

EMERGENCY NUMBERS

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

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

OTHER IMPORTANT NUMBERS

CENTERS - DISEASE CONTROL & PREVENTION (CDC)	1-800-CDC-INFO (232-4636)
CHILD PROTECTIVE SERVICES (CPS) (NY Only)	1-800-342-3720
COAST GUARD (Lakes Region).....	1-800-321-4400
DIG SAFELY NY (Buried Cable).....	(811) or 1-800-962-7962
DOMESTIC VIOLENCE	1-800-799-SAFE (7233)
NY Domestic Violence & Rape Crisis Hotline.....	1-800-252-8748
FEDERAL BUREAU OF INVESTIGATION (FBI)	Jamestown 716-484-7085
MISSING & EXPLOITED CHILDREN	1-800-THE-LOST (843-5678)
NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)	1-800-950-NAMI (6264)
NATIONAL RESPONSE CENTER (NRC) (Report Oil/Chemical Spills)	1-800-424-8802
NATIONAL RUNAWAY SAFELINE	1-800-RUNAWAY (786-2929)
POISON CONTROL	1-800-222-1222
SHERIFF	
Chautauqua County.....	Mayville 716-753-2131
Non-Emergency.....	716-753-4231
STATE POLICE (HQ-Troop A)	Batavia 585-344-6200
Troop A (Zone 3)	
Fredonia.....	716-753-4232
Jamestown.....	716-665-3113
SUICIDE Prevention LIFELINE	(Nat'l) 988
TELECOMMUNICATION RELAY SERVICE (TRS) (add'l info pg 4).....	(711) or 1-800-421-1220
U.S. MARSHALS SERVICE	Buffalo 716-348-5300
U.S. SECRET SERVICE	Buffalo 716-551-4401

TELEPHONE COMPLAINTS

If you have a service or billing problem, please call 1.844.YOUR.CCI (1.844.968.7224) our customer service department is specially trained to solve your telephone problems. However, if you are not satisfied, please ask for a supervisor. If at that time you feel we have not satisfactorily resolved your problem, you may contact the consumer services division of the New York State Public Service Commission at the address or telephone listed below.

ELECTRIC, GAS AND PRIVATE WATER COMPANY COMPLAINTS

If an electric, gas, or private water company fails to resolve a service or billing complaint to your satisfaction in a reasonable period of time, you may refer your problem to the Consumer services division of the New York State Public Service Commission.

NY State Department of Public Service (NYDPS)
Empire State Plaza Agency Bldg 3
Albany, NY 12223-1350
1-800-342-3377 or 1-800-662-1220 (TDD)
website: www.dps.ny.gov/complaints.

Emergency Number for the refusal
of Gas or Electric Service
1-800-342-3355

THE PHONE BOOK

December 2025

CONSOLIDATED COMMUNICATIONS AREA CODES 716/624

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

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

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

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

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

Website..... consolidated.com

Email: customerservice634@consolidated.com

Mail Payments to:

634 Consolidated Communications

PO Box 14828

St Louis, MO 63178-4828

Directory Assistance..... 411

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

FOR YOUR PROTECTION - Employees carry identification cards.

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

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

MANDATORY 10-DIGIT DIALING

2 Visit our website at consolidated.com

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Brocton, Findley Lake, Mayville, Ripley, Sherman, South Ripley and Westfield.**

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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.

Out-of-town Directories

Directories for other cities may be obtained by calling the business office.

Publishing Company

Consolidated Communications • 2116 S. 17th St. • Mattoon, IL 61938

Telecommunications Relay Service (TRS)

New York Relay Service - Dial 711



What is the New York Relay?

New York 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 New York Relay work?

Simply dial 711 or the appropriate toll-free number provided to connect with New York 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

New York 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 New York Relay offers a variety of services please refer to the website listed or call New York 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 New York Relay, please call New York 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 New York, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access New York Relay.

TRS is supported by surcharge: A few cents per telephone bill surcharge makes New York Relay services possible for the citizens of New York. Currently, Sprint is the provider of the relay services for New York.

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

Voice to TTY / VCO / HCO / STS:..... 1.800.421.1220
TTY to Voice:..... 1.800.662.1220
ASCII to Voice:..... 1.800.584.2849
Voice Carry Over (VCO): 1.877.826.6977
Hearing Carry-Over (HCO):..... 1.800.662.1220
Speech-to-Speech (STS):..... 1.877.662.4234
Spanish / Español: 1.877.662.4886
900 Pay Per Call:..... 1.900.230.6565

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

Customer Care Information:

TTY/Voice/HCO/ASCII:..... 1.800.676.3777
Voice Carry Over (VCO): 1.866.931.9027
Speech to Speech (STS):..... 1.877.787.1989
Spanish / Español: 1.800.676.4290

New York Relay Website: www.nyrelay.com

Sprint TTY Operator Service: 1.800.855.4000

Captioned Telephone (CapTel®):

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:

Equipment Distribution Program:

iCanConnect in New York is administered by the Helen Keller National Center (HKNC). Established by an Act of Congress in 1967, HKNC operates a residential and training facility at its headquarters in Sands Point, NY. For more information, call 1.800.825.4595 or 1.888.320.2656 (TTY) or visit www.icanconnect.org/how-to-participate/new-york

Emergency Calls:

Please note that 711 is only to be used to reach New York 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. New York Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.

Telephone Rights and Responsibilities

Your Telephone Rights And Responsibilities

Subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Applying For Service

Telephone services are provided without discrimination as to a customer's race, nationality, color, religion, sex, or marital status. Social Security information and/or picture ID may be required. When you apply for residential telephone service, you will be provided with information about any special telephone rates that may be available to low income customers through the Lifeline program. Local service allows unlimited direct-dial calling for customers to your own exchange and to certain other nearby exchanges. There are also local package and regional package offerings that may be available in your area. Call your Consolidated Communications Residential Service Representative listed at 1.844.968.7224 for additional information.

To help expedite the scheduling of your new telephone service, please have the following information ready when you contact us:

- Credit information
- Previous telephone information
- Employment status
- How you want your name in the directory
- Complete street address (apartment or lot/division number)

Essential Services

Consolidated Communications complies with FCC rule 54.101 regarding essential services to be provided in its service area. The following services or functionalities shall be supported:

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

Rates, Terms and Conditions

Tariffs, rate schedules, and other terms and conditions related to Consolidated Communications' services can be found at www.consolidated.com/regulatory and are available for your reference. You may have previously received a Service Agreement by mail, a copy of this agreement may also be found at www.consolidated.com/regulatory and are available for your reference.

Emergency 911

The 911 telephone number has been developed to quickly summon emergency service in a crisis situation. Callers should realize that when reporting an emergency by dialing 911, their telephone number (including non-published numbers), and the name and address associated with the telephone number, will automatically display on a viewing screen at emergency dispatch centers. This display enables the emergency agency to quickly locate the caller if the call is disrupted by the crisis and will be used only for handling and responding to the emergency.

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).

Late Payments

If we do not receive your payment by the due date, a previous balance will be indicated on the next month's bill. A 1.5% finance charge is applied to the overdue amount.

Exemptions From Late Payment Charges

If you have any of the following types of service or billing arrangements, you will be exempt from a late payment charge:

- Lifeline Service
- Quarterly Payment Plan
- A Certified Serious Illness
- Disputed Charges

Telephone Rights and Responsibilities

Payment of Deposits

Deposits are generally not required for telephone service. However, security deposits may be requested if:

- within the last six months, your service has been canceled because you did not pay your bill;
- you are a seasonal or short-term customer. The deposit amount is based on an estimate of charges for two months of service. If you use your telephone less than we estimate, we will refund part of the deposit. We do not require security deposits from Customers who receive:
- Family Assistance, Safety Net, Medicaid or Supplemental Security Income, or
- Customers 62 or older whose service has not been turned off for non-payment within the past six months.

Deposit Refunds

When bills are consistently paid on time, deposits are refunded, with interest, within a year. When service is canceled, the deposits plus interest will be applied to the final bill; if there is a remaining balance, it will be refunded by check.

Seasonal Service

Upon request, Consolidated will seasonally disconnect your telephone service if you have had a minimum of six months service with us. A seasonal disconnection must last a minimum of one month but no longer than six months and becomes effective on the first of the month following the request.

During this time, the monthly rate is one half the local basic service charges plus leased equipment charges, if applicable. Leased telephone equipment will be left in place and the telephone directory listing continued. Callers dialing the seasonally disconnected number or requesting directory assistance will hear a recording saying the number is no longer in service.

To reconnect service, no connection charges apply but as much advance notice as possible is requested. To reconnect seasonal service, please call us toll free at 1.844.968.7224.

Billing and Payment

Consolidated Communications has a responsibility to provide telephone services in a reliable manner, and as a customer, you have a responsibility to pay your monthly bill promptly.

Your Telephone Bill

Your telephone bill includes monthly local service charges, which are billed one month in advance. A description of your monthly charges, and the cost of each service is listed in the Monthly Charges section of your bill. If you have had services in the past month that create one-time charges or credits, they will appear in the next section.

If your long distance carrier bills on your Consolidated Communications bill, long distance calls made during the previous billing month will be detailed under the name of the long distance company.

Payment Of Bills

May be paid at Consolidated Communications office or 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

You can stop writing checks-pay your bill online! To make a one-time online bill payment visit our website at www.consolidated.com.

By Mail

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

By Phone:

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

Disputed Charges

If you believe you have been billed incorrectly for any part of your service, please call our business office at 1.844.968.7224. You do not need to pay the disputed amount until the problem is resolved. Other parts of your billing not in dispute are due by the due date on your bill.

Deferred Payment Plans

If you are experiencing difficulty paying your telephone bill, call a Consolidated Communications service representative. We will work with you to arrange a payment schedule for past due amounts. A deferred payment agreement allows you to pay an amount down and make monthly payments on your past due amount, while agreeing to pay your new charges in full and on time each month. If you are unable to reach a payment agreement with our representative, you may contact the Public Service Commission for assistance.

Failure to pay your telephone bill on time, or make arrangements to pay past due amounts, can result in suspension of your long distance service or termination of both long distance and local service. Failure to pay long distance charges will not result in loss of your local service.

Returned/Insufficient Check

Should a bank return your check because of insufficient funds, and your check was a late response to a service disconnection notice, we may turn off your service. If you have not issued an insufficient check to us within the past twelve months, we will make two attempts to contact you within 24 hours of receiving your check. If we cannot make arrangements with you to cover the insufficient funds, we may turn off your service. Charges apply for returned checks.

Telephone Rights and Responsibilities

Important Information About Your Bill

Consolidated Communications
 836 - CONSOLIDATED COMMUNICATIONS
 30 E MAIN ST
 WESTFIELD NY 14787
 Visit us on the web: www.fastpoint.com
 For Customer Service, call 1-800-400-5566

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

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 780K77 7C9PQ

Account Summary

2 Last Month	Balance from last statement	130.40
	Payment Received 02/07/2011	130.40
	Thank You Balance	\$ 0.00
3 This Month		
	Customer Charges	04.95
	Telephone Charges	8.93
	Internet Charges	10.00
	Video Charges	42.57
	Federal Tax	0.23
	Ohio State Sales Tax	2.21
	Paycom County Tax	0.63
	Federal Univ Svc Charge	1.03
	Current Charges	\$ 130.51
	Total Amount Due	\$ 130.51

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

FORWARDING SERVICE REQUESTED

Customer Name: 790Q
 1234 Main St
 Anytown NY 12345-1234

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

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

0636010026723000000330517028

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

1 Identification

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

2 Last Month

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

3 This Month

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

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

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

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

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

5 Remit Coupon

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

6 Change of Address

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

What if I have questions?

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

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Customer Service Information

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

Customer service inquiries, call toll free: **800-400-5566**
 Monday-Friday 8:30 am - 5:00 pm

Repair and internet technical support, call toll free: **800-400-5566**
 24 hours a day, 7 days a week

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

Bill Payment

We want bill payment to be easy and convenient for you! Pay online, by automatic payment from your bank account, by phone or by mail. To ensure proper credit, when paying by mail, be sure to use the return envelope, include the payment stub and write your account number on your check. To pay via our automated phone system, simply dial 800-400-5566. If you have any questions or concerns about your bill please contact us immediately. Any statement not questioned within 30 days is assumed to be correct.

You are responsible for the payment of all charges on your bill and failure to pay these charges may result in termination of your service as well as collection activity. Your bill is due and payable by the due date shown. In the event the bill becomes delinquent, any unpaid portion of your bill is subject to a 1.5% late payment charge. If it is difficult for you to make your payment in full please call us to make payment arrangements.

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

If your questions are not resolved after you have called us, customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7828 or 614-486-3262 or for TDD/TTY toll free at 1-800-686-1579 or 614-486-6186, from 8:00am to 5:00pm weekdays, or visit the PUCO website at www.puco.ohio.gov. The Ohio Consumer Complaint (OCC) represents residential utility customers' matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5022 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov.

Five reasons to feel good about your FastPoint landline service:

- It's reliable and works even if the power goes out.
- It delivers crystal-clear sound quality assumed by government standards.
- It's more affordable and offers better coverage than cellular service.
- It's provided by top-level techs.
- It routes 911 calls locally, allowing emergency personnel to instantly identify your location.

New Billing Address:

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

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Telephone Rights and Responsibilities

Important Information About Your Bill (Cont.)



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

8 Current Service Charges

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

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

9 Carrier Selection

This area is reserved for display of information on your chosen interstate (interLATA) long distance carrier and local (intraLATA) long distance carrier.

10 Current Long Distance Charges

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

11 Current Internet Charges

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

12 Current Cable TV Charges

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

What if I have questions?

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



Telephone Rights and Responsibilities

Visually Impaired

If you are visually impaired please let us know and we will enlarge our print font, so you will not have difficulty reading your bill.

Suspension and Termination of Service

If you have not paid your bill in a timely manner and have not contacted a Consolidated Communications representative to make payment arrangements, you may receive a notice of service suspension or termination in the mail. This notice will advise you when your service can be interrupted if full payment is not received. We will also try to reach you by telephone to notify you that your service may be interrupted. If you are able to pay the amount owing for your local service, only your long distance service will be considered for suspension.

Charges will apply to restore any portion of your service that has been suspended or terminated for non-payment. If your service has been cancelled for non-payment, new service connection charges will apply and a deposit may be required to begin telephone service again. Your telephone service may be turned off between 8:00 a.m. and 4:00 p.m. Monday through Thursday. We do not turn service off on days when our business office is closed the day before a holiday observed by Consolidated Communications, or during the Christmas and New Year period from December 23 - December 26, and December 31 - January 2.

Questions or Complaints

Contact Consolidated Communications as soon as possible if you have any questions, problems, or complaints about your telephone service. You are entitled to a prompt response. At our Business Office and Repair Center there are specially trained representatives to help you. If the representative is unable to satisfy your request, ask to speak to a supervisor. If you wish further assistance, you may write or call the Public Service Commission at Three Empire State Plaza, Albany, NY 12223 (1.800.342.3377). You can view their website at www.dps.state.ny.us.

Reconnecting Service

If your service has been disconnected, we will turn it on within 24 hours after you have advised Consolidated that your payment has been made. You will be charged a fee to restore your service and you may be required to make advanced payments.

Long distance service will be reconnected only after all amounts owed are paid. Separate reconnection fees and deposits or advance payments may apply.

Service Cancellation

Accounts are cancelled when they remain unpaid for 10 days following service disconnection.

If your account has been cancelled and you reapply for service, you will be treated as a new customer and may be given a new telephone number, and will be expected to arrange to pay all outstanding charges.

Once an account has been cancelled, we will provide service within five business days after you have paid the amount you owe on your old account or have arranged a payment agreement. You must pay connection charges and one month's local service charge in advance. Security deposits may also be requested if, within the last six months, your service was cancelled for non-payment or if you are a seasonal or short-term customer.

If you are unable to pay all outstanding long distance charges, you can arrange to receive only local service. However, you are still responsible for paying your long distance charges.

Statement of Non-Discrimination

As a borrower of funds from the Rural Utilities Service (RUS), Consolidated Communications is an equal opportunity provider and employer.

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

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or call 1.866.632.9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at:

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue S.W.
Washington, D.C. 20250-9410

by fax 202.690.7442 or email at
program.intake@usda.gov.

Assistance Programs

Visual Impairments

If you:

- are legally blind; visual acuity of 20/200 or less in the better eye with correcting lenses, or
- have a visual impairment which prevents you from reading normal printed material, such as a telephone directory, or
- have a physical disability, such as loss of hands, loss of use or control of hands, constant severe tremor, spasticity or paralysis, permanent double vision, incapacitating confinement, or severely debilitating conditions such as found in advanced Parkinson's Disease.

Telephone Rights and Responsibilities

You may receive:

- free directory assistance*
- free operator assistance for placing calls*
- reduced purchase prices and rental rates for telephone equipment suited for special needs
- expedient services
- third party notification
- enlarged print bills

**When calling from home or when using a calling card (as allowed by your operator service provider or long distance company)*

After you have submitted a notice of certification from:

- licensed physician, ophthalmologist or optometrist
- NY State Office of Vocational Rehabilitation
- NY State Commission for the Blind & Visually Handicapped

Speech/Hearing Impairment

If you:

- have a speech or hearing impairment of 65% or higher, as per American Medical Association guidelines

You may receive:

- a discount on toll calls, as allowed by your long distance company*
- the assistance of The NYS Relay Service
- a 50% discount on monthly mileage charges for leased channels and private line circuits for the use of special non-voice telephone equipment
- reduced purchase prices and rental rates for telephone equipment suited for your special need
- third party notification
- expedient services
- enlarged print bills

*call your long distance company for information

After you have submitted a notice of certification from:

- licensed physician, otolaryngologist, speech-language pathologist or audiologist
- NY State Dept. of Social Services

Severe Medical Condition

If you:

- have a medical condition which requires you to be monitored by an emergency reporting system, such as the Medical LifeLine program

You may receive:

- a waiver of the local service locality charge
- expedient services
- extended grace period before suspension or termination of service

After you have submitted a notice of certification from:

- the emergency reporting system

Special Protections

A service for senior citizens and telephone customers who have vision, hearing, speech or medical impairments.

We understand that telephone service is essential to your sense of security. Because of this, we can take extra precautions to ensure that your service does not get interrupted because of non-payment and extra steps will be taken to restore your service rapidly in the event of a major service outage. In addition, we will be able to assist you with other programs and services specifically designed to meet special needs. If you are eligible, complete this form and return it to our office. If you think that someone you know is eligible, please advise them of our program and assist them in enrolling. All information will be held in strict confidence.

Special Protections Application	
Telephone number	
Name	
Address	
Who should we call if we can not reach you?	
Name	
Relationship	
Telephone	
COMPLETE AS APPROPRIATE	
Senior Citizen	
<ul style="list-style-type: none"> • Date of Birth • Hearing Impaired • Speech Impaired • Blind • Medically Impaired 	
Brief Description	
Signature	
Date	
<i>We suggest you make a photocopy of these forms.</i>	

Fraudulent and Illegal Usage

Charging long distance calls to a telephone number other than your own is illegal.

Placing obscene, harassing or threatening telephone calls is a crime. Contact your local law enforcement agency or telephone company for assistance if you are receiving such calls.

Wire tapping or any interception of a telephone call without consent is a crime under both federal and state laws. It is also illegal to record conversations without proper notification to the parties being recorded.

Telephone Rights and Responsibilities

Telemarketing

Under the Federal Telephone Consumer Protection Act and the New York State Telemarketing Consumer Fraud and Abuse Prevention Act, anyone making telephone calls to residential customers must identify the individual or business they represent and the purpose of the call. This information must be provided even if an automatic dial is used. If a customer specifically asks not to be called again, the business must place that customer on a "do-not-call" list, which they are required to maintain.

Additionally, telemarketers are prohibited from making sales calls to any customer between the hours of 9 p.m. and 8 a.m. Telemarketers operating in New York must also register with the state if they are not registered or regulated by a state agency. Under the New York State Do Not Call Registry Act, the state also maintains a separate consumer "do-not-call" list for companies operating within the state. Once a consumer's name appears on the State registry, which will be updated by the Consumer Protection Board at least on a quarterly basis, telemarketers will then have thirty days to remove the name from their call lists or be subject to a substantial fine.

If you want to receive fewer unsolicited telephone sales calls from national companies, write to:

Telephone Preference Service
Direct Marketing Assn., Inc.
P.O. Box 90145 • Farmingdale, NY 11735

Additionally, if you want to receive fewer unsolicited telephone sales from companies operating within the state of New York, call 1.800.NYS.1220, or visit the Consumer Protection Board's website at www.consumer.state.ny.us or write to:

New York State Consumer Protection Board
5 Empire State Plaza • Albany, NY 12223

Companies are allowed to place calls to existing customers. From time to time Consolidated Communications calls its customers to inform them about special promotions or new products and service. In conformance with the law, Consolidated Communications maintains a "do not call" list for those customers who indicate that they do not wish to receive such calls.

How To Handle Annoyance Calls

It is against the law to make an obscene telephone call. If you receive such a call, follow these suggestions:

- 1) When answering your telephone, say hello twice. If no answer, HANG UP.
- 2) Do not give information until you are absolutely certain you know who you are speaking to.
- 3) Instruct children not to give any information to strangers over the telephone.
- 4) Hang up when you hear something obscene.
- 5) Never reveal that you are alone.
- 6) Calls of a threatening nature should be reported to the local law enforcement agency immediately.
- 7) Use Call Trace 57.

National Do-Not-Call List

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

Registrations on the National Do Not Call Registry do not expire, unless you choose to remove it, or the phone number is permanently disconnected and 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 telemarketers from calling you. Calls from or on behalf of political organizations, charities, and telephone surveyors are exempt. Companies with which you have an existing business relationship may still call you (unless you ask them to place your number on their own do-not-call list).

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

900 Number Services

If you dial a "900" number, you can order products, obtain informational messages, take part in polls, etc. There are charges for these call services that you should be aware of before completing the call. Pay-per-call service providers can tell you the cost in advance of providing their service. If you are concerned about misuse of 900 number dialing from your phone, you can have 900 calls blocked for no charge (one time). See "Blocking Services" in this section.

A summary of your 900 services billing rights is given below. The rights and obligations of the customer, the long distance provider and Consolidated Communications as a billing agent are provided under the Federal Telephone Disclosure and Dispute Resolution Act.

- To notify Consolidated Communications of a 900 billing error, you may call 1.844.968.7224. Verbal notification by phone or in our business office will be considered sufficient notice to begin the billing review process. Written notification can be sent to our Business Office at 30 Main Street, Westfield, NY. Provide your name, telephone number, the date and amount of the error you believe has occurred. There is no charge to you for a billing review.

Telephone Rights and Responsibilities

- You have 60 days from the date that 900 service was billed to notify Consolidated Communications of a disputed charge or possible error. While a disputed amount is being reviewed you have the right to withhold payment of the amount in question. No action to collect the disputed amount will be taken pending completion of the billing review.
- In response to your request for review, if a billing error is found, we will advise you and your account will be credited accordingly within one or two billing cycles. If no error is found, we will notify you and explain the results of the billing review. We will advise you in writing (usually with your billing statement) when payment of the disputed amount is due. Payments must be made in the normal course of billing, but not less than 10 days from the day you are notified of the review results.
- Your local or long distance telephone service cannot be disconnected or interrupted for failure to pay for 900 interstate pay-per-call service. Failure to pay a disputed amount in the required time may result in involuntary 900 blocking or further collection activity by the 900 service provider. You may obtain voluntary 900 blocking at no charge (one time) by contacting Consolidated Communications at 1.844.968.7224.
- You have a right to not be billed for 900 pay-per-call services that are not offered in compliance with Federal laws and regulations established under the telephone Disclosure and Dispute Resolution Act. If Consolidated Communications as a billing company fails to follow the billing and collection procedures prescribed by the Federal Trade Commission, we must forfeit the disputed amount, up to \$50 per transaction of the disputed amount.

Blocking Services

If you have a private line and wish to block certain types of incoming and direct dialed out-going calls on your line, the following services are available to you. You can also select whether you want to block the delivery of your number to Call ID and Call Return subscribers. See information below under Name and Number Display Options. The billing responsible customer can establish an authorization code with Consolidated Communications that allows only authorized person(s) to call in changes on blocking service.

Billed Number Screening - blocks collect and/or bill-to-third party calls from being completed to your number. There is no charge for this blocking. Requests must be made by the party responsible for the account.

900 Call Blocking - prevents dialing of any calls to the "900" area code. Requests to add or remove 900 Call blocking must be made by the party responsible for the account. There is no charge to add 900 blocking on your line the first time.

Toll Restriction - blocks the dialing of long distance telephone calls from your telephone. Access to local numbers, 800 numbers and 911 Emergency service remains. There is a monthly fee for this service, and service order charges apply.

Name and Number Display Option

Since anyone you call may subscribe to Call ID or Call Return Service, you have a choice whether or not you wish your number and name displayed to parties you call. All customers in the Consolidated Communications area can select the blocking option they prefer for their telephone number. Call your service representative if you wish to change your blocking selection or have any questions about the blocking options described here:

Per Call Blocking - with this option your name and number will display to others unless you choose to block display on a particular call. You can block display on a particular call by pressing *67 (1167 using a rotary phone) before dialing your call. There is no charge to block display of your number using *67.

Per Line Blocking - with this option, display of your name and number is blocked on all calls you make unless you choose to unblock. This option is appropriate for customers who have non-published service and want their number kept private. You can unblock display on a call by pressing *82 (1182 using a rotary phone) before dialing your call. There is no charge to unblock using *82.

Your Telephone Directory

Directory Listings and Non-Published Service

There is no charge to list your name and telephone number in the directory prepared by Consolidated Communications. Discuss with the Consolidated Communications service representative how you would like your listing to appear.

There is a monthly fee for additional listings. To be sure any changes or additions you may want in your listing information are included in the yearly directory, contact a Consolidated Communications representative. New directories are distributed in December. If you request non-published service, your number will not appear in the directory or be available from information operators. There is a monthly fee to have non-published service.

Notices

Important Privacy Notice – PLEASE READ CAREFULLY

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

You can review our entire CPNI/Privacy Policy on our website at consolidated.com/policies.

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

WARNING

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

WARNING - CALL BEFORE YOU DIG!



BEFORE ANY DIGGING – DIAL 811

Location of Buried Facilities for Diggers and Excavators

As New York State continues to develop, so does the underground infrastructure. This includes electric, communications, water and sewer services. To avoid damages and/or disruptions to the services these underground facilities provide, call Dig Safely New York before you dig. The call is free and only takes a few minutes. So if you are planning to excavate, whether it is for a large project or just planting a tree in your backyard, take the extra few minutes to prevent damage. Call Dig Safely New York at least two (2) days before you dig. Or visit their website at: www.newyork-811.com or www.digsafelyny.com.

Prior to non-emergency excavation, subsurface exploration, or installation below existing grade (including but not limited to: digging, auguring, excavation, or driving of rods below surface), State law requires you to call DigSafely - NY a minimum of 2 full working days prior to starting your work, not including the day of your call, weekends or holidays (Pursuant to 16 NYCRR 753 Protection of Underground Facilities). You can also visit their website at: www.newyork-811.com or www.digsafelyny.com.

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

When digging, if no request for location is made to the Company having buried facilities in the area, and the facilities are damaged or made inoperative, the person or firm doing the digging or excavating will be responsible for the entire cost of the damage incurred.

A request for location of the buried facilities must be made by the individual(s) or firm doing the digging at least 72 hours in advance of the actual digging.

When a request has been made for the location of buried facilities in accordance with the above, the damage occurred shall be the responsibility of the company having failed to locate its buried facilities.

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



Repair Service

Reporting A Telephone Problem

Call our repair service 24-hour number at **1.844.968.7224**.

Consolidated's goal is to always provide our customers with quality and reliable service.

There may be times however, when you experience a service failure of your local exchange service. If you have trouble with your line and are unable to make or receive calls for 24 hours or more, you may be entitled to a credit for the time you were out of service. To receive a credit, call Consolidated Customer Service at 1.844.968.7224. This credit does not apply if the trouble proves to be in your inside wire, jacks or telephone equipment in your home or business.

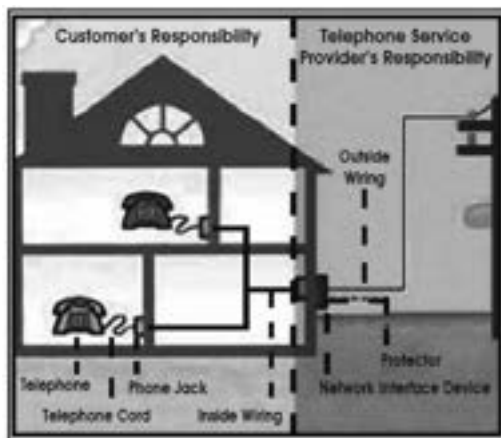
Why Won't My Phone Work?

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

How To Troubleshoot Telephone And Telephone Equipment

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

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



How To Troubleshoot At The Network Interface Device

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

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

Network Care Plan(s)

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

Right Of Access To Premises

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

Local Calling Areas

Town / City	Exchanges:	Your Calling Area Is:	Residential Rate:*
Brocton/Portland	792	Brocton/Portland, Dunkirk, Fredonia and Westfield	\$23.00
Findley Lake	769	Findley Lake, Mayville and Sherman	\$23.00
Mayville	269, 753	Mayville, Chautauqua, Findley Lake, Sherman and Westfield	\$23.00
Ripley	736	Ripley and Westfield	\$23.00
Sherman	761	Sherman, Findley Lake and Mayville	\$23.00
South Ripley	252	South Ripley and North East, PA (814)	\$23.00
Westfield	326, 793	Westfield, Brocton/Portland, Mayville and Ripley	\$23.00

*Local access rate for residential service excludes surcharges, taxes, local and long distance calls and any supplemental feature charges; additional zone mileage charges may be added to most access lines (except S. Ripley).

All rates and listings shown in this directory are correct as of November 2025. Rates are subject to change. Any questions please call customer service at 1.844.968.7224.

Town / City	Exchanges:
Brocton/Portland	230, 792
Chautauqua	237, 357
Dunkirk	203, 268, 363, 366, 413, 952, 960
Findley Lake	233, 769
Fredonia	401, 410, 467, 672, 673, 679, 680, 785
Mayville	224, 269, 581, 753
North East, PA	(814), 725
Ripley	223, 231, 736
Sherman	234, 761
South Ripley	252
Westfield	232, 326, 365, 793

Locality / Zone	Mileage Rate
Zone A	\$1.75
Zone B	\$3.49
Zone C	\$5.23
Zone D	\$6.98

How To Dial Local Calls

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

LOCAL: Within your LCA but in a different Area Code: Dial 1 + Area Code + 7 digit number.

LONG DISTANCE: Callers dial 1 + area code + 7 digit number whenever dialing from the 716/624 area code.



Area Code Overlay ... New Area Code 624 (in 2023):
(Area Code 624 Shares The Same Region As Existing 716 Area Code)

In 2023, to accommodate the growing need for telephone numbers in New York, an Area Code (624) was added to the area currently served by the 716 Area Code. This method of providing new telephone numbers is commonly known as an Area Code Overlay. The 624 Area Code serves customers in the same geographic region as the current 716 Area Code. All customers within the impacted Area Codes will need to dial the appropriate Area Code followed by the 7-digit telephone number when dialing all local calls. Callers should continue to dial 1 + area code + 7-digit telephone number whenever placing a long distance call.

This Area Code Overlay will not impact your current telephone number or your local calling area and you can still dial three digits to reach 911.

Area Code Overlays - FYI ONLY as not in 716/624 region:

- (Area Code 363 Shares The Same Region As Existing 516 Area Code)
- (Area Code 838 Shares The Same Region As Existing 518 Area Code)
- (Area Code 329 Shares The Same Region As Existing 845 Area Code)
- (Area Code 680 Shares The Same Region as Existing 315 Area Code)
- (Area Code 934 Shares The Same Region as Existing 631 Area Code)
- (Area Codes 347/917/929 Share The Same Region as Existing Area Code 718)
- (Area Codes 332/646/917 Share The Same Region as Existing Area Code 212)

Long Distance Information

Long Distance Calling

At Consolidated Communications we take pride in being a complete telephone service provider. Consolidated Long Distance simplifies your long distance needs and puts all your services on one bill. We offer a variety of rates and packages. We promise you one rate for all your calls any time of day and dependable customer service. Or you can choose a bundle of minutes that suits your long distance calling needs. Call us at 1.844.968.7224 or visit our website at consolidated.com for more information about Consolidated Long Distance and our bundles.

Direct Dial

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

Operator Services:

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

Person-to-Person

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

Collect

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

Time And Charges

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

Third Party Billing

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

Long Distance Information

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

N-1-1 Service Codes*

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

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

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.

Long Distance Company

If you are unsure which long distance company currently serves your line, dial the following numbers from your telephone. No charge applies. To identify your regional carrier 700.4141. To identify your out of region carrier 1.700.555.4141

Mandatory 10-digit Dialing

All local calls made within the NY 716/624 Area Codes must be placed using the 10-digit telephone number (area code + the 7-digit telephone number).

NEW Way To Reach National Suicide Prevention Lifeline By Dialing 988

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

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

Area Codes

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

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

Miami.....305/786
 Orlando.....321/407/689
 St. Petersburg.....727
 Sarasota.....941
 Tallahassee.....448/850
 Tampa.....813
 West Palm Beach.....561
GEORGIA (GA)
 Albany.....229
 Atlanta.....404/470
 678/770
 Columbus.....706/762
 Macon.....478
 Marietta.....678/770
 Savannah.....912
HAWAII (HI).....808
IDAHO (ID).....208/986
ILLINOIS (IL)
 Chicago
 Metro.....312/773/872
 NW Suburbs.....331/660
 O'Hare Area.....773/872
 Cicero.....464/708
 East St. Louis.....618/730
 Elk Grove Village.....224/847
 Peoria.....309/861
 Rockford.....779/815
 Springfield.....217/447
INDIANA (IN)
 Evansville.....812/930
 Fort Wayne.....260
 Gary.....219/260/574
 Indianapolis.....317/463
 Lafayette.....765
 South Bend.....574
IOWA (IA)
 Cedar Rapids.....319
 Des Moines.....515
 Dubuque.....563
 Marshalltown.....641
 Sioux City.....712
KANSAS (KS)
 Dodge City.....620
 Kansas City.....913
 Topeka.....785
 Wichita.....316
KENTUCKY (KY)
 Ashland.....606
 Frankfort.....502
 Lexington.....859
 Louisville.....502
 Owensboro.....270/364
LOUISIANA (LA)
 Baton Rouge.....225
 Hammond/Houma.....985
 Lafayette.....337
 New Orleans.....504
 Shreveport.....318
MAINE (ME).....207
MARYLAND (MD)
 Annapolis.....410/443/667
 Baltimore.....410/443/667
 Silver Spring.....240/301

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

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

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

CANADA
ALBERTA (AB)
 Calgary.....368/403
 587/780/825
BRITISH COLUMBIA (BC)
 Edmonton.....587/780
 Vancouver.....236/250
 257/604/672/778
 Victoria.....236/250
 257/672/778
MANITOBA (MB)
 Winnipeg.....204/431/584
NEW BRUNSWICK (NB)
 Fredericton.....428/506
NEWFOUNDLAND (NL)
 St. John's.....709/879
NOVA SCOTIA (NS)
 Halifax.....782/902

NORTHWEST TERRITORY (NT).....867
ONTARIO (ON)
 London.....226/382/519/548
 Mississauga.....289/365/742/905
 Ottawa.....343/613/753
 Sudbury.....249/683/705
 Thunder Bay.....807
 Toronto.....416/437/647
PRINCE EDWARD IS (PEI)
 Charlottetown.....782/902
QUEBEC (PQ)
 Montreal
 Metro.....263/438/514
 Suburbs.....354/450/579
 Quebec City.....367/418/581
 Sherbrooke.....468/819/873
 S. Quebec.....354/450/579
SASKATCHEWAN (SK)
 Regina.....306/474/639
CARIBBEAN & VIRGIN ISLANDS & US TERRITORIES
AMERICAN SAMOA.....684
ANGUILLA.....264
ANTIGUA & BARBUDA.....268
BAHAMAS.....242
BARBADOS.....246
BERMUDA.....441
BRITISH VIRGIN IS......284
CAYMAN IS......345
DOMINICA.....767
DOMINICAN REPUBLIC.....809/829/849
GRENADA.....473
GUAM.....671
JAMAICA.....658/876
MARIANA IS......670
MONTSERRAT.....664
N. MARIANA IS......670
PUERTO RICO.....787/939
ST. KITTS & NEVIS.....869
ST. LUCIA.....758
ST. VINCENT & THE GRENADINES.....784
SINT MAARTEN.....721
TRINIDAD & TOBAGO.....868
TURKS & CAICOS IS......649
U.S. VIRGIN IS......340
 ** National Capital
 Revised: 03/31/25

International Calling Codes

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

HOW TO MAKE AN INTERNATIONAL CALL

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

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

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

If your long distance company does not handle international calls:

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

Legend:

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

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

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

Special National Insert



HOMELAND SECURITY

Preparing Makes Sense.

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

STEP ONE: Get A Kit Of Emergency Supplies

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

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

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

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

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

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

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

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

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

Special National Insert

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

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

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

STEP THREE: Be Informed About What Might Happen

Some of the things you can do to prepare for the unexpected, such as assembling a supply kit and developing a family communications plan, are the same for both a natural or man-made emergency. However, there are significant differences among potential terrorist threats, such as biological, chemical, explosive, nuclear and radiological, that will impact the decisions you make and the actions you take. By beginning a process of learning about these specific threats, you are **preparing yourself** to react in an emergency. Go to www.ready.gov to learn more about potential terrorist threats and other emergencies or call 1.800.BE.READY (1.800.237.3239) for a free brochure.

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

STEP FOUR: Get Involved In Preparing Your Community

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

EMERGENCY NUMBERS

POLICE: _____ HOSPITAL: _____

FIRE: _____ F.B.I.: _____

PHYSICIAN: _____

Zip Codes

Ashville.....	14710	Kennedy.....	14747
Bemus Point.....	14712	Lakewood.....	14750
Brocton	14716	Lily Dale	14752
Cassadaga	14718	Maple Springs.....	14756
Celoron	14720	Mayville.....	14757
Chautauqua.....	14722	Niobe.....	14758
Clymer	14724	North Clymer.....	14767
Conewango Valley.....	14726	North East, PA.....	16428
Dewittville	14728	Panama.....	14767
Dunkirk	14048	Point Chautauqua.....	14728
East Randolph.....	14730	Portland	14769
Ellington.....	14732	Randolph.....	14772
Falconer	14733	Ripley.....	14775
Findley Lake.....	14736	Sherman	14781
Forestville	14062	Sinclairville	14782
Fredonia.....	14063	South Ripley	14775
Frewsburg.....	14738	Steamburg	14783
Gerry	14740	Stockton.....	14784
Greenhurst.....	14742	Stow.....	14785
Jamestown.....	14701	Westfield.....	14787