680

Voice Carry Over (VCO): 1.877.826.1130

Speech-to-Speech (STS): 1.877.526.6690

Telebraille: 1.877.526.6670

Spanish/Espanol:

TTY Users: 1.800.501.0864

Voice: 1.800.501.0865

**Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 711 not possible. The above 800 numbers can be dialed when not able to get through to 711.*

Customer Care Information:

TTY/Voice: 1.800.676.3777

Spanish / Español: 1.800.676.4290

Illinois Relay Website: ..... **itactty.org/illinois-relay**

Captioned Telephone®:

To call a CapTel® user, dial: .....711 or 1.877.243.2823

Customer Service: 1.888.269.7477

Spanish / Español: 1.866.670.9134

Special points of Interest: Illinois Telecommunications Access Corporation (ITAC)

Illinois law requires all landline, cellular phone companies, and most Cable and VoIP phone companies to provide telephone access for people who are Hard of Hearing, Late Deafened, Deaf, Deaf-Blind or Speech Disabled. ITAC is the not-for-profit corporation established to provide a Free Equipment Program and Illinois Relay on behalf of these phone companies. Additional information may be found on www.itactty.org or by calling toll-free 1.800.841.6167.

Emergency Calls

Please note that 711 is only to be used to reach Illinois Relay. In an EMERGENCY you should continue to use **911**. For emergencies, call or text 911 (where available) or call your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have a TTY and be prepared to handle emergency calls placed in this manner. Illinois 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.

When Your Phone Doesn't Work

When your phone doesn't work, you can avoid having to pay for an unnecessary service call by checking your phone yourself. Try these simple tests to determine if the problem is in your phone or in our phone lines. If the problem occurs in our phone lines, please call 1.888.800.1611. For TTY users (hearing impaired), call 1.800.838.7611.

For Modular Phones

Unplug the phone from the outlet where you noticed the problem. Plug in another phone you know is working properly. If the trouble disappears, the problem was probably in your phone. For complete information about disconnecting your phone, see pages 4-5.

If the problem continues, there may be a problem with the phone lines. Consolidated Communications will repair the outside phone lines for free. In addition, we offer maintenance plan for the phones and wiring inside the home or business.

For Non-Modular Phones

Try another phone on the same line to see if the problem persists. If it continues, your phone lines may need service.

Maintenance Plan

Consolidated Communications offers your residence and business a maintenance program for jacks and wiring.

WireCare maintenance is offered to all residential and single-line business customers for a monthly charge. WireCare covers only the repair and/or replacement of existing jacks and telephone wiring inside the customer's home or business. Telephones are NOT covered under this plan. If a service call is made to a home or business and Consolidated Communications finds that the problem is in the customer's telephone, the customer will be charged for the service call. The customer will be billed at quarter-hour increments, plus a service call charge for residential and business customers. Call customer service at 1.844.968.7224 to obtain current labor charges.

What WireCare Covers:

- All service calls
- Routine testing and diagnostic work
- Repair or replacement of standard inside wiring with like wiring
- Repair or replacement of existing jack
- If you pay off-premise mileage to an unattached structure at a different location, your WireCare plan also covers inside wiring at that location

What Is Not Covered By WireCare:

- Fire and acts of God (lightning, floods, etc.)
- Improperly installed or non-standard wiring
- Repair or replacement of telephones
- Inside wiring in an unattached structure (customer is not paying off-premise mileage)

The minimum contract period is 12 months.
If you need additional information or would like to order any of these services, call your Consolidated Communications Customer Service Representative at 1.844.968.7224.

Service Connection Charges

There will be a one-time charge to cover processing your order and connecting you to our network. Your Consolidated Communications Customer Service Representative can tell you exactly which rates will apply. A good payment record for previous phone service usually is enough to establish your credit. But, if you haven't had service before, other credit references will be necessary. Your Consolidated Communications Customer Service Representative can answer credit questions and let you know if a deposit is necessary and the amount required.

WARNING - CALL BEFORE YOU DIG!



Digging/Drilling - Call 811

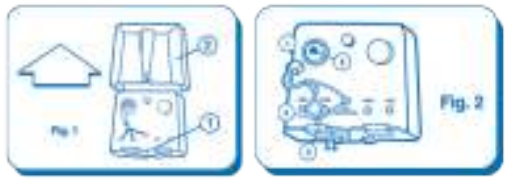
Before you dig call J.U.L.I.E. (Joint Utility Locating Information for Excavators-available 24 hrs. The Illinois Underground Facilities Damage Prevention Act requires every person who engages in non-emergency excavation or demolition to learn about possible location of underground utility facilities and to notify the statewide one-call notice system (JULIE) between 48 hours for excavation and 14 days for demolition. The law carries fines for persons cutting underground cables.)

Connecting Inside Wiring

Connecting Your Inside Wire To A Network Interface Device

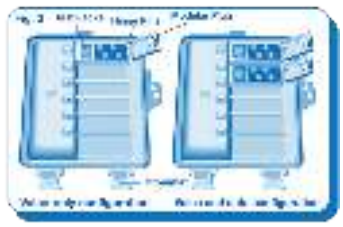
The Network Interface Device (NID) enables customers to connect their own inside telephone wiring with the telephone company's network. There are a number of different types of NIDs that Consolidated Communications currently uses, including a 1-2 line unit and a 1-6 line unit.

To connect your inside wiring to the NID, follow the steps that apply to the unit on your building.



1-2 Line Unit

1. (See Fig. 1) Open the unit by loosening the screw at the bottom of the NID.
2. Lift the outer cover straight up over the grommet at the bottom of the NID.
3. (See Fig. 2) Disconnect inside wiring modular plug from jack. Your inside wiring ends with separate wires, as shown. Each wire is in a different color: red, green, black and yellow.
4. Insert inside wiring though the rubber grommet at the bottom of the unit. Push any extra wire length back into the building.
5. Connect inside wires to screw terminals. Loosen the screw posts one full turn. Strip off one-half inch of insulation from each wire and connect them to the color corresponding screw post, wrapping each clockwise between the washers on the screw. In some cases, you may not have a black or a yellow wire. If a black wire is present, do not use. Bend the black wire out of the way.
6. Close the unit. Slide the outer cover all the way down over the top of the unit.
7. Tighten the screw at the bottom of the unit.



1-6 Line Unit

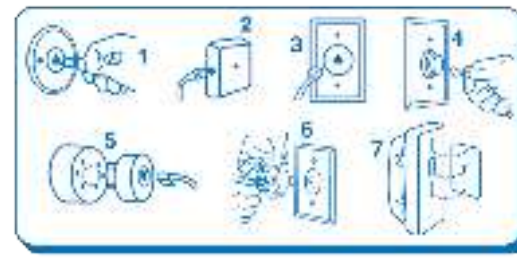
1. (See Fig. 3) Unscrew the Network Interface cover at the Customer Access point and open.
2. Disconnect the modular plug from test jack. If you have Internet and/or TV service from Consolidated, disconnect only the modular plug with the VOICE label. This disconnects your inside wiring from the phone company's line.
3. Using a pen or pencil, punch a hole through the grommet and pass the wire through the hole in the grommet (punch one hole for each wire). Pass the wire through the hinge pin.
4. Loosen the screw posts on the customer wiring bridge one full turn. Strip off the one-half inch of insulation from each wire and connect them to the color corresponding screw post, wrapping each clockwise between the washers on the screw. Tuck excess wire in wiring trough. Tighten screws securely.
5. Snap modular plug back into test jack. Close the cover and screw the fastener down until the cover is snug and tight.



How To Test Your Inside Wiring With Network Interface Device

(See Fig 4).

1. Disconnect the inside wiring modular plug from the jack (see instructions above). If you have more than one line, select the test jack for the line that is causing the problem.
2. Connect the modular plug of a working telephone directly to the jack. If you have Internet and/or TV service from Consolidated, be sure to connect your phone to the test jack labeled VOICE.
3. If the telephone operates correctly, the trouble is in the inside wiring. If the telephone does not act/work properly, contact Consolidated Communications repair service toll-free at 1.888.800.1611.



How To Connect Your Phones

The illustrations above should be helpful to you when installing or disconnecting your telephones. Illustrations 1 through 4 show wall receptacles (standard jacks), which can accommodate modular telephone cords. To install your phone, match the plug at the end of the telephone cord with the receptacle and insert. To disconnect the phone, squeeze the clip on the plug and pull out of the receptacle.

Connecting Inside Wiring

Illustrations 5 and 6 show receptacles (non-standard jacks) that can be made to accommodate modular telephone cords by using adapters. The adapters simply plug into the receptacle. With the adapter in place, follow the above steps to install your phone.

A receptacle for a wall-mounted telephone is shown in illustration 7 on page 4. To connect your wall phone, match the holes in the back of the telephone with the rivets on the wall mounting, push the telephone lightly against the mounting while sliding it down into place over the rivets. To disconnect, slide the telephone up to lift it off the rivets, then pull the phone away from the receptacle. Types of modular jacks other than those shown in illustrations may be encountered.

Removing your wall phone

Note: These instructions apply only when you are replacing an existing non-modular wall telephone with a new modular wall telephone.

Tools needed: Screwdriver and wire cutters with insulated grips.

Instructions:

1. Caution: Your telephone may have varying amounts of electricity in the wires and screws. Therefore, to avoid the possibility of electrical shock, follow these instructions:

If you have a telephone at a location other than the one you are converting, take the handset off the hook. (This will keep the phone from ringing and reduce the possibility of contacting electricity. While you're doing this, ignore messages coming from the handset that ask you to hang up the phone.) If you have only one telephone, take the handset of that telephone off the hook.

- Avoid hand contact with bare wires or screws.
- Use tools with insulated handles or use rubber gloves.
- Do not install this device while a thunderstorm is in the vicinity.

2. Determine if your telephone is already modular. It is if any of the following conditions exist:

- Both ends of the handset cord can be unplugged.
- The telephone is mounted on a 3" X 4 1/2" stainless steel plate.
- It can be removed by lifting it up and pulling it out.

If your telephone is not modular, follow the instructions below that apply to the wall telephones shown in figures 1-4.

Note: The remaining illustrations apply to a typical phone. Your specific phone may have a slightly different location for number card retainers, telephone wire entry points, screw lugs and mounting screws.

For traditional wall telephone (rotary), see figure 1.

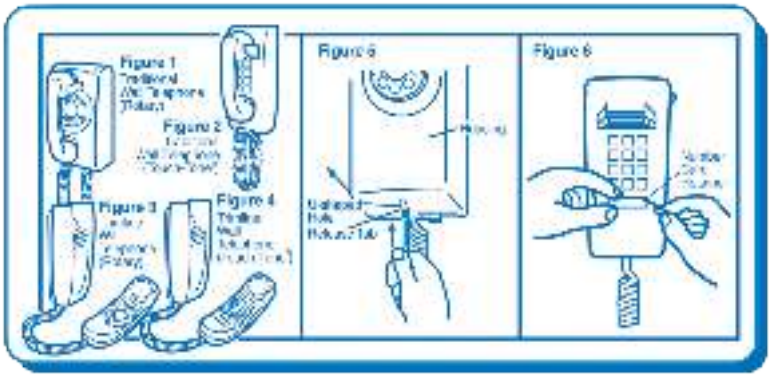
3. Locate the U-shaped hole in the bottom of the wall set (where the handset cord enters the wall set - see figure 5).
4. Place a blunt object (such as a pencil eraser) against the release tab found in the U-shaped hole (see figure 5).
5. To release the housing, press in on the bottom of the housing while pressing up with the pencil on the release tab.
6. Pull the housing toward you, unhooking the latch from the spring at the top of the phone. Now go to step 11.

For phones shown in figures 2, 3, & 4, proceed with Step 7.

7. Locate the small hole on the inside of the clear plastic number card retainer (see figure 6).
8. Insert a straightened paper clip into the hole and bend outward, causing the plastic to pop out.
9. Remove the number card, exposing two screws.
10. Remove these two screws and lift the housing off the base.

For all wall telephones:

11. Locate the telephone wire(s) entering your phone. You may have to remove the phone from the wall to locate the wire(s). If necessary, follow step 13.
12. With wire cutters, cut the four colored conductors (red, green, yellow and black) coming from the wire(s) found above, at the screw lugs (see illustration 7 on page 4).
13. Remove the two screws holding the telephone to the wall and remove the phone.



Local Calling Service

SHELBYVILLE - RATE GROUPS AND ACCESS LINE RANGES

Residence – (One Party)

Urban	$44.77	up to	$46.47
Rural	$49.27	up to	$50.92

Local access rates for residential service excludes surcharges, taxes, local and long distance calls and any supplemental feature charges. All rates and listings shown in this directory are correct as of October 2026.

Rates are subject to change. Any questions please call customer service at 1.844.968.7224.

Urban rates apply only within the base rate area and rural rates apply at all other locations within the exchange.

Extended Area Service (TOLL-FREE) CALLING

From Cowden To:
Shelbyville (774); Tower Hill (567);
*Beecher City (618-487)

From Shelbyville To:
Cowden (783); Findlay (756); Strasburg (644); Tower Hill (567); Westervelt (738)

From Stewardson To:
Strasburg (644)

From Strasburg To:
Shelbyville (774); Stewardson (682); Windsor (459)

From Tower Hill To:
Cowden (783); Pana (562); Shelbyville (774)

From Westervelt To:
Findlay (756); Shelbyville (774)

*Include the 618 area code, do not dial "1".

How to dial local calls:

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

Long Distance calls: Dial 1 + area code + 7-digit number whenever placing a long distance call from any area code.

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

Area Code Overlay 217/447

In 2021, the 447 area code was added as an overlay to the region currently served by area code 217 to ensure a continuing supply of telephone numbers for the area. An overlay is the addition of another area code (447) to the same geographic region served by an existing area code (217).

All local calls made within the Illinois 217/447 Area Codes must be placed using the 10-digit telephone number (area code + the 7-digit telephone number.

Area Code Overlays - FYI ONLY as not in 217/447 region:
2007-Area Code 779 shares the same region as 815 Area Code
2023-Area Code 861 shares the same region as 309 Area Code
2023-Area Code 730 shares the same region as 618 Area Code



Long Distance Calling

Area Code Overlay 217/447

The 447 area code was added as an overlay to the region currently served by area code 217 to ensure a continuing supply of telephone numbers for the area. An overlay is the addition of another area code (447) to the same geographic region served by an existing area code (217). Beginning March 27, 2021, new telephone lines or services may be assigned numbers using the new 447 area code.

Mandatory 10-digit Dialing

All local calls made within the Illinois 217/447 Area Codes must be placed using the 10-digit telephone number (area code + the 7-digit telephone number).

10-digit dialing does NOT affect three digit codes to reach 711 (Relay Services), 911 (Emergency Services) or any other community codes that may be available in your area.

NEW Way To Reach National Suicide Prevention Lifeline By Dialing 988

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

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

Calling Within Your Local Calling Area

As part of your local service, calls made within your exchange are toll-free. The box on Page 6 identifies additional toll-free calls as part of Extended Area Service (EAS).

Intralata Calling

Consolidated Communications customers are able to choose the company that handles their IntraLATA calls. IntraLATA calling is sometimes referred to as "regional calling."

IntraLATA calls are those calls outside of your local calling area to any place within a defined service area or "LATA" (local access and transport area). LATA MSA8 includes all or part of the following counties: Clark, Coles, Douglas, Edgar, Moultrie, Effingham, Shelby, Christian, Montgomery, Cumberland and Macoupin. (See LATA map on Page 8).

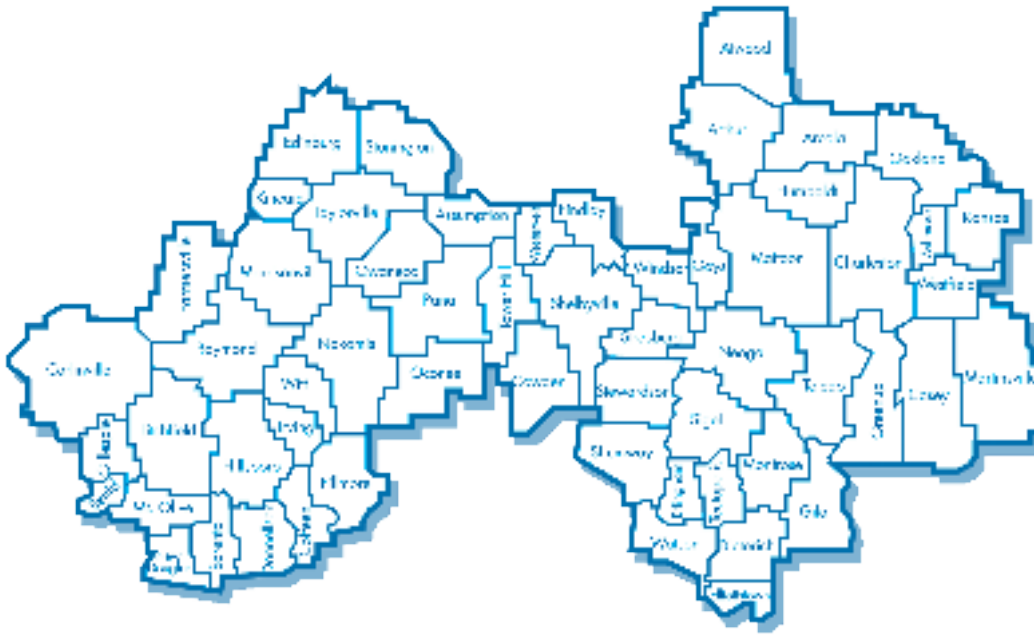
You have three options for handling your IntraLATA calls:

1. You may choose Consolidated Communications to handle your IntraLATA calls.
2. You may choose your current long distance company to handle your IntraLATA calls (if your current company provides IntraLATA service).
3. You may choose a different long distance company to handle your IntraLATA calls, (any company that provides IntraLATA service).

If you choose option #1, no action is required. Consolidated Communications will continue to handle your IntraLATA calls just as we do now. This way, you will continue to receive one phone bill for local service and regional calls, as you always have. If you choose options #2 or #3, you should contact your current long distance company or the company of your choice.

Long Distance Calling

CONSOLIDATED INTRALATA CALLING AREA - MSA8



Types Of Long Distance Calling

Station-To-Station
When calling direct from the Consolidated Communications service area dial Area Code + 7-Digit number for all local calls.

For numbers outside of the 217 and 447 area call: 1 + Area Code + 7-Digit number.

Dial-Direct, Station-to-Station calls are the least expensive type of calls. When you dial direct, without operator assistance, you are charged the lowest rate.

An Operator-Assisted, Station-to-Station call occurs when you will talk with anyone who answers but you need an Operator's assistance for any reason. Examples of such calls are coin, collect, calling card, third number, code billing (special billing numbers), time and charge and conference.

Person-To-Person
To call Person-to-Person, dial 0 + Area Code + 7-Digit number and give the name of the person you wish to talk to or the extension number.

Collect
Collect calls can be made only if the person or firm you are calling agrees to pay the charges. Within and outside of the 217 and 447 area, dial 0 + Area Code + 7-Digit number.

Long Distance Calling

Bill To Third Number

Within the 217/447 area, dial 0 + the phone number. Outside the 217/447 area, dial 0 + the area code + the phone number. When the operator comes on the line, give the area code, number and name the call is being charged to.

Coin

See the instruction card on or near the phone you are calling from or call the operator for assistance.

International

See Page 12 for instructions on placing International calls.

Operator-Assisted Charges

To cover the cost of operator handling, you pay additional charges for any long distance call requiring the assistance of an operator.

You Will Not Be Charged If...

You hang up before you complete the number, or if the telephone number you call is busy or does not answer.

If You Reach A Wrong Number

Within MSA8, call the operator immediately and explain what happened. The operator will make sure you aren't charged for the call. When calling outside MSA8, call your long distance operator by dialing "00." Locations within MSA8 are found on Page 8.

Braille Directories

The National Braille Press has developed an area code directory and a consumer resource guide in Braille. The books can be ordered by calling 1.800.548.7323 Ext. 520 or by writing to the National Braille Press, Inc., 88 St. Stephen Street, Boston, MA 02115.

Email: contact@nbp.org

N-1-1 SERVICE CODES*

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

** All codes may not be available in your area.For more information, email: FCC info@fcc.gov or call: 1.888.225.5322.*

Toll Free Area Codes*

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

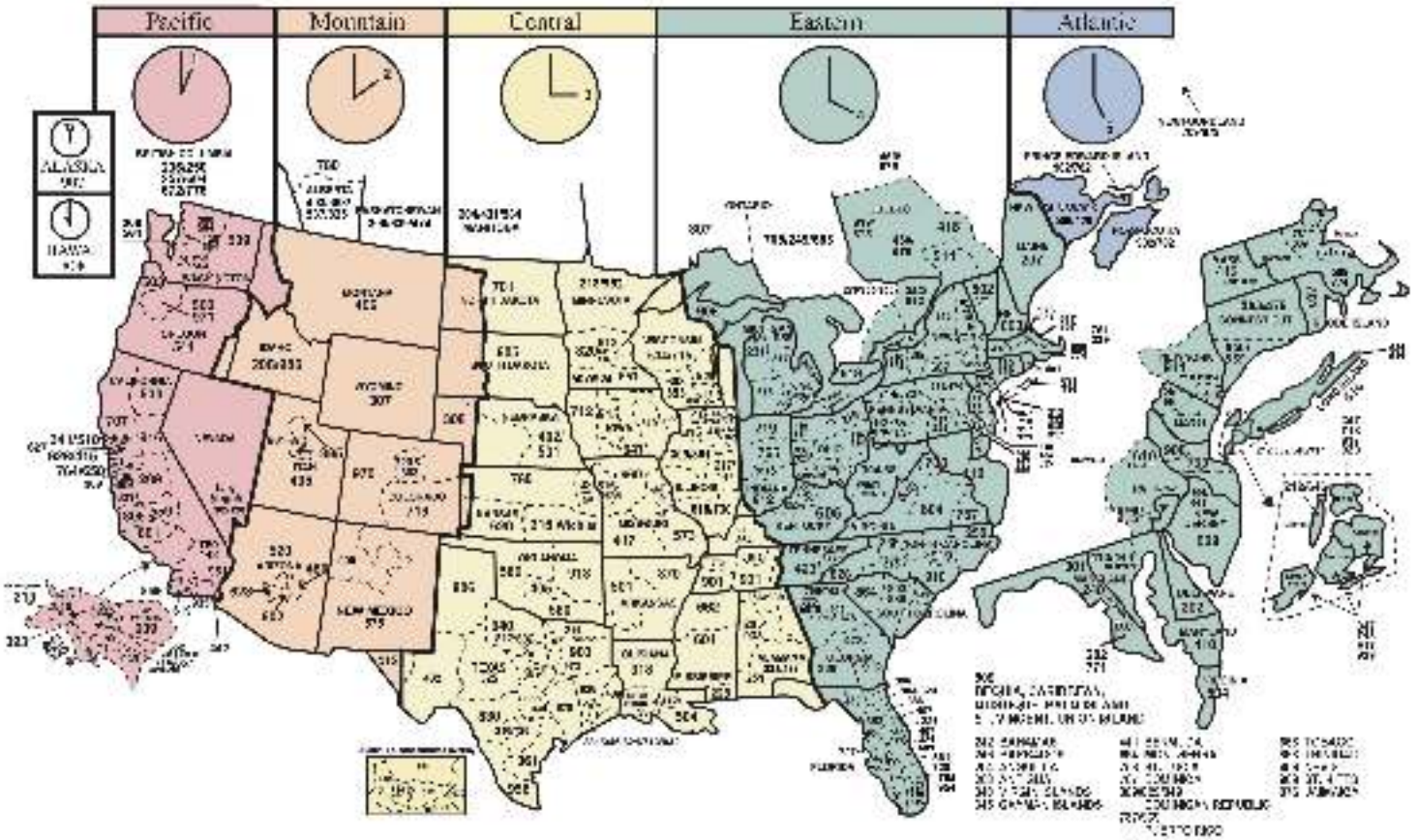
800, 833, 844, 855, 866, 877, and 888.

To use: Dial 1.8XX + 7-digit number.

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

Revised: 01/26/26

Area Code Map & Time Zones



When To Use Area Codes:

You may be required to dial the area code when dialing within the same area code.

Check For Different Time Zones:

When placing long distance calls to other area codes, look on the map above to see if the place you are calling is in a different time zone. It may help to plan your call.

If You Cannot Find An Area Code:

For a location not shown on the area code map, refer to the next page or dial "0" for a Telephone Operator (additional charges may apply).

Area Codes

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

ALABAMA (AL)
Birmingham..... 205/659
Huntsville 256/938
Mobile 251
Montgomery.... 334/448

ALASKA (AK) 907

ARIZONA (AZ)
Flagstaff..... 928
Phoenix...480/602/623
Scottsdale..... 480
Tucson 520

ARKANSAS (AR)
Ft. Smith..... 479
Little Rock..... 501
Pine Bluff..... 870

CALIFORNIA (CA)
Anaheim 657/714
Bakersfield 661
Burbank 747/818
Concord 925
Fresno..... 559
Irvine 949
La Jolla 858
Long Beach..... 562
Los Angeles... 213/310
323/424/747/818
Modesto..... 209
Monterey 831
Oakland 341/510
Palm Springs .....
442/760
Pasadena..... 626
Redding..... 530
Riverside 951
Sacramento 279/916
San Bernardino.....
840/909
San Diego..... 619/858
San Francisco .....
415/628
San Jose..... 408/669
San Mateo..... 650
Santa Barbara .....
805/820
Santa Monica .....
310/424
Santa Rosa 707

COLORADO (CO)
Boulder 303/720
Colorado
Springs 719
Denver..... 303/720
Ft. Collins..... 970

CONNECTICUT (CT)
Hartford 860/959
New Haven 203/475

DELAWARE (DE) ... 302

DISTRICT OF COLUMBIA (DC)
Washington, DC** .....
202/771

FLORIDA (FL)
Daytona Beach 386
Ft. Lauderdale .....
754/954
Ft. Myers 239
Gainesville..... 352
Jacksonville...324/904
Key West.....
305/645/786
Lakeland 863
Melbourne 321
Miami ...305/645/786
Orlando...321/407/689
St. Petersburg..... 727
Sarasota 941
Tallahassee... 448/850
Tampa..... 813/656
West Palm Beach.....
561/728

GEORGIA (GA)
Albany 229
Atlanta 404/470
678/770
Columbus..... 706/762
Macon 478
Marietta.....678/770
Savannah..... 912

HAWAII (HI) 808

IDAHO (ID) 208/986

ILLINOIS (IL)
Aurora..... 331/630
Chicago
Metro ...312/773/872
NW Suburbs.....
331/660
O'Hare Area .....
773/872
Cicero 464/708
East St. Louis .....
618/730
Elk Grove
Village..... 224/847
Peoria 309/861
Rockford 779/815
Springfield..... 217/447

INDIANA (IN)
Evansville..... 812/930
Fort Wayne 260
Gary.....219/260/574
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Rochester 585
Syracuse..... 315/680
White Plains..... 914
Yonkers 914

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Charlotte..... 704/980
Fayetteville 910
Greensboro...336/743
Raleigh 919/984
Rocky Mount 252

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Oklahoma City.....
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OREGON (OR)
Astoria 503/971
Eugene 458/541
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PENNSYLVANIA (PA)
Allentown.....
484/610/835
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BRITISH COLUMBIA (BC)
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Victoria 236/250
257/672/778

MANITOBA (MB)
Winnipeg .....
204/431/584

NEW BRUNSWICK (NB)
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** National Capital

Revised: 01/26/26

CUSTOMER GUIDE

International Calling Codes

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

HOW TO MAKE AN INTERNATIONAL CALL

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

Operator-Assisted Calls: Dial **01** + Country Code + City Code + Telephone Number

The operator will come on the line after the call is dialed.

If your long distance company does not handle international calls:

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

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

	TD
Afghanistan 93	+10.5
Albania 355	+8
Algeria 213	+7
American Somoa* 684	-5
Andorra 376	+7
Angola 244	+7
Antarctica 672	+13
Argentina 54	+3
Armenia 374	+9
Aruba 297	+2
Ascension Island* 247	+6
Australia 61	+16
Austria 43	+7
Azerbaijan 994	+9
Bahrain* 973	+9
Bangladesh	+12
Belarus 375	+9
Belgium 32	+7
Belize 501	0
Benin* 229	+7
Bhutan* 975	+11.5
Bolivia 591	+2
Bosnia & Herzegovina 387	+7
Brazil 55	+3
Brunei 673	+14
Bulgaria 359	+8
Burkina Faso* 226	+6
Burma (Myanmar) 95	+12.5
Burundi 257	+8
Cambodia 855	+13
Cameroon 237	+7

	TD
Canada (see area codes page)	
Cape Verde Islands* 238	+5
Central African Republic* 236	+7
Chad 235	+7
Chile 56	+2
China 86	+13
Colombia 57	+1
Comoros* 269	+10
Congo* 242	+7
Congo, Dem. Rep. Of (former Zaire) 243	+7
Cook Islands* 682	-4
Costa Rica* 506	0
Croatia 385	+7
Cuba 53	+1
Cyprus 357	+8
Czech Republic 420	+7
Denmark* 45	+7
Diego Garcia* 246	+12
Djibouti* 253	+9
Ecuador 593	+1
Egypt 20	+8
El Salvador* 503	0
Equatorial Guinea 240	+7
Eritrea 291	+9
Estonia 372	+8
Ethiopia 251	+9
Faeroe Islands* 298	+6

	TD
Falkland Islands* 500	+2
Fiji Islands* 679	+18
Finland 358	+8
France 33	+7
French Antilles* 596	+2
French Guiana* 594	+3
French Polynesia (Tahiti)* 689	-4
Gabon* 241	+7
Gambia* 220	+6
Georgia 995	+9
Germany 49	+7
Ghana 233	+6
Gibraltar* 350	+7
Greece 30	+8
Greenland 299	+3
Guadeloupe* 590	+2
Guatemala 502	0
Guinea-Bissau* 245	+6
Guinea (PRP) 224	+6
Guyana 592	+3
Haiti* 509	+1
Honduras* 504	0
Hong Kong* 852	+14
Hungary 36	+7
Iceland 354	+6
India 91	+11.5
Indonesia 62	+13
Iran 98	+9.5
Iraq 964	+9
Ireland 353	+6
Israel 972	+8
Italy 39	+7
Ivory Coast* 225	+6
Japan 81	+15
Jordan 962	+8
Kazakhstan 7	+12
Kenya 254	+9

	TD
Kiribati* 686	+18
Korea (North) 850	+15
Korea (South) 82	+15
Kuwait* 965	+9
Kyrgyz Republic 996	+12
Laos 856	+13
Latvia 371	+8
Lebanon 961	+8
Lesotho* 266	+8
Liberia* 231	+6
Libya 218	+7
Liechtenstein 41	+7
Lithuania 370	+8
Luxembourg* 352	+7
Macau* 853	+14
Macedonia 389	+7
Madagascar 261	+9
Malawi 265	+8
Malaysia 60	+14
Maldives* 960	+11
Mali Republic* 223	+6
Malta* 356	+7
Marshall Islands 692	+18
Martinique 596	+2
Mauritania* 222	+6
Mauritius* 230	+10
Mayotte Island 269	+9
Mexico 52	0
Micronesia (Federal States of) 691	+17
Moldova 373	+9
Monaco 377	+7
Mongolia 976	+14
Morocco 212	+5
Mozambique 258	+8
Namibia 264	+8
Nauru* 674	+18

	TD
Nepal 977	+11.5
Netherlands 31	+7
Netherlands Antilles 599	+2
New Caledonia* 687	+17
New Zealand 64	+18
Nicaragua 505	0
Niger* 227	+7
Nigeria 234	+7
Niue* 683	-5
Norfolk Island 672	+17.5
Norway 47	+7
Oman* 968	+10
Pakistan 92	+11
Palau* 680	+15
Panama* 507	+1
Papua New Guinea* 675	+16
Paraguay 595	+3
Peru 51	+1
Philippines 63	+14
Poland 48	+7
Portugal 351	+6
Qatar* 974	+9
Reunion Island* 262	+10
Romania 40	+8
Russia 7	+9
Rwanda* 250	+8
St. Pierre & Miquelon* 508	+3
Saipan 670	+16
San Marino 378	+7
San Tome & Principe * 239	+6
Saudi Arabia 966	+9
Senegal* 221	+6
Seychelles Islands* 248	+10
Singapore* 65	+14
Slovakia 421	+7
Slovenia 386	+7

	TD
Solomon Islands* 677	+17
Somalia 252	+9
South Africa 27	+8
Spain 34	+7
Sri Lanka	+11.5
Sudan 249	+8
Suriname* 597	+3
Swaziland 268	+8
Sweden 46	+7
Switzerland 41	+7
Syria 963	+9
Taiwan 886	+14
Tajikistan 7	+12
Tanzania 255	+9
Thailand 66	+13
Togo* 228	+6
Tonga Islands* 676	+19
Tunisia 216	+7
Turkey 90	+9
Turkmenistan 993	+11
Tuvalu 688	-6
Uganda 256	+9
Ukraine 380	+9
United Arab Emirates 971	+10
United Kingdom 44	+6
Uruguay 598	+3
Uzbekistan 998	+12
Vanuatu 678	-5
Vatican City 39	+7
Venezuela 58	+2
Vietnam 84	+13
Wallis & Futuna Islands 681	+18
Western Samoa 685	-5
Yemen 967	+9
Yugoslavia 381	+7
Zambia 260	+8
Zimbabwe 263	+8

* City Code not required

Do Not Call List

National Do Not Call Registry

The Do Not Call (DNC) Registry allows you to register your landline and cell phone number in one central database to limit the telemarketing calls you receive. You can register your phone number online at www.donotcall.gov or by calling 1.888.382.1222 or (TTY 1.866.290.4236). If you register by phone, you must call from the phone number you wish to register. Registrations on the National Do Not Call Registry do not expire, unless you choose to remove it, or the phone number is permanently disconnected and reassigned to a new customer. Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008.

Due to lag time, telemarketers (not exempt) from the DNC Registry have up to 31 days from the date you register to stop calling you. The Do Not Call Law is enforced by the FTC and FCC. To report a violation, go to www.donotcall.gov and click on "File a complaint." EXCEPTIONS: The DNC Registry will not stop all tele-marketers from calling you. Calls from or on behalf of political organizations, charities, and telephone surveyors are exempt. Companies with which you have an existing business relationship may still call you (unless you ask them to place your number on their own do-not-call list).

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

Illinois law adopts the National Do Not Call Registry, giving consumers the benefit of being included in both state and national registries with the convenience of free one-step enrollment. Consumers may register their residential telephone number, including wireless numbers, on the national Do Not Call Registry at no cost by telephone or on the Internet. Inclusion of your telephone number on the national Do Not Call Registry will be effective 31 days following your registration.

On the Internet: www.donotcall.gov
Call toll-free: 1.888.382.1222
For TTY, call 1.866.290.4236
You must call from the phone number you wish to register.

Special Assistance Programs

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).

About Your Phone Bill

Paying Your Bill

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

E-Billing

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

One-Time Online Bill Payment Option

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

By Phone

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

By Mail

If you choose to receive your monthly invoice through the US Mail, a return envelope is provided. Please allow 5 business days for your payment to reach us. Please include the payment stub and make check or money order payable to CCI. Write your Consolidated account number on the payment. If you do not have your payment stub, please address your payment to:

Consolidated Communications
PO Box 66523
St. Louis, MO 63166-6523

Late Fees

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

Returned/Insufficient Check Fee*

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

About Your Phone Bill

Important Information About Your Bill

Need help understanding your bill? Below is a guide that walks you through it. If you have any questions, please call our customer service representatives toll-free at: 1.844.968.7224

Consolidated communications

P.O. Box 7001 Mattoon, IL 61938

Address Service Requested

Check Here for Direct Pay ☐ (see reverse for details)

Remittance Information

Account Number:	217-555-1234/0
Billing Date	08/21/26
Due Date:	**09/14/26**
Amount Due:	**$ 86.01**
Total Amount Enclosed:	**Direct Pay - Thank You!**

Make checks payable to CCI.

JOE SAMPLE
123 ANYWHERE
SHELBYVILLE, IL 62565

CONSOLIDATED COMMUNICATIONS
P.O. BOX 66523
ST. LOUIS, MO 63166-6523

01217234361906022100002124 10

1

Remittance Slip
To be returned with your payment.

Please detach and return above portion with your payment.

Consolidated communications

Invoice Information

Account Number:		217-555-1234/0 4466
Billing Date:		08/21/26
Due Date:		09/14/26
Amount Due:		**$ 86.01**

Account Summary

Past Charges and Credits		
Previous Bill		$ 85.10
Payment Received	08/08/26	85.10
Adjustments		0.00
Balance Before New Charges		**$ 0.00**
New Consolidated Charges		
Monthly Charges		$ 46.25
Nonrecurring and Prorated Charges		30.42
Toll Charges		9.34
Taxes and Surcharges		
Total New Consolidated Charges		**$ 86.01**
Other Carrier Charges		
Toll Charges		
Taxes and Surcharges		
Total Other Carrier Charges		**$**
Total Amount Due		**$ 86.01**

***** Direct Pay - Do Not Remit *****

2

Bill Summary
This section shows everything you are being charged. The pages that follow show the details.

Important Messages
Get important information about your service and current promotional offers.

4

If a late fee was charged to your account, it will be included in the "New Consolidated Charges" section.

5

IntraLATA Carrier: NOT DESIGNATED [2]
InterLATA Carrier: CONSOLIDATED COMMUNICATIONS [2]

Consumer Information Summary

[1] Prevent Disconnect [2] LD Provider Change
For more information, please see page 2.

To avoid a late payment charge, payment must be received by September 23, 2026. Please allow five days if paying by mail.
For phone payment, call 866-240-8889

Page 1

Important information and contact numbers.

3

For questions contact:

Customer Service	1-844-968-7224
Repair Service	1-844-968-7224
Buried Cable Information	811
www.consolidated.com	

CUSTOMER GUIDE

About Your Phone Bill

If You Can't Pay Your Bill On Time

When you regularly pay your phone bill by the due date printed on the bill, you maintain good credit with us. Good credit entitles you to establish new service or add extra service without paying a deposit.

If you cannot pay your bill on time, call your Consolidated Communications Customer Service Representative and explain why. We may be able to help you. Otherwise, your phone service may be disconnected. To get service reconnected, you may have to pay all charges billed for service and an additional payment or security deposit for reconnecting your service. You are not charged for the first time you have service restored during a calendar year.

Help us provide you with continuous service by paying on time or telling us why you can't.

Customer Credit Notification

The law obligates all telecommunication carriers to provide installation and repair in a timely manner. Credits or other remedies may be available for delays in repair, installation or missed appointments.

These requirements include:

- Installing basic local exchange service within 5 business days after receipt of a complete order from a customer. If a customer requests an instal lation date that is beyond 5 business days, service must be installed by the customer-requested date.
- Restoring basic local exchange service within 24 hours of receiving proper notice that a customer's telephone service is out of service.
- Keeping all repair and installation appointments for basic local exchange service when the company informs the customer that a premise visit requires the customer to be present for the appointment, unless the telephone company provides 24 hours notice of its inability to keep the appointment.

If a delay in repair, installation or missed appointment occurs, credits will be automatically calculated and applied to the next month's bill*. Credits are identified on bill as "Service Quality Credit" or "S.Q. Credit." Credits are subject to certain limitations and exclusions.

Customers may not be entitled to a credit when:

- An emergency situation arises.
- A customer's willful or negligent act prevents the company from providing service.
- A customer's inside wiring or telephone equipment malfunctions.
- The customer misses an appointment or re quests a later appointment.
- The company is unable to gain access to the customer's premises due to the customer missing an appointment.
- A customer violates one or more Commission rules and is refused service by the carrier.
- The company is lacking facilities at the service location.

* These requirements are based on 83 Illinois Administrative Code 732. They are subject to change by the Illinois Commerce Commission.

Credit Calculations

In the event an automatic credit is required for out-of-service repairs, the credit calculation is based on:

Basic Service Repair	Credit (taxes not included)
24-48 Hours	$5.00 credit
48-72 Hours	33% of one month's recurring charges
72-96 Hours	67% of one month's recurring charges
96-120 Hours	100% of one month's recurring charges
Over 120 Hours	alternative telephone service or $20 per day (at the customer's option)

For installation, the calculation of the automatic credit is based on:

Basic Service Installation	Credit Amount (taxes not included)
After 5 business days but less than 10 business days**	50% installations charges
More than 10 business days	100% installation charges alternative telephone service $20 per day (at the customer's option)

** The different scenarios are applicable in the calculation of the credit. Installation credits vary for LinkUp customers.

If the local exchange telephone company misses an appointment without providing 24-hour notice to the customer an automatic credit of $50 will be issued.

If you have any questions about these service quality requirements, please call us at 1.844.968.7224.

Your Rights As A Customer

Consumer Information

Although the phone is a wonderful communication tool, it sometimes can be abused. We think it's important for all our customers to be aware of their rights and responsibilities under the law.

Fraudulent Calls

It's illegal for another person to charge long distance calls to your number or your calling card without your permission. At Consolidated Communications, we take this very seriously. A Consolidated Communications fraud control team continually identifies, evaluates and implements fraud prevention measures to protect you. It is against state laws to defraud or attempt to defraud the phone company of its lawful charges. If convicted, violators are subject to imprisonment and/or a fine. Consolidated Communications is committed to preventing telecommunications fraud before it happens.

How To Prevent Phone Fraud When At Home...

- Never accept third-party or collect calls that are suspicious or from someone you do not know. When you accept, you have agreed to pay for the charges.
- Telephone companies or law enforcement officials will never ask customers to accept collect or third-party charges as part of an investigation. The only time a telephone company representative will request specific billing information is if you make a call through an operator.
- Restrict third-number or collect calls from being made to your home. Consolidated Communica tions offers this service at no charge to the con sumer, thus preventing fraudulent calls from being billed to your line.
- If you do not make international calls or calls to the 809 area code, ask if a block is available for your exchange.

How To Prevent Phone Fraud In Your Car...

- Remove the handset and antenna from the car when it's not in use. This will help avoid the unwanted attention of criminals.
- Protect your Electronic Serial Number. Never give your ESN number to anyone. And don't put your subscriber agreement in an unsafe place, such as the glove compartment.
- Never let anyone else use your phone unless you are present. If someone wants to use your phone, offer to dial the number for them. Fraud criminals easily can access the codes stored in your phone.
- Have service performed only at reputable locations. If you need service, take your phone only to an authorized distributor of your cellular service.
- If your phone is stolen, call your local police and cellular carrier immediately. The sooner you do, the less likely your phone will be used fraudulently.

Don't Get Slammed

Some long distance carriers are engaging in the practice commonly known as "slamming" – switching consumers' long distance service without their knowledge or consent. This is an illegal practice and can be prevented. While Consolidated Communications may be able to help resolve the problem after it happens, we would rather protect you BEFORE it happens. If you would like to prevent your long distance service from being "slammed," you can do so at no charge by calling 1.844.968.7224 to ask for a PIC freeze.

Internet Usage

The Internet is one of the newest targets for fraudsters. Due to the rapid growth in this industry, increased consumer awareness is critical. If you are an Internet user, help protect yourself by following these tips:

- Use extreme caution when giving out financial or personal information such as credit card numbers, bank accounts and Social Security Numbers – and make sure the site is secure.
- Conduct business with companies you know and trust.
- Look carefully at information about products or services being offered. Ask for more information if needed. Always read the fine print.
- Check out the company's reputation. The Better Business Bureau is one agency that can help you.
- Use caution when downloading programs or services. This is a potential avenue for viruses.
- Ensure a local access number to avoid toll charges.

Protecting Your Privacy - CPNI Notice

In providing service to you Consolidated Communications collects information about your calling patterns and about the particular services you receive from us. This information may include the quantity, technical configuration, type, destination, location, and amount of use of the telecommunications services that you purchase. Information of this sort is known as Customer Proprietary Network Information, or CPNI. Protecting the privacy of your service and usage records is your right and our duty under state and federal law. We will not share your information outside of Consolidated Communications.

From time to time, we would like to offer you additional products or services that may be of interest to you and would like to share some of your CPNI across the Consolidated family of companies for marketing purposes and to offer these additional products or services to you. We are required to inform you that you can direct us not to use information about the services you have purchased from Consolidated Communications. If you do not want

Your Rights As A Customer

us to use any of your service and usage information to offer you products and services, call your Consolidated Communications Customer Service Representative at 1.844.968.7224.

There is no charge for choosing to restrict the use of your information, and you may restrict it at any time. If you do not restrict our use of your customer information, we can use your customer information to offer you products and services that you may find valuable based on your existing services. Restricting your information will not affect the products and services you currently receive from Consolidated Communications and may not eliminate all marketing contacts. Even if you restrict use of your information, it may be used to market services to you when you call us. Your election is valid until you affirmatively revoke or limit it.

900 Numbers

900 numbers are not free. When calling a 900 number, you will be charged either a flat rate or a per-minute charge that could range from $0.50 to several dollars per minute. The amount you are charged is determined by the provider of the 900 service.

If you think you've been incorrectly billed for a 900 call, you have 60 days after receiving a bill to request an investigation of the charges. During the investigation, you have the right to withhold payment for the disputed charges. No collection activity will be brought against you for those charges during this period. (If the charges are found to be legitimate, the long distance carrier or information provider may start a collection process against you).

Your local and long distance service cannot be disconnected if you fail to pay 900 charges. Your long distance company may block your access to 900 numbers if you do not pay legitimate charges. You should not be billed for 900 pay-per-call services that do not comply with federal laws and regulations. In most exchanges, you can ask Consolidated Communications to block access to 900 numbers from your phone. With 900 number blocking, no one will be able to call a 900 number from your home or business phone. Your long distance service will not be affected, and you will still be able to call toll-free numbers.

Identity Theft

What is identity theft and how does it occur? Identity thieves steal personal information with the intent to commit an unlawful act. Identity theft often occurs without victims being aware of the illegal activity until they review a credit report and find errors, make a major purchase such as a car or are contacted by a collections agency for payment of debts of which the victim has no knowledge.

Thieves may go through trash looking for personal data such as pre-approved credit card applications, old bank statements or other personal data. Therefore, it is a good idea to shred any documents containing personal information before they are discarded. If your mail is delivered to a place where others have access to it, thieves may intercept it. Because identity theft commonly includes misuse of a Social Security Number (SSN), it is a good idea to ask that an alternative source of identification be used when your SSN is requested.

Put simply, it is important to be careful when you share any kind of personal information on the phone, in person, on paper or over the Internet.

If you become a victim of identity theft, contact the Federal Trade Commission at 1.877.ID.THEFT (1.877.438.4338) to place a nationwide alert on all of your accounts. Next, notify the financial institutions where your accounts may have been tampered with. Closing of these accounts may be required. Place a watch on all checks coming through your account to ensure only checks you wrote are paid. Change your ATM card and PIN number. You may want to contact Telecheck, a nationwide company capable of sending an alert to all merchants not to accept any checks from your account until the fraud case is resolved. In addition, contact all of your credit card companies.

Follow up all of your phone calls with a letter. The letter clearly should identify any items in your statement(s) that you dispute. Explain in detail why the information is disputed and request deletion or correction. Enclose a copy of the police report you filed as well.

Prevention Tips

To review, it is always advisable to limit the amount of personally identifying information you reveal to anyone. Pay attention to your billing cycles and follow up with creditors if your bills do not arrive on time. Guard your mail. Deposit all outgoing mail at the post office or a collection box. Shred all credit card applications and other documents containing personal information. If possible, place passwords on all of your financial accounts. Do not share these passwords with anyone. Do not carry your Social Security card in your purse or wallet or place your SSN on your checks. Check your credit report annually with each of the major credit bureaus to ensure your report is accurate. Report all lost or stolen bankcards and credit cards immediately to your financial institutions. Carry only the cards and identification you need.

Harassing Calls

Illinois law defines harassment by telephone as the use of telephone communication for any of the following purposes:

- Making lewd or indecent comments or requests with intent to offend.
- Making one or repeated telephone calls, whether or not conversation occurs, with intent to abuse, threaten, or harass.

Your Rights As A Customer

- Causing the telephone of another to ring repeatedly with intent to harass.
- Knowingly allowing any telephone under one's control to be used for any of the above.

If you receive obscene, harassing or threatening calls:

- Hang up if caller uses obscene language or doesn't say anything the second time you say hello.
- Don't give out information like your name or address until you find out who is calling.
- Tell your children and guests not to give out any information to strangers. If you're not home, they should say, "They can't come to the phone right now. May I take a message?"
- If the calls persist, call your Consolidated Communications Customer Service Representative at 1.844.968.7224.

Caller ID Block

As a Consolidated Communications customer, you can determine on a call-by-call basis whether or not someone with Caller ID sees your number or name. If you do not want your number delivered, simply dial *67 (or dial 1167 from a rotary phone) before dialing the number. Once you hang up, your number again will be delivered to those with Caller ID service until you dial *67 again before a specific number.

Caller ID Block automatically is provided free of charge to Consolidated Communications customers where Caller ID services are available. Note: It is possible that when you call toll free numbers, your number still will be displayed. When dialing 911, emergency calls, your number ALWAYS will be displayed.

Unlawful Wiretapping

Wiretapping or any interception of a phone call without prior consent is a crime under both federal and state laws. Federal law requires consent of one of the persons involved in the call, and Illinois law requires the consent of everyone involved. Properly authorized federal agents may intercept a call without consent only with an appropriate court order. Penalties for illegal wiretapping can be imprisonment and/or a fine.

Recording Phone Conversations

It's against both federal and state regulations to record a phone conversation without the other person's knowledge. Recording of two-way conversations must feature a warning "beep" tone at 15-second intervals. If you hear this tone and don't want a record of what you're saying, ask the person you've been talking with to disconnect the recording machine. If you wish to record a conversation, your recording equipment must have a "beep" tone and meet registration requirements of the FCC. Use of a recorder without the "beep" tones is permitted only in the case of emergency by fire, police and other emergency-service agencies.

Phone Receiver Off The Hook

At times, you may not wish to receive incoming calls. Please don't leave the receiver off the hook, because this unnecessarily congests the switching equipment. In some cases, we may have to disconnect your line to avoid overloading the equipment. When this happens, your phone will not work until it is reconnected in our switching office. If your phone is equipped with a jack, simply unplug it instead.

Consolidated Communications Employee Identification Cards

For your protection, any employee who visits customer premises carries an official identification card showing his or her name and photograph. If you have the slightest doubt about anyone who says they're "from the telephone company," ask to see their identification card.

Telephone Safety

The telephone is one of the safest appliances in your home or office. There are, however, a few situations where a telephone user needs to be cautious.

Using A Phone Near Water

The telephone should not be used while you are in a bathtub, shower or pool. Immersion of the telephone or handset in water could cause an electrical shock.

Using A Phone During Electrical Storms

Only make calls of an urgent nature, and keep them brief. Although our telephone systems uses protective measures to limit abnormal electrical surges from entering your home, there is a remote risk of a dangerous electrical shock from lightning when using the telephone during a nearby electrical storm.

To Report A Gas Leak

If you think you've found a gas leak, you shouldn't use a phone in the vicinity of the leak until the leak is repaired. The telephone contains electrical contacts that could generate a tiny spark when you lift the handset and dial. While unlikely, it may be possible for this spark to trigger an explosion if the gas concentration is high enough.

Your Rights As A Customer

Attachments

Attachments connected to Consolidated Communications lines must be in compliance with company tariffs and FCC regulations.

About Your Phone Number

Your telephone number is the property of Consolidated Communications. We may change your number if it becomes necessary in order to provide improved service to the community. If you do business with a telecommunications company that has arranged for Consolidated Communications to do its billing, we are required to share your name, address and telephone number (including non-published numbers) with that company. They may use the information only for accounting and billing purposes.

Stopping Phone Service When You're Out Of Town

If you wish to stop your telephone service, call your customer service representative. There is no charge for disconnection, and charges to your bill can be stopped the day you call. As an alternative, for an additional charge you can have your telephone service temporarily suspended (for example, when you're going on vacation). Service can be restored on short notice when you return.

If You Have A Complaint

If you have a complaint about any aspect of service you receive from Consolidated Communications, call your customer service representative at 1.844.968.7224. He or she will answer your questions and make every effort to resolve your problems.

If you are not satisfied with the help you receive from a customer service representative, ask for a manager. If your complaint is about credit, billing, deposits or termination of service, you can set up a personal meeting with a Consolidated Communications representative whose job it is to resolve those disputes.

If you don't resolve the dispute with the representative, you can file an informal complaint with the Illinois Commerce Commission. The ICC is the state agency that regulates Consolidated Communications and other public utilities in the state. The address and phone number is:

Consumer Services Division
Illinois Commerce Commission
527 East Capital Ave. • Springfield, IL 62701
1.800.524.0795
1.800.858.9277 TTY (hearing-impaired)
https://www.icc.illinois.gov/complaints/public-utility

Directory Assistance

We're happy to provide you with any information you might need. There will be a charge* for each Directory Assistance call. Charges may vary.

* To verify rates call CCCS customer service toll-free at 1-844-496-1617.

When calling from the Consolidated Communications Service Area:

- For Numbers Nationwide Call 411
- For '800' Numbers Call 1.800.555.1212
- For Customers with TTY Units Call 1.800.855.4000

Here are some tips to help you save on directory assistance charges:

- Write down numbers you call frequently.
- Ask for two numbers at the same time. Information will give the second number at no extra charge.
- Give full names, accurate spellings and exact addresses to be sure you get the right number the first time.
- Use your Consolidated Communications Yellow Pages if you have trouble finding the number in the White Pages.

Telephone Directory

Please take a minute and check this directory to make sure your listing is correct. Although we try to make sure all customers are properly listed, sometimes errors or omissions do happen. If your listing is incorrect, please report it to a Consolidated Communications Customer Service Representative.

As part of your telephone service, you receive Consolidated Communications Phone Book and a directory listing. Two people with the same last name and phone number may be listed together at no extra charge.

Additional residential listings for family members or those who share a telephone but want separate listings are available for an additional monthly charge.

If you'd prefer not to have your telephone number listed in the Phone Book and not be available through Directory Assistance, you will be charged 80¢ per month. Or, you can choose to have your number listed with Directory Assistance but not in the Phone Book, for an additional monthly charge.

Directory Accuracy

We make every effort to have listings absolutely correct.

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

Our company and the publishers of this directory are not liable for damages arising from errors or omissions in listings.

The liability in the case of paid listings shall not exceed the charge for such listings during the life of this directory.

Your Community Shelbyville

These Community Information Pages are filled with information and phone numbers for Shelbyville and the surrounding communities. They are designed for your convenience to find frequently used sources of public service, education, recreation and entertainment.

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Newcomer's Guide

CHAMBER OF COMMERCE

Shelbyville Chamber of Commerce
143 E. Main St..... 217-774-2221

CITY OFFICES

Shelbyville City Hall
170 E. Main St..... 217-774-5531

Mayor's Office
170 E. Main St..... 217-774-5531

ELECTRIC SERVICE

Ameren Illinois.... 800-755-5000

Locating Underground Lines
Call J.U.L.I.E. 811

Shelby Electric Co-op
N. Rt. 128
Shelbyville.....217-774-3986



HOSPITALS

Pana Community Hospital
101 E. 9th St.
Pana.....217-562-2131

St. Anthony's Memorial Hospital
503 N. Maple St.
Effingham.....217-342-2121

HOSPITALS (cont.)

St. Mary's Hospital
1800 E. Lake Shore Dr.
Decatur.....217-464-2966

Sarah Bush Lincoln Health System
1000 Health Center Dr.
Mattoon.....217-258-2525

HSHS Good Shepherd Hospital
200 S. Cedar St.
Shelbyville
Hospital 217-774-3961

Family Health Care
Center.....217-774-4400

Home Health 217-774-4499

Specialty Clinic 217-774-3886

Shelby Home
Equipment 217-774-2424



LIBRARIES

Shelbyville Public Library
154 N. Broadway
Shelbyville.....217-774-4432

LICENSE/ REGISTRATION

Drivers License Information
444 S. Willow St.
Effingham..... 217-347-7728

2020 Charleston Ave.
Mattoon.....217-234-4040

LICENSE/ REGISTRATION (cont.)

311 N. Cedar St.
Shelbyville..... 217-774-2941

1400 E. Park St.
Taylorville.....217-824-3006



NATURAL GAS

Ameren Illinois.... 800-755-5000

Locating Underground Lines
Call J.U.L.I.E. 811

Nicor Gas
www.nicor.com
Emergencies & Customer
Service.....888 Nicor4U
(888-642-6748)

Hearing Impaired
(TDD Only) 800-942-9727

J.U.L.I.E. 811
(Call before you dig: underground locating)

Builders First.....800-730-6114
(Builder information for new construction)

POST OFFICES

Information obtained from United States Postal Service Website
www.usps.com

100 E. Elm St.
Cowden.....217-783-2422

POST OFFICES (cont.)

215 E. South 2nd St.
Findlay.....217-756-8510

200 S. Morgan St.
Shelbyville.....217-774-3212

101 W. Main St.
Stewardson.....217-682-3833

106 Commercial St.
Strasburg..... 217-644-2616

105 S. Michigan St.
Tower Hill..... 217-567-3522

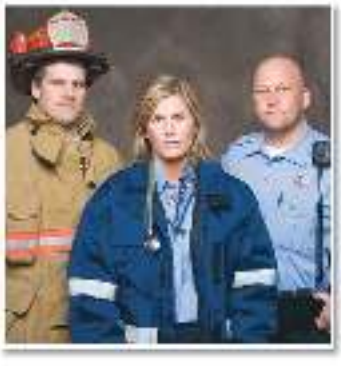


PUBLIC SAFETY

Shelbyville Fire Department
W. Rt. 16 911
Non-Emergency 217-774-2121
All Other Calls 217-774-3433

Police Department
123 S. Broadway 911
All Other Calls 217-774-2141

Shelby County Sheriff..... 217-774-3941



SCHOOLS

Shelbyville Community Unit School District 4
Administration Office
720 W. Main St.
Shelbyville..... 217-774-4626

Stewardson-Strasburg Community Unit School District 5A
Superintendent of Schools
S. Rt. 32
Strasburg.....217-682-3355

Trinity Lutheran School
318 E. South 1st St.
Stewardson..... 217-682-3881



TELEPHONE SERVICE

Consolidated Communications Customer Service.... 844-968-7224

Repair Customer Service 844-968-7224
TTY Users (Hearing Impaired).... 800-838-7611

Internet Customer Service..... 844-968-7224

Internet Technical Support..... 844-968-7224

TELEPHONE SERVICE (cont.)

Consolidated Conferencing..... 844-968-7224

Corporate Office
2116 S. 17th St.
Mattoon..... 217-235-3311

Location of Buried Cable
Call J.U.L.I.E. 811



WATER SERVICE

Shelbyville Water Department
170 E. Main St.
Call.....217-774-5131
Or Call 217-774-5113

Community Services

ABUSE/VICTIMS' SERVICES

Alcoholics Anonymous .....800-662-HELP ..... (800-662-4357)

Child Abuse Hotline (Illinois Department of Children & Family Services) ...800-252-2873

Elderly Abuse & Neglect 800-252-8966

National Child Abuse Hotline 800-422-4453
TDD..... 800-222-4453

Sexual Assault Counseling & Information Services 217-348-5033

CHILDREN/YOUTH SERVICES

Child and Family Connection 800-758-2705

Farm Safety 4 Just Kids.....888-257-3529
www.progressiveag.org

Illinois Department of Children and Family Services Counties
Clay, Effingham.... 800-232-3798
Edwards, Wabash, Richland 618-393-2979
Wayne 800-232-3798

Thursday's Child National Call Center For At-Risk Youth
Call..... 800-872-5437
Assistance to teens and young adults in danger, suicide, eating disorder, sexual assault or missing



COUNSELING SERVICES

CDC National AIDS Hotline 800-342-2437
TTY/TDD 800-243-7889

Child Find of America To Locate Missing Children
Call..... 800-426-5678

Parental Abduction Mediation 800-292-9688

National Center for Missing & Exploited Children
Call..... 800-843-5678

National Center for Victims of Crime 800-394-2255
TTY/TDD 800-211-7996

National Runaway Switchboard.....800-621-4000

EMERGENCY ASSISTANCE/ CRISIS INTERVENTION

Pregnancy Crisis Center 217-774-4874

FAMILY SERVICES

Habitat for Humanity in Shelby County.....217-774-4541

HEALTH SERVICES

American Cancer Society..... 800-227-2345

American Kidney Foundation.....800-622-9010

American Kidney Fund 800-638-8299

American Social Health Association (Health, Education, STD Prevention)
Call..... 800-230-6039
Or..... 919-361-8400

HEALTH SERVICES (cont.)

Community Health Charities..... 800-654-0845

Sinnissippi Centers, Inc. 800-242-7642



HOT LINES/HELP LINES

Alzheimer's Disease Hotline 800-272-3900

Consumer Fraud Hotlines
Chicago 800-386-5438
TTY.....800-964-3013
Springfield.....800-243-0618
TTY.....877-844-5461
Carbondale..... 800-243-0607
TTY.....877-785-9339

Consumer Product Safety Hotline 800-638-2772
TTY..... 800-638-8270

Girls and Boys Town National Hotline 800-448-3000

Hearing Aid Helpline 800-521-5247

National Child Abuse Hotline 800-422-4453
TDD..... 800-222-4453

National Arthritis Foundation Hotline 800-283-7800

Community Services

HOT LINES/HELP LINES (cont.)

National Domestic Violence Hotline 800-799-7233
TDD.....800-787-3224

National Immunization Information Hotline
Call..... 800-232-2522

National STD Hotline 800-227-8922

Poison Control Center (Voice/TTY/TDD)
Call.....800-222-1222

Federal Do Not Call List 888-382-1222

Sexual Assault Counseling & Information Services 888-345-2846



INFORMATION & REFERRAL SERVICES

American Cancer Society..... 800-227-2345

American Council of the Blind 800-424-8666

Cancer Information Services..... 800-422-6237

Medicare Information .....Medicare.gov

National Pesticide Information Center..... 800-858-7378

Shelby County U of I Extension Office.....217-774-9546

MENTAL HEALTH & DISABILITIES

Shelby County Community Services, Inc. 217-774-5587
24-Hour Crisis Line...217-774-2113

SELF HELP/SUPPORT GROUPS

AL-Anon Family Groups..... 800-344-2666

TOPS Club, Inc......800-932-8677

SENIOR CITIZENS' SERVICES

AARP.....800-424-3410

Eldercare Locator...800-677-1116

Medicare Information 800-633-4227

Social Security Administration..... 800-772-1213
TTY.....800-325-0778
1207 Network Centre Dr.
Effingham.....888-397-4543
TTY.....217-342-4745



SOCIAL & HUMAN SERVICES

ACTHA-(Association of Condominium, Townhouses & Homeowners Associations)..... 312-987-1906

Better Business Bureau of Chicago & Northern Illinois 312-832-0500

March of Dimes Resource Center..... 888-663-4637

National Fraud Information Center.....800-876-7060
TTY/TDD 202-835-0778

VETERANS' SERVICES

Veterans Affairs 800-827-1000
119 W. State St.
Charleston..... 217-345-2192



COMMUNITY SERVICES

Government Offices - City

COWDEN CITY OF
Municipal Building.....217-783-6326
Water Plant.....217-783-2331

FINDLAY VILLAGE OF
Village Office
103 E. South 2nd St. ... 217-756-8997

OKAW TOWNSHIP OF
Township Building
102 W. South 2nd St.....217-756-8290

PRAIRIE TOWNSHIP OF
Township Building
RR 1 Box 55 217-682-3220

PRAIRIETON TOWNSHIP OF
Township Shed
RR 1 Moweaqua 217-768-4759

RIDGE TOWNSHIP OF
Town Hall 217-738-2396

ROSE TOWNSHIP OF
Township Building
RR 3 217-774-3115

SHELBYVILLE CITY OF
City Clerk
170 E. Main St..... 217-774-5531
City Hall
170 E. Main St..... 217-774-5531
City Sewage Disposal Plant
S. Hickory St. 217-774-2712

SHELBYVILLE CITY OF (cont.)
Fire Department
W. Rt. 16
Emergency..... 911
Non-Emergency..... 217-774-2121
All Other Calls..... 217-774-3433
Forest Park
NE 9th St. 217-774-3113
Glenwood Cemetery
308 E. North 6th St. 217-774-3514
Mayor's Office
170 E. Main St.....217-774-5531
Police Department
120 S. Morgan St.
Emergency..... 911
Non-Emergency..... 217-774-2141
Public Library
154 N. Broadway 217-774-4432
Street Department
S. Hickory St. 217-774-2341
Swimming Pool
NE 9th St. at
Forest Park..... 217-774-4343
Water Department
170 E. Main St..... 217-774-5131
Or Call 217-774-5113
Shop
1120 W. South 8th St.
..... 217-774-2621

SHELBYVILLE TOWNSHIP OF
212 E. South 1st St.
Main Number.....217-774-3712
Road Commissioner
212 E. South 1st St. 217-774-3712
Road District.....217-774-4411
Supervisor
212 E. South 1st St. 217-774-3712
Town Clerk
212 E. South 1st St. 217-774-3712

STEWARDSON CITY OF
Fire Department..... 217-682-3341
Water & Sewer Department
W. South 4th St. 217-682-5710

STRASBURG VILLAGE OF
Fire Protection District.....217-644-3121
Utilities Department
105 E. Commercial St....217-644-3007
Village Hall.....217-644-3007
Fax Line.....217-644-3005

TOWER HILL CITY OF
City Hall.....217-567-3521
Fax Line.....217-567-3523
Fire District Office..... 217-567-3538
Fire Protection District.....217-567-3531



Government Offices - County

SHELBY COUNTY OF

Courthouse-301 E. Main St.
Shelbyville

Animal Control
Courthouse
Basement 217-774-4932

Board Of Review
Courthouse
Basement 217-774-5579

Circuit Clerk
Courthouse
2nd Flr 217-774-4212
Fax Line.....217-774-4109

Circuit Judge
Courthouse
Main Flr 217-774-3622

County Clerk & Recorder
Courthouse
Main Flr 217-774-4421
Or Call.....217-774-5220

SHELBY COUNTY OF (cont.)

Health Department
1700 W. South 3rd St.
Call 217-774-9555

Healthy Moms Healthy Kids
1700 W. South 3rd St.
Call.....217-774-9555

WIC Program
1810 W. South 3rd St.
Call.....217-774-5812

Highway Garage
218 N. Cedar St..... 217-774-2721

Housing Authority
414 S. Morgan St. 217-774-2167

Jail
151 N. Morgan St..... 217-774-3941

Probation Office
Courthouse
Basement Rm 5 217-774-2412

Public Defender
Courthouse
Basement Rm 4 217-774-9539

SHELBY COUNTY OF (cont.)

Retired Senior Volunteers
Courthouse 217-774-4513

Shelby County Coroner
2552 E 1650 North Rd.
Call 217-459-2800

Sheriff
151 N. Morgan St..... 217-774-3941

State's Attorney
Courthouse
2nd Flr 217-774-5511

Superintendent Of Highways
Courthouse 217-774-2721

Supervisor Of Assessments
Courthouse
Main Flr 217-774-5579

Treasurer & Collector
Courthouse
Main Flr 217-774-3841



Government Offices - State

ILLINOIS STATE OF

Attorney General.....800-243-0607
Claims Support
Enforcement 800-243-0607
Local Office
401 W. Industrial Ave.
Effingham..... 217-347-5414

Consumer Fraud Hotlines
Chicago..... 800-386-5438
TTY.....800-964-3013
Springfield.....800-243-0618
TTY.....877-844-5461
Carbondale 800-243-0607
TTY.....877-675-9339

Crime Victims Assistance Line
Voice/TTY 800-228-3368
Or Call 312-814-2581

Environmental Crime Hotline..... 888-288-9436

Health Care Hotline.....877-305-5145

Senior Citizens Consumer Fraud Helpline..... 800-243-5377

Sex Offender Registration Team (ISORT) Hotline.....888-41-ISORT ..... (888-414-7678)

Veterans Helpline...800-382-3000

Children & Family Services Department Of
Chicago Central Office
100 Randolph St..... 312-814-6800
Springfield Headquarters
406 E. Monroe St. 217-782-4000
825 18th St.
Charleston.....217-348-7661
TDD 217-348-7683
401 W. Industrial Ave.
Effingham.....217-347-5561
TDD 217-342-2940
115 W. Bidwell St.
Taylorville..... 217-824-9649
TDD 217-824-3054
Hotlines (DCFS)
Adoption Hotline... 800-572-2390
Advocacy Office For Children & Families 800-232-3798
Child Abuse Hotline.... 800-25-ABUSE (22873)

Children & Family Services Department Of (cont.)
Foster Parent Hotline.....800-722-9124
Missing Child Helpline.....866-503-0184
Youth Hotline..... 800-232-3798

CMS Hillsboro State Garage #42
12078 IL Rt. 185.....217-532-6811

Corrections Department Of
General Information.... 217-522-2666
Parole Office..... 217-522-2666
Victims Services..... 217-522-2666
Or 877-776-0755

Drivers License Examining Stations
120 Carlinville Plaza
Carlinville..... 217-854-7086
1010 E St.
Charleston.....217-345-7401
444 S. Willow St.
Effingham.....217-347-7728
2020 Charleston Ave.
Mattoon..... 217-234-4040
2010 School St.
Schram City 217-532-5823
311 N. Cedar St.
Shelbyville.....217-774-2941
1400 E. Park St.
Taylorville..... 217-824-3006

Driver's License Renewal.....866-545-9609
TDD/TTY.....888-261-5238

Emergency Management Agency (IEMA)
Regional Office
Flora 618-662-4474

Employment Security Department Of
Local Offices
116 S. Plum St.
Carlinville..... 217-854-6115
2311 Hoffman Dr.
Effingham.....217-342-4149
305 Richmond Ave. East
Mattoon..... 217-235-2222

Unemployment Insurance
2311 Hoffman Dr.....217-347-7716

Veteran's Employment Representative
2311 Hoffman Dr..... 217-347-5016

Highway Department Adopt-A-Highway Program.....217-557-3224

Highways Division Of
See Transportation Department of

Homeland Security
Public Information 202-282-8000

Human Services Department Of Main Offices
100 S. Grand Ave. East, Springfield
401 S. Clinton St., Chicago
Helpline.....800-843-6154
TTY 800-447-6404
Local Offices
201 McCausland St., Ste. 4
Carlinville.....217-854-3145
1550 Douglas Dr.
Charleston.....217-345-2188
210 E. Fairground Ave.
Hillsboro..... 217-532-3957
Mattoon.....217-235-2188
Christian County Local Office
1100 N. Cheney St., 1st Flr.
Taylorville..... 217-824-3389

Rehabilitation Service
129 N. 15th St.
Mattoon.....217-235-3154

Job Center
2311 Hoffman Dr.
Effingham.....217-342-4149
1100 N. Cheney St.
Taylorville..... 217-824-3389

John A Graham Correctional Center
12078 IL Rt. 185.....217-532-6961

Lincoln Log Cabin State Historic Site
400 S. Lincoln Hwy. Rd.
Lerna..... 217-345-6489

Lottery Department Of Winning Numbers.....800-252-1775

Government Offices - State

National Guard Armory
Company B 2nd Battalion 130th Infantry
1206 W. Temple Ave.
Effingham..... 217-342-6025
Company C 2nd Battalion 130th Infantry
1617 N. Jefferson St.
Litchfield..... 217-324-3755
Company A 634th Brigade Support Battalion
102 Broadway Ave. East
Mattoon..... 217-235-5937

Natural Resources Department Of
1 Natural Resources Way
Springfield..... 217-782-6302

Boat Illinois
Safety Education & Courses..... 800-830-2268

Camping/Boating/Licenses
Beaver Dam State Park..... 217-854-8020
Eagle Creek State Park..... 217-756-8260
Fisheries Division 217-345-2420
Forestry Resources Division..... 217-348-0174
Fox Ridge State Park.....217-345-6416
Hidden Springs State Forest.....217-644-3091
Natural Heritage Division..... 217-345-2420
Outdoor Illinois Magazine..... 800-720-3249
TTY..... 217-782-9175
Permits..... 217-782-2965
Private Lands Wildlife Habitat Program..... 217-345-2752
Ridge Lake Fishing Information..... 217-345-6490
Shelbyville Wildlife Management Area..... 217-665-3112
Walnut Point State Park..... 217-346-3336
Wildlife Resources Division..... 217-345-2420
Wolf Creek State Park.....217-459-2831

Office Of Executive Inspector General Illinois
32 W. Randolph St. Ste. 1900, Chicago
General Information.....312-814-5600
Hotline For Non-Emergency Violations 866-814-1113
TTY 888-261-2734
607 E. Adams St. 14th Flr.
Springfield..... 217-557-0905

Public Health Department Of
122 S. Michigan Ave.
Chicago 312-814-2793
535 W. Jefferson St.
Springfield.....217-782-4977
Customer Service 217-782-4977
Illinois Only..... 800-782-7860
Out Of State 217-782-7860
TTY..... 800-547-0466
Adoption Registry Hotline.....877-323-5299
AIDS/HIV/STD Hotline..... 800-243-2437
Alzheimer's Program... 217-782-3300
Asbestos and Lead Programs..... 217-782-3517
Bioterrorism Preparedness and Emergency Response....217-558-0560
Governmental Affairs ... 217-782-6187
Hearing Impaired (TTY)..... 800-547-0466
Help Me Grow Hotline..... 800-323-4769
Human Resources Office Of.....217-785-2031
Immunizations Hotline..... 800-526-4372
Mercury Hotline..... 800-424-8802
Nursing Home Hotline..... 800-252-4343
Poison Control..... 217-785-2080
Poison Control Hotline.....800-222-1222
Safe Kids 217-785-2060
Tobacco Prevention and Control 217-782-3300
Women's Health Helpline.....888-522-1282

Revenue
Telephone Assistance For Help With Tax Questions... 800-732-8866
Or..... 217-782-3336

State Board Of Education
100 N. 1st St.
Springfield..... 866-262-6663

State Capitol
214 State House
Springfield..... 217-782-2000

State Police
District 9 Springfield
801 S. 7th St.
Emergency 911
Non-Emergency 217-786-7107

District 10 Pesotum
210 S. US 45
Emergency 911
Non-Emergency 217-265-0050

District 12 Effingham
401 Industrial Ave.
Emergency 911
Non-Emergency 217-347-2711
Investigations..... 217-342-2292
TDD..... 800-255-3323

District 18 Litchfield
102 IL Rt. 16
Emergency 911
Non-Emergency 217-324-4900
Media Line 217-324-5089
Weigh Station I-55..... 217-324-5012
Public Information Office 217-782-6637

State Senator
Miller, Chris
211 S. Cross St.
Robinson 618-546-0044
222-N Stratton Office Building
Springfield 217-558-1040

Bailey, Darren
152 S Church St, PO Box 1
Louisville..... 618-665-4109
M103C Capitol Building
Springfield.....217-782-6674

Government Offices - State

State Senator (cont.)
Rose, Chapin
510 S. Staley Rd., Ste. D
Champaign 217-607-1853
5130 Hickory Point Frontage Rd., Ste. 103
Decatur 217-330-9356
108E State Capitol
Springfield 217-558-1006

Traffic Safety Division Of
3215 Executive Park Dr.
Springfield..... 217-782-4972

Transportation Department Of
2300 S. Dirksen Pkwy.
Springfield..... 217-782-7820
Christian County Depot
908 N. Cheney St.
Taylorville.....217-824-3201

Highway Division Of
Adopt-A-Highway
Progam.....217-557-3224
Highway Maintenance
Coles County
2575 University Dr.
Charleston.....217-345-3301
8640 Old State Rd.
Mattoon..... 217-235-0507
Cumberland County
US 40 W.
Greenup 217-923-3208

Transportation Department Of (cont.)
Effingham County
400 W. Wabash Ave.
Effingham.....217-342-3951
Montgomery County
N. Rt. 66
Litchfield.....217-324-4102
Moultrie County
IL 32 S.
Sullivan.....217-728-7751
Shelby County
W. Rt. 16
Shelbyville.....217-774-3424

Veteran's Affairs Department Of
1550 Douglas Dr.
Charleston.....217-345-2192
101 N. 4th St.
Effingham..... 217-342-8493
1100 N. Cheney St.
Taylorville.....217-287-7474



GOVERNMENT OFFICES-U.S.

Federal Citizen Information Center
http://www.usa.gov
Main Number 800-FED-INFO
..... (800-333-4636)

Adoption
General Information...800-862-3678

Aging, Administration On
http://www.aoa.gov
Eldercare Locator..... 800-677-1116

Agriculture Department Of
http://www.usda.gov
General Information...202-720-2791

USDA Service Centers
Bond County
Greenville.....618-664-3590
Christian County
Taylorville.....217-824-2123
Coles County
Charleston.....217-345-3901
Effingham County
Effingham..... 217-347-7107
Fayette County
Vandalia.....618-283-2311
Jersey County
Jerseyville.....618-498-6836
Macoupin County
Carlinville 217-854-2626
Madison County
Edwardsville.....618-656-7300
Montgomery County
Hillsboro.....217-532-3361
Morgan County
Jacksonville.....217-243-1535
Sangamon County
Springfield.....217-241-6635
Shelby County
Shelbyville.....217-774-5561

Aids And Sexually Transmitted Disease Information
General Information...800-232-4636

Air Force, Department Of
Recruiting - see listing under Recruiting

Alcohol And Drug Treatment Referrals
General Information.... 800-662-HELP
..... (800-662-4357)

Alcohol, Tobacco, Firearms And Explosives, Bureau Of
http://www.atf.gov
Springfield Field Offices
Criminal
Enforcement 217-547-3650
Industry Operations.....217-547-3675
Chicago Field
Division.....312-846-7200
Recruitment And Hiring
Center 202-648-9100
Tips Line 888-ATF-TIPS
..... (888-283-8477)

Army, Department Of
Corps of Engineers
Shelbyville
Reservoir 217-774-3951
Recruiting - see listing under Recruiting

Bureau Of Land Management
http://www.blm.gov

Cancer Information Service, NCI
http://www.cancer.gov
Main Number 800-4-CANCER
..... (800-422-6237)
http://www.smokefree.gov
Smoking Quitline.....877-44U-QUIT
..... (877-448-7848)

Centers For Disease Control And Prevention
http://www.cdc.gov
General Information...404-639-3311
Disease, Safety and Health Risk
Information 800-232-4636

Child Abuse And Neglect
General Information...800-422-4453

Child Health Insurance Program
General Information...877-543-7669

COAST GUARD
Boating Safety Information
http://www.uscgboating.org

Commerce, Department Of
Minority Business Development
Agency
Memphis Business Center
200 Jefferson St.
Memphis, TN.....901-528-1432

Congress
Senators
Duckworth, Tammy
http://www.duckworth.senate.gov
Springfield District
Office 217-528-6124
Washington, DC
Office.....202-224-2854
Durbin, Dick
http://www.durbin.senate.gov
Springfield District
Office 217-492-4062
Washington, DC
Office 202-224-2152
Representative
Miller, Mary
http://marymiller.house.gov
Mahomet District
Office 217-703-6100
Washington, DC
Office 202-225-5271

Consumer Hotlines
Air Travel Consumer Complaints
Airfare, lost luggage, food sales, charter operations....202-366-2220
Auto Safety Hotline
Report safety defects and obtain information on child safety seats, motorcycle helmets, tires and equipment, crash test results, vehicle safety recalls and traffic safety information.... 800-424-9393
Aviation Safety Hotline
Report violations of federal aviation regulations..... 800-255-1111
Hazardous Materials Spills or Pipeline Leaks
National Response Center
24 hours a day 800-424-8802

Consumer Product Safety Commission
http://www.cpsc.gov
Consumer Hotline - call to obtain product safety information, report unsafe products and obtain other agency information...800-638-2772
TTY..... 800-638-8270

Government Offices - U.S.

Courts - Federal
Bankruptcy Court
http://www.ilcb.uscourts.gov
600 E. Monroe St., Rm. 226
Springfield
Clerk's Office..... 217-492-4551
District Court
http://www.ilcd.uscourts.gov
600 E. Monroe St., Rm. 131
Springfield
Clerk's Office.....217-492-4020
Probation and Pretrial Services
600 E. Monroe St., Rm. 108
Springfield.....217-492-4215
Public Defender, Federal
600 E. Adams St., 2nd Flr.
Springfield..... 217-492-5070

Customs And Border Protection
http://www.cbp.gov
Criminal Violations - Drug Smuggling, Illegal Imports/Exports and Counterfeit Merchandise.....800-BE-ALERT
..... (800-232-5378)
General Information ...877-227-5511

Deaf, Hard Of Hearing And Speech Disabled
Federal Relay Service
http://www.gsa.gov/frs
TTY/Voice/ASCII/Spanish
To Initiate Calls..... 800-877-8339

Defense, Department Of
Defense Finance and Accounting Service
Information Line 888-332-7411

Disasters / Emergencies
Geological Survey, US
http://www.usgs.gov

Domestic Violence Hotline
General Information...800-799-7233

Earth Science
http://www.usgs.gov
USGS Science Information and Library Services 888-ASK-USGS
.....(888-275-8747)

Education, Department Of
http://www.ed.gov
General Information.... 800-872-5327
Borrowers Who Owe Defaulted Student Loans..... 800-621-3115

Environment
http://www.usgs.gov
Water, Biology, Geology and Geography 888-ASK-USGS
.....(888-275-8747)

Farm Services
http://www.fsa.usda.gov
See USDA Service Centers listing under Agriculture, Department Of

Federal Communications Commission
http://www.fcc.gov
445 12th St. SW, Washington, DC
Consumer Information Center..... 888-225-5322
Forms Distribution Center.....800-418-3676

Federal Deposit Insurance Corporation
550 17th St. NW
Washington, DC 877-275-3342

Federal Emergency Management Agency - FEMA
National Flood Insurance Program - see listing under Flood

Fish And Wildlife Service
http://www.fws.gov
National Programs Guide
Refuges, endangered species, information for teachers, migratory birds, volunteers, Duck Stamp, fisheries conservation 800-344-9453

Flood
National Flood Insurance Program.....877-336-2627

Food And Drug Administration
General Information and Consumer Complaints..... 888-463-6332

General Services Administration - GSA
http://www.gsa.gov
Regional Administrator, Acting.....312-886-8906
Equal Employment Opportunity 215-446-4906
Freedom of Information Act Officer..... 312-886-4410
Human Resources..... 312-353-4091

General Services Administration - GSA (cont.)
Inspector General
Fraud, Waste and Abuse.....800-424-5210
Office of Investigations 312-353-0836
Public Affairs Officer....312-206-6131
Public Buildings Service 312-353-3308
Regional Counsel, Office of.....312-353-5423
Regional Emergency Coordinator 312-353-1003
Regional Inspector General.....312-353-0500
Small Business Utilization..... 312-886-8194

Geological Survey, US
See USGS listing under Natural Resources

Health And Human Services, Department Of
http://hhs.gov
http://healthfinder.gov
HHS Information.....877-696-6775
Discrimination Complaints..... 800-368-1019
http://hhs.gov/ocr
TTY.....800-537-7697
Inspector General
Fraud, Waste and Abuse.....800-447-8477

Health Care Information For Health Care Professionals And Consumers
Information and Publications.....800-358-9295

Horses
Wild Horse and Burro Adoption..... 866-468-7826

Housing
Housing and Urban Development, Department Of
http://www.hud.gov
Chicago Regional Office
77 W. Jackson Blvd.
Chicago 312-353-6236

Government Offices - U.S.

Housing (cont.)
Housing/FHA
FHA Resource Center for FHA Mortgages and HUD Homes ..... 800-CALLFHA .....(800-225-5342)
TTY..... 877-833-2483
hud@custhelp.com
Housing Discrimination Hotline..... 800-669-9777
Public and Assisted Housing - contact the local Public Housing Authority

Immunizations and Influenza - Flu
General Information...800-232-4636

Indian Programs And Services, American
Indian Affairs, Bureau of
http://www.doi.gov/bureau-indian-affairs.html
Indian Health Service 615-467-1500
http://www.ihs.gov

Interior, Department Of
http://www.doi.gov
The Nation's Principal Conservation Agency Responsible for Most Nationally Owned Public Land and Natural Resources
1849 C St. NW, Washington, DC
General Information and Locator 202-208-3100
Inspector General
Fraud, Waste and Abuse..... 800-424-5081

Internal Revenue Service
http://www.irs.gov
Need a Tax Form..... 800-829-3676
24 Hour/Day Recorded Tax Information..... 800-829-4477
24 Hour/Day Refund Status - Self Serve..... 800-829-4477
Tax Help Line - Individuals..... 800-829-1040
Business/Specialty Tax Line.....800-829-4933
Refund Hotline 800-829-1954
Report Tax Fraud Violations.....800-829-0433
Local Area Office..... 312-292-4912

Internal Revenue Service (cont.)
Taxpayer Advocate Service
http://www.irs.gov/advocate
National Taxpayer Advocate Intake Line 877-777-4778
Local Taxpayer Advocate 312-292-3800

Labor, Department Of
http://www.dol.gov
General Information...866-4USADOL ..... (866-487-2365)
TTY..... 877-889-5627
For Job Training and Employment Information.....877-US2-JOBS .....(877-872-5627)
Fraud, Waste and Abuse.....800-347-3756
Employee Benefits Security Administration-EBSA
Health Benefits, COBRA, Pensions, Retirement Savings.... 866-444-3272
Wage and Hour Division..... 866-4US-WAGE ..... (866-487-9243)

Law Enforcement
See listing under Alcohol, Tobacco, Firearms and Explosives, Bureau of

Maps
USGS Science Information and Library Services..... 888-ASK-USGS .....(888-275-8747)

Marine Corps
Recruiting - see listing under Recruiting

Maternal And Child Health
General Information... 301-443-2170

Medicare
General Information....800-633-4227
Eligibility and Medicare Card Issue or Replacement..... 800-772-1213

Mental Health
General Information...866-615-6464

Mineral Resources
Minerals Management Service
http://www.doi.gov
Office of Surface Mining Reclamation and Enforcement
http://www.osmre.gov
USGS Minerals Information..... 888-ASK-USGS .....(888-275-8747)

National Archives And Records Administration
http://www.archives.gov
Great Lakes Region
7358 S. Pulaski Rd.
Chicago 773-948-9000
Regional Archives ...773-948-9001
General Information Recording..... 866-272-6272

National Health Services Corps
Application Information.....800-221-9393

National Institutes of Health
http://www.nih.gov
9000 Rockville Pike, Bethesda, MD
General Information..... 301-496-4000
Public Information Office..... 301-496-5787

National Labor Relations Board
http://www.nlrb.gov
General Information... 844-762-6572

National Park Service
http://www.nps.gov

National Practitioner Data Bank
Application Information.....800-767-6732

Natural Resources
http://www.usgs.gov
Geological Survey, US... 888-ASK-USGS .....(888-275-8747)

Navy, Department Of
Recruiting - see listing under Recruiting

Occupational Safety And Health-NIOSH
General Information... 800-CDC-INFO ..... (800-232-4636)

Passports
http://travel.state.gov
Detailed Information... 877-487-2778
TTY.....888-874-7793

Peace Corps
Information.....855-855-1961
Inspector General
Fraud, Waste and Abuse..... 800-233-5874

Government Offices - U.S.

Permits
Alcohol - Federal Permit Requirements 877-882-3277
Tobacco Manufacturing and Exporting 877-882-3277
See also listing under Alcohol, Tobacco, Firearms and Explosives, Bureau of

Postal Service
http://www.usps.com
General Information and Services
ZIP Codes, Postage Rates, Locations and Hours, Change of Address, Redelivery, Vacation Hold Mail, Service Issues and Consumer Affairs .....800-ASK-USPS .....(800-275-8777)
TTY - Hearing Impaired Only 877-889-2457
Express Mail Tracking, International Inquiries and Claims Status, Signature and Delivery Confimation 800-222-1811
Postal Inspection Service 877-876-2455
Stamps by Phone ..... 800-STAMP24 ..... (800-782-6724)

Recruiting
Air Force/ Space Force..... 800-423-8723
Army 800-872-2769

Recruiting (cont.)
Marine Corps.....800-MARINES ..... (800-627-4637)
Navy..... 800-872-6289
Naval Reserve.....800-USA-USNR .....(800-872-8767)

Runaways
National Switchboard..... 800-621-4000

Rural Development
http://www.rd.usda.gov
Cooperative services, loans and grants for rural housing, business development, utilities and community facilities

St Lawrence Seaway Development Corporation
General Information ... 315-764-3200

Science, Space And Technology
Earth Science
USGS Science Information and Library Services..... 888-ASK-USGS .....(888-275-8747)

Small Business Administration
http://www.sba.gov
General Information and Publications..... 800-827-5722
Loan and Program Information Answer Desk..... 800-827-5722

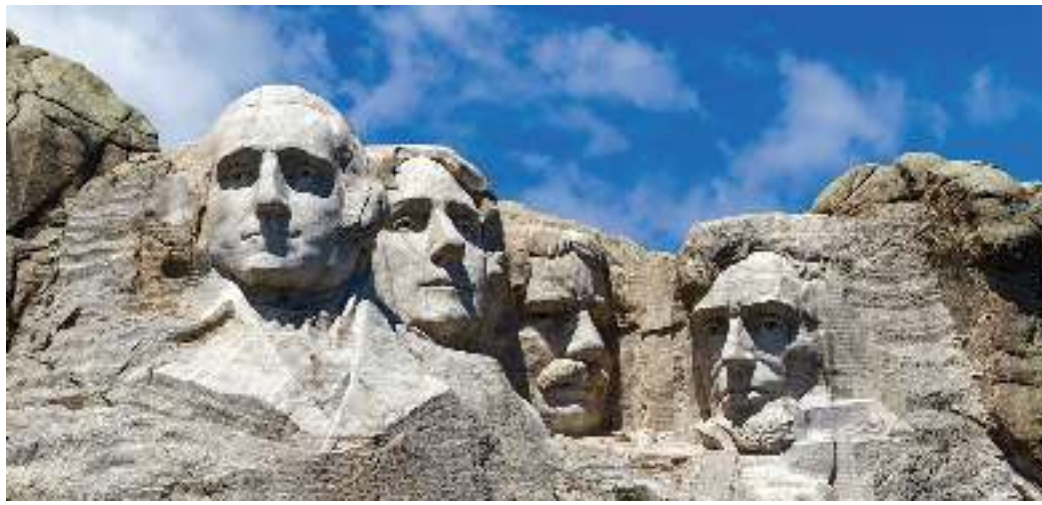
Social Security Administration
http://www.socialsecurity.gov
For General Information and Services, Call 7am-7pm..... 800-772-1213
24-Hour Automated Services
National TTY Only
7am-7pm..... 800-325-0778

State, Department Of
Passports - see listing under Passports

Substance Abuse And Mental Health Services Administration
General Information...877-SAMHSA7 .....(877-726-4727)

Taxes
Alcohol, Tobacco and Firearms Federal Excise Tax 877-882-3277
Special Occupational Tax and Registration 800-937-8864

Transportation, Department Of
http://www.dot.gov
General Information and Employee Locator
8am-5:30pm 202-366-4000
Freedom of Information Act Office 202-366-4542
Inspector General
Fraud, Waste and Abuse.....800-424-9071



Government Offices - U.S.

Travelers' International Health Advisory
General Information... 800-232-4636

Vaccine Injury Compensation
Information and Claims Hotline..... 800-338-2382

Veterans' Affairs, Department Of
http://www.va.gov
Regional Office
Benefits Information and Claims Assistance 800-827-1000
Education Benefits.... 888-GI-BILL1 ..... (888-442-4551)
Business Opportunities with VA
http://www.va.gov/osdbu
Business Opportunities with VA for Veterans Only..... 866-584-2344
Gulf War Helpline .... 800-PGW-VETS ..... (800-749-8387)
Headstone and Grave Marker Info/ Applications 800-697-6947
Inspector General
Fraud, Waste and Abuse..... 800-488-8244

Veterans' Affairs, Department Of (cont.)
Life Insurance 800-669-8477
Presidential Memorial Certificates 202-565-4964
Community Based Outpatient Clinic
Decatur..... 217-362-5442
Effingham.....217-347-7600
Mattoon..... 217-258-3370
Vet Center
Springfield..... 217-492-4955

Visitor Centers
Visitors' Guide - National Recording
Fish and Wildlife Service..... 800-344-9453

Volunteer Opportunities
http://volunteer.gov/gov

Water Resources
Reclamation Bureau Of
http://www.usbr.gov

Weather
National Oceanic and Atmospheric Administration - NOAA
National Weather Service Forecast Office
http://www.weather.gov
12 Missouri Research Park Dr.
St. Charles, MO.....636-441-8467
NOAA Weather Radio All Hazards Information
162.400 MHz - Springfield
162.425 MHz - Hillsboro
Certified weather records/historical climate data
National Centers for Environmental Info.....828-271-4800
http://www.ncei.noaa.gov

Wildlife
See listing under Fish and Wildlife Service



Illinois Zip Codes

ILLINOIS ZIP CODES

Abbot Park, Lake 60064
Abingdon, Knox 61410
Adair, McDonough 61411
Addieville, Washington 62214
Addison, DuPage 60101
Adrian, Hancock 62310
Akin, Franklin 62805
Albany, Whiteside 61230
Albers, Clinton 62215
Albion, Edwards 62806
Alden, McHenry 60001
Aledo, Mercer 61231
Alexander, Morgan 62601
Alexis, Mercer 61412
Algonquin, McHenry 60102
Alhambra, Madison 62001
Allendale, Wabash 62410
Allerton, Vermilion 61810
Alma, Marion 62807
Alorton, Saint Clair 62207
Alpha, Henry 61413
Alsey, Scott 62610
Alsip, Cook 60803
Altamont, Effingham 62411
Alto Pass, Union 62905
Alton, Madison 62002
Altona, Knox 61414
Alvin, Vermilion 61811
Amboy, Lee 61310
Amf Ohare, Cook 60666
Anchor, McLean 61720
Ancona, Livingston 61311
Andalusia, Rock Island 61232
Andover, Henry 61233
Andrew, Sangamon 62707
Anna, Union 62906
Annapolis, Crawford 62413
Annawan, Henry 61234
Antioch, Lake 60002
Apple River, Jo Daviess 61001
Arcadia, Morgan 62650
Archer, Sangamon 62707
Arcola, Douglas 61910
Arenzville, Cass 62611
Argenta, Macon 62501
Argo, Cook 60501
Argonne, DuPage 60439
Arlington, Bureau 61312
Arlington Heights, Cook 60004-60006
Armington, Tazewell 61721
Armstrong, Vermilion 61812
Arnold, Morgan 62650
Aroma Park, Kankakee 60910
Arrowsmith, McLean 61722
Arthur, Douglas 61911
Ashkum, Iroquois 60911
Ashland, Cass 62612
Ashley, Washington 62808
Ashmore, Coles 61912
Ashton, Lee 61006
Assumption, Christian 62510
Astoria, Fulton 61501
Athens, Menard 62613
Atkinson, Henry 61235
Atlanta, Logan 61723
Atterbury, Menard 62675
Atwater, Macoupin 62511
Atwood, Douglas 61913
Auburn, Sangamon 62615
Augusta, Hancock 62311
Aurora, DuPage 60504; 60598
Aurora, Kane 60505-60507
Ava, Jackson 62907
Aviston, Clinton 62216
Avon, Fulton 61415
Bader, Schuyler 62624
Baileyville, Ogle 61007
Baldwin, Randolph 62217
Banner, Fulton 61520
Bannockburn, Lake 60015
Barclay, Sangamon 62684
Barvdoph, McDonough 61416
Barnhill, Wayne 62809
Barr, Macoupin 62674
Barrington, Lake 60010-60011
Barry, Pike 62312
Barstow, Rock Island 61236
Bartelso, Clinton 62218
Bartlett, Cook 60103
Bartonville, Peoria 61607
Basco, Hancock 62313
Batavia,Kane 60510; 60539
Batchtown, Calhoun 62006
Bates, Sangamon 62670
Bath, Mason 62617
Baylis, Pike 62314
Beardstown, Cass 62618
Barsdale, Macon 62526
Beason, Logan 62512
Beaverville, Iroquois 60912
Beckemeyer, Clinton 62219
Bedford Park, Cook 60455
60458-60459; 60499; 60501; 60638
Beecher, Will 60401
Beecher City, Effingham 62414
Beecher City, Shelby 62444
Belknap, Johnson 62908
Belle Rive, Jefferson 62810
Belleville, Saint Clair 62220
62223; 62226
Bellflower, McLean 61724
Bellmont, Wabash 62811
Bellwood, Cook 60104
Belvidere, Boone 61008
Bement, Piatt 61813
Benld, Macoupin 62009
Bensenville, DuPage 60106
Benson, Woodford 61516
Benton, Franklin 62812
Berkeley, Cook 60163
Berlin, Sangamon 62670
Berry, Sangamon 62563
Berwick, Warren 61417
Berwyn, Cook 60402
Bethalto, Madison 62010
Bethany, Moultrie 61914
Bible Grove, Clay 62858
Big Rock, Kane 60511
Biggs, Mason 62633
Biggsville, Henderson 61418
Bingham, Fayette 62011
Birds, Lawrence 62415
Bishop Hill, Henry 61419
Bismarck, Vermilion 61814
Bissell, Sangamon 62707
Blackstone, Livingston 61313
Blandinsville, McDonough 61420; 61475
Bloomingdale, DuPage 60108
Bloomington,
McLean 61701-61702; 61704
Blue Island, Cook 60406
Blue Mound, Macon 62513
Bluff City, Schuyler 62624
Bluff Springs, Cass 62622
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Dix, Jefferson 62830
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Dixon, Lee 61021
Dollville, Shelby 62571
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Dongola, Union 62926
Donnellson, Bond 62019
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Dorsey, Madison 62021
Dover, Bureau 61323
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Dundee, Kane 60118
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Eagarville, Macoupin 62023
Earlville, LaSalle 60518
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East Carondelet, Saint Clair 62240
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East Dundee, Kane 60118
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Edinburg, Christian 62531
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Elizabethtown, Hardin 62931
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Elkhart, Logan 62634
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Fairfield, Wayne 62837
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Fairview Heights, Saint Clair 62208
Fancy Prairie, Menard 62613
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Ferris, Hancock 62336
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Hagerstown, Fayette 62247
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Hamburg, Calhoun 62045
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Merna, McLean 61758
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Metropolis, Massac 62960
Michael, Calhoun 62065
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Miller City, Alexander 62962
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Minonk, Woodford 61760
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Modesto, Macoupin 62667
Modoc, Randolph 62261
Mokena, Will 60448
Moline, Rock Island 61265-61266
Momence, Kankakee 60954
Monee, Will 60449
Monmouth, Warren 61462
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Montgomery, Kendall 60538
Monticello, Piatt 61856
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Moro, Madison 62067
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Morrison, Whiteside 61270
Morrisonville, Christian 62546
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Morton Grove, Cook 60053
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Mound City, Pulaski 62963
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