

Doing Business With Us

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SERVICE and OTHER CALLS

SERVICE CALLS

If number is not in directory, for information	Dial 1 Plus 315-555-1212
If you need help in making a call	Dial Operator "0"
To order telephone service, discuss telephone bills, etc.	Dial 315-845-8112
For repairs to your telephone & Internet	Dial 315-845-8122
To order NTCNet Internet services, discuss bills, etc.	Dial 315-845-2000
For NTCNet Help Desk call	Dial 315-845-2100
To order NTCNet Long Distance Services, discuss bills, etc.	Dial 315-845-2000
If any matter is not handled to your satisfaction after you have followed these directions, please call the manager	Dial 315-845-8112

Please write in the names and telephone numbers you will need in case of emergency

 **FIRE**

Middleville	911
Newport	911
Gray	911
Morehouse	911
Poland	911

 **AMBULANCE** Kuyahoorra Valley **911**

 **SHERIFF** 315-867-1167 Scott Scherer

STATE POLICE - Herkimer

Emergency	911
Voice and TTY Dial:	911

TTY: Dial 711 where 911 is not available or if 911 is busy or does not answer.

Voice: If a number is busy or does not answer dial "0" (Operator) and ask for help.

 **DOCTOR** _____

OR in an Emergency—Dial the Operator for assistance . . . tell the Operator "This is an emergency call" . . . give the telephone number of the telephone you are calling from and say, "I want to report a fire in (town name)," or "I want the police in (town name)," or "I want the State Police," etc.

 **POISON CONTROL** 1-800-222-1222

HERKIMER COUNTY RABIES INFORMATION:
----- 315-867-1176

F.B.I. Federal Bureau of Investigation
(Oneida & Herkimer Counties) (8 am - 5 pm, M-Fr)
----- Utica 315-732-2157
if no answer (24 hrs.)----- Albany, 518-465-7551

GIRLS & BOYS TOWN NATIONAL HOTLINE
Call with any problem, anytime --- 1-800-448-3000

BURIED CABLE NOTIFICATION CENTER (UFPO):
----- 811

Unresolved Inquiries

If you are dissatisfied with our service, please ask to speak to a supervisor or manager. If you feel they have not helped you, call our Consumer Service Bureau on **315-845-8112**. If the telephone company fails to satisfactorily resolve a service or billing complaint within a reasonable period of time, customers may refer their problems to the Consumer Services Division of the New York State Public Service Commission by writing to: Three Empire State Plaza, Albany, New York 12223 or by calling **1-800-342-3377**, or by computer; www.dps.ny.gov/complaints.

Letter From The General Manager

Dear NTCNet Customers,

Newport Telephone/NTCNet is proud to be an integral part of the Kuyahoora Valley for the past 112 years and understands that our success is directly rooted to the communities we serve, our valued customers and our employees who are active and dedicated to making a positive impact.

We are deeply committed to the economic vitality of our area and believe in making a difference in our community through corporate and employee contribution and volunteerism.

With the investment in a Fiber Network for our area it is projected this infrastructure will serve consumer demands for bandwidth for the upcoming 15-20 years. The tangible benefits that the network affords include high download speeds, symmetrical upload speeds, reliability, and scalability. It is our vision that together via a network that affords innovative solutions for the future --- our community, NTC and its employees will thrive.

Joe Tomaino – General Manager

fiber. why?

FIBER TECHNOLOGY IS THE FUTURE.

NTCNet is replacing the majority of its copper network with a state-of-the-art fiber optic network that will carry communication services using light waves instead of electricity. **Direct Fiber SPEED**, powered by NTCNet, known as Fiber-to-the-Home (FTTH), is the most advanced communication system available in the world today. **Direct Fiber SPEED** is incredibly efficient, allowing data to flow farther and faster than ever before.

YOUR DIRECT CONNECTION TO:

reliability

Withstands the elements.
No shared bandwidth.

shocking speed

Consistent and lightning fast.

more of everything

Connect more. Stream more.
On more devices.

security

Protected connections.
Harder for hackers.

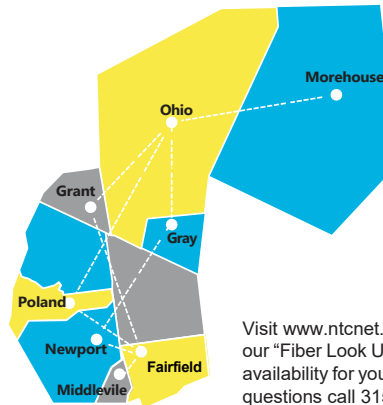
into the future

Grows with you.
Advanced innovative design.

home values

Invest in fiber.
Increase home value.

fiber. where?



Visit www.ntcnet.com and use our "Fiber Look Up" to check fiber availability for your location. Fiber questions call 315.845.8112.



Your Telephone Company Manager

If your telephone number begins with
Newport, Poland, Middleville
845 826 891

Call
315-845-8112

Your Manager is
Joseph A. Tomaino

Bills Can Be Paid in Person at the Following Location

TELEPHONE COMPANY BUSINESS OFFICE

Newport, New York

Paying By Mail-

**Please Mail Payments to Newport Telephone Company, P.O. Box 201
Newport, New York 13416**

Bills are due upon receipt, considered past due on the due date stated on your bill and subject to a late payment charge if not paid by the last day of each month. When mailing payments please use the return envelope and remittance slip that has been enclosed with your bill. Please write your telephone number on the check.

Newport Telephone Company, Inc. Customer Payment Authorization

I hereby authorize Newport Telephone Company, Inc. to initiate electronic debit/charge of payments on the 10th or next business day, of the month from the account listed below. I acknowledge that the originations of ACH or Credit Card transactions to my account must comply with the provisions of the U.S. law. This authority will remain in effect until notification from me in writing of its termination in such time and in such manner as to afford NTC a reasonable opportunity to act on it.

Customer Signature: _____ Date: _____

Customer Name _____

Customer Telephone Number _____ NTC Customer # _____

Bank Name: _____

Checking Acct # _____ OR Savings Acct # _____

Routing Transit #: _____

(Please attach a voided check.)

OR

Visa/Mastercard/Discover (circle) # _____

Name on Card _____ Expiration Date _____ CVV 3 Digit Code _____

Credit Card Billing Address _____

The automatic payment program will begin with your next statement. Please include your payment with this bill. A \$20.00 processing fee is charged for any draft on which a payment has been refused.



CORPORATE MISSION STATEMENT

**OUR MISSION IS TO EXCEED OUR CUSTOMERS EXPECTATIONS
BY:**

- **FOSTERING A GREAT WORK ENVIRONMENT.**
- **EMPOWERING OUR EMPLOYEES TO CARE FOR CUSTOMERS.**
- **PROVIDING HIGH QUALITY RELIABLE SERVICES.**
- **DEVELOPING INNOVATIVE SOLUTIONS.**
- **SUPPORTING OUR COMMUNITIES.**
- **UTILIZING EFFICIENT PROCESSES.**
- **MAINTAINING A PROFITABLE COMPANY.**



NTCNET

Innovative Solutions Since 1913

How To Make Calls

Wait until you hear the Dial tone before you Dial.
WITHIN YOUR LOCAL CALLING AREA (NO TOLL CHARGE):

FROM THESE TELEPHONES	TO TELEPHONES STARTING WITH*	DIAL AS FOLLOWS
Newport 845 Poland 826 Middleville 891	219, 223, 235, 266, 269, 272, 275, 292, 316, 327, 351, 360, 368, 404, 507, *508, 520, 525, 527, 534, 542, *556, 570, 574, 580, 601, *618, 619, 624, 717, 721, 722, 723, 724, 725, 731, 732, 733, 734, 735, 736, 737, 738, 739, 749, 765, 768, 790, 792, 793, 794, 796, 797, 798, 799, 801, *823, 826, 845, 864, 866, 867, 868, 880, 891, 914, 917, 922, 927, 939, 940, 941, 982, 983, 985	Dial 315 + the listed number
Newport 845 • Poland 826 Middleville 891	213, 217, 219, 230, 231, 245, 260, 264, 266, 288, 758, *870	Dial 680 + the listed number

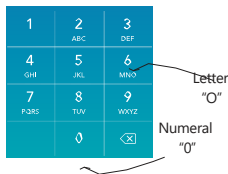
* The following exchanges (508, 556, 618, 823, 870) are toll free from Middleville only.

OUTSIDE YOUR LOCAL CALLING AREA:

- Station-to-Station Calls See Page 6
- Person-to-Person Calls See Page 7

Letter "O"—Numeral "0"

Please be careful not to confuse the letter "O" with the numeral "0" when dialing.



The Busy Signal

A steady "buzz-buzz-buzz" sound means the line you called is in use. Hang up and call again later.



Ringing Signal

A soft "burr-r-ring" repeated at regular intervals means that the telephone you dialed is ringing. Give your party time to answer—about 10 rings—before you hang up.

Your Operator is always ready to help you with calls you cannot dial, in any difficulty you may encounter and in EMERGENCIES. To reach her just dial "OPERATOR."

NEED A NUMBER?

YOU CAN NOW CALL 411

TO GET LOCAL, NATIONAL & 800 NUMBERS ANYWHERE IN AMERICA.

FOR 411 DIRECTORY ASSISTANCE THERE IS NO SIGN-UP, REGISTRATION OR MONTHLY FEE. CHARGES ARE ON A PER CALL BASIS & THE CALL CONNECT IS OPTIONAL.*



* .80¢ FOR LOCAL LISTINGS BUT LOCAL CALL CONNECT IS NOT AVAILABLE, \$1.25 FOR NATIONAL LISTINGS & ADDITIONAL .25¢ PER MIN FOR CALL CONNECT (18 SECOND MINIMUM, 6 SECOND INCREMENTS.)

The New York Relay Service/Long Distance Types of Calls

THE NEW YORK RELAY SERVICE

The New York Relay Service enables the hearing and the hearing or speech impaired to conveniently "talk" by telephone, any time of day or night.

If you are a hearing person using a standard voice telephone, or an impaired person using a tele-typewriting device (TTY), you place your call by first contacting an assistant at the Relay Service Center. After placing the call to the person you want to converse with, the assistant will become the link between the voice phone and the data phone. The communications assistant will relay the words - and emotional expressions - between you and the other person.

The New York State Relay Service is fast, easy and, as required by law, strictly confidential.

Other than standard long distance rates or local telephone company rates, there are no additional charges for the use of the service. Within New York State, the Relay Service is provided by the telephone Companies of New York State.

1. To place a call:

TTY Users (Hearing Disabled) - 1-800-662-1220
Voice (Non-TTY) Users - 1-800-421-1220
Voice Carry-Over Users (VCO) - 1-877-826-6977
ASCII Users - 1-800-584-2849
Or
711 for all of the above services
Spanish-to-Spanish Only - 1-877-662-4886
Speech-to-Speech Only - 1-877-662-4234
Pay Per Call Only - 1-900-230-6565

2. General Inquiries:

TTY Users (Hearing and Speech Disabled only) -
1-800-835-5515
Voice (Non-TTY) Users - 1-800-664-6349

3. The New York Relay Service Customer Service Center:

1-800-676-3777 (TTY/Voice), 711 or via the Internet
www.nyrelay.com



LONG DISTANCE TYPES OF CALLS

• STATION-TO-STATION

Call station-to-station if you will talk with anyone who answers. Rates are lower than person-to-person. Charging begins when the called telephone answers.

• CONFERENCE

You can talk with several people in different places at the same time. Tell the Operator you wish to make a conference call.

• OVERSEAS CALLS

You can call practically all the world's telephones from your telephone. Tell the Operator you wish to place an overseas call and give her the name of the country you are calling.

Station-to-station service is available to certain overseas points. Reduced rates to many countries apply during certain night hours, Sundays and holidays. For details, dial "0" (OPERATOR) and ask for the Overseas Operator.

• Dialing direct

Long distance rates are lowest when you dial the call yourself and speak with anyone who answers. The initial period is **one minute**.

To place a direct-dialed call:

within and between 315 and 680 area codes dial:

Area Code + 7 Digit number

outside the 315 or 680 area code dial:

1 + Area Code + 7 Digit number



• Area Codes

Area Codes for some cities are listed on page 10. For cities not on that list, dial "0" and ask the Operator.

• Trouble dialing?

If you have trouble dialing directly, call the Operator and explain the difficulty. The call will be placed for you and will be charged at the direct-dialed rate.

• Credit for poor connections or wrong numbers

When you dial long distance and reach a wrong number, have a poor connection or are cut off, hang up and dial "0" (Operator) right away. Explain what happened so the Operator can arrange for the proper credit. The faster the problem is reported, the easier it will be to give you credit.

Long Distance Operator-Assisted Calls

Operator-assisted calls

Operator-assisted calls include the types of calls listed in the next column.

To place an Operator-assisted call:

within the 315 or 680 area, dial:

0 + Area Code + 7-digit number

outside the 315 area, dial:

0 + Area Code + 7-digit number

Directory Assistance Charges

There is a charge for each request for Directory Assistance.

Types of Operator-assisted calls

Collect calls

You may call collect if the person or firm you are calling agrees to pay the charges. Dial the call and when the Operator answers, say you're placing a collect call and give your name. The Operator will leave the line when the person you've called accepts the charges.

Third-number calls

You can make a long distance call from another telephone and bill it to your own telephone number or another number if that party agrees to pay for the call. Dial the call and when the Operator answers, say you'd like to charge your call to a third number and give that number including the Area Code. The Operator may verify the third number charge before advancing your call.

When making a third-number call from a public (coin) telephone, the Operator must verify the third number charge by calling the third number and confirming that the charges will be accepted. If there is no confirmation the Operator cannot complete the call unless you can pay the coin rate, use your Calling Card or make the call collect.

Person-to-person calls

This is the most expensive type of long distance call. Call person-to-person when you wish to reach a particular person or extension number. Dial the call and when the Operator answers, give the name of the person you wish to talk to. The Operator will leave the line when the person you're calling has answered the telephone.

Mobile calls — air-land-marine

You can make local and long distance calls to automobiles, trucks, aircraft, boats and ships. Ask the "Operator" for the mobile or Marine Operator. For information on the other Communications Common Carriers, consult the Newport Telephone Yellow Pages under "Paging & Signaling", and "Radio Telephone Communications" headings.

Calls Not Getting Through?

The problem starts with the carrier used by the customer who makes the call, not your rural local telecommunications provider. The problem can ONLY be resolved by the carrier used by the customer who makes the call. This nationwide epidemic is negatively affecting local businesses, public safety, and our relationship with our customers. Rural carriers including NTC have complained to the Federal Communications Commission (FCC) and state agencies. The FCC has created a task force to investigate and address the issue and rural telco advocates are encouraging swift and severe action against all of the providers at the center of the problem.

You may be experiencing any of the following:

1. Someone tells you they tried to call you but the call did not get through or the call rings on their end but your phone does not ring.
2. A call came through to you, but the quality was poor.
3. A call came through, but the caller ID was incorrect.
4. Inability to fax

If you have experienced any of these frustrating situations, you are not alone. In fact, rural consumers in 36 states have experienced the problem.

The issue is referred to in the telecommunications industry as "call completion" or "call termination" problems. Nationwide the FCC reports that the percentage of these complaints has increased dramatically.

Newport Telephone Co./NTCNet would like our customers to know that the issue does not reside with us. We would like to make sure our customers understand the problem behind dropped and delayed calls, as well as help you get resolution.

Why does the problem exist?

Less populated rural areas traditionally are more expensive to serve, it can cost carriers who help route long distance calls more to complete the calls. Certain providers do not want to incur these higher charges and therefore they route/pass the call off in order to minimize the cost. "Least-cost routing" may be cheaper for the carrier routing the call, but it may also lead to poorer service quality for you. Calls may be dropped as these upstream providers try to avoid the payment of per-minute inter-carrier compensation. In the process of passing these calls, Newport Telephone may never receive them on our network.

What are we doing?

NTC is taking every opportunity through our national association to help bring resolution for our customers. Ultimately, the FCC has regulatory authority over these long-distance telephone service providers and has implemented penalties for non-compliance.

What you can do:

Report the problem. As a consumer, your best action is to report each "call completion" incident. For incoming call problems, talk to the party originating the call and encourage them to report it. If you have problems with outgoing calls, please contact us and have the following information available for us:

- Date and time of call
- The number that was used to place the call
- The number that was called
- Description of the problem (i.e. dead air, ringing with no answer, etc.)

The FCC has created a web page to assist consumers with filing a complaint if they feel they do not receive reliable service or a satisfactory response from their originating carrier. www.fcc.gov Problems with long distance or wireless calling to rural areas. Consumers may also call 1-888-CALL-FCC (1-888-225-5322).

LATAs (Local Access and Transport Areas)

* LATAs

LATAs are new boundaries for New York Telephone customers

A LATA is a geographic area within which the local telephone company provides local and long distance services, plus access to the telephone network.

New York State has 8 LATAs

New York Metropolitan Lata

- 212
- 332
- 347
- 363
- 516
- 646
- 718
- 914
- 917
- 929

Poughkeepsie Lata

329, 845

Albany Lata

518 / 838

Syracuse Lata

315 / 680

Binghamton Lata

607

Buffalo Lata

716

Fisher Island Lata

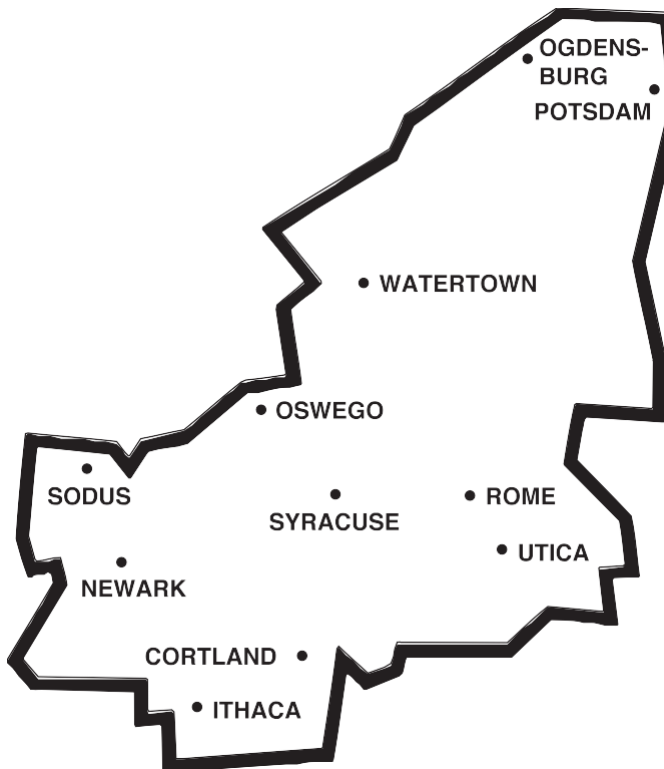
631, 934

Rochester Lata

585

Your LATA

All calls made outside of your local calling area but within the LATA will be billed as long distance calls by Newport Telephone.



Type of Call	Call Terminating in	Dialing plan
Local & Toll Calls	Overlay NPAs (Within and between 315 and 680)	10-digits (NPA-XXX-XXXX)*
Local & Toll Calls	Foreign NPA (FNPA) Outside of overlay NPAs	1+10-digits (1+NPA-XXX-XXXX)
Operator Services (Credit card, collect, third party.)	HNPA or FNPA	0+10-digits (0+NPA-XXX-XXXX)

*1 + 10 digit dialing for all calls permissible.

NEW YORK STATE LATAs



- New York Metropolitan LATA
- Buffalo LATA
- Binghamton LATA
- Syracuse LATA
- Albany LATA
- Poughkeepsie LATA
- Rochester Area

Area Codes

ALABAMA (AL)	GEORGIA (GA)	MINNESOTA (MN)	OKLAHOMA (OK)	CANADA
Birmingham.....205/659	Albany.....229	Bloomington.....952	Lawton.....580	ALBERTA
Huntsville.....256/938	Atlanta.....404/678/470/770	Brooklyn Park.....763	Oklahoma City.....405/572	Calgary.....403/587
Mobile.....251	Augusta.....706/762	Duluth.....218	Tulsa.....539/918	Edmonton.....780/587
Montgomery.....334	Macon.....478	Minneapolis.....612	OREGON (OR)	BRITISH COLUMBIA
ALASKA (AK)	Marietta.....404/678/470/770	Rochester.....507	Astoria.....503/971	Victoria.....236/250/778
All Locations.....907	Savannah.....912	St. Cloud.....320	Eugene.....541/458	Vancouver.....236/604/778
ARIZONA (AZ)	HAWAII (HI)	St. Paul.....651	Portland.....503/971	MANITOBA
Flagstaff.....928	All Locations.....808	MISSISSIPPI (MS)	Salem.....503/971	All Locations.....204/431
Glendale.....623	IDAHO (ID)	Biloxi.....228	PENNSYLVANIA (PA)	NEW BRUNSWICK
Phoenix.....480/602/623	All Locations.....208/986	Jackson.....601/769	Allentown.....610/484	All Locations.....506
Scottsdale.....480	ILLINOIS (IL)	Tupelo.....662	Butler.....724/878	NEWFOUNDLAND
Tucson.....520	Aurora.....630/331	MISSOURI (MO)	Erie.....582/814	All Locations.....709
ARKANSAS (AR)	Bloomington.....309	Columbia.....573	Harrisburg.....223/717	NORTHWEST TERRITORY
Fort Smith.....479	Chicago.....224/312/773/847/872	Jefferson City.....573	Philadelphia.....215/267/445	All Locations.....867
Jonesboro.....870	Cicero.....708	Kansas City.....816	Pittsburgh.....412/878	NOVA SCOTIA
Little Rock.....501	East St. Louis.....618/730	Sedalia.....660	Scranton.....272/570	All Locations.....782/902
Pine Bluff.....870	Joliet.....815/779	Springfield.....417	RHODE ISLAND (RI)	NUNAVUT
CALIFORNIA (CA)	Northbrook.....847/224	St. Charles.....636	All Locations.....401	All Locations.....867
Anaheim.....714/657	INDIANA (IN)	St. Joseph.....816	SOUTH CAROLINA (SC)	ONTARIO
Bakersfield.....661	Ft. Wayne.....260	St. Louis.....314	Charleston.....843/854	Hamilton.....289/365/905
Burbank.....408/818/747*	Gary.....219	MONTANA (MT)	Columbia.....803/839	Kitchener.....519/226
Concord.....925	Indianapolis.....317/463	All Locations.....406	Spartanburg.....864	London.....519/226
Fresno.....559	Lafayette.....765	NEBRASKA (NE)	SOUTH DAKOTA (SD)	Ottawa.....343/613
Irvine.....949	South Bend.....574	Grand Island.....308	All Locations.....605	Sault Sainte Marie.....249/705
La Jolla.....858	Terre Haute.....812/930	Lincoln.....402/531	TENNESSEE (TN)	Thunder Bay.....807
Long Beach.....562	IOWA (IA)	Omaha.....402/531	Chattanooga.....423	Toronto.....416/437/647
Los Angeles.....213/323	Cedar Rapids.....319	Reno.....775	Clarksville.....931	PRINCE EDWARD ISLAND
Modesto.....209	Des Moines.....515	NEW HAMPSHIRE (NH)	Jackson.....731	All Locations.....902
Monterey.....831	Mason City.....641	All Locations.....603	Knoxville.....865	QUEBEC
Oakland.....341/510	Quad Cities.....563	NEW JERSEY (NJ)	Memphis.....901	Laval.....450/579
Palm Springs.....760/442	Sioux City.....712	Atlantic City.....609/640	Nashville.....615/629	Montreal.....438/514
Palo Alto.....650	KANSAS (KS)	Camden.....856	TEXAS (TX)	Quebec.....418/581
Pasadena.....626	Dodge City.....620	Elizabeth.....908	Abilene.....325	Sherbrooke.....819/873
Redding.....530	Kansas City.....913	Hackensack.....201/551	Amarillo.....806	SASKATCHEWAN
Riverside.....951	Topeka.....785	New Brunswick.....732/848	Austin.....512/737	All Locations.....306/639
Sacramento.....916/279	Wichita.....316	Newark.....862/973	Beaumont.....409	YUKON
San Bernardino.....909	KENTUCKY (KY)	Trenton.....609	Bryan/College Station.....979	All Locations.....867
San Diego.....619/858	Ashland.....606	NEW MEXICO (NM)	Corpus Christi.....361	
San Francisco.....415/628	Bowling Green.....270/364	Albuquerque.....505	Dallas.....214/469/972	
San José.....408/669	Frankfort.....502	Las Cruces.....575	Del Rio.....830	
San Mateo.....650/764	Lexington.....859	Roswell.....575	El Paso.....915	
Santa Barbara.....805/820	Louisville.....502	Santa Fe.....505	Fort Worth.....682/817	
Santa Monica.....310/424	LOUISIANA (LA)	Taos.....575	Galveston.....409	
Santa Rosa.....707	Baton Rouge.....225	NEWYORK (NY)	Houston.....281/346/713/832	
Stockton.....209	Lafayette.....337	Albany.....518/838	Laredo.....956	
COLORADO (CO)	New Orleans.....504	Binghamton.....607	Midland.....432	
Colorado Springs.....719	Shreveport.....318	Buffalo.....716	Nacogdoches.....936	
Denver.....303/720	Southeast.....985	Long Island (Suffolk).....631/934	San Antonio.....210/726	
Fort Collins.....970	MAINE (ME)	Long Island (Nassau).....363/516	Tyler.....430/903	
CONNECTICUT (CT)	All Locations.....207	New York City.....347/718/917/929	Waco.....254	
Hartford.....860/959	MARYLAND (MD)	Bronx.....347/718/917/929	Wichita Falls.....940	
New Haven.....203/475	Baltimore.....410/443/667	Brooklyn.....347/718/917/929	UTAH (UT)	
Stamford.....203/475	Silver Spring.....240/301	Manhattan.....212/646/917	Logan.....435	
DELAWARE (DE)	MASSACHUSETTS (MA)	Queens.....347/718/917/929	Ogden/Provo.....801/385	
All Locations.....302	Boston.....857/617	Staten Island.....347/718/917/929	Salt Lake City.....801	
DISTRICT OF COLUMBIA (DC)	Cape Cod.....774/508	Poughkeepsie.....329/845	VERMONT (VT)	
All Locations.....202	Lowell.....351/978	Rochester.....585	All Locations.....802	
FLORIDA (FL)	Lynn.....339/781	Syracuse.....315/680	VIRGINIA (VA)	
Boca Raton.....561	Springfield.....413	White Plains.....914	Arlington.....703/571	
Daytona Beach.....386	MICHIGAN (MI)	NORTH CAROLINA (NC)	Bristol.....276	
Ft. Lauderdale.....754/954	Ann Arbor.....734	Asheville.....828	Charlottesville.....434	
Ft. Myers.....239	Detroit.....313	Charlotte.....704/980	Norfolk.....757	
Ft. Pierce.....772	Farmington Hills.....248/947	Durham.....919/984	Richmond.....804	
Gainesville.....352	Flint.....810	Fayetteville.....910	Roanoke.....540	
Jacksonville.....904	Grand Rapids.....616	Raleigh.....919/984	WASHINGTON (WA)	
Key West.....305/786	Kalamazoo.....269	Rocky Mount.....252	Bellevue.....425	
Lakeland.....863	Lansing.....517	Winston-Salem.....336/743	Olympia.....360/564	
Melbourne.....321/407	Macomb County.....586/810	NORTH DAKOTA (ND)	Seattle.....206	
Miami.....305/786	Muskegon.....231	All Locations.....701	Spokane.....509	
Orlando.....407/321/689	Pontiac.....248/947	OHIO (OH)	Tacoma.....253	
Pensacola.....850	Saginaw.....989	Akron.....234/330	Vancouver.....360/564	
Sarasota.....941	Sault Ste. Marie.....906	Canton.....234/330	WEST VIRGINIA (WV)	
St. Petersburg.....727		Cincinnati.....513	All Locations.....304/681	
Sw Of Jacksonville.....386		Cleveland.....216	WISCONSIN (WI)	
Tallahassee.....850		Columbus.....380/614	Eau Claire.....534/715	
Tampa.....813		Dayton.....326/937	Green Bay.....274/920	
		Lorain.....440	Kenosha.....262	
		Marion.....220/740	Madison.....608	
		Toledo.....419/567	Milwaukee.....414	
			Waukesha.....262	
			WYOMING (WY)	
			All Locations.....307	

International Calling

How to use this chart:

The bold number following the country name is the "Country Code."

Bold numbers beside cities are "City Codes."

For example:

Argentina 54
Buenos Aires 1

- The Country Code is **54**.
- The City Code for Buenos Aires is **1**.

AMERICAN SAMOA	684	Paris	1	LUXEMBOURG	352	Barcelona	93
ANDORRA	376	FRENCH POLYNESIA	689	MALAYSIA	60	Madrid	91
ARGENTINA	54	GERMANY, FEDERAL		Kuala Lumpur	3	SRI LANKA	94
Buenos Aires	11	REPUBLIC OF	49	MEXICO	52	Kandy	8
AUSTRALIA	61	Berlin	30	Acapulco	744	SURINAME	597
Sydney	2	Frankfurt (Oder)	335	Cancun	998	SWEDEN	46
AUSTRIA	43	GREECE	30	Mexico City	55	Goteborg	31
Vienna	1	Athens	1	MONACO	377	Stockholm	8
BAHRAIN	973	GUATEMALA	502	NETHERLANDS	31	SWITZERLAND	41
BELGIUM	32	Guatemala City	2	Amsterdam	20	Berne	31
Antwerp	3	GUYANA	592	Rotterdam	10	Geneva	22
Brussels	2	Georgetown	2	The Hague	70	Lucerne	41
BELIZE	501	HAITI	509	Utrecht	30	Zurich	1
Belize City	2	HONDURAS	504	NETHERLANDS ANTILLES	599	SYRIA	963
BOLIVIA	591	HONG KONG	852	Curacao	9	Damascus	11
Cochabamba	4	HUNGARY	36	NEW CALEDONIA	687	TAIWAN	886
La Paz	2	Budapest	1	NEW ZEALAND	64	Tainan	6
Santa Cruz	3	Gyor	96	Auckland	9	Taipei	2
BOSNIA AND HERZEGOVINA	387	Miskolc	46	Hamilton	7	THAILAND	66
Sarajevo	71	ICELAND	354	Wellington	4	Bangkok	2
BRAZIL	55	INDIA	91	NICARAGUA	505	TURKEY	90
Belo Horizonte	31	Bombay	22	Managua	2	Istanbul	212, 216
Rio De Janeiro	21	Calcutta	33	NIGERIA	234	UKRAINE	380
Sao Paulo	11	Madras	44	NORWAY	47	Kiev	44
CANADA	1	New Delhi	11	Oslo	22	UNITED ARAB EMIRATES	971
CHILE	56	INDONESIA	62	PAKISTAN	92	Abu Dhabi	2
Santiago	2	Jakarta	21	PAPUA NEW GUINEA	675	Ajman	6
Valparaiso	32	IRAN	98	PARAGUAY	595	Al Ain	3
CHINA, PEOPLE'S REPUBLIC OF	86	Tehran (Teheran)	21	Asuncion	21	Dubai	4
Beijing (PeKing)	10	IRAQ	964	PERU	51	Sharjah	6
Shanghai	21	IRELAND	353	Arequipa	54	UNITED KINGDOM	44
COLUMBIA	57	Dublin	1	Lima	14	Belfast (N Ireland)	2890
Bogota	1	Galway	91	PHILIPPINES	63	Birmingham (Eng.)	121
COSTA RICA	506	ISRAEL	972	Manila	2	Cardiff (Wales)	2920
CROATIA	385	Haifa	4	POLAND	48	Channel Islands	1481
Zagreb	1	Jerusalem	2	Gdansk	58	Edinburgh (Scot.)	131
CYPRUS	357	Tel Aviv- Jaffa	3	Krakow	12	Glasgow (Scot.)	141
Nicosia	2	ITALY	39	Warsaw	22	Gloucester (Eng.)	1452
CZECH REPUBLIC	420	Naples	81	PORTUGAL	351	Liverpool(Eng.)	151
Prague	2	Rome	6	Lisbon	1	London Inner (Eng.)	207
DENMARK	45	Venice	41	PUERTO RICO	1+ 787	London Outer (Eng.)	208
ECUADOR	593	JAPAN	81	RUSSIA	7	Manchester (Eng.)	161
Cuenca	7	Tokyo	3	Moscow	095	Nottingham (Eng.)	115
Quito	2	Yokohama	45	St Petersburg	812	UNITED STATES	1
EGYPT, ARAB REPUBLIC OF	20	KENYA	254	SAUDI ARABIA	966	URUGUAY	598
Alexandria	3	Nairobi	2	Riyadh	1	Mercedes	532
Cairo	2	KOREA, DPR OF (NORTH)	850	SENEGAL, REPUBLIC OF	221	Montevideo	2
EL SALVADOR	503	KOREA, REPUBLIC OF (SOUTH)	82	SINGAPORE, REPUBLIC OF	65	VATICAN CITY	39
FIJI	679	Pusan	51	SOUTH AFRICA, REPUBLIC OF	27	VENEZUELA	58
FINLAND	358	Seoul	2	Cape Town	21	Caracas	212
Helsinki	9	KUWAIT	965	Pretoria	12	Valencia	241
FRANCE	33	LIBERIA	231	SPAIN	34		

Dialing direct

To place an international call, dial:

- The digits "011"
- The Country Code
- The City Code
- The local number
- The "#" button if you have Touch-tone service. This will speed your call along.

For Example:

To place a dialed direct call to London, England, here's what you would dial:

Country	City
Code	Code

011 + 44 + 1 + Local Number

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

Operator-assisted calls

To dial calls that are person-to-person, collect, Calling Card or billed to a third number, dial "01", plus the country code, etc.

If you cannot dial Operator-assisted calls from your telephone dial "0" and the Operator will handle your call.

For Example:

To place a dialed direct call to London, England, here's what you would dial:

Country	City
Code	Code

011 + 44 + 1 + Local Number

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

Calls to Canada, Puerto Rico, the U.S. Virgin Islands and most dialable points in the Caribbean/Atlantic Region

These calls can be dialed the same way as you dial other long distance calls within the Continental United States. See the Long Distance section in this guide.

To call Mexico

If International Dialing is available in your area, dial "011" or "01". Then dial 52 + City Code + Local Number.

Calling Card calls

You can make a call from any phone in the U.S. to any place in the world and charge it to your Calling Card from Newport Telephone.

Time zones

Time zone differences based on Eastern Standard Time are shown on the following country and city code chart. Several countries have more than one time zone. The time differences for these countries are based upon the following cities: Sydney, Australia; Rio de Janeiro, Brazil; Jakarta, Indonesia; Kuala Lumpur, Malaysia and Mexico City, Mexico.

Additional assistance

Dial "0" (Operator) if you need assistance

1. To call countries that cannot be dialed directly.
2. To get telephone numbers.
3. To get City Codes that are not listed.

Establishing Service

Establishing Newport Telephone service at your home

Call your Service Representative

Your Service Representative will help you with orders for local monthly calling services, optional services (including Touch-tone and Custom Calling if they are available in your area), Newport Telephone Calling Cards, directories and directory listings. They will also answer questions about installation of telephone service, home wiring and other questions you have about the services we provide.

Newport Telephone provides access to the telephone network

We offer a variety of basic and optional monthly calling plans to provide you with access to the telephone network. Types of home telephone service and optional services available at additional charges are described on the following pages.

Information needed for your order

- Complete address -street and number-plus city or town (apartment number if applicable).
- The registration numbers of the telephone sets or other telephone equipment you will be using.
- A description of the types of modular equipment, if any, at your new address (see page 24).
- The type of monthly service you want.
- How you would like your directory listing to appear. Two people with the same last name can have their first names listed at no charge.
- Information about your previous telephone service such as the telephone number and location.
- Other credit information, including employment. (No telephone credit information is given out to other businesses).

Seasonal Service:

Seasonal Service is available to customers that leave the Company's serving area for an extended period of time but wish to retain the existing telephone service while away. There are two basic options for Seasonal Service to choose from depending on the period of time you will be away. Please contact our business office and a Representative will be happy to help you determine which option is best for you.

Deposits

A deposit may be required

A deposit is required if you have had a poor payment record with Newport Telephone or if you cannot provide us with satisfactory credit information.

1. Present employment.
2. Other employment if less than two years in present job.
3. Own or rent your home; if you rent, the length of time you have lived there.
4. Types of bank accounts and their location.
5. Credit cards, charge accounts or other credit references.
6. Sources of income other than employment.

You have the right to refuse to discuss these matters, but in that case the company can require a deposit. The amount of this deposit is based on an estimated billing for two months' service. If after two months, your actual usage is running significantly below the estimate, the excess will be refunded.

If you can give positive answers to three questions in the six areas listed below a deposit is waived. If you are 62 or over or a recipient of Public Assistance you may qualify for service without a deposit.

We do not require security deposits from customers who receive Aid to Families with Dependent Children, Home Relief, 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.

Interest on deposits

A deposit, with 4.20% percent simple interest per year, is generally refunded within one year if phone bills are paid by the date shown on the bill. The deposit is held as security if credit has not yet been established. If telephone service is disconnected, the deposit with interest is applied to your final bill.

Advance payments

When you order new service, you may be required to make an advance payment to cover the cost of the installation charges and your telephone service charge for at least one month. If you make an advance payment, it will be applied to your first month's bill.

One-time charges to install and change your service

The charges to install or change your residence service will vary according to the work that is done. If you prefer, you may spread the payments over 6 equal monthly installments without interest. This arrangement must be made when your order is placed.

You can save on installation costs by reusing the wire and jacks in place. The minimum charge for a new line is **\$30.15**. The maximum charge is **\$40.15**. NOTE: If inside wiring is required there will be additional charges. Here is a list of the elements used to figure installation charges:

Service Charge \$7.90

This reflects the work involved in negotiating, recording and processing requests for service or change of service. This charge also applies for changes in telephone numbers requested by customers.

Premises Visit Charge \$10.00

When an installer visits your home to do some work, this charge is applied.

In addition to the above charges, one or more of the following charges may apply whenever work is done to install or change your service:

Jack Installation Charge..... \$5.64

This charge applies to each jack connected.

Wire Installation Charge Res - \$14.34 Bus - \$24.60

This charge applies for the connection or move of a wire associated with a telephone or jack. This charge can vary based on the type of equipment or service.

Record Order Charge \$3.95

This covers cost associated with receiving, recording and processing customer requests which involve only a change in company records, such as changes in directory listings.

Line Charge \$22.25 per line

This covers work done in the central office to connect each central office line or mileage circuit. A **\$18.00** charge applies for changes in telephone numbers requested by customers.

Custom Calling Features

Anonymous Call Rejection

Refuse calls from those who have blocked their numbers.

How it works:

When you've turned this service "on" any callers who have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls – and they should remove Blocking and call back. All other calls will ring through as usual.

To "turn on" the service:

- Lift the handset and listen for the dial tone.
- Press *77. (On a rotary phone, dial 1177.)
- Listen for a confirmation tone or announcement. Hang up.

To "turn off" the service:

- Press *87. (On a rotary phone, dial 1187.)
- Listen for a confirmation tone or announcement. Hang up.

Note:

- You will not be notified when or how many calls have been rejected.

Automatic Callback

Get through to busy numbers as soon as they're free.

How it works:

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free, and automatically connects you.

How to use:

- When you hear a busy signal, press and release the "switchhook." Listen for a special tone.
- If you've already hung up, lift the handset and listen for a special tone.
- Press *66. (On a rotary phone, dial 1166.)
- If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
- A special callback ring alerts you if the line becomes free (some phones ring normally).
- Lift the handset to automatically place the call.

To cancel your Callback request:

- Depress the "switchhook" and release. Listen for a special dial tone.
- If you've already hung up, lift the handset and listen for a normal dial tone.
- Press *86. (On a rotary phone, dial 1186.)
- Listen for the confirmation tone or announcement. Hang up.

Note:

- To start the 30-minute clock, repeat steps 1 - 4 under "How to use."
- Automatic Callback can check as many as 31 busy lines at once for you. To know which call is being completed, you must subscribe to Calling Number service.
- Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or on lines where Call Forward and some other call services have been activated.
- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

Automatic Recall

Easily dial your last caller—even if you didn't answer.

How it works:

If you couldn't get to the phone in time, you can still find out who called. Return the call by dialing a simple code.

How to use:

- Lift the handset and listen for a normal dial tone.
- If you were already on the phone and ignored a call waiting tone, press and quickly release the "switchhook."
- Press *69. (On a rotary dial phone, dial 1169.) Your call will go through like a normal call.

If the line is busy:

- Hang up. Your phone will keep trying the line for up to 30 minutes.
- A special callback ring alerts you if the line becomes free (some phones ring normally).
- Lift the handset to automatically place the call.

To cancel your Automatic Recall request:

- Press *89. (On a rotary phone, dial 1189.)
- Listen for the confirmation tone or announcement. Hang up.

Note:

- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.
- In some areas, after you dial *69, a recorded voice will give you the phone number of the call you missed and ask if you want to use the Automatic Recall feature. Just follow the voice instructions.
- Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or on lines where Call Forward and some other call services have been activated.

Call Forward

This feature allows a customer to transfer calls so they will ring to another telephone number, enabling you to receive important calls when away. Call forwarding becomes a safety feature when the customer forwards calls while on vacation—the home will not appear so unsupervised. With call forwarding there is no need to leave messages about where you are or reveal any forwarding numbers.

To forward your calls:

- Lift the handset and listen for the dial tone.
- Dial 7-2-# (on rotary dial phones, dial 7-2 and wait four seconds).
- Again, listen for the dial tone.
- Now dial the number where you want your calls to be forwarded. (You can use Speed Calling codes if you have this feature).
- The Call Forward feature is in effect when someone answers at the forwarding number.

To deactivate Call Forward:

- Lift the handset and listen for the dial tone.
- Dial 7-3-# (on rotary dial phones, dial 7-3 and wait four seconds).

- Listen for two beeps, then hang up. The feature is no longer in effect, and calls will ring on your phone.

Call Forward Busy

When your line is busy, your callers can reach someone else.

How it works:

Whenever you're on the phone, you can be sure your callers can talk with someone else or can leave a message for you. Easily turn it on or off, or change the forwarding number—anytime.

To "turn on" the service:

- Lift the handset and listen for the dial tone.
- Press *90. (On a rotary phone, dial 1190.)
- Listen for the dial tone.
- Dial the number where you want your calls forwarded.
- When the phone is answered, your Call Forward is in effect.

If the line is busy, or there's no answer:

- Hang up.
- Within two minutes, repeat steps 1 - 4 above. You'll hear a confirmation tone to let you know your Call Forward Busy is now working.

To "turn off" the service:

- Lift the handset and listen for the dial tone.
- Press *91. (On a rotary phone, dial 1191.)
- Listen for the confirmation tone, then hang up. Your Call Forward Busy is now "off".

To change the "forward to" number:

1. Turn off Call Forward Busy (see directions above).
2. Repeat the steps above to turn on Call Forward Busy, entering the new "forward to" number.

Note:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes instead.

Call Forward No Answer

Whenever you can't answer, forward your calls to someone who can.

How it works:

If you can't get to the phone, you can be sure that your calls won't go unanswered. You can easily change the forwarding number—even choosing how many times your phone should ring.

Custom Calling Features

To “turn on” the service:

- Lift the handset and listen for the dial tone.
- Press *92. (On a rotary phone, dial 1192.)
- Listen for the dial tone.
- Dial the number of rings (from 2 to 9) to be allowed before the call is forwarded. Then, dial the number where you want your calls forwarded.
- When the phone is answered, your Call Forward No Answer is in effect.

If the line is busy, or there’s no answer:

- Hang up.
- Within two minutes, repeat steps 1 - 4 above. You’ll hear a confirmation tone to let you know your Call Forward No Answer is now working.

To “turn off” the service:

- Lift the handset and listen for the dial tone.
- Press *93. (On a rotary phone, dial 1193.)
- Listen for the confirmation tone, then hang up. Your Call Forward No Answer is now “off”.

To change the “forward-to” number:

1. Turn off Call Forward No Answer, (see directions above).
2. Repeat the steps above to turn on Call Forward No Answer, entering the new “forward-to” number.

Note:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, dial “1” plus the area code. Or if you have speed calling, you may dial one of your codes instead.

Selective Call Forwarding

Decide which callers should follow you to another number.

How it works:

You can program your phone to forward only those calls from a special list of numbers to another number—such as your car phone. When your service is turned “on,” calls from numbers in your forward list will be re-routed to your “forward-to” number. All others will ring at your phone as usual.

How to use:

- Lift the handset and listen for the dial tone.
- Press *63. (On a rotary phone, dial 1163.)
- Listen for an announcement telling you whether the feature is currently stored in your forward list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your forward list:

- Press #01#. (On a rotary phone, dial 1201.)

To “turn on” the service:

- Lift the handset and listen for the dial tone.
- Press *64. (On a rotary phone, dial 1164.)
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will tell you how many (if any) numbers are currently stored in your acceptance list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To enter your “forward-to” number:

- The first time you turn on the service, you’ll be asked to enter the number you’d like your special calls forwarded to. From then on, the system will simply remind you of the current “forward-to” number.

- If the current number is correct, dial 1.
- If you wish to change the current “forward-to” number, dial 0 and then follow the voice instructions.

To hear the phone numbers on your list:

- Dial 1.
- After the list is read, voice instructions will follow.

To add a number to your list:

- Press #. (On a rotary phone, dial 12.)
- Follow the voice instructions you’ll hear. You can store up to 31 phone numbers on your forward list.

To remove a number from your list:

- Press *. (On a rotary phone, dial 11.)
- Follow the voice instructions to remove any or all of those numbers from your forward list.

To hear instructions again:

- Dial 0.

Note:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing/Call Waiting, Selective Call Acceptance, Selective Call Rejection, and similar services.
- This service can work with Call Forward (all calls). Numbers on your preferred list will follow you to your Selective Call Forward number. All other calls will be routed to your regular Call Forward number.

Call Transfer

Easily transfer a call to someone else.

How it works:

You can transfer a call to another number or add a third person to a call. When you’re ready to hang up, the other two people can continue their conversation.

To transfer a call:

- Press and quickly release the “switchhook” to place the person you’re talking with on hold.
- Listen for the dial tone.
- Dial the third person’s phone number. (If you have speed calling, you may dial one of your codes instead.)
- When the third person answers, you can talk privately before making it a three-way conversation.
- To complete the transfer, press and quickly release the “switchhook.” You can now talk with both people at the same time.
- Hang up. The other two people can continue their conversation.

To cancel the transfer:

- You can cancel the transfer at any time—if the third person did not answer, you received a busy signal or recording, or you wish to cancel the transfer after talking to the third person. Just press and release the “switchhook” twice. You’ll be reconnected to the person holding.

Note:

- Any chargeable or long distance calls you place for the transfer or three-way conversation will be billed to your number.
- The “switchhook” is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

Call Waiting

Call waiting offers the convenience of a two-line telephone system without the cost of extra lines and equipment. With call waiting a special tone alerts you to an incoming call when you are on the phone. The caller hears only a normal ring. You can then place your current call on temporary hold and answer the new call.

Here’s how you are alerted by Call Waiting...

- When you’re on the phone, a “beep” tells you a second call is waiting. Only you hear this beep.
- If you don’t answer the second call within 10 seconds, another “beep” reminds you it’s there.
- The second caller hears only the normal ringing tone.

To answer the second call...

- Depress the switchhook for about one second to place your first call on hold.
- You are automatically connected with the second caller.

Custom Calling Features

To alternate between calls...

- Depress the switchhook for about one second to alternate between calls.
- Each of your conversations is private and cannot be heard by the other caller.

To end either call...

- Simply hang up.
- Your telephone will ring.
- When you answer it, you'll be connected with the other caller. The call you discontinued will no longer be on the line.

To "turn off" Call Waiting before making a call:

- Lift the handset and listen for the dial tone.
- Press *70 (On a rotary phone, dial 1170.)
- Listen for the confirmation tone.
- Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal.
- After you hang up, Call Waiting automatically "turns on" again.

To "turn off" Call Waiting during a call:

- Press and release the "switchhook."
- Press *70 (On a rotary phone, dial 1170.)
- Listen for the confirmation tone. You'll automatically be reconnected to your call.
- After you hang up, Call Waiting automatically "turns on" again.

Note:

- You must have Three-Way Calling to "turn off" Call Waiting during a call.
- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

Calling Number

See the number calling before you answer the phone.

How it works:

When you receive a call, the number of the person calling you is shown on your Caller ID display screen.

How to use:

- When you receive a call, wait until your telephone completes the first ringing signal.
- The telephone number of the person calling you will automatically appear on your display screen.
- If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Note:

- Subscription to Calling Number requires the lease or purchase of a display telephone or an add-on display unit.
- If the letter "P" or "Private" appears on your screen, the caller may have blocked the display of their number by

pressing *67 (or dialing 1167 on a rotary phone) before placing the call. You can choose whether or not to answer the call.

- If "unknown name," "unknown number," "out of area," or "O" appears, the caller is in an area that does not support Calling Number services.

Call Waiting Calling Number

It never fails...you are on the telephone and you get another call! Now with "Call Waiting Caller ID" you know who's calling simply by looking at your caller ID box.

Customer Originated Trace

Identify harassing callers through the phone company.

How it works:

When you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company.

How to use:

- When you get a nuisance call, press and quickly release the "switchhook." Listen for a special dial tone.
- If you've already hung up, just lift the handset again and listen for a normal dial tone.
- Press *57. (On a rotary phone, dial 1157.)
- Listen for a confirmation announcement that the last call has been traced.
- Hang up.
- The number you traced will be recorded at the phone company. If you decide to follow up on the matter, we'll provide that number to the local authorities.
* Per usage fees apply. *

Note:

- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.
- Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- In some areas, after you dial *57, you'll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.

Distinctive Ringing/Teen Line

Know who the call is for—as soon as it rings!

How it works:

Two different phone numbers can be assigned to your home telephone line. Use one number for the adults ... and another for the children. You can answer the phone differently for different callers.

To use:

- When someone dials your main telephone number, you'll hear normal ringing (one long ring).
- When someone dials the other telephone number, you'll hear a special ring that identifies that number (such as two short rings).
- Wait until the full ring pattern is complete before answering. You'll know whether the call is for you—and how you should greet the caller.

If you also have Call Waiting:

- If someone dials your main number while you're on the phone, you'll hear a normal Call Waiting tone.
- If someone dials one of the other numbers, you'll hear a special Call Waiting tone that identifies that particular number (such as two short tones).

Note:

- Your telephone company determines how many different numbers can be assigned to your line.
- Only one conversation can be held at a time. Although you have more than one telephone number, you still have just one line.

Distinctive Ringing/Call Waiting

You'll know when someone special is calling.

How it works:

When you make a list of special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone.

How to use:

- Lift the handset and listen for the dial tone.
- Press *61. (On a rotary phone, dial 1161.)
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will tell you how many (if any) numbers are currently stored in your list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your list:

- Press #01#. (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:

- Dial 1.
- After the list is read, voice instructions will follow.

To add a number to your list:

- Press #. (On a rotary phone, dial 12.)
- Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your VIP list.

Custom Calling Features

To remove a number from your list:

- Press *. (On a rotary phone, dial 11.)
- Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

- Dial 0.

Note:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Selective Call Acceptance, Selective Call Forwarding, and similar services.

Per-Call Blocking

Block your number from being displayed to others.

How it works:

By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID display of the person receiving your call.

How to use:

- Lift the handset and listen for the dial tone.
- Press *67. (On a rotary phone, dial 1167.)
- Dial the number you're calling as usual.
- The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "Private" will be displayed.

Note:

- You must dial *67 before each call you place. Otherwise, your phone number will be released to the person receiving your call.
- If you have requested Per-Line Blocking from your telephone company, you do not need to dial a code to block your number each time. Your number will always appear as "Private." To override Per-Line Blocking (allowing your number to be displayed) on an individual call, dial *67 before placing the call.

Selective Call Acceptance

Decide which calls you'll take.

How it works:

You can program your phone to accept only those calls from a special list of people. When your service is "turned on," your phone will accept only calls from those in your Selective Call Acceptance list. All others will hear an announcement that you're not accepting calls at this time.

To add the last caller to your acceptance list:

- Press #01#. (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:

- Dial 1.

After the list is read, voice instructions will follow. To add a number to your list:

- Press #. (On a rotary phone, dial 12.)
- Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:

- Press *. (On a rotary phone, dial 11.)
- Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

- Dial 0.

Note:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing/Call Waiting, Selective Call Forwarding, Selective Call Rejection, and similar services.

Selective Call Rejection

Don't let unwanted calls disturb you.

How it works:

You can program your phone to reject calls from any number you place in the rejection list. When your service is "turned on," any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

How to use:

- Lift the handset and listen for the dial tone.
- Press *60. (On a rotary phone, dial 1160.)
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your rejection list:

- Press #01#. (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:

- Dial 1.
- After the list is read, voice instructions will follow.

To add a number to your list:

- Press #. (On a rotary phone, dial 12.)
- Follow the voice instructions you'll hear. You can store up to 31 phone numbers in your rejection list.

To remove a number from your list:

- Press *. (On a rotary phone, dial 11.)
- Follow the voice instructions to remove any or all of those numbers from your rejection list.

To hear instructions again:

- Dial 0.

Note:

- You will not be notified when or how many calls have been rejected.
- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing/Call Waiting, Selective Call Acceptance, Selective Call Forwarding, and similar services.

Speed Calling

Now you can reach those you call frequently, whether locally or long distance, by dialing only one or two digits. With speed calling you program your phone to dial a complete number in response to a one or two digit code dialed by you. It's especially useful for emergency assistance numbers, when time is critical.

You can select either a short list of eight telephone numbers (Speed Calling 8) or a long list of 30 telephone numbers (Speed Calling 30).

Speed Calling 8

To program or change your Speed Calling 8 list...

- Lift the handset and listen for the dial tone.
- Dial 7-4-# (on rotary dial phones, dial 7-4 and wait four seconds).
- Listen for the dial tone.
- Dial one of the eight one-digit speed codes (2 through 9).
- Then, dial the number you wish to speed call. (For long distance entries, remember to include 1 and the area code).
- Press the # button (on rotary dial phones, omit this step and wait four seconds).
- Listen for the two "beeps" which indicate that your number has been entered. Then hang up.

You can now continue entering the other numbers on your list by repeating the above procedure, or you can enter them later. If you like, you can keep track of your speed codes on the Speed Calling 8 Reference list below.

Custom Calling Features

To use your Speed Calling 8 Feature...

- Lift the handset and listen for the dial tone.
- Dial the appropriate one-digit speed code (2 through 9).
- Press the # button (on a rotary dial phone, omit this step and wait four seconds).
- Your call will now be dialed automatically.

Speed Calling 30

To program or change your Speed Calling 30 list...

- Lift the handset and listen for the dial tone.
- Dial 7-5-# (on rotary dial phones, dial 7-5 and wait four seconds).
- Listen for the dial tone.
- Dial one of the 30 two-digit speed codes (20 through 49).
- Then, dial the number you wish to speed call. (For long distance entries, remember to enter the 1 and the area code).
- Press the # button (on rotary dial phones, omit this step and wait four seconds).
- Listen for the two "beeps" which indicate that your number has been entered. Then hang up.

You can now continue entering the other numbers on your list by repeating the above procedure, or you can enter them later. If you like, you can keep track of our speed codes on the Speed Calling 30 Reference List below.

To use your Speed Calling 30 feature...

- Lift the handset and listen for the dial tone.
- Dial the appropriate two-digit speed code (20 through 49).
- Press the # button (on rotary dial phones, omit this step and wait four seconds).
- Your call will now be dialed automatically.

Three Way Calling

A customer with Three-Way Calling may have two other parties on his or her line at the same time. During holidays or on birthdays when you wish to exchange greetings with friends or relatives you are able to at two other locations.

To add a third person to your call...

- First depress the switchhook for about one second. This will place the person you're talking with on hold.
- Listen for the dial tone. Then, dial the third person you want to join the conversation. (You can use Speed Calling codes if you have this feature).
- When the third person answers you can talk privately with this person before making the call a three way conversation.
- To make the call a three way conversation, depress the switchhook for about one second to add the person you have on hold. Your three-way call is now underway.

NOTE: If for some reason the call to the third person is not completed, or if someone else answers the phone and the person you desire to speak with is out, depress the switchhook twice to resume your conversation with the person on hold.

To disconnect the third person...

- Depress the switchhook for about one second. You'll now have only the original party on the line.
- or
- If either of the two people hangs up, you can continue talking with the remaining party.

To disconnect completely...

- Simply hang up.

Voice Mail

Voice Mail is a telephone company-based service providing you with the following: personal information system, an answering service, an appointment advisor, personal reminder and much more. Lightning strikes, tape failures or power outages will no longer prohibit your message capabilities. From any touchtone telephone, 24 hours a day, anywhere in the world, Voice Mail gives you the ability to make, keep, receive, give, answer and distribute messages to other users by a few simple key strokes. Call your customer service representative to order your Voice Mail service.

Warm Line

Be prepared for emergency situations.

How it works:

Help is not far away—even when you can't dial the phone. Your telephone can automatically dial an emergency number for you.

To use:

- Lift the handset and wait for 30 seconds.
- The pre-designated number is automatically dialed. This number is:

To prevent automatic dialing:

- Begin dialing within 30 seconds after lifting the handset.

Note:

- You must select the telephone number to be dialed when you sign up for Warm Line service. To change this number, contact your local telephone company.

Customer Guide

ANNOYANCE CALLS

How to handle obscene, abusive, threatening or harassing calls

If you ever receive obscene, abusive, harassing or threatening calls, follow these suggestions:

1. Hang up at the first obscene word. Hang up if the caller remains silent the second time you say hello. Remember, **YOU CONTROL YOUR TELEPHONE**, not the person calling.
2. Do not give any information, such as your name or address, until the caller has been properly identified.
3. Advise your children and guests not to give out any information. If you are not at home, those answering your telephone should be instructed to say, "They're busy right now, may I take a message?"
4. If calls persist, our trained Service Representatives will help you on **315-845-8112**.

Harassment by telephone

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

- Making any lewd or indecent comment or request with intent to offend;
- Making one or repeated telephone calls, whether or not conversation occurs, with intent to abuse, threaten or harass;
- Causing the telephone or another to ring repeatedly with intent to harass;

- Knowingly allowing any telephones under one's control to be used for any of the above.

The law provides penalties of six months to one year in jail and/or a fine of \$500 to \$1000.

Fraudulent Callers

It is illegal for a person to charge any calls to your number or credit card without your permission. For your protection, new equipment and procedures enable the telephone company to detect and investigate fraudulent calls. State law provides that no person shall defraud or attempt to defraud the telephone company of its lawful charges.

Violators, upon conviction, are subject to imprisonment or a fine.

Emergency Number For Improper Disconnection Of, Or Refusal To Provide, Electric Or Gas Service (toll-free) 1-800 342-3355.

Electric, Gas & Private Water Company Complaints

If an electric, gas or private water company fails to satisfactorily resolve a service or billing complaint within a reasonable period of time, customers may refer their problems to the Consumer Services Division of the New York State Public Service Commission by writing to: Three Empire State Plaza, Albany, New York 12223 or by calling (toll-free) **1-800 342-3377**.

National Do Not Call Registry

The National Do Not Call Registry is open for business, putting consumers in charge of the telemarketing calls they get at home. The Federal government created the national registry to make it easier and more efficient for you to stop getting telemarketing calls you don't want. You can register online at WWW.DONOTCALL.GOV or call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free.

The Federal Trade Commission, the Federal Communications Commission, and the states are enforcing the National Do Not Call Registry. Placing your number on the registry will stop most, but not all, telemarketing calls.

This site has information for you - whether you're a consumer interested in signing up for the National Do Not Call Registry, or a telemarketer or seller interested in learning more about your responsibilities related to the Telemarketing Sales Rule.

Telephone Equipment

Modular outlets allow you to plug in or move your telephone and make it easier for you to test if you are having trouble with your service. (See instructions under Repair Service.)

An easy way to determine if your phone is modular or non-modular is to check the telephone receiver to see where the cord connects. If the opening is round (**Figure 1-A**) the phone is non-modular or "hard-wired"; if it's like **Figure 1-B** your phone is modular.

If your outlet is not modular and you want to convert it, call your Service Representative.

Figure 2 shows some non-modular outlets. You can easily change them to modular outlets by using a special converter available from Newport Telephone Co. (See **Figure 5**)

Call your Service Representative for more information.

Figure 3 shows some other non-modular outlets which can be converted to modular outlets with the converter shown in **Figure 4**.

Figure 4 This converter, available from Newport Telephone by calling your Service Representative, self-locks and permanently converts the non-modular outlet to a modular outlet.

Figures 5 & 6 show outlets for modular telephones. Just line up the clip at the end of the cord with the outlet, and insert it. To disconnect it, squeeze the clip with your thumb and forefinger and gently pull it out.

Figure 7 shows the outlet for a modular wall telephone. Line up the rivets on the outlet plate with the openings on the back of the phone. Push the phone lightly against the mounting and slide it down into place. To disconnect it, slide the phone up to lift it off the rivets, and pull it away from the wall. A conversion kit for non-modular wall phones, not shown here, is available from Newport Telephone Co.

Is the trouble with your telephone set or the local network?

Modular telephones are easy to check. If you have more than one modular telephone, unplug the one from which you noticed the problem. Then plug another phone into the same outlet to see if the problem still exists. (If your phones are not modular, use another phone to see if the problem still exists.) If it does not, the problem is probably with the first phone.

Customers With Customer Purchased Equipment (CPE)

Before you call for service, you should know whether the problem is with your telephone equipment or our line. If we visit your home and find that the trouble is with your equipment and not our line, we will have to charge you a minimum service charge of **\$25.00**.

Non-Modular Receiver 1-A

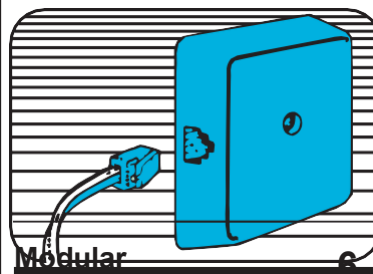
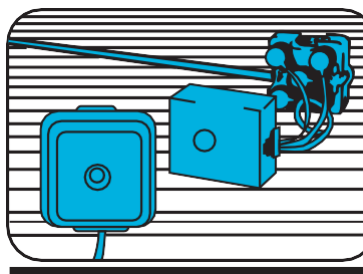


1-B



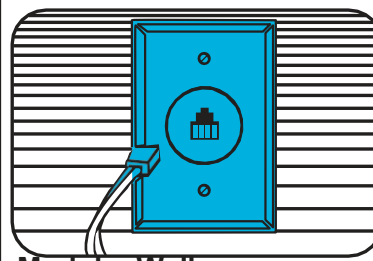
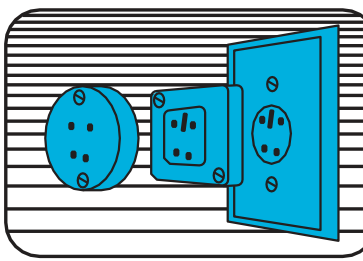
Modular Outlet 5

Non-Modular Outlet and Modular Converter 2



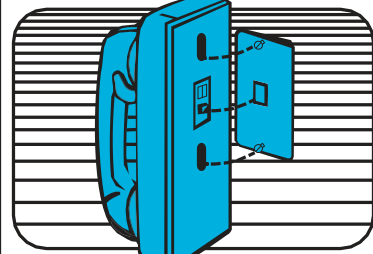
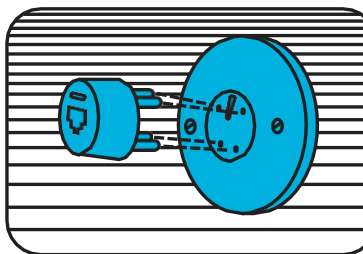
Modular Outlet 6

Non-Modular Outlet 3



Modular Wall Outlet 7

Non-Modular Converter 4



Rights & Responsibilities

NAVIGATING YOUR PHONE BILL



Items to look for on your phone bill:

<p>1 Basic Service is the basic monthly charge for dial-tone service.</p>	<p>2 Optional Services are charges for added services such as call waiting, caller ID, voice mail, 3-way calling, etc.</p>	<p>4 State and Federal Surcharges</p> <p>The number and types of surcharges and taxes that appear on telephone bills, and the names of these fees, vary from state to state.</p> <p><i>Subscriber Line Charge (SLC)</i> is a charge created and regulated by the federal communications commission (FCC) that allows local phone companies to recover a portion of the costs associated with interstate access to the local phone network. May appear as "FCC Charge for Network Access" or "Federal Line Cost Charge."</p> <p><i>State Subscriber Line Charge</i> is mandated by some state public service or utility commissions to compensate the local phone company for the portion of the cost of providing local telephone lines determined to be associated with state services, such as intrastate long distance services and local exchange services.</p> <p><i>Universal Service Fund Surcharge (USF)</i> The Universal Service Fund is a federal government program that helps bring affordable basic phone service to all Americans. The program also assists schools, libraries and rural health care providers in obtaining phone service. Some long distance companies add a USF charge onto their bills to cover their support requirements for this program.</p> <p><i>Local Number Portability Charge</i> The FCC requires that local phone companies make telephone numbers portable from carrier to carrier, allowing customers who switch their local carrier to maintain the same phone number. While such service may not be available in all areas, the FCC has allowed companies to apply the charge in order for them to recover their investment in the necessary equipment upgrades to make local number portability technically services.</p>
<p>3 Long Distance are charges from your selected carrier. Some long distance companies may add "carrier," or "minimum usage" charges. Contact your long distance provider for an explanation.</p>		

Other Information

New rules went into effect in 2000 that dictate what information your phone company must provide on your bill. Look for the following information on your bill:

- Names of all service providers, highlighting any new service provider and any new service that did not appear on the previous bill;
- Identification of charges for which failure to pay will not result in an interruption of service (non regulated charges);
- Use of standardized labels;
- Contact information for inquiries or complaint:

5 Taxes

Several taxes are collected through phone bills on behalf of the government. Taxes that typically appear on a local phone bill include:


Federal Excise Tax is a three-percent tax that is mandated by the federal government. It is levied on all telecommunications services, including local, long distance, and wireless bills. This tax originated in 1898 as a "temporary" tax to offset the cost of the Spanish American War. The telecommunications industry has been very active in working to get this tax repealed.

State & Local / Municipal Tax is a charge levied by state, local or municipal government on goods and services. It may also be labeled "gross receipts" tax in some states.

911
The 911 charge is levied by local government to help pay for emergency services such as fire and rescue. In many areas, the service includes the ability to get a street address for callers through the phone lines.

Telecommunications Relay Service Charge
This surcharge funds the relay center which transmits and translates calls for hearing and speech-impaired persons.

Lifeline Surcharge
is a fee assessed by federal regulators on local telephone customers to assist low-income telephone customers. Some state regulators also assess a fee for this purpose.



United States Telecom Association
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Washington, DC 20005
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CONSUMER ALERT:
 PROTECT YOURSELF AGAINST
 'NEIGHBOR SPOOFING', SCAM CALLERS
 PLACING PHONE CALLS THAT APPEAR
 TO BE LOCAL

Don't Get Crammed or Slammed

Carefully review every phone bill you receive. By becoming familiar with the type of charges and the format, you are more likely to identify any wrong charges on your bill.

Caller ID Information Can Be Manipulated to Fool and Defraud Consumers

The Federal Communications Commission is warning consumers about 'neighbor spoofing' scams where thieves manipulate caller ID information in ways that make calls appear to have been placed locally. While a call might originate overseas, the caller ID information on the recipient's phone would appear as though the call is coming from the consumer's own area code and local exchange. In general, scammers use such spoofing to increase the likelihood that consumers pick up the phone to increase the consumer's trust in the call.

"Cramming"

is the illegal practice of adding misleading, bogus and wrongful charges to a consumer's phone bill for service that the customer did not order.

Local phone companies may provide billing and collection services to other companies, including long distance carriers and other third-party billers. This is also a convenience for the benefit of customers who are able to receive one consolidate bill rather than multiple bills. With so many new entrants to the telecommunications marketplace, it is difficult for the local phone company to verify the legitimacy of every charge that the other companies may include. The local phone company is not required to verify the charges of other companies.

in most circumstances. Therefore, it is important that customer be very aware of what services they order and for which they are being charged.

What to do if you have been crammed:

If you discover a charge on your phone bill for a service you did not authorize, contact your local phone company immediately. If your local carrier is unable to remove the charge and you still feel you are wrongly charged, the FCC offers steps on its website www.fcc.gov on what to do to resolve the problem.

"Slamming"

is the illegal practice of Changing a customer's service to another carrier without the subscriber's consent or knowledge.

What to do if you have been slammed:

- Contact either your local exchange carrier or the unauthorized carrier to explain that you did not authorize any change, and request to be switched back to your original calling plan.
- Demand that any charges for switching be removed from your bill. Under the FCC's slamming rules, you are not required to pay for the first 30 days of any service after being slammed. If you have

already paid, you can seek a reimbursement by filling a complaint. Contact your state public utility or service commission or the FCC for information on how to request a reimbursement.

- The FCC offers guidelines on what to do if you have been slammed and if you have already paid the bill. Log on to the FCC website at www.fcc.gov/slamming for more information

Consumer Tips:

- **Be Aware: Caller ID Showing a "local" number no longer means it is necessarily a local caller.**
- **Don't answer calls from unknown numbers.**
- **Don't provide any personal information to callers.**
- **If the caller claims to be from a legitimate company or organization, hang up and call them back using a valid number found on their website or on your latest bill if you do business with them.**
- **If you answer and the caller (often a recording) asks you to press a button to stop receiving calls, or asks you to say "yes" in response to a question, just hang up, Scammers often use these tricks to identify, and then target, live respondents, or to use your "yes" to apply unauthorized charges to your bill.**
- **If you answer and the caller asks for a payment using a gift card, it's likely a scam.**
- **Consider registering all of your telephone numbers in the National Do Not Call Registry, (1-888-382-1222 / www.donotcall.gov)**

As a customer of this telephone company, you have certain rights and responsibilities which result from New York State Public Service Commission (PSC) Rules Governing Provision of Telephone Service to Residential Customers.

Questions Or Problems

When you have a problem with telephone service, you deserve our best efforts at solving it. Start by talking with a telephone company representative. If you are not satisfied, you should ask to speak with a supervisor.

If you are still not satisfied, you may write to the Public Service Commission (PSC), Three Empire State Plaza, Albany, New York 12223. Or call the PSC. In Albany, (518) 474-5527. All other areas, call toll free 1-800-342-3377.

Billing

Customers are mailed monthly bills that state several types of charges. Charges for basic service are billed one month in advance. A detailed listing of the items and charges that are included in your service appear on your bill at least twice a year.

Charges for installing or changing services usually appear on the first bill after your order is completed. Installation charges may be paid for in up to 12 interest-free installments.

Most customers have four categories of service: Basic Local Service, Non-Basic Local Service, IntraLATA Toll Service, and all other service.

Basic Local Service - Your basic Local Service is the group of services that are necessary to provide you with dial tone, and all taxes and surcharges that apply to these services. Charges for unpublished numbers, construction, and touch-tone are included in this group.

Non-Basic Local Service - This group includes the optional services that you choose to enhance your telephone service. Custom Calling Features, Inside Wire Maintenance, Directory Assistance are non-basic services.

IntraLATA Toll Service - Per minute charges for calls placed to points that are within your LATA but out of your local calling area are separated from all other types of long distance charges.

Other Services - Our telephone company bills for some other companies that provide long distance service, operator services, recorded information services or group conversation programs.

Payments

Your payments should reach us by the due date shown on the cover page or your bill. This will give us time to process and credit your payment. If we do not receive your payment by the time your next month's bill is prepared, unpaid charges will appear on your next month's bill and they will be added to your next month's charges.

Late Payment Charge - Residence customers whose payment is not received when due will be charged a 1.5% per month late payment charge on the overdue portion of their bill.

Customers with Life Line service and those eligible for the quarterly payment plan will be exempt from the late payment charge.

If you have installment billing, you will not pay a late payment charge on the deferred amount.

If you have a deferred payment plan, all amounts covered by the plan will be exempt from a late payment charge. Any amounts not covered by a deferred payment plan will be subject to a late payment charge.

The late payment charge does not apply to unpaid balances of charges you are questioning (known as "disputed charges"). However, undisputed amounts on the same bill will be subject to the late payment charge if you do not pay them on time.

Disputed Charges - If you have a complaint that is related to a charge that is under investigation, you do not have to pay the amount being questioned until the complaint is resolved. However, all other amounts must be paid when they are due.

Returned Checks - 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. However, if we have not received a check for insufficient funds from you within the past 12 months, we will make two attempts to reach you within 24 hours of receiving your check.

If we reach you, you will have 24 hours to pay the amount of the returned check. If we cannot reach you, we may turn off your service.

There is a \$20 charge for any returned check in addition to any charges assessed by any bank.

Payment Plans - If you are having problems that make it difficult to pay your bill on time, we will work with you to come up with a payment plan. We will take into account your financial situation and any income limits you have when working out a down payment and payment schedule.

When you arrange for a deferred payment plan (DPA), you agree to make monthly payments toward past-due bills and to pay any new charges in full each month. Currently, a deferred payment plan is usually for up to \$150 in past -due bills for basic local service and IntraLATA toll. It may be for more in certain special cases. Payment agreements are for a period of not less than 5 months unless you request a shorter period. You may participate in only one payment plan at a time.

Quarterly Payment Plans are available. If you are 62 or older and your yearly telephone service costs are \$150 or less, you may arrange to pay your bills every three months. Call your service representative to apply.

Partial Payments - If your payment is less than the total amount due, the telephone company will apply your payment to basic local service before we credit the other groups of service. In this way, you will not experience an interruption in your basic service. Your ability to use the other services, such as access to your long distance carrier, will be blocked until you have paid the full amounts owed for these services. (This policy does not apply to 4-party line customers).

Suspension & Termination Of Service

We may mail you a service disconnection notice for your service if we do not receive your payment of telephone charges 25 days from the date of your bill. If you do not contact us to pay your bill or arrange a payment agreement, we may turn off your local outgoing service eight days after the notice is mailed. Before turning off your local outgoing service, we try to notify you at least once outside of normal business hours.

We turn off service between 8AM and 4PM, Monday through Thursday. We do not turn off service when our business office is closed, on the day before a holiday, from December 23-26 or December 31 - January 2.

If you still have not paid the local service charges on your bill 12 days after your local outgoing service has been turned off, we will stop your incoming service as well.

If your service has been turned off, we will turn it on within 24 to 48 hours if you have paid the amount you owe or made a down payment as part of a deferred payment plan. You will be charged a fee to restore your service and you may be required to pay a deposit.

You must pay your local service charges within 10 days after we have turned off your service in order to avoid having your service account cancelled.

Consumer rights

Newport Telephone Co. is committed to these consumer rights:

Dependable high-quality services at reasonable prices

Newport Telephone strives to provide quality telecommunications services for all consumers at fair and reasonable prices.

Courteous helpful assistance

Consumers deserve courteous, helpful assistance in all their transactions with Newport Telephone Co. employees.

Full information about our service

Consumers have a right to the information necessary to make sound decisions. It is our policy to provide consumers with the information they need about their telephone service, service options, including the lowest price service available, and pricing and payment options.

Choice of services

We believe consumers should have free and open choices of telecommunications services. When dealing with us the consumer should have the opportunity to select from all available service options.

Telecommunications privacy

We fully safeguard every individual's right to privacy as an essential aspect of our service. We carefully strive to protect communications services from unlawful wiretapping or other illegal interception. Customer service records, credit information and related confidential personal account information are fully protected.

Customer Proprietary Network Information *Special Notice Regarding your Account Information:*

Newport Telephone Co. (NTC) knows the importance of personal privacy to our customers. NTC keeps all account information strictly confidential to the fullest extent possible and uses industry-accepted technology to safeguard customer data. Recent changes in federal law concerning telecommunications companies regulate the use of account information to selectively market specific products and services to specific customers.

What kind of information are we referring to? This information, legally referred to as Customer Proprietary Network Information (CPNI) includes data such as which long distance carrier you have chosen, what calling features you use and which calling plans, if any, to which you subscribe.

Who uses this information and is it protected?

Only NTC and its subsidiaries can see or use this information. It is never released to outside companies. You have the right, and we have the duty under federal law, to protect the confidentiality of this type of information.

What do I need to do?

No action on your part is necessary unless you wish to restrict NTC's use of this type of information to contact you for the purpose of tailoring our service offerings to your individual needs. Should you wish to restrict use of your CPNI, please call us at 845-8112 with your request within 30 days of receipt of this notice.

Restricting CPNI may make you ineligible to receive information from NTC about new products and services, promotions and packaged offerings.

How does this affect services I receive?

Whatever you decide it will not affect the provision of any services to which you subscribe. Your approval or denial for use of CPNI will remain valid until you tell us otherwise. Again, we only use your account information to market other telecommunications services and products our company offers and no action is required on your part unless you wish to restrict our use of your CPNI. You will still receive monthly bill inserts, newsletters and other publications that are sent to all customers at the same time, so that you are kept up to date on what is happening in our company.

We look forward to being able to serve your telecom needs more efficiently with new and existing products and services based on the information we know about your account.

An accurate, easily understood bill and reasonable billing procedure

We believe consumers should receive an accurate, easily understood bill, and one that makes clear when payment is due. Consumers are entitled to reasonable billing procedures and clear explanations about deposits, late payment of bills, collections, suspension, or disconnection of service for nonpayment. In case of bonafide emergencies, we try to avoid disconnection of service for nonpayment.

Large Print Bills:

Effective November 1, 2010 upon written request by a customer, larger print billing statements shall be provided to the customer no later than 60 days after the date upon which the request was received. Large print is defined in the law as printed font size of sixteen or greater. If you have any questions regarding this please, feel free to contact our Business Office at 845-8112.

Fair resolution of complaints

It is our policy that consumers, wherever located, have access to a readily available process to provide them with fair resolution of their complaints and grievances concerning services, billing, and other practices and procedures. Accordingly, we provide consumers with helpful information about where and how to express their concerns and complaints to the Company and to regulatory authorities.

The opportunity to be heard

We believe in listening to consumers and taking their advice, counsel and criticism into careful consideration in our policy and decision making. We also believe consumers should have the opportunity to be heard on issues affecting our business.

Repair Service

Repair centers answer calls 24 hours a day but repair visits are generally scheduled during normal working hours only. There is usually no charge for repair of your telephone line, but if a visit is made and the trouble is with your equipment or with service provided by another company, a charge will apply.

Credit for loss of service

When you are unable to use your local monthly service for 24 hours or more, you will be given an adjustment on your local service. The 24-hour period begins when you report the problem to Newport Telephone.

How to complain

When you have a question about your bill or your service, call the Business Office. Business Office numbers are listed on page 2. If you are not satisfied with the way the representative handles your problem, ask to speak with a supervisor or manager. In the event that your problem remains unresolved, you may want to refer the matter to the Consumer Services Division of the New York State Public Service Commission on (toll-free) 1-800-342-3377.

If your complaint involves a disputed charge and a payment date occurs during the investigation, you may withhold the disputed amount on your bill payment.

Third-party notice

If your telephone bill has not been paid and we are unable to contact you during the times of illness or a lengthy time away from home, your telephone service could be disconnected. You can name a third person to be notified before your service is cut off. This person would not be responsible for paying the bill, but could advise us of the situation and prevent service being temporarily disconnected. If you would like to name such a person, call your Service Representative for details.

Directory accuracy

Although every effort is made to compile directories accurately, omissions and errors sometimes occur. Any significant omission or error affecting the ability to locate your number should be reported to your Business Office.

You may be entitled to a credit. The listing will be corrected promptly in the Directory Assistance Operators' records.

Special Protections

Medical Emergency

If you or a member of your household is ill or has a serious medical condition, we can help you if you can't pay your telephone bill. Send us a medical certificate from your doctor or the local Board of Health describing the medical emergency and we will continue your service for 30 days. To renew the certificate, you also will need to tell us about your income and expenses.

We will not turn off your service during the medical emergency, but you still must pay part of your bill. This amount will not be subject to a late payment charge. You may delay payment of up to \$40 for each bill you receive during the medical emergency. You must pay all charges over \$40. Once the medical emergency ends, we will offer you a payment plan.

Seniors and the Disabled

If you are 62 or older, or have a disability, we will make special efforts to avoid turning off your service. We will try to contact you or an adult member of your household to work out a payment plan.

Third-Party Notification

There may be times when an illness or lengthy time away from home may make it difficult to keep track of your bills. To help protect yourself against service turn-off during these times, you can arrange for a "third-party" — a friend, relative, clergy member or community agency — to receive a service disconnection notice the same time it is mailed to you. This person will not be responsible for paying your bill, but can work with us to help keep your service turned on.

Domestic Violence:

Newport Telephone Co./NTCNet has a program designed for victims of domestic violence that are concerned about their directory listing information. Please call Newport Telephone Co./NTCNet if you would like more information concerning directory listing protections we now offer.

STATEMENT OF NONDISCRIMINATION

Newport Telephone Company, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded

from participation in, admission or access to, denied benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Harley M. Ruppert. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

Consumer responsibilities

Customer's payments

Customers are responsible for making their payments in full and on time each month, or calling their Service Representative to find out about special arrangements. Otherwise, their telephone service may be temporarily disconnected.

Warning

**Buried cable—call before you dig or drill underground 811!
IT'S THE LAW.**

Call Before You Dig!

If you intend to excavate, you must first arrange to have the buried utilities located at your worksite BEFORE you dig. New York State law, Industrial Code Rule 53, requires it. Your safety and liability demand it.

To help simplify your responsibilities as an excavator, the Dig Safely New York Organization, formally known as UFPO, is here to help. With one quick phone call to Dig Safely New York, an excavator may contact several utilities with his stake-out request. As a One Call Center, Dig Safely New York will relay your excavation to its member utilities, who will visit your worksite and mark or "clear" their buried utilities. The service and phone call are absolutely free!

Remember these important facts:

- NYS Law requires at least 2 FULL working days notice.
- Dig Safely New York contacts its member utilities only. Code 53 mandates that excavators consult with the current Central Registry of the town, village or city to determine which other facility owners may be present. Any non-member utilities must be contacted separately.

- To get more information on Dig Safely New York or a free copy of Code 53, call 811 or visit them online at www.digsafelynewyork.org.

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. N.Y. law requires consent of all parties to the call.

Properly-authorized federal agents may intercept a call without consent only under appropriate court order.

Federal and State penalties for illegal wiretapping are imprisonment or a fine.

For Your Protection

Telephone Safety

The telephone is one of the safest appliances in your home or office, but there are a few situations where a telephone user should be cautious.

- Do not use the telephone while you are in the bathtub, shower, or swimming pool. Putting the telephone in water could cause a shock.
- Avoid using the telephone during electrical storms in your immediate area. Urgent calls should be brief. Newport Telephone Co. uses protective measures to limit electrical surges from entering your home, but absolute protection from lightning is impossible.
- If you suspect a gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could create a tiny spark when you dial. While unlikely, it is possible that this spark could ignite heavy concentrations of gas.

Telephone tariffs

Tariff pages which show local rates, rules and regulations for service and facilities furnished by Newport Telephone Co. may be inspected at Newport Telephone Co. and offices of the Public Service Commission.

Special Assistance Services

Visual Impairment

If you:

- are legally blind with visual acuity of 20/200 or less in your 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 a loss of hands, loss of use or control of hands, constant severe tremor, spasticity or paralysis, uncorrectable double vision, incapacitating confinement as in an iron lung, or severely debilitating conditions such as found in advanced Parkinson's Disease, cancer and the aftermath of stroke)

You may receive:

- free local directory assistance
- free operator assistance for placing calls (excluding special calls such as person-to-person, collect, and requests for time)*
- reduced purchase prices and rental rates for telephone equipment suited for special needs
- third-party notification
- expedient services
- enlarged print bills

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 and Hearing Impairment

If you:

- have a speech impairment of 65% or higher, as per American Academy of Otolaryngology guidelines
- have a hearing impairment of 60% or higher, as per American Medical Association guidelines

You may receive:

- a discount on toll calls, as allowed by your long distance company*
- the special services of The New York State 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

* when calling from home or when using a calling card away from home; call the telephone company or 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 locality charges attached to the local service rate
- third-party notification
- expedient services
- enlarged print bills
- extended grace period before suspension or termination of service

After you have submitted a notice of certification from:

- the monitor system's operating company

Senior Citizens

If you:

- are aged 62 or older

You may receive:

- a special plan for paying your telephone bill quarterly (provided the total annual charge is less than \$150)
- third-party notification
- expedient services
- extended grace period before suspension or termination of service

After you have submitted a notice of certification from:

- the telephone company

900 Number Services

About the Service

The "900" number is a form of telemarketing. By dialing a "900" number, you can order products, hear pre-recorded messages, cast votes in an opinion poll or converse with someone offering a certain service or "advice". To do these things, you will either be charged a flat fee for the entire call, or pay for each minute that you stay on the phone. Unlike "800" numbers, there is always a charge associated with a "900" call.

If you know exactly what you are getting and how much you will be charged, "900" numbers can be a fair way to obtain information, make a business transaction or be entertained. However, it is important to protect yourself against becoming a victim of a "900" number scam.

Special Considerations

1. Know the precise cost of the call. -

You should know the cost of the call before you pick up the phone. Be suspicious of promotions that do not disclose the costs up-front.

2. Dial only with reputable companies.

- Many well-known companies and organizations sponsor "900" number services. The costs, usually low, are stated up-front. Be aware that some bogus companies give sales pitches for products or services that do not exist or are grossly misrepresented.

3. Realize that there is always a charge for a "900" number. - Even when a "900" number promotions promises free gifts, callers must realize they may be charged a great deal when placing the call to request the "free" offer.

4. Explain "900" numbers thoroughly to children. - Many "900" number television promotions are aimed specifically at children, based on their interests and naiveté.

5. Check the bill for accuracy. - Make sure the charges on your telephone bill for "900" number services are accurate

"900" Number Blocking

If you are concerned about the possibility of someone in your home or office placing "900" number calls, the telephone company can prevent such calls from being completed over your telephone line. At no charge to you, a company representative will activate a blocking service that will stop calls beginning with the 900 code.

Billing Problems

"900" number services are established by information providers who contract with long distance companies to carry their programs. The telephone company handles billing for "900" numbers in the same way that it bills for more traditional long distance charges. The company does not provide a "900" number service itself nor does it set related charges. You have (60) days from the date of billing to dispute a 900 error. You have the right to withhold payment of the disputed 900 charges during the billing error review. No collection activity for disputed charges will occur while the charges are under investigation. After investigation, if it is determined that the disputed 900 charges are legitimate, the information providers may proceed with outside collections against your account for non-payment of these charges. Your local and long distance service cannot be disconnected for non-payment of 900 charges. Failure to pay legitimate 900 charges may result in involuntary blocking of your access to 900 services.



Additional Authorized or Responsible Person to Account

The completed information below will allow you to either:

(A) Add an Additional Responsible Person to your account, which will give the person you add joint ownership to your existing telephone and/or Internet account(s). This joint ownership includes inquiries, changes AND billing charges.

OR

(B) Add an individual as an Authorized Person, which gives authorization to make inquiries and changes ONLY.

Current Customer Info: NTC Customer #(s): _____

Phone #(s): _____ Combine Telephone Customer #(s) & Internet Bill: Y or N

Full Name(s): _____

Service Address: _____

City: _____ State: _____ Zip: _____

Mailing Address (if different from above): _____

Date of Birth: _____ SS#: _____

Employer: _____ Work Telephone #: _____

Current Customer Signature: _____ Date: _____

(A) Additional Responsible Person Information: (CUSTOMER TO BE ADDED)

Full Name(s): _____

Date of Birth: _____ SS#: _____

Employer: _____ Work Telephone #: _____

Signature of Additional Responsible Person: _____ Date: _____

Please check if person should be added to Directory Listing (note a \$3.95 charge applies for this change)

(B) OR you can choose to add an Authorized Person (CUSTOMER TO BE ADDED)

Please check if individual is to be added as an Authorized Person to make inquiries and changes only and is NOT responsible for billing charges incurred.

Signature of Authorized Person: _____

Printed Name: _____ Date: _____

NEW YORK STATE (NYS) LIFELINE PROGRAM

What Lifeline Programs are available in New York?

The Federal Communications Commission (FCC) Lifeline Program is a joint federal and State of New York program intended to assist in making telephone and qualified broadband service affordable for eligible residential customers. Customers that meet the FCC Lifeline Program eligibility requirements will receive the federally authorized credit of \$9.25 on their telephone or qualified broadband bill.

If you do not meet the FCC Lifeline Program's qualifications, you may still be eligible for the NYS Lifeline Program. This state program offers a service credit of \$9.25 to be deducted from basic telephone service only for qualified applicants.

In addition, depending upon your telephone company, the New York State Public Service Commission has approved additional credits on telephone service under the FCC or NYS Lifeline Programs (these credits vary by company).

Who is eligible for Lifeline Discounts?

In order to be eligible for the FCC Lifeline Program, the applicant must receive benefits through one of the following programs:

**Medicaid (MA),
Supplemental Nutritional Assistance Program (SNAP),
Supplemental Security Income (SSI),
Federal Public Housing Assistance,
Veterans Disabilities Pension, or
Veterans Surviving Spouse Pension.**

Alternatively, an applicant must have a household income of less than 135% of the Federal Poverty Guidelines (FPG).

For the NYS Lifeline Program, applicants must certify that they do not qualify for the FCC Lifeline Program, but do receive benefits from on one the following programs:

**Low Income Home Energy Assistance Program (LIHEAP),
National School Lunch Program's free lunch program, or
Temporary Assistance for Needy Families/Safety Net.**

How do I apply for a Lifeline Program discount?

If you qualify for the FCC Lifeline Program, you must fill out the FCC Lifeline Program application. If you do not qualify for the FCC Lifeline Program, complete the NYS Lifeline Program application below and return it with proof of eligibility as described in the application to your Telephone Company.

Do any additional restrictions apply?

Yes, additional restrictions do apply. The NYS Lifeline Program discount is available for one telephone line per household; Applicants must be over 18 years of age, and cannot be claimed as a dependent on anyone's tax return.

Please Contact Our Business Office at 315-845-8112 for more information and to obtain the Lifeline Application.

Community Service Guide

Ambulance



Kuyahoorra Vol Ambulance Corp
 39 Case St
 Emergency911
 Office.....315-826-3525

Banks



M&T
 Bridge St. Newport... 315-845-1600



Churches – Methodist

Cold Brook United Methodist Church
 467 Main St Cold Brook 315-826-3250

Ohio United Methodist Church
 104 Church St. Ohio..... 315-826-3250

Middleville United Methodist Church
 Fairfield St. Middleville..... 315-845-8730

Newport United Methodist Church
 7488 Main St Newport..... 315-845-8730

Churches – Miscellaneous

Church Communities
 393 Atwood Lake Road, Cold Brook 315-826-7122

Ohio Alliance Church
 107 Ash Creek Rd Cold Brook 315-826-3421

New Life Chapel Rev. Michael Jay & Rev. Gail Jay
 State Rte 8 Cold Brook 315-826-7115

Fire Departments



Middleville Volunteer Fire Dept Fire 911
 Main St. Middleville Business
 315-891-3649

Morehouse Fire Dept Fire 911
 Route 8 Morehouse Business 315-826-7130

Newport Volunteer Fire Dept..... Fire 911
 Main St. Newport Business 315-845-8129

Poland Volunteer Fire Dept..... Fire 911
 216 State Rte 8 Cold Brook
 Business 315-826-7141



Libraries & History Centers

Middleville Free Library
 S. Main St. Middleville 315-891-3655

Newport Free Library
 S. Main St. Newport..... 315-845-8533

Poland Public Library
 Main St. Poland 315-826-3112

Kuyahoorra Valley Historical Society
 Main St. Newport 315-845-8434

Newport History Center
 Main St. Newport 315-845-8434

Community Service Guide

VOTER INFORMATION

If you have recently moved or are not currently registered to vote, you may mail-in a voter registration form. To receive a form and additional voter registration information, please call 1-800-FOR-VOTE - (1-800-367-8683).

Municipal Offices - Towns



Town of Deerfield

Highway Garage
6892 Walker Rd. Utica..... 315-826-7014
Municipal Building 315-724-0413

Town of Fairfield

Town Clerk Deputy/Court Clerk
Kelly Rd. Little Falls..... 315-823-1383
Fairfield Highway Department
Town Garage Rd..... 315-891-3137
Fax Line 315-891-3135

Town of Morehouse

733 State Rte 8 Hoffmeister 13353
Town Justice..... 315-826-7093
Recreation Building..... 315-826-7419
Town Hall..... 315-826-7744
Town Clerk/Tax Collector 315-826-7509
Morehouse Highway Dept 481 French Rd 315-826-3111
Fax Line 315-826-3215

Town of Newport

2788 Newport Rd 13416
Town of Newport Highway Dept..... 315-845-8555
Highway Dept Fax..... 315-845-6561
Town Clerk/Tax Collector 315-845-8340
Town Clerk Fax 315-845-8347
Town/Village Court 315-845-8938
Town/Village Court Fax..... 315-845-8060
Town of Newport Supervisor
North St. Newport 315-845-8466
Kuyahora Valley Historical Society
Main St. Newport 315-845-8434
Newport History Center
Main St. Newport 315-845-8434

Town of Norway

3114 Military Rd Newport 13416
Town of Norway Highway Dept 315-845-8272
Town Justice 315-845-8719
Fax 315-845-6107
Community Hall 315-845-8211
Town of Norway Clerk..... 315-845-8682

Town of Ohio

234 Nellis Rd Cold Brook 13324
Town Office/Supervisor..... 315-826-7912
Recreation Building 315-826-3009

Town of Russia

Russia Highway Dept.
State Rte 28 315-826-3415
Russia Municipal Bldg. N Main 315-826-3432

Town of Schuyler

State Rte 5 Utica 13502
Town Clerk 315-733-7458
Town Court..... 315-733-1093
Highway Dept..... 315-733-7617
Codes Office..... 315-534-2232

Municipal Offices – Villages

Village of Middleville

Village Clerk & Treasurer's Office
Corey Hall Middleville 315-891-7645
Fax 315-891-3600
Village Court Clerk 315-823-2747

Village of Newport

Village of Newport Offices
7370 Main St. Newport..... 315-845-8543

Village of Poland

Clerk & Treasurer's Office
Case St. Poland 315-826-3141

Schools



Poland Central School
74 Cold Brook St. Poland
Jr. – Sr. High 315-826-7900
Elementary..... 315-826-7000

West Canada Valley Central School
5447 State Rte 28 Newport
..... 315-845-6800

Zip Codes

Barneveld	13304	North Brookfield	13418
Bridgewater	13313	Ohio	13324
Brookfield	13314	Oriskany	13424
Cassville	13318	Oriskany Falls	13425
Chadwicks	13319	Paris	13429
Clark Mills	13321	Poland	13431
Clayville	13322	Prospect	13435
Clinton	13323	Remsen	13438
Cold Brook	13324	Richfield Springs	13439
Deansboro	13328	Rome	13440
Dolgeville	13329	Salisbury Center	13454
Fairfield	13406	Sauquoit	13456
Frankfort	13340	Schuyler	13457
Franklin Springs	13341	Speculator	12164
Herkimer	13350	Springfield Center	13468
Hinckley	13352	Stittville	13469
Hoffmeister	13353	Stratford	13470
Holland Patent	13354	Utica	13501, 13502
Ilion	13357		13503, 13504, 13505
Jordanville	13361	Van Hornesville	13475
Leonardsville	13364	Washington Mills	13479
Little Falls	13365	Waterville	13480
Marcy	13403	West Edmeston	13485
Middleville	13406	West Exeter	13487
Mohawk	13407	West Winfield	13491
New Hartford	13413	Westmoreland	13490
New York Mills	13417	Whitesboro	13492
Newport	13416	Yorkville	13495