

YOUR DEDICATED CONNECTION

911 INFORMATION / INDEX

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William H. Bradford – President & CEO

Business Office:

PO Box 38, Chapel Hill, TN 37034

Local: 931-364-2227 • Toll-Free: 1-800-779-2227

Office Hours:

Mon-Wed-Thur-Fri 8am-6pm

Tues 9am-6pm

Saturday 8am-4pm (closed 12-12:30pm)

24/7 Tech Support 1-800-779-2227 Option 3

EMERGENCY CALLS

911



FIRE



POLICE



AMBULANCE



SHERIFF

Tennessee Poison Control Center 1-800-222-1222

Before Excavating Near Buried Lines:

Dial 811

or Tennessee One-Call System .. toll-free 1-800-351-1111

State Police – Tennessee Highway Patrol

Franklin (Nashville) 615-741-2060

Lewisburg (Lawrenceburg) 931-766-1425

Murfreesboro (Nashville) 615-741-2060

Nashville 615-741-2060

Shelbyville (Lawrenceburg) 931-766-1425

Winchester (Chattanooga) 423-634-6890

Federal Bureau of Investigation (FBI)

Columbia 931-388-0398

if no answer, call Memphis 901-747-4300

Nashville 615-232-7500

Tennessee Bureau of Investigation (TBI) .. 615-744-4000

Social Security Administration 1-800-772-1213

Tennessee Regulatory Authority

Nashville toll-free 1-800-342-8359

..... long-distance 615-741-3939

<http://www.state.tn.us/tpuc>

Bureau of Alcohol Tobacco Firearms & Explosives

..... toll-free 1-800-800-3855

Statement of Non-Discrimination

United Communications is an equal opportunity provider and employer.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

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WHERE TO REACH US

Faster Speeds. Dedicated Service.

Over the last 70 years, United Communications has proven to be a pioneer in bringing telecommunications technology to our area. Today we offer High Speed Internet, Digital TV, Advanced Voice Services and a continuing tradition of dedicated service.

United Communications continues its tradition of bringing you state-of-the-art technology with our fiber service. We believe we have set the pace in the telecommunications industry and now offer customers speeds up to 1 Gigabit in fiber service areas. We will continue to invest in new technology and faster speeds to better serve our customers.

24 / 7 Technical Support!



During office hours contact Customer Service to...

- apply for new service
- change your service
- add to your existing service

BUSINESS OFFICE

Local: **931-364-2227**

Toll Free: **1-800-779-2227**

Office Hours:

Mon-Wed-Thur-Fri 8am-6pm

Tues 9am-6pm

Saturday 8am-4pm (closed 12-12:30pm)

Technical Support 24/7

Technical Support: 24 hours a day / 7 days a week — 1-800-779-2227

NOTE: When reporting service issues after hours, you may leave a message or talk to our technical support team. You will be asked to give your name, address, telephone number and nature of your problem. Tickets are escalated to repair technicians each workday morning.

Pay your bill online 24/7 at www.united.net.

A deposit box is located near the drive-thru window to receive payment when the office is closed.

United Communications
120 Taylor Street
PO Box 38
Chapel Hill, TN 37034

What's the Value of Landlines?

Take a Good Look at a Few Reasons Why You Need a Landline Telephone.

- More accurate 911 services.
- Phone calls can always be traced back to a landline phone.
- Consistent coverage - service always available.



120 Taylor Street • Chapel Hill, TN 37034



LOCAL SERVICE REPAIR

Your local communications company is responsible for the maintenance of the facilities used in connection with your local exchange service.

These facilities include call switching equipment and the cable and wires between the central call switching office and the customer's premise.

TELEPHONE SET REPAIR

Your communications company is responsible for the maintenance of any telephone and equipment for which a current maintenance contract is in effect. Telephone sets and other apparatus which are customer owned or not covered by a maintenance contract are the responsibility of the customer.

MAINTENANCE SERVICE CHARGE

If you report a service problem which requires a visit by a service technician to your home or business and the source of the problem is traced to customer-owned telephone equipment, you will be billed a \$75.00 charge for the trip to your premise. This charge will NOT cover repair of any telephone apparatus.

TELEPHONE BILLS ARE RENDERED MONTHLY

Your payment due date is at the top of your bill. Your payment is considered past due if not paid by that date.

If your payments are not received by the due date, or you do not meet your mutually agreed upon payment arrangements, your telephone service may be disconnected and you will be charged a \$17.50 reconnect fee to restore your services.

PAYMENT OF BILLS

1: Online Billpay - With Online Billpay, you can manage your account in a way that's simple, efficient and suited to your needs! This practical service lets you receive, view and pay your monthly bills through our website – all at no charge. All you have to do to take advantage of Online Billpay is sign up on our website at www.united.net.

2: By Mail or in Person - Please return the bill stub with your payment to:

United Communications
P. O. Box 38
Chapel Hill, TN 37034

If you do not have the bill stub, write the telephone number on the check or money order. Our office is located at:

120 Taylor Street
Chapel Hill, TN 37034

An outside deposit box is provided for use after hours and on weekends.

3: Credit Card Payments - For your convenience, United Communications accepts Visa, Master Card, and Discover.

4: Automated Bank Draft - Customers can sign up for our free Automated Bank Draft Plan and United will automatically charge your bank account for the amount of the monthly bill. You'll receive a bill each month informing you that the billed amount will be paid by bank draft.

UNITED COMMUNICATIONS : 2018 DIRECTORY

LOCAL CALLING

COUNTY WIDE CALLING

If your telephone number begins with:	You can make/receive calls to/from subscribers in these areas toll free: <i>Dial just the seven or ten digit number – where applicable</i>
233	220, 223, 274, 294, 355, 437, 459, 480, 641, 793, 847, 851, 859, 941 Murfreesboro / Nashville – All Exchanges Dial 931 + 437 + [4-digit number] Dial 931 + 294 + [4-digit number]
276	270, 293, 359, 364, 659
294	233, 389, 437, 680, 684, 685, 695, 857 Dial 615 + 233 + [4-digit number]
364	270, 276, 293, 359, 659
368	395, 641, 776, 799, 847, 851, 859, 941 Franklin, Nashville – All Exchanges
437	233, 294, 389, 680, 684, 685, 695, 857 Dial 615 + 233 + [4-digit number]
649	256, 448, 469, 598, 962, 967, 968
695	294, 389, 437, 684, 685, 857
776	368, 395, 799, 847, 851, 859 Franklin, Lavergne / Nashville – All Exchanges
941	223, 233, 237, 274, 287, 325, 355, 368, 382, 384, 395, 443, 444, 449, 451, 452, 459, 480, 641, 643, 654, 672, 696, 746, 754, 758, 773, 792, 793, 799, 847, 851, 859, 952 Franklin, Hendersonville, Murfreesboro / Nashville – All Exchanges

Area Code 931 Exchanges	Area Code 615 / 629 Exchanges
276	233
294	368
364	776
437	941
649	
695	

ADDITIONAL CALLING WITHOUT CHARGE:

DIAL 1 + AREA CODE + THE SEVEN DIGIT NUMBER

Tennessee residents may call toll free within their county. To call other residents of your county not listed in the local calling area plan above, dial 1 + Area Code + [7-digit number].

PAY PHONES

Pay Phones are excluded from County Wide Calling.

YOUR DEDICATED CONNECTION

CUSTOMER INFORMATION



DIRECTORY ASSISTANCE

LONG DISTANCE CALLS SEE PAGE 10

LOCAL CALLING AREAS DIAL 1-615 OR 931-555-1212 (OR STATE AREA CODE)

LOCAL AND NATIONAL DIRECTORY ASSISTANCE 1-411

NOTE: *Local numbers – \$2.29 Charge*

NOTE: *Nationwide numbers – Charges apply for numbers outside of Tennessee*

800, 844, 855, 866, 877 AND 888 NUMBERS 1-800-555-1212



LONG DISTANCE

FOSTERVILLE, UNIONVILLE, ESTILL SPRINGS,
NOLENSVILLE, CHAPEL HILL, COLLEGE GROVE,
FLAT CREEK, BELFAST SEE D.D.D. INSTRUCTION PAGE 9

PERSON-TO-PERSON, COLLECT CALLS FROM PAY PHONES
FOR DIALING ZERO PLUS SEE PAGE 10



LONG DISTANCE RATES

CONTACT YOUR LONG-DISTANCE CARRIER FOR DISCOUNT
PERIODS AND SPECIAL CALLING PLANS.



TENNESSEE PUBLIC UTILITY COMMISSION

NASHVILLE LOCAL NUMBER 615-741-3939

NASHVILLE TOLL-FREE NUMBER 1-800-342-8359

<http://www.state.tn.us/tpuc>

CUSTOMER INFORMATION

SERVICE CONNECTION CHARGES

Service Connection charges as filed with the Tennessee Public Utility Commission will be quoted by contacting the United Business Office.

MOVING OF TELEPHONE

Subscribers wishing their services moved from one location to another should give notice to the Business Office as far in advance of the desired date of the change as possible.

United will, subject to the usual charges at as early a date as scheduling and conditions allow and change the location provided it has facilities available.

CONSTRUCTION AND INSTALLATION CHARGES

The charges and regulations specified in the General Exchange Tariff apply in connection with all classes of service, equipment or facilities. Customer premise equipment will be installed on a non-regulated basis.

When a specified type of construction is desired by a subscriber, the subscriber is required to bear the cost of such special construction or installation. Examples are when underground service connections are desired in places where aerial drop wires are regularly used to reach subscriber's premises or where the individual requirements of subscribers make the installation unusually expensive, .

SERVICE MAINTENANCE PLAN - WHOLE HOME

Service Maintenance Plan is offered for just \$4.95 per month. Customers can purchase a maintenance plan that covers repairs and replacement of inside wiring and modem repair. Malicious damage, improper installation and customer-owned telephone equipment are not covered under the Service Maintenance Plan.

TELEPHONE DIRECTORIES

One telephone directory is furnished without charge for each customer access line and/or each telephone instrument maintenance plan from the telephone company. Additional directories can be obtained from our business office.

DIRECTORY ACCURACY

The directory company makes every effort to ensure the accuracy of all listings in the telephone directory. If your listing is incorrect in any way, please call the Business Office so future directories may be corrected. Your service representative will be happy to help. Neither United Communications nor the directory company will assume liability for errors or omissions which occur in either the white or yellow pages of the directory.

OBSCENE AND HARASSING PHONE CALLS

Federal and State laws prohibit individuals from making obscene calls or those which harass or threaten another person. Severe fines and terms of imprisonment may be applicable to those convicted for violations of these laws.

HOW TO HANDLE OBSCENE OR HARASSING CALLS

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

- 1: **Hang up** at the first obscene word or if the caller doesn't say anything the second time you say "Hello."
- 2: **Give no information** such as name and address until the caller has been identified.
- 3: **Advise your children** to give no information to strangers or let them know they are alone. Teach your children to say, "Mom or dad can't come to the phone. May I take a message?"
- 4: **If calls persist**, you should report it to your local law enforcement agency. Keep a record of the days and times of the calls, and note the caller's sex, voice, accent and comments. This information could assist the police.

ADVERTISING IN OUR DIRECTORY

The Classified Telephone Directory is published for the benefit and convenience of our subscribers. Each business subscriber is given one listing under one general classification without cost. Additional listings under other classifications may be obtained for a nominal charge by calling United Communications at 1-800-779-2227.

All subscribers (both residential and business) are listed alphabetically in the white pages of this directory. The yellow pages list only those who pay a business rate.

If you wish to advertise in the Yellow Pages or want a bold block print in the White Pages, please contact our directory publisher, Comporium Media Services, at 1-888-646-6680.

YOUR DEDICATED CONNECTION

CUSTOMER INFORMATION

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.

TENNESSEE DO-NOT-CALL PROGRAM

Tennessee residential customers can enroll in the Tennessee Public Utility Commission "Do Not Call Register." The register is a list of residential telephone subscribers who do not wish to be solicited by telemarketers. To enroll in the register online, go to the TPUC's web site at <https://www.tn.gov/tpuc/topic/tennessee-do-not-call-program> and click on the "Do-Not-Call" link. You may also enroll by calling toll free 1-877-872-7030 from your home. Business numbers may not be included on the list.

If you receive a telemarketing call after your name is placed on the list, violations should be reported to the TPUC Consumer Services and External Affairs Division at 1-800-342-8359.

The TPUC maintains the database of names, addresses and phone numbers. Once you place your name on the list, it will remain on the register until you request the TPUC to remove your name or your telephone number is disconnected. If you change telephone numbers and wish to remain on the Do-Not-Call Program, it will be necessary for you to register your new telephone number in the program.

To have your telephone number(s) removed from the Do-Not-Call list, you may contact the TPUC by calling 1-800-342-8359 or by writing to: TPUC, 460 James Robertson Pkwy., Nashville, TN 37243.

DO-NOT-FAX PROGRAM

The Tennessee Do-Not-Fax Program is a consumer protection initiative passed into law by the Tennessee General Assembly and signed by Governor Phil Bredesen. Administered by the TPUC, the program was established to provide relief to Tennessee Citizens from unwanted fax advertisements. The law requires organizations and persons, from which unsolicited faxes originate, to establish and print on each faxed page a toll-free telephone fax number that consumers may use to inform the fax sending organization by return fax of their desire to be removed from the organization's fax solicitation database. A violation occurs if the organization persists in transmitting faxes after a request to stop has been made. If you receive a fax transmission from a company that has not obtained your permission, you may contact the TPUC to file a formal complaint. The complaint

forms are available on the TPUC website. A copy of this form can be mailed or faxed to you by calling 1-800-342-8359, ext. 200 or 615-741-3939, ext. 200. The TPUC has the authority to impose a civil penalty of up to \$2000 per occurrence to organizations that knowingly violate the law.

You do not have to sign up for this program. The law that governs this program's operation requires that companies that send fax transmissions to you obtain your permission before a fax advertisement is sent.

USE OF RESIDENCE TELEPHONE FOR BUSINESS PURPOSES

Residence telephones are installed with the understanding that they will be used for normal, social or domestic purposes. A residence telephone will be changed to a business service if used primarily or substantially for business purposes or, if the residence telephone number is advertised in connection with the sale of products or services.

TELEPHONE SAFETY

The telephone and the system serving you can generally be regarded as safe to use. There are, however, a few situations in which telephone users need to be cautious.

TEACHING YOUR CHILDREN TO DIAL IN AN EMERGENCY

Your children need to know how to use the phone in an emergency. Teach them how to dial the numbers shown on the inside front cover of this book when they need help. Also make sure they know their home telephone number and their address.

USE OF THE TELEPHONE NEAR WATER

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

USE OF THE TELEPHONE DURING AN ELECTRICAL STORM

You should avoid using a telephone during an electrical storm in your immediate area. Calls of an urgent nature should be brief. Although the telephone industry uses protective devices to limit abnormal electrical surges from entering your home, absolute protection is impossible. There is always a remote risk of a dangerous electrical shock from lightning when using the telephone during a nearby electrical storm.

USE OF THE TELEPHONE TO REPORT A GAS LEAK

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

CUSTOMER INFORMATION

TENNESSEE RELAY CENTER

The Tennessee Relay Service Center is a 24/7 center for relaying telephone calls – personal or business – to those with speech, hearing and visual impairments. Operated under contract by GoAmerica and regulated by the TPUC, relay service links conversations between people who use text telephones (TTY's) or telebraille (TB) devices and people who use standard telephones.

A person using a TTY or TB device (TTY or TB machines are optional for deaf-blind persons) types his or her conversation. The typed message is relayed by a Relay Center Specialist, called a Communications Assistant (CA) who reads the message to the person using a standard telephone. The CA communicates the hearing person's spoken words by typing them back to the TTY user. **All calls are confidential.**

Tennessee Relay Services can be reached by simply dialing one of the following telephone numbers:

- **Statewide Access: 711**
- **TTY/PC Users: 800-848-0298**
- **Voice Users: 800-848-0299**
- **Español: 866-503-0263**
- **Speech-to-Speech: 866-503-0264**
- **900 Access: 900-476-2727 (TTY)**
- **Customer Service: 866-503-0262 (Voice, TTY,**
- **ASCII, STS)**
- **<https://www.tn.gov/tpuc/topic/relay-center-services>**

Directory Assistance is available for relay users. Simply give the CA the area code of the person you want to call followed by 555-1212. Or call, GoAmerica Teletext Operators at 800-688-4486 and ask to be transferred.

The Tennessee Relay Center will assist in providing a connection to the emergency service needed. **However, Relay Service is not and should not be used as a substitute for 911 emergency services.** To ensure that your emergency call is handled as quickly as possible, please call your local emergency service number directly.

TELECOMMUNICATIONS DEVICE ACCESS PROGRAM

At United Communications, we want to make sure that all of our customers have the services they need to communicate easily and effectively.

The Telecommunications Devices Access Program (TDAP) is established by Chapter 417 of the Public Acts of

1999 (The "ACT"). In accordance with the Act, the program is designed to distribute appropriate telecommunications devices so that persons who have a disability may effectively use basic telephone service. TPUC was given the responsibility and authority to implement and manage this program.

Devices are issued on a first-come, first-served basis. However, there are certain qualifiers that might enable individuals to receive devices on a priority basis.

To obtain an application or additional information, call the TDAP Staff at 615-741-3939 or 1-800-342-8359 ext 179 or 206. Applications may also be found on the TPUC website at <http://www.state.tn.us/tpuc>.

LIFELINE SERVICE

United Communications offers qualified residential customers Lifeline Service. **Lifeline Service** includes a monthly discount in the local service portion of the customer's telephone bill. Selecting the lowest cost residential service plan offered by the telephone company ensures an affordable monthly telephone bill. This program will not assist on long distance charges or special features such as Caller ID or Call Waiting.

If you think you are eligible for Lifeline Service, please call United Communications at 931-364-2227 or 1-800-779-2227 for additional information.

The Lifeline Qualifications can be found at: <https://www.tn.gov/tpuc/topic/tra-lifeline-eligibility>

YOUR DEDICATED CONNECTION

LONG DISTANCE CALLING

TYPES OF LONG DISTANCE CALLS

STATION TO STATION

Direct Distance Dialing (DDD) calls are station-to-station calls. Call station-to-station if you'll talk with anyone who answers. Rates are lower than for person-to-person calls and charging begins when the called telephone is answered.

PERSON TO PERSON (SEE PAGE 10 FOR ZERO-PLUS)

Call Person to Person when you wish to talk with a particular person or extension. Rates are higher than for station-to-station calls. Charging starts when conversation begins.

COLLECT (SEE PAGE 10 FOR ZERO-PLUS)

You may call collect if the person or firm you are calling agrees to pay the charges. The operator will leave the line when the person you've called accepts the charges.

THIRD NUMBER

You may have long distance charges billed to an authorized third telephone number. Dial the call. When the operator comes on the line, say you would like to charge your call to a third number and give the operator that number including the area code. The operator may verify the third number charge before advancing your call.

On calls made from public telephones, someone at the third number must agree to accept the charge before the operator can complete the call. If there is no confirmation, the operator cannot complete the call unless you make other billing arrangements: you can pay the coin rate, use your Calling Card or call collect.

CONFERENCE CALLS

You can talk with several people in different places at the same time. To obtain a number for a "Conference Call Service" provider, refer to the white page listings in this directory, or contact your long distance company. A special charge will be made for this type of call.

800 SERIES NUMBERS

Long distance calls to businesses and people with 800 series numbers are free to the caller.

MOBILE, MARINE AND OVERSEAS SERVICE (DIAL OPERATOR)

You can make local and long distance calls to automobiles, trucks, trains, aircraft and boats equipped for telephone service and to practically all the world's telephones. Some Mobile and Marine calls can be completed by dialing, the Operator must complete others.

INTERNATIONAL CALLS

You can call practically every telephone in the world from your telephone. See pages 11-13 for information.

TIME AND CHARGES

When placing a long distance call, you may ask the operator to tell you the length of time you talked and the costs associated with the call.

NOTE: Some long distance companies' procedures may differ. Check with your long distance carrier for dialing instructions.



LONG DISTANCE CALLING

EXPANDED DIRECT DISTANCE INSTRUCTIONS

You Can Dial All Long Distance Calls (except coin telephones)

**Your Area Codes are
615, 629, 931**

WHEN DIALING STATION-TO-STATION CALLS...

within or outside the 615, 629 or 931 area, dial **1 + Area Code + Seven Digit Telephone Number**

WHEN DIALING PERSON-TO-PERSON, COLLECT AND BILLED TO ANOTHER NUMBER....

within or outside the 615, 629 or 931 area, dial **0 + Area Code + Seven Digit Telephone Number**. After you have dialed the number, an operator will answer and request the details necessary to complete your call. Give the operator your special instructions as follows:

- For person-to-person calls: –say **“person-to-person”** and give the name of the person you are calling
- For collect calls: –say **“collect”** and give your name
- For calls billed to another number: –say **“bill this call to...”** and give the area code and the number the call is to be billed to

NOTE: *if you need operator assistance on interstate or interlata calls you must dial “00”.*

DIRECTORY ASSISTANCE

Local Directory Assistance	1 + 411 or 1-888-639-0926
National Directory Assistance	1 + 411 or 1-888-639-0926
Or You May Call	1 + Area Code + 555-1212
800, 844, 855, 866, 877, and 888 Numbers	1-800-555-1212

IF YOU REACH A WRONG NUMBER

Let the operator know right away so that you won't be charged for the call. One way to avoid wrong numbers is to keep the area code and number before you as you dial.

“BUSY” SIGNALS AND “NO ANSWERS”

If you get a “busy” signal or if no one answers the telephone you are calling hang up and try the call a little later. No charge is made on uncompleted calls.

IF YOU NEED HELP

If you are cut off, encounter difficulty in hearing or experience any other trouble, contact your long distance carrier and report it to them. They will be glad to help you. Not all long distance companies will choose to offer operator services. Contact your long distance company for more information.

LOCAL ACCESS & TRANSPORT AREAS (LATAS)

LATAs are boundaries for telephone customers. A LATA (Local Access and Transport Area) is a geographic area within which the local telephone company provides local and long distance services, plus access to the telephone network.

There are four LATAs in Tennessee: Chattanooga, Knoxville, Memphis and Nashville. United Communications is in the Nashville LATA (see map.)

Other companies provide long distance service from one LATA to any other LATA. See above for information about dialing long distance calls.

The start of permissive 10-digit dialing began on July 26, 2014 and became mandatory on Feb. 28, 2015. New telephone lines with services assigned to “629” began March 28, 2015. Any dialing equipment programmed with a seven-digit telephone number will need to be reprogrammed. Questions can be directed to your local provider at 1-800-779-2227.



YOUR DEDICATED CONNECTION

INTERNATIONAL CALLING



HOW TO MAKE INTERNATIONAL CALLS

You can direct dial an international call from most exchanges. If your exchange does not have International Direct Dial (IDD) capability, you must dial 0 for operator, and your call will be billed at the direct dial rate.

To place an international call directly, dial:

- 1: 011
- 2: Country Code
- 3: Local Number
- 4: # – If you have touch-tone telephones, this will place your call faster

Once you've dialed your international call, allow at least 45 seconds for the ringing to start.

To place an operator-assisted, person-to-person, collect, third-number billed and calling card calls, dial:

- 1: 01
- 2: Country Code
- 3: City Code
- 4: Local Number
- 5: # – If you have touch-tone telephones, this will place your call faster

Wait for a special tone and operator to answer. After dialing, allow at least 45 seconds for the ringing to start.

DIAL "00" OPERATOR IF YOU NEED ASSISTANCE:

- To obtain a telephone number you don't know.
- To obtain City Routing Codes.
- For help in completing a call.
- For credit on a call with which you had difficulty.

INTERNATIONAL COUNTRY AND CITY CODES

HOW TO USE THIS CHART:

The Country Code is the bold number to the right of the country name. City Codes are the numbers to the right of the city name. The Time Difference (TD) is the number in parenthesis following the country name. The time difference is from Central Standard Time.

For example:

France **33** (+7)
Paris **1**

* Country Code for France is 33

* City Code for Paris is 1

* Add 7 hours to the Central Standard Time (CST)

TIME ZONES

Time Zone differences, based on Central Standard Time, are shown on the following Country and City Code chart.

Calls to Canada, Puerto Rico, the U.S. Virgin Islands and most numbers in the Caribbean/Atlantic region can be dialed the same way you dial long distance calls within the United States. No international access code or country code is necessary.

INTERNATIONAL CALLING

Algeria 213 (+6)	Alexandria 3	Italy 39 (+7)
Andorra 376 (+7)	Port Said 66	Florence 55
Argentina 54 (+3)	El Salvador 503 (0)	Rome 6
Buenos Aires 11	Ethiopia 251 (+9)	Venice 41
Aruba 297 (+2)	Faeroe Islands 298 (+6)	Ivory Coast 225* (+6)
All Points 8	Fiji Islands 679 (+18)	Japan 81 (+15)
Ascension Islands 247 (+6)	Finland 358 (+8)	Tokyo 3
Australia 61 (+16)	Helsinki 9	Yokohama 45
Melbourne 3	France 33 (+7)	Jordan 962 (+7)
Sydney 2	Marseille 91	Amman 6
Austria 43 (+7)	Nice 93	Kenya 254 (+9)
Vienna 1	Paris 1	Korea, North 850 (+15)
Bahrain 973 (+9)	French Antilles 596 (+2)	Korea, South 82 (+15)
Bangladesh 880 (+12)	French Guiana 594 (+3)	Pusan 51
Comilla 81	French Polynesia 689 (-4)	Seoul 2
Belgium 32 (+7)	Gabonese Republic 241 (+7)	Kuwait 965 (+9)
Brussels 2	Gambia 220 (+6)	Lesotho 266 (+8)
Ghent (Gand) 9	Germany 49 (+7)	Liberia 231 (+6)
Belize 501 (0)	Berlin 30	Libya 218 (+7)
Belize City 2	West Frankfurt 69	Tripoli 21
Benin 229 (+7)	East Frankfurt 335	Liechtenstein 423 (+7)
Bolivia 591 (+2)	Munich 89	Luxembourg 352 (+7)
Santa Cruz 33	Greece 30 (+8)	Macau 853 (+2)
Brazil 55 (+3)	Athens 1	Malawi 265 (+8)
Brasilandia 61	Greenland 299 (+3)	Domasi 531
Rio De Janeiro 21	Guadeloupe 590 (+2)	Malaysia 60 (+14)
Brunei 673 (+14)	Guantanamo Bay	Kuala Lumpur 3
Behawan 2	(US Naval Base), Cuba 53 (0)	Mexico 52 (0)
Kuala Belait 3	All Points 99	Acapulco 744
Mumong 3	Guatemala 502 (0)	Mexico City 5
Tutong 4	Guatemala City 2	Monaco 377 (+7)
Bulgaria 359 (+8)	Guyana 592 (+3)	Morocco 212 (+6)
Sofia 2	Georgetown 2	Agadir 88
Varna 52	Haiti 509 (+1)	Casablanca 2
Cameroon 237 (+7)	Honduras 504 (0)	Namibia 264 (+7)
Chile 56 (+2)	Hong Kong 852 (+14)	Olympia 61
Santiago 2	Hungary 36 (+7)	Netherlands 31 (+7)
China 86 (+14)	Budapest 1	Amsterdam 20
Beijing (Peking) 10	Iceland 354 (+6)	The Hague 70
Shanghai 21	India 91 (+10.5)	Netherlands Antilles 599 (+2)
Colombia 57 (+1)	Mumbai (Bombay) 22	New Caledonia 687 (+17)
Bogota 1	New Delhi 11	New Zealand 64 (+18)
Costa Rica 506 (0)	Indonesia 62 (+13)	Auckland 9
Cyprus 357 (+8)	Jakarta 21	Wellington 4
Czech Republic 420 (+6)	Iran 98 (+9.5)	Nicaragua 505 (+2)
Prague 2	Tehran (Teheran) 21	Managua 2
Denmark 45 (+7)	Iraq 964 (+9)	Nigeria 234 (+7)
All Points 8 or 45+121	Baghdad 1	Lagos 1
Ecuador 593 (+1)	Ireland 353 (+6)	Norway 47 (+7)
Cuenca 7	Dublin 1	Oman 968 (+10)
Quito 2	Galway 91	Pakistan 92 (+11)
Egypt 20 (+8)	Israel 972 (+8)	Islamabad 51
	Haifa 4	Panama 507 (+1)
	Jerusalem 2	Papua New Guinea 675 (+16)
	Tel Aviv 3	Paraguay 595 (+2)

YOUR DEDICATED CONNECTION

INTERNATIONAL CALLING

Asuncion	21	Sri Lanka	94(+11.5)	Uganda	256(+9)
Peru	51(+1)	Kandy	8	United Arab Emirates	971(+10)
Arequipa	54	St. Pierre and Miquelon	508(+3)	Abu Dhabi	2
Lima	11-18	All Points 6		Dubai (Dubayy)	4
Philippines	63(+14)	Suriname	597(+2.5)	Ras-Al-Khaimah	77
Manila	2	Swaziland	268(+8)	Sharjah	6
Poland	48(+7)	Sweden	46(+7)	Umm-Al-Quwain	6
Warsaw	22	Goteborg (Gothenburg)	31	United Kingdom	44(+6)
Portugal	351(+6)	Stockholm	8	Belfast	2890
Lisbon	1	Switzerland	41(+7)	Cardiff	2920
Qatar	974(+9)	Geneva	22	Glasgow	141
Romania	40(+8)	Lucerne	41	London (inner)	207
San Marino	378(+7)	Zurich	1	London (outer)	208
Saudi Arabia	966(+9)	Taiwan	886(+14)	Uruguay	598(+3)
Riyadh	3	Taichung	2	Mercedes	532
Senegal	221(+6)	Tainan	6	Montevideo	2
Singapore	65(+14)	Tanzania	255(+9)	Vatican City	39(+7)
Slovak Republic	421(+7)	Thailand	66(+13)	All Points 6	
South Africa	27(+8)	Bangkok	2	Venezuela	58(+2)
Cape Town	21	Togo	228(+6)	Maracaibo	61
Pretoria	12	Tunisia	216(+7)	Vietnam	84(+13)
Spain	34(+7)	Tunis	1	Yemen	967(+8)
Barcelona	93	Turkey	90(+9)	Zambia	260(+8)
Madrid	91	Istanbul Avrupa (Europe)	212	Zimbabwe	263(+8)
Seville (Sevilla)	95	Izmir	232		



EQUAL ACCESS

CHOOSING A LONG DISTANCE COMPANY

Customers in this area have the option of selecting a “preferred” long distance company for their “1+” and “0+” calling.

New customers are given one free choice of a “preferred” long distance company. Once customers have made their choice, there is a charge for each subsequent change made in long distance carriers.

COMPANY CODE DIALING

Many long distance companies feature a variety of special rates, particularly in the areas of “distance” and “time of day”. You do not necessarily have to use the services of your preferred “1+” long distance company. Instead, you can use Company Code Dialing.

HERE'S HOW IT WORKS:

- 1: Dial 101 and the four-digit code of the long distance company you wish to use (see code listings on this page).
- 2: Then dial 1 + the area code + the phone number for a direct dialed call or 0 + the area code + the phone number for a credit card, collect or billed-to-a-third-number call.
- 3: Your call will be routed through the company you have selected.

Some of the equal access long distance companies on the following chart accept company code dialing without a previously arranged account. Some companies may require that you set up an account with them before you can use their code. This chart is based on information available at publication of this directory. Some companies may no longer offer long distance service. Others may offer service, but may not wish to be listed. Companies listed may serve some, but not all customers in this area.

INTERNATIONAL DIALING

International calls may be dialed directly from many telephone exchanges, or placed through an international operator. For instructions on placing an international call, dial 00 or use instructions provided by your international long distance company. (See pages 11-13 for more information.)

UNITED COMMUNICATIONS INTEREXCHANGE CARRIERS AVAILABLE

COMPANY NAME CODE FOR INFORMATION

Dial the listed number(s) for more information

➤ AT&T Communications	0288
Residence 1-800-222-0300	
Business 1-800-222-0400	
➤ Level 3 Communications	0948
Residence & Business 1-800-994-9638	
➤ Global Crossing	0444
Residence & Business 1-800-783-2020	
➤ Excel Telecommunications	0752
Residence & Business 1-800-875-9235	0811
➤ ITC Deltacom	0233
Residence & Business 1-800-239-3000	
➤ MCI Worldcom	0222
Residence 1-800-950-5555	
Business 1-800-888-0800	
➤ MCI Worldcom	0555
Residence 1-800-444-3333	
Business 1-800-444-2222	
➤ CenturyLink Communications, LLC	0432
Residence & Business 1-800-860-1020	
➤ UTC Long Distance, LLC	6853
Residence & Business 1-888-870-5882	
➤ XO Communications	5119
Business Only 1-888-575-6398	

NOTE: This list is correct as of January 5th, 2016. It does not include all long distance carriers. If you need the number for a company not listed, please call our business office at 931-364-2227 or 1-800-779-2227. A service representative will be happy to give you the number.

YOUR DEDICATED CONNECTION EQUAL ACCESS

“SLAMMING”

WHAT IS IT? HOW TO AVOID IT?

It is important that every United Communications customer watch to make sure their monthly bill does not reflect fees erroneously charged by long-distance companies.

Reportedly, many long-distance companies are “slamming” and “cramming” customers across the country, which means customers are being charged for services they never order from companies they never selected.

SLAMMING

“Slamming” is the unauthorized switching of a person or end user’s local and/or long distance telephone service. You’ve been slammed if your local or long distance service has been changed without your knowledge or permission.

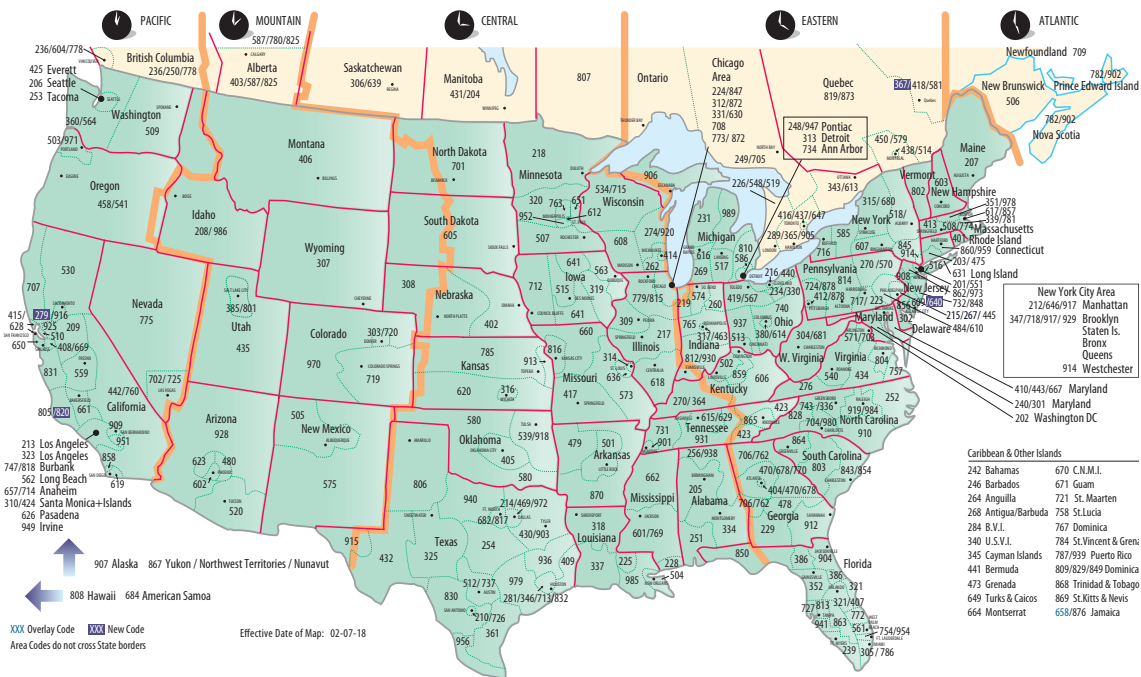
All long distance customers have the option of freezing their current carrier. This is a free service to all customers and is easy to activate. Once a customer completes a “freeze” form, long distance service cannot be changed without written consent. Persons interested in freezing long-distance service should call 931-364-2227 or 1-800-779-2227 or stop by our business office for details. To verify the name of your current long-distance carrier, call toll-free 1-700-555-4141.

TOLL DIALING PARITY

LONG DISTANCE CHOICES

For several years, United Communications customers have been able to choose the long-distance carrier that provides their long-distance service out of the region and out of state (known as InterLATA calls). Since July 22, 1999, United customers have been able to choose the long-distance carrier that provides their long-distance service within the region (known as IntraLATA calls). In the past, all IntraLATA calls were carried by BellSouth. This choice, known as Dialing Parity means that you can choose one long-distance carrier for all your long-distance calling (InterLATA and IntraLATA). You also have the option of choosing two different long-distance carriers (one for InterLATA and one for IntraLATA).

AREA CODE MAP



AREA CODE LISTINGS

ALABAMA (AL)

Anniston	256/938
Birmingham	205
Gadsden	256/938
Huntsville	256/938
Mobile	251
Montgomery	334
Tuscaloosa	205

ALASKA (AK)

All Points	907
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ARIZONA (AZ)

Flagstaff	928
Phoenix area:	
Central Phoenix	602
Glendale, western	623
Scottsdale, eastern	480
Tucson	520
Yuma	928

ARKANSAS (AR)

Ft. Smith	479
Jonesboro	870
Little Rock	501
Pine Bluff	870

CALIFORNIA (CA)

Anaheim	657/714
Bakersfield	661
Chico	530
Chula Vista	619
Concord	925
Davis	530
Death Valley	442/760
Escondido	442/760
Eureka	707
Fairfield	707
Fresno	559
Irvine	949
La Jolla	858
Lake Tahoe	530
Livermore	925
Los Angeles County:	
Downtown L.A.	213
Burbank	747/818
Glendale	747/818
Hollywood	323
Inglewood	323
Lancaster	661
Long Beach	562
Malibu	310/424
Palmdale	661
Pasadena	626
San Fernando	747/818
San Gabriel	626
San Pedro	310/424
Santa Clarita	661
Santa Monica	310
Torrance	310
Van Nuys	747/818
Whittier	562
Marin County	415/628
Modesto	209
Monterey	831
Napa	707
Oakland	510
Oceanside	442/760
Orange Co. (north)	657/714
Orange Co. (south)	949
Palm Springs	442/760
Redding	530
Riverside	909/951
Sacramento	279/916
San Bernardino	909/951
San Diego	619
San Francisco	415/628
San Jose	408/669
San Luis Obispo	805/820
San Mateo	650
San Ramon	925

Santa Barbara	805
Santa Cruz	831
Santa Rosa	707
Stockton	209
Vallejo	707
Ventura/Oxnard	805
Walnut Creek	925
Yosemite N.P.	209

COLORADO (CO)

Colorado Springs	719
Denver	303/720
Ft. Collins	970
Grand Junction	970
Pueblo	719

CONNECTICUT (CT)

Hartford	860/959
New Haven, southwest	203/475

DELAWARE (DE)

All Points	302
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DIST. COLUMBIA (DC)

Washington, D.C. All Points	202
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FLORIDA (FL)

Bradenton	941
Brandon	813
Clearwater	727
Daytona Beach	386
Dunedin	727
Ft. Lauderdale	954/754
Ft. Myers	239
Ft. Pierce	772
Gainesville	352
Jacksonville	904
Key West	305/786
Lakeland	863
Melbourne	321
Miami/Dade Co.	305/786
Ocala	352
Okeechobee	863
Orlando	407/321
Pensacola	850
St. Petersburg	727
Sarasota	941
Tallahassee	850
Tampa	813
West Palm Beach	561

GEORGIA (GA)

Adel	229
Albany	229
Americus	229
Athens	706
Atlanta	404/678/470
Augusta	706
Bainbridge	229
Blakely	229
Brunswick	912
Cairo	229
Calhoun	706
Camilla	229
Carrollton	770/678/470
Cartersville	770/678/470
Cedartown	770/678/470
Columbus	706
Cordele	229
Dalton	706
Dawson	229
Douglas	912
Dublin	478
Eastman	478
Elberton	706
Ellijay	706
Fitzgerald	229
Fort Valley	478
Gainesville	770/678/470
Griffin	770/678/470
Hardwick	478
Hinesville	912

Jesup	912
La Fayette	706
La Grange	706
Macon	478
Milledgeville	478
Marietta	770/678/470
Monroe	770/678/470
Moultrie	229
Newnan	770/678/470
Peachtree City	770/678/470
Perry	478
Rome	706
Roswell	770/678/470
Sandersville	478
Savannah	912
Smyrna	770/678/470
Statesboro	912
Summersville	706
Swainsboro	478
Thomaston	706/762
Thomasville	229
Thomson	706/762
Tifton	229
Toccoa	706
Valdosta	229
Vidalia	912
Warner Robbins	478
Waycross	912
Waynesboro	706/762
Winder	770/678/470

HAWAII (HI)

All Points	808
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IDAHO (ID)

All Points	208/986
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ILLINOIS (IL)

Aurora	630
Champaign/Urbana	217
Chicago:	
Downtown	312/872
Other areas	773/872
O'Hare/Midway	773/872
North suburbs	847/224
S./near W. subs.	708
Far west subs.	331/630
Chicago Heights	708
Cicero	708
East St. Louis	618
Evanston	847/224
Kankakee	815/779
Moline	309
Normal	309
Peoria	309
Rockford	815/779
Springfield	217
Waukegan	847/224

INDIANA (IN)

Evansville	812/930
Ft. Wayne	260
Gary	219
Indianapolis	317/463
Lafayette	765
Muncie	765
South Bend	574

IOWA (IA)

Ames	515
Cedar Rapids	319
Davenport	563
Des Moines	515
Dubuque	563
Ft. Dodge	515
Marshalltown	641
Mason City	641
Sioux City	712

KANSAS (KS)

Hopkinsville	364
Hutchinson	620

Kansas City	913
Lawrence	785
Leavenworth	913
Manhattan	785
Topeka	785
Wichita	316

KENTUCKY (KY)

Bowling Green	270/364
Covington	859
Ft. Knox	502
Frankfort	502
Hopkinsville	364
Lexington	859
Louisville	502
Paducah, western	270/364
Pikeville, eastern rural	606

LOUISIANA (LA)

Alexandria	318
Baton Rouge	225
Hammond	985
Houma	985
Lafayette	337
Lake Charles	337
Monroe	318
New Orleans	504
Shreveport	318

MAINE (ME)

All Points	207
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MARYLAND (MD)

Annapolis	410/443/667
Baltimore, east	410/443/667
Frederick, west	301/240
Silver Spring	301/240

MASSACHUSETTS (MA)

Boston	617/857
Cambridge	617/857
Cape Cod	508/774
Lowell, northeast	978/351
Lynn	781/339
Springfield, west	413
Weymouth	781/339
Worcester, southeast	508/774

MICHIGAN (MI)

Ann Arbor	734
Detroit	313
DTW airport	734
Flint	810
Grand Rapids	616
Kalamazoo	269
Lansing	517
Muskegon	231
Pontiac	248
Saginaw	989
Sault Ste. Marie	906
Traverse City	231
Warren	586

MINNESOTA (MN)

Bloomington	952
Brooklyn Park	763
Duluth	218
Minneapolis	612
Rochester	507
St. Cloud	320
St. Paul	651

MISSISSIPPI (MS)

Biloxi	228
Greenville	662
Gulfport	228
Hattiesburg	601/769
Jackson	601/769
Tupelo	662

YOUR DEDICATED CONNECTION

AREA CODE LISTINGS

MISSOURI (MO)

Cape Girardeau	573
Columbia	573
Jefferson City	573
Kansas City	816
St. Charles	636
St. Joseph	816
St. Louis	314
Sedalia	660
Springfield	417

MONTANA (MT)

All Points	406
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NEBRASKA (NE)

Lincoln	402
North Platte	308
Omaha	402

NEVADA (NV)

Las Vegas metro	702/725
Reno, all other areas	775

NEW HAMPSHIRE (NH)

All Points	603
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NEW JERSEY (NJ)

Atlantic City	609
Camden	856
Cape May	609/640
Elizabeth	908
Hackensack	201/551
Jersey City	201/551
New Brunswick	732/848
Newark	973/862
Paterson	973/862
Princeton	609
Trenton	609
Vineland	856

NEW MEXICO (NM)

Albuquerque	505
Roswell	575

NEW YORK (NY)

Albany	518/838
Binghamton	607
Buffalo	716
Ithaca	607
Long Isl. (Nassau Co.)	516
Long Isl. (Suffolk Co.)	631/934
New York City:	
Manhattan	212/332/917/646
Bronx, Brooklyn, Queens,	
Staten Isl.	347/718/917/929
Poughkeepsie	845
Rochester	585
Syracuse	315/680
Utica	315/680
West Point	845
Westchester Co.	914
Yonkers	914

NORTH CAROLINA (NC)

Asheboro	336/743
Asheville	828
Cape Hatteras	252
Chapel Hill	919/984
Charlotte	704/980
Durham	919/984
Fayetteville	910
Gastonia	704/980
Goldsboro	919/984
Greensboro	336/743
Greenville	252
Henderson	252
Hickory	828
High Point	336/743
Jacksonville	910
Kinston	252
Pinehurst	910
Raleigh	919/984

Rocky Mount	252
Roxboro	336/743
Statesville	704/980
Wilmington	910
Wilson	252
Winston-Salem	336/743

NORTH DAKOTA (ND)

All Points	701
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OHIO (OH)

Akron	330/234
Ashtabula	440
Canton	330/234
Cincinnati	513
Cleveland	216
Columbus	380/614
Dayton	937
Lorain	440
Mansfield	419/567
Marion	220/740
Toledo	419/567
Youngstown	330/234
Zanesville	220/740

OKLAHOMA (OK)

Enid	580
Guyton, Panhandle	580
Lake Texoma	580
Lawton	580
Muskogee	539/918
Oklahoma City	405
Stillwater	405
Tulsa	539/918

OREGON (OR)

Astoria	503
Corvallis	458/541
Eugene	458/541
Medford	458/541
Pendleton	458/541
Portland	503/971
Salem	503/971
Tillamook	503

PENNSYLVANIA (PA)

Allentown	610/484
Altoona	814
Erie	814
Harrisburg	223/717
Fredericksburg	540
Hampton	757
Lancaster	223/717
New Castle	724
Uniontown	724
Philadelphia	215/267/445
Pittsburgh	412
Scranton	272/570
State College	814
Wilkes-Barre	272/570
Williamsport	272/570

RHODE ISLAND (RI)

All Points	401
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SOUTH CAROLINA (SC)

Anderson	864
Charleston	843/854
Columbia	803
Florence	843/854
Greenville	864
Hilton Head Island	843/854
Rock Hill	803
Spartanburg	864
Sumter	803

SOUTH DAKOTA (SD)

All Points	605
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TENNESSEE (TN)

Chattanooga	423
Clarksville	931
Jackson	731
Johnson City	423
Kingsport	423

Knoxville	865
Memphis	901
Nashville	615/629

TEXAS (TX)

Abilene	325
Amarillo	806
Austin	512/737
Beaumont	409
Brownsville	956
Bryan/College Sta.	979
Corpus Christi	361
Dallas	214/972/469
Del Rio	830
Denton	940
El Paso	915
Ft. Worth	817/682
Galveston	409
Houston	346/713/281/832
Huntsville	936
Kerrville	830
Laredo	956
Lubbock	806
Midland/Odessa	432
Nacogdoches	936
New Braunfels	830
San Antonio	210/726
Texarkana	903/430
Tyler	903/430
Victoria	361
Waco	254
Wichita Falls	940

UTAH (UT)

Brigham City	435
Logan	435
Ogden	385/801
Provo	385/801
Salt Lake City	385/801
Tooele	435
Rural Areas	435

VERMONT (VT)

All Points	802
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VIRGINIA (VA)

Arlington	703/571
Bristol	276
Charlottesville	434
Fredericksburg	540
Hampton	757
Lynchburg	434
Newport News	757
Norfolk	757
Petersburg	804
Portsmouth	757
Quantico	703/571
Reston	703/571
Richmond	804
Roanoke	540
Virginia Beach	757
Wash. Airports	703/571

WASHINGTON (WA)

Bellevue	425
Bellingham	360/564
Everett	425
Olympia	360/564
Redmond	425
Seattle	206
Spokane	509
Tacoma	253
Vancouver	360

WEST VIRGINIA (WV)

All Points	304/681
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WISCONSIN (WI)

Eau Claire	534/715
Green Bay	274/920
La Crosse	608
Madison	608

Milwaukee	414
Oshkosh	274/920
Racine	262
Sheboygan	274/920
Waukesha	262

WYOMING (WY)

All Points	307
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CANADA

Alberta:	
Calgary, south	403/587/825
Edmonton, north	587/780/825
British Columbia:	
Vancouver metro	236/604/778
Victoria, all other	236/250/778
Manitoba	204/431
New Brunswick	506
Newfoundland	709
Nova Scotia	782/902
Nunavut	867
Northwest Terr.	867
Ontario:	
Kitchener	226/519/548
London	226/519/548
Mississauga	289/365/905
Niagara Falls	289/365/905
Ottawa	343/613
Peterborough	249/705
Sault Ste. Marie	249/705
Thunder Bay	807
Toronto	416/437/647
Windsor	226/519/548
Prince Edwards Island	782/902
Québec:	
Hull	819/873
Laval	450/579
Montréal	514/438
Québec	367/418/581
Sherbrooke	819/873
Saskatchewan	306/639
Yukon Territory	867

CARIBBEAN / OTHER

American Samoa	684
Anguilla	264
Antigua & Barbuda	268
Bahamas	242
Barbados	246
Bermuda	441
British Virgin Islands	284
Cayman Islands	345
C.N.M.I. (U.S. Pacific)	670
Dominica	767
Dominican Republic	809/829/849
Grenada	473
Guam (U.S. Pacific)	671
Jamaica	658/876
Montserrat	664
Puerto Rico (U.S.)	787/939
St. Kitts & Nevis	869
St. Lucia	758
St. Maarten	721
St. Vincent	784
Saipan (U.S. Pacific)	670
Trinidad & Tobago	868
Turks & Caicos	649
U.S. Virgin Islands	340

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CUSTOMIZED COMMUNICATIONS

Technology advances in the communications industry offer you a variety of choices. To assist you in reviewing these, we've put together this section outlining the many products and services we have available. Please feel free to call us with any questions you may have.

BUILD YOUR VERY OWN FEATURE PACKAGE

Many of these features can be included in package offerings. Ordering features together can save you money. It's a way for you to get our hottest features at cool savings.

NOTES:

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.

NOTE: Features marked with a "+" will not work with calls originating from an area or long distance carrier not providing Caller ID service, toll-free numbers, 900 and 976 numbers, international calls, some cellular calls and calls from blocked numbers.

NOTE: The "*" mark indicates that toll charges apply on long distance calls.

YOUR DEDICATED CONNECTION

CALL FEATURES

CALL WAITING

Now you never have to miss another call while you're on the phone. With Call Waiting, a "beep" alerts you to another incoming call. Put the first call "on hold" while you answer the second. Easy to use and perfect for busy home or office.

How To Use Call Waiting:

- 1: A short "beep" in your earpiece while you are in the middle of a call ... means that someone else is trying to reach your number.
- 2: Ask the first caller if you may put them on hold ... then press and release the switchhook. The first caller will be put on hold and you will automatically be connected to the second caller.
- 3: Pressing and releasing the switchhook for about one second will let you alternate between parties. Each conversation is absolutely private.

CANCEL CALL WAITING

Turning off Call Waiting on a per call basis, prevents Call Waiting tones from interrupting regular conversations, internet, computer modem or facsimile transmissions. Cancel Call Waiting is included free with Call Waiting.

Using Cancel Call Waiting Before A Call:

- 1: Press ***70** (1170 rotary).
- 2: Enter the number you wish to call.

Using Cancel Call Waiting During A Call:

Requires Three-Way Calling

- 1: Depress the switchhook for one second to place the call on hold.
- 2: Listen for dial tone, press ***70** (1170 rotary).
- 3: Listen for special beep tone, depress the switchhook for one second and return to your call.

THREE-WAY CALLING

Ideal for bringing everyone together on the same call. Three-Way calling lets you and two other parties all talk together. It works with local calls, long distance* calls or a combination of both. Three-Way Calling can be used whether you have received or have placed the first call.

To Add A Third Party To Your Call:

- 1: Press and release your telephone's switchhook to place the first caller on hold. Listen for three short beeps and the dial tone.
- 2: At dial tone, enter the number of the third party.
- 3: When the third party answers, press hold and release the telephone's switchhook to add them to your Three-Way call.

How To End Three-Way Calling:

- 1: Press and release the telephone's switchhook to disconnect the last party added. If either party hangs up, you can continue to speak to the remaining party or add another party to your call. If the party originating the Three-Way call hangs up, all parties will be disconnected.

SPEED CALLING

Tired of looking those frequently called numbers that you just can't seem to remember? Speed Calling stores the numbers you call most often, then dials them with just the push of a button or two. These numbers can be either local or long distance*. Speed Calling allows you to store 8 custom telephone numbers.

How To Program Speed Calling:

- 1: Select a [1-digit] code (numbers 2-9) for each number you wish to enter.
- 2: Press **74#** (1174 rotary).
- 3: Listen for dial tone. Enter the code you have selected and the complete telephone number (including the 1 + Area Code for long distance numbers*). Two beeps will confirm your entry. Then hang up.

How To Change A Number Stored In Memory:

- 1: Repeat steps 1, 2 and 3. Enter the code number you originally assigned for the number you want to change followed by the new number. The old numbers will be automatically replaced in the phone's memory with the new number.

How To Use Speed Calling:

- 1: Simply press the speed dial digits that correspond to the number you wish to reach. For example, **22#** (1122 rotary). Your call will be dialed automatically.

CALL RETURN

Ever experience the frustration of rushing for the phone only to find the caller has just hung up and you're left wondering who tried to reach you? Call Return solves the problem. By entering a simple code, your phone automatically calls back the last number that tried to reach you.

How To Use Call Return:

- 1: Press ***69** (1169 rotary). After you press *69, a recorded voice will give you the phone number of the call you missed and ask if you want to use the Call Return feature.*
- 2: Press **1**. Listen for ringing and wait for answer.
- 3: If you do not wish to return the call, hang up.

Note: If you were already on the phone and ignored a Call Waiting tone, press and quickly release the switchhook.

CALL FEATURES

If The Line Is Busy:

- 1: Listen for announcement telling you the line is busy.
- 2: Hang up. Your phone will keep trying the line for up to 30 minutes.
- 3: A special callback ring alerts you when the line becomes free (Some phones will ring normally).
- 4: Lift the handset to automatically place the call.

To Cancel Your Call Return Request:

- 1: Press *** 8 9** (1189 rotary). Listen for the confirmation tone or announcement. Hang up.

Note: This feature works with most calls originating within the local and regional calling areas.

REPEAT DIALING

Allows your phone to keep trying a busy number up to 30 minutes. When the called party's line clears, Repeat Dialing signals you with a special ring and automatically places the call when you pick up the phone.

How To Use Repeat Dialing:

- 1: 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 normal dial tone.
- 2: Press *** 6 6** (1166 rotary). If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
- 3: A special callback ring alerts you if the line becomes free (Some phones will ring normally). Lift the handset to automatically place the call.*

To Cancel Your Repeat Dialing Request:

- 1: 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.
- 2: Press *** 8 6** (1186 rotary). Listen for the confirmation tone or announcement. Hang up.

Notes:

- *To start the 30 minute clock, repeat steps 1-3 under "How To Use..."*
- *You can program multiple numbers but you will not know which call is ringing you back unless you have Caller ID.*
- *If you cancel a Repeat Dialing request, it will cancel all the Repeat Dialing numbers programmed.*
- *This feature works with most calls placed within the local and regional calling areas.*

CALL TRANSFER

This feature allows you to transfer a call to another line or to voice mail. You can transfer calls you originate or incoming calls.

How To Use The Call Transfer

- 1: After the calling party or called party is on the line, depress and release the switchhook, listen for the dial tone. (The present call is placed on hold).
- 2: Press the destination number to which the call is to be transferred.

- 3: When the line begins to ring, you can hang up and the other parties will be connected when the third party answers the phone, or you may press the switchhook (after the third-party answers) to allow all three parties to speak together.

Notes:

- *If you want to notify the third party of the call transfer, you can keep the first party on hold until after you speak with the third party. When you hang up, both parties will be connected.*
- *Once you hang up, you cannot be reconnected to the call.*
- *Toll charges apply to calls transferred to a long distance number.*

HOME INTERCOM

This feature allows you to ring all of the extensions on your line with a distinctive ring and speak with anyone that answers an extension. Home Intercom is a great feature for a shop, garage, barn or boat dock.

How To Use Home Intercom

- 1: Lift the receiver, listen for dial tone and press your own phone number.
- 2: Hang up or depress the switchhook. All extensions will ring. The ringing will stop when someone picks up one of the extensions.
- 3: Lift the receiver or release the switchhook, you will be connected to the other party.

CALL TRACE

If you're annoyed by nuisance calls, take charge! Call Trace enables you to initiate a trace on your last incoming call. Traced information will be provided to law enforcement officials if you choose to prosecute.

How To Use Call Trace:

- 1: 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.
- 2: Press *** 5 7** (1157 rotary). After you press *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.
- 3: Listen for a confirmation announcement that the last call has been traced. Hang up.
- 4: The number you traced will be recorded at the phone company.

Notes:

- *Call 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.*
- *You must contact the business office within the next business day after completing a trace to ensure the information is kept on file.*
- *If you decide to follow up the matter, we'll provide that number to the local authorities.*

YOUR DEDICATED CONNECTION

CALL FEATURES

WANT YOUR CALLS TO FOLLOW YOU?

Doesn't it always seem to happen. The moment you leave your home or office, that's when you get the call you've been waiting for. Now you can relax with our Call Forwarding feature options. So go ahead, enjoy coffee with your neighbor or attend that important meeting. You can have your calls follow you to another location.

CALL FORWARDING

If you know where you are going to be, you can forward your calls to any number including your wireless phone or pager, anytime you choose.

How To Use Call Forwarding:

- 1: Press *** 7 2** (1172 rotary) and listen for dial tone.
- 2: Enter the number to which your calls are to be forwarded. Call Forwarding works with either local or long distance calls.*
- 3: When someone answers, Call Forwarding is activated. If the number you called is busy, or if there is no answer, hang up and repeat the previous steps within two minutes and Call Forwarding is activated. From that moment on, all calls will go to that number until you change the number or end Call Forwarding.

How To End Call Forwarding:

- 1: Press *** 7 3** (1173 rotary) and you will hear two short "beeps". This informs you that Call Forwarding is no longer activated, and calls to your number will ring at your telephone normally.

Notes:

- While your calls are being forwarded, your telephone will ring briefly each time your number is dialed. You cannot answer the calls, but the ring is a reminder that Call Forwarding is still in effect.
- If you forward your calls outside of your local calling area, you will be charged for any calls forwarded from your number to the long distance number.
- While calls are being forwarded, you can still make outgoing calls.

CALL FORWARDING-BUSY

You can automatically forward your calls to another number when your phone line is in use. Calls can be forwarded long distance with this feature.* You can activate, deactivate and program forward-to numbers from your phone.

How To Use Call Forwarding-Busy:

- 1: Press *** 9 0** (1190 rotary). Listen for dial tone.
- 2: Enter the number to which the calls are to be forwarded.
- 3: When someone answers, Call Forwarding-Busy is activated. If the number you called is busy, or if there is no answer, hang up and repeat the previous steps within two minutes. Wait for three beeps to confirm activation, then hang up. Call Forwarding-Busy is activated. From that moment on, all calls will go to that number until you change the number or end Call Forwarding-Busy.

To End Call Forwarding-Busy:

- 1: Press *** 9 1** (1191 rotary).
- 2: Listen for a busy signal, then hang up.

CALL FORWARDING-NO ANSWER

This feature allows you to forward your calls to another number when you are not at home or are unable to answer your telephone. You may answer the call, or if unanswered after your specified number of rings, the call will forward to your forward-to number.* You can activate, deactivate and program the forward-to number from your phone.

How To Use Call Forwarding-No Answer

- 1: Press *** 9 2** (1192 rotary).
- 2: Listen for dial tone.
- 3: Enter the number to which the calls are to be forwarded. When someone answers, Call Forwarding-No Answer is activated. If the number you called is busy, or if there is no answer, hang up and repeat the previous steps within two minutes. Wait for three beeps and Call Forwarding-No Answer is activated. From that moment on, all calls will go to that number until you change the number or end Call Forwarding-No Answer.

How To End Call Forwarding-No Answer:

- 1: Press *** 9 3** (1193 rotary).
- 2: Listen for three short beeps, then hang up. Your Call Forwarding-No Answer is no longer active.

CALL FORWARD-REMOTE ACCESS

If you forget to forward your calls before leaving your home or office, no need to worry. Call Forwarding-Remote Access allows you to program your Call Forwarding feature from virtually any touch-tone phone or from your wireless phone.

How To Use Call Forward-Remote Access:

From a remote touch-tone telephone line, enter your dedicated access number provided by United Communications.

- 1: Listen for a ring and wait for instructions. Enter your [10-digit] telephone number that has the Call Forwarding feature you want to activate or deactivate.
- 2: Enter your Personal ID number.
- 3: Listen for instructions to press the Call Forwarding code number you want to activate or deactivate. Follow the instructions for that Call Forwarding feature.
For Call Forwarding, press *** 7 2** (1172 rotary).
For Call Forwarding-Busy, press *** 9 0** (1190 rotary).
For Call Forwarding-No Answer, press *** 9 2** (1192 rotary).

CALL FEATURES

To End Call Forwarding-Remote Access:

- 1: Follow steps 1-3 of "How To Use..."
- 2: Press the deactivation instruction that corresponds to the forward feature you want to deactivate.
- 3: Press ***73** (1173 rotary) to end forward feature you want to deactivate.

Notes:

- A Call Forwarding feature is required (Preferred Call Forwarding will not work with this feature).
- Toll charges apply if you forward calls to a long distance number.

Notes:

- You may press 1, 0, # or * (1, 0, 12 or 11 rotary) 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 Priority Ringing, Selective Call Acceptance, Call Screening and similar services.
- This service can work with Call Forwarding (all calls). Numbers on your preferred list will follow you to your Selective Call Forwarding number.* All other calls will be routed to your regular Call Forwarding number.

PREFERRED CALL FORWARDING

Preferred Call Forwarding enables you to have your most important calls follow you. You select and program the calling phone numbers you want forwarded and the destination number to which they are forwarded.* When this feature is turned "on", calls from numbers in your forward list will be routed to your "forwarded-to" number.* All others will ring at your phone as usual.

How To Use Preferred Call Forwarding:

- 1: Press ***63** (1163 rotary). Listen for an announcement telling you whether the feature is currently "on" or "off". A prerecorded voice will then tell you how many (if any) numbers are currently stored in your forward list.
- 2: Follow the voice instructions and press **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:

- 1: Press **01#** (1201 rotary).

To Enter Your Forward-To Number:

- 1: The first time you turn on this 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.
- 2: If the current number is correct, press **1**.
- 3: If you wish to change the current "forward-to" number, press **0** and then follow the voice instructions.

To Add A Number To Your List:

- 1: Press **#** (12 rotary). Follow the voice instructions. You can store up to 6 phone numbers on your forward list.

To Remove A Number From Your List:

- 1: Press ***** (11 rotary). Follow the voice instructions to remove any or all of those numbers from your list. To delete all numbers from your list, press **08** (1108 rotary).

To Hear The Phone Numbers On Your List:

- 1: Press **1**. After the list is read, voice instructions will follow.

To Hear Instructions Again:

- 1: Press **0**.

REMOTE CALL FORWARDING

The phone company forwards all your calls to your pre-selected, permanent destination number. It's ideal for the person or business that has moved to another location. You can keep your established number while forwarding calls to your new location.*

Programming changes are made through your local phone company.

ANSWERING THE PHONE DOESN'T HAVE TO BE LIKE SOLVING A MYSTERY

Wouldn't it be nice if your telephone was able to screen your calls? Well, now it can with our advanced Call Screening options. You can **identify** who a call is for, or who is calling and selectively **block** or receive phone calls. It's like having your own receptionist – without the expense.

DISTINCTIVE RINGING

Distinctive Ringing allows you to have up to 4 numbers on a single phone line. When called, each number has its own unique ring.

Great for teenagers, roommates or home-based business (may require a business rate). Distinctive Ringing can help you create an individual identity. The unique ring can also help you identify incoming calls as to the type of call, or who it is for – before you answer. Distinctive Ringing gives you some of the benefits of additional lines at a fraction of the cost. Even works with Call Waiting (each number has a distinctive beep) and Caller ID features.

YOUR DEDICATED CONNECTION

CALL FEATURES

PRIORITY RINGING

Allows you to create a list of numbers with their own distinctive ring. The distinctive ring tells you it's one your special callers from your list. Even works with Call Waiting* (a distinctive beep lets you know it's a call from your list) and Caller ID features.

How To Use Priority Ringing:

- 1: Press *** 6 1** (1161 rotary). Listen for an announcement telling you whether the feature is currently "on" or "off". A pre-recorded voice will then tell you how many (if any) numbers are currently stored in your Priority Ringing list.
- 2: Follow the voice instructions and press **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:

- 1: Press **# 0 1 #** (1201 rotary).

To Add A Number To Your List:

- 1: Press **#** (12 rotary). Then follow the voice instructions. You can store up to 10 numbers on your Priority Ringing List.

To Remove A Number From Your List:

- 1: Press ***** (11 rotary). Follow the voice instructions to remove any or all of the numbers from your list.

To Hear The Phone Numbers On Your List:

- 1: Press **1**. After the list is read, voice instructions will follow.

To Hear Instructions Again:

- 1: Press **0**.

CALLER ID-BASIC

This feature allows you to see the calling telephone number, giving you the option of answering or not. To use Caller ID-Basic, you need a display phone or a display "add-on" unit for your existing phone.

CALLER ID-DELUXE

Know who's calling before you answer. A special caller ID display device or display phone let's you see the calling telephone number and name of the person associated with that number in the telephone company records, giving you the option of answering or not. Caller ID-Deluxe dramatically enhances your privacy and security. To use Caller ID-Deluxe, you need a display phone or a display "add-on" unit for your existing phone that displays name and number.

How To Use Caller ID – Basic or Deluxe

- 1: When you receive a call, wait for the start of the second ring of your phone. The telephone number and/or the name of the person calling will automatically appear on your display screen.
- 2: If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Notes:

- If "P" or "Private" appears on your screen, the caller may have blocked the display of his/her name/number. You can choose whether or not to answer the phone.
- If "Unknown Name" and/or "Unknown Number" appears, the caller is calling from an area or long distance carrier that does not provide Caller ID service.
- Not all phone companies can display the calling name.
- Most Caller ID display phones or display devices record and store the name and/or phone number of callers, even while you were out.

CALLER ID-ENHANCED

Want to know who is trying to call you even when you're already talking on your phone? A special Caller ID display device or display telephone lets you see the name and number of the person calling you when you hear the Call Waiting beep.

How To Use Caller ID-Enhanced:

- 1: When you are already on the phone and someone tries to call, the caller's name and number will appear on your display screen after the first Call Waiting beep.

Notes:

- Subscription to Caller ID-Enhanced includes the Call Waiting and Caller ID-Deluxe features.
- Subscription to Caller ID-Enhanced requires a special display phone or display device for the feature to work.
- If "P" or "Private" appears on your screen, the caller may have blocked the display of his/her name/number. You can choose whether or not to answer the call.
- If "Unknown Name" or "Unknown Number" appears, the caller is calling from an area or equipment where the information is not available.
- The caller's name will appear as the name associated with the calling number in the telephone company records.
- Most Caller ID display phones or display devices record and store the name and phone number of callers, even while you were out or on the phone.
- This service may not be available in all areas.

CALL FEATURES

SELECTIVE CALL ACCEPTANCE

Selective Call Acceptance allows you to block all calls except those from your list of special phone numbers. You can add, delete or change numbers on your list at any time. Works with local and long distance phone calls to prevent nuisance and solicitation calls. Calls from numbers not on your list are sent to an announcement that you are not receiving calls at the time and are terminated.

To Turn On Selective Call Acceptance:

- 1: Press ***64** (1164 rotary). Listen for an announcement telling you whether the feature is currently on or off. A pre-recorded voice will then tell you how many (if any) numbers are currently stored on your acceptance list.
- 2: Follow the voice instructions and press **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:

- 1: Press **#01#** (1201 rotary).

To Add A Number To Your List:

- 1: Press **#** (12 rotary). Then follow the voice instructions. You can store up to 6 phone numbers on your acceptance list.

To Remove A Number From Your List:

- 1: Press ***** (11 rotary). Follow the voice instructions to remove any or all of the numbers from your list.

To Remove All Numbers From Your List:

- 1: Press ***08** (1108 rotary).

To Hear The Phone Numbers On Your List:

- 1: Press **1**. After the list is read, voice instructions will follow.

To Hear Instructions Again:

- 1: Press **0**.

Notes:

- You may press 1, 0, # or * (1, 0, 12 or 11 rotary) 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 Priority Ringing, Preferred Call Forwarding and similar services.

CALL SCREENING

You can program your phone to block calls from your selected list of phone numbers. Those callers receive a prerecorded announcement that you are not receiving calls at this time and are terminated. Calls from other numbers are not blocked. You can change numbers on your list at any time.

To Turn On Call Screening:

- 1: Press ***60** (1160 rotary). Listen for an announcement telling you whether the feature is currently on or off. A pre-recorded voice will then tell you how many (if any) numbers are currently stored in your screening list.

- 2: Follow the voice instructions and press **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:

- 1: Press **#01#** (1201 rotary).

To Add A Number To Your List:

- 1: Press **#** (12 rotary). Then follow the voice instructions. You can store up to 10 phone numbers on your screening list.

To Remove A Number From Your List:

- 1: Press ***** (11 rotary). Follow the voice instructions to remove any or all of the numbers from your list.

To Remove All Numbers From Your List:

- 1: Press ***08** (1108 rotary).

To Hear The Phone Numbers On Your List:

- 1: Press **1**. After the list is read, voice instructions will follow.

To Hear Instructions Again:

- 1: Press **0**.

To Cancel:

- 1: Press ***80** (1180 rotary).

CALLER ID BLOCKING

Prevents your name and/or number from being shown on someone's Caller ID display. Per-Call Blocking is accomplished by entering a simple code, which prevents your name and/or number from being displayed on an individual call basis. Per-Line Blocking through the telephone company prevents calls placed from your name and/or number from being displayed.

How To Use Caller ID Blocking Per-Call:

- 1: Press ***67** (1167 rotary). Enter the number you're calling as usual.
- 2: The person you've called will not be able to see your name and/or number displayed on their screen. Instead a "P" or "Private" will be displayed. You must press *67 before each call you place. Otherwise, your name and/or phone number will be released to the person receiving the call.

How To Use Caller ID Blocking Per-Line:

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 Turn Off Per-Line Blocking:

Allowing your number to be displayed on an individual call

- 1: Press ***82** (1182 rotary) before placing the call. Enter the number you're calling as usual.

Note:

- Caller ID Blocking will not work when calling toll-free or 900 numbers.

YOUR DEDICATED CONNECTION

CALL FEATURES

ANONYMOUS CALL REJECTION

Now you can reject all callers who have chosen to block their name and/or number from being displayed on your Caller ID device.

How To use Anonymous Call Rejection:

- 1: Press *** 7 7** (1177 rotary).
- 2: Listen for an announcement confirming that Anonymous Call Rejection is activated. Then hang up.

How To Deactivate Anonymous Call Rejection:

- 1: Press *** 8 7** (1187 rotary).
- 2: Listen for an announcement confirming that Anonymous Call Rejection has been turned off. Then hang up.

Note:

- *Callers who have blocked the display of their name and/or number will hear an announcement that you do not accept calls from private numbers and they should remove blocking and call again. All other calls will ring through as usual.*

ADDITIONAL LINE

In this hectic world, a second (or even third) telephone line may be a necessity. Use it exclusively for the children, as a dedicated fax/modem line, for online computing or as a separate home business line (may require a business rate). Installing both lines at the same time can save installation charges ... and you get a separate telephone listing for each line.

ADDITIONAL LISTINGS

Now everyone can maintain their own identity. Additional listings in the white pages of your local phone book are the most inexpensive way to help make a name for yourself. Perfect for teenagers, roommates or home-based businesses.

NON-PUBLISHED NUMBER

If you choose this service, your telephone number will not be published in the telephone directory and will not be given out through directory assistance.

NON-LISTED NUMBER

You can choose to not have your telephone number listed in the telephone directory, but it would be available through directory assistance.

TOUCH-TONE DIALING

For speed and accuracy, nothing compares to touch-tone dialing. Touch-tone speeds up voice, computer modem or fax calls – you're part of the communications revolution. It controls pagers, voice mail and answering machines. It gives you access to the growing world of automated customer services in banking, travel and more.

INSIDE WIRE PROTECTION PLAN

Protect yourself against the high cost of service calls and repair fees if trouble should occur in the wiring or telephone jacks in your home – even if they are damaged by lightning. It provides peace of mind for pennies a day.

TOLL RESTRICTIONS

900# Calls

The improper use of 900# calls can do serious damage – both financially and emotionally – especially in families with children. We can block calls to 900 toll numbers protecting your children against solicitation and you from unexpected charges. There is no charge for this service.

0+ And 1+

Cannot make long distance calls from your phone by dialing 0 or 1. Excluding 800 numbers.

International Block

Restricts calls to International numbers (some area codes are excluded).

Third Number Block

Cannot charge calls to another number.

Collect Calls

Cannot accept collect calls on your phone (applies only to calls from AT&T/BellSouth customers).

Total Block

Includes all above blocks. Excluding 800 numbers.

CALL FEATURES

TOLL CONTROL WITH PERSONAL IDENTIFICATION NUMBER (PIN)

Toll Control with PIN allows you to override toll blocks on a per call basis. Toll Control with PIN blocks all the toll calls listed under Toll Restrictions and no one can make long distance calls unless they know your PIN number. You can customize your Personal Identification Number and the changes are made through the phone company. Touch-tone service is required to operate Toll Control with PIN.

How To Use Toll Control With PIN:

- 1: Listen for the dial tone.
- 2: Enter the number you want to call.
- 3: Listen for a special dial-tone and enter your [4-digit] PIN number.
- 4: When you hang up, Toll Control with PIN will reactivate.

VOICEMAIL

CREATE YOUR VOICE MAILBOX

Setting up your voice mailbox by phone is easy, and it only takes a few minutes. Follow these simple steps:

- 1: Dial *98 (1198 rotary) from your home phone.
- 2: Enter your temporary PIN number (First 8 digits of your United Account number).
- 3: Follow the prompts to set up your mailbox, and change your PIN number.

You can also access the voicemail system by dialing your 10-digit home phone number from any touch-tone phone and pressing *.

Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges.

RECORD GREETINGS

Personalize your voicemail by choosing from several types of mailbox greetings - Generic System Greeting, Name Announcement, Personal Greeting or Extended Absence Greeting.

You can even create a Group Greeting, when there is more than one mailbox on an account - instructing callers to leave a message in the general mailbox or an individual's sub-account mailbox.

Note:

- You must subscribe to Enhanced Voicemail to enable Group Greetings. To subscribe, call United Customer Service at 800-779-2227 and press 2 to place an order, upgrade, or make changes to existing service.

To record your name and greeting, dial *98 (1198 rotary) from your home phone, enter your PIN, then follow the prompts.

You can access the voicemail system to record greetings and reminders by dialing your home number from any touch-tone phone, pressing * and following the instructions above.

Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges. Greetings and reminders cannot be recorded via the web.

LISTEN TO AND MANAGE VOICEMAIL MESSAGES

From your home phone: Dial *98 (1198 rotary).

From a phone other than your home phone: Dial your 10-digit home phone number, press * to skip the voicemail greeting, and follow the prompts. Keep in mind that when dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel services charges, or cellular charges.

Or dial the first 6 digits of your phone number (area code - first three digits) + MAIL (6245), enter your 10-digit home phone number and your PIN, then follow the prompts.

YOUR DEDICATED CONNECTION

LONG DISTANCE

LONG DISTANCE

From accessibility, responsiveness and reliability to the convenience of a single monthly bill, the local advantages of our long distance service are many. Just as we've worked to meet your expectations for quality service with United Communications, we're working to surpass those expectations with UTC Long Distance.



To get more information or subscribe —
call UTC Long Distance at

1-888-870-5882



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Call anywhere in the domestic U.S. for one low, flat monthly rate. Additional minutes are \$.09 each

120 minute Nationwide Plan - \$4.95/month

600 minute Nationwide Plan - \$19.95/month

1200 minute Nationwide Plan - \$34.95 /month

Residential Unlimited Plan - \$39.95/month

(Residential customers only)

9 Cent Plan - No Monthly Plan Fee (Business and Residential)

Don't want the monthly fee? Direct Dial for \$.09 per minute anywhere within the domestic USA.

GETTING CONNECTED WITH UNITED BUNDLES

WELCOME TO UNITED.NET

If you should need technical assistance, please call 1-800-779-2227 and press "3" for Technical Support. Our technicians are specially trained to get you online and working.

If you have any questions or comments concerning your service, please call us at 1-800-779-2227.

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United.net provides several billing plan options.

UCONNECT. Your dedicated connection.			
Speed	Internet + Voice	Internet + Voice + TV	EXTRAS
3 mbps Upload 768k	\$55.00 plus taxes & fees		Whole Home DVR \$12.00/Month
	FREE INSTALLATION AND WIRELESS ROUTER		
10 mbps Upload 1 mbps	\$60.00 plus taxes & fees	\$89.95 plus taxes & fees	Upgrade to Preferred Channels for \$14.00/Month
	FREE INSTALLATION AND WIRELESS ROUTER		
25 mbps Upload 3 mbps	\$65.00 plus taxes & fees	\$94.95 plus taxes & fees	HD Service \$8/Month
	FREE INSTALLATION AND WIRELESS ROUTER		
Speeds may vary and are not available in all areas.			
UNIFI. Nothing is Faster than Fiber!			
Speed	Internet + Voice	Internet + Voice + TV	EXTRAS
100 mbps Upload 25 mbps	\$75.00 plus taxes & fees	\$99.95 plus taxes & fees	Whole Home DVR \$12.00/Month
	FREE INSTALLATION AND WIRELESS ROUTER		
250 mbps Upload 50 mbps	\$95.00 plus taxes & fees	\$114.95 plus taxes & fees	Upgrade to Preferred Channels for \$14.00/Month
	FREE INSTALLATION AND WIRELESS ROUTER		
500 mbps Upload 75 mbps	\$115.00 plus taxes & fees		HD Service \$8/Month
	FREE INSTALLATION AND WIRELESS ROUTER		
1 GIG Upload 100 mbps	\$135.00 plus taxes & fees	\$149.95 plus taxes & fees	
	FREE INSTALLATION AND WIRELESS ROUTER		
Speeds may vary and are not available in all areas.			

YOUR DEDICATED CONNECTION

TENNESSEE ZIP CODES

37010	ADAMS	38010	BRADEN	37043	CLARKSVILLE	37727	DEL RIO	38041	FORT PILLOW
38310	ADAMSVILLE	38316	BRADFORD	37044	CLARKSVILLE	37325	DELANO	37063	FOSTERVILLE
37033	AETNA	37026	BRADYVILLE	37311	CLEVELAND	38449	DELLROSE	37938	FOUNTAIN CITY
37616	AFTON	37024	BRENTWOOD	37312	CLEVELAND	38453	DELLROSE	38459	FRANKFORD
38001	ALAMO	37027	BRENTWOOD	37320	CLEVELAND	38391	DENMARK	37064	FRANKLIN
37701	ALCOA	37710	BRICEVILLE	37323	CLEVELAND	37134	DENVER	37065	FRANKLIN
37012	ALEXANDRIA	38011	BRIGHTON	37364	CLEVELAND	37710	DEVONIA	37067	FRANKLIN
38501	ALGOOD	37620	BRISTOL	38425	CLIFTON	37388	DICKEL	37068	FRANKLIN
38504	ALLARDT	37621	BRISTOL	37716	CLINTON	37055	DICKSON	37069	FRANKLIN
37046	ALLISONA	37625	BRISTOL	37717	CLINTON	37056	DICKSON	37043	FREDONIA
38541	ALLONS	38012	BROWNSVILLE	38053	CLOVERDALE	37057	DIXON SPRINGS	38034	FRIENDSHIP
38542	ALLRED	38317	BRUCETON	37051	COLMBRIND FRNCE	38053	DIXONVILLE	37737	FRIENDSVILLE
38543	ALPINE	38014	BRUNSWICK	37719	COALFIELD	37214	DONELSON	38336	FRUITVALE
37301	ALTAMONT	38547	BRUSH CREEK	37313	COALMONT	37058	DOVER	38337	GADSDEN
37115	AM QUI	38222	BUCHANAN	37033	COBLE	37059	DOWELLTOWN	38562	GAINESBORO
37241	AMSOUTH	38318	BUENA VISTA	37314	COKER CREEK	38559	DOYLE	37066	GALLATIN
37237	AMSOUTH BANK	38548	BUFFALO VALLEY	37314	COKERCREEK	38225	DRESDEN	38036	GALLAWAY
37705	ANDERSONVILLE	38548	BUFFALO VLY	37363	COLLEGE DALE	38023	DRUMMONDS	37095	GASSAWAY
37011	ANTIOCH	38136	BULK MAIL CENTER	37046	COLLEGE GROVE	38454	DUCK RIVER	38037	GATES
37013	ANTIOCH	37711	BULLS GAP	37315	COLLEGE DALE	37326	DUCKTOWN	37738	GATLINBURG
37302	APISON	37028	BUMPUS MILLS	38017	COLLIERVILLE	37729	DUFF	37336	GEORGETOWN
38449	ARDMORE	38015	BURLISON	38027	COLLIERVILLE	38226	DUKEDOM	38138	GERMANTOWN
38453	ARDMORE	37029	BURNS	38450	COLLINWOOD	37327	DUNLAP	38139	GERMANTOWN
38002	ARLINGTON	37872	BURRVILLE	37663	COLONIAL HEIGHTS	38330	DYER	38183	GERMANTOWN
37389	ARNOLD A F B	37640	BUTLER	38401	COLUMBIA	38024	DYERSBURG	38338	GIBSON
37389	ARNOLD AIR FORCE BASE	37713	BYBEE	38402	COLUMBIA	38025	DYERSBURG	38015	GILT EDGE
37014	ARRINGTON	38549	BYRDSTOWN	38223	COMO	38028	EADS	37071	GLADEVILLE
37707	ARTHUR	37309	CALHOUN	37316	CONASAUGA	37730	EAGAN	38229	GLEASON
37015	ASHLAND CITY	38320	CAMDEN	37922	CONCORD	37060	EAGLEVILLE	37852	GLEN MARY
37303	ATHENS	38550	CAMPAIGN	37934	CONCORD	38053	EAST ACRES	37070	GOODLETTSVILLE
37371	ATHENS	37030	CARTHAGE	37922	CONCORD FARRAGUT	37412	EAST RIDGE	37072	GOODLETTSVILLE
38004	ATOKA	37714	CARYVILLE	37933	CONCORD FARRAGUT	37614	EAST TN STATE UNIV	38460	GOODSPRING
38220	ATWOOD	37031	CASTALIAN SPG	37934	CONCORD FARRAGUT	38331	EATON	38563	GORDONVILLE
37016	AUBURNTOWN	37031	CASTALIAN SPRINGS	38501	COOKEVILLE	37731	EIDSON	38039	GRAND JCT
37044	AUSTIN PEAY ST UNIVERSITY	37031	CASTALIN SPGS	38502	COOKEVILLE	37732	ELGIN	38039	GRAND JUNCTION
37743	BAILEYTON	38321	CEDAR GROVE	38503	COOKEVILLE	37733	ELGIN	37337	GRAND VIEW
37745	BAILEYTON	37032	CEDAR HILL	38505	COOKEVILLE	37643	ELIZABETHTON	37337	GRANDVIEW
37304	BAKEWELL	38551	CEJUNA	38506	COOKEVILLE	37644	ELIZABETHTON	38564	GRANVILLE
37373	BAKEWELL	37033	CENTERVILLE	37317	COPPERHILL	38455	ELKTON	37615	GRAY
37890	BANEHERRY	37034	CHAPEL HILL	38016	CORDOVA	38029	ELLENDALE	37338	GRAYSVILLE
37236	BAPTIST HOSPITAL	37035	CHAPMANSBORO	38018	CORDOVA	38560	ELMWOOD	37742	GREENBACK
38053	BARRETTVILLE	37310	CHARLESTON	38088	CORDOVA	37328	ELORA	37073	GREENBRIER
38133	BARTLETT	37036	CHARLOTTE	37047	CORNSVILLE	37748	EMORY GAP	37743	GREENEVILLE
38134	BARTLETT	37401	CHATTANOOGA	37721	CORRYTON	37329	ENGLEWOOD	37744	GREENEVILLE
38135	BARTLETT	37402	CHATTANOOGA	37722	COSBY	38332	ENVILLE	37745	GREENEVILLE
38184	BARTLETT	37403	CHATTANOOGA	38224	COTTAGE GROVE	37061	ERIN	38230	GREENFIELD
38311	BATH SPRINGS	37404	CHATTANOOGA	37048	COTTONTOWN	37650	ERWIN	38565	GRIMSLEY
38544	BAXTER	37405	CHATTANOOGA	38326	COUNCE	38061	ESSARY SPRINGS	37033	GRINDERS
37708	BEAN STATION	37406	CHATTANOOGA	38019	COVINGTON	37330	ESTILL SPGS	37339	GRUTTI
38313	BEECH BLUFF	37407	CHATTANOOGA	37318	COWAN	37330	ESTILL SPRINGS	37339	GRUTTI LAAGER
37018	BEECHGROVE	37408	CHATTANOOGA	37723	CRAB ORCHARD	38456	ETHRIDGE	37340	GUILD
37305	BEERSHBA SPGS	37409	CHATTANOOGA	38554	CRAWFORD	37331	ETOWAH	38339	GUY
37305	BEERSHBA SPRINGS	37410	CHATTANOOGA	38142	CREDIT CARD SERVICE CENTER	37614	ETSU	38040	HALLS
37019	BELFAST	37411	CHATTANOOGA	38021	CROCKETT MILLS	38333	EVA	38461	HAMPSHIRE
37020	BELL BUCKLE	37412	CHATTANOOGA	37049	CROSS PLAINS	37332	EVANSVILLE	37658	HAMPTON
37221	BELLEVUE	37414	CHATTANOOGA	38004	CROSS TOWN	37033	FAIRFIELD	37878	HAPPY VALLEY
38006	BELLS	37415	CHATTANOOGA	38555	CROSSVILLE	38555	FAIRFIELD	37748	HARRIMAN
37306	BELVIDERE	37416	CHATTANOOGA	38557	CROSSVILLE	38558	FAIRFIELD	37341	HARRISON
38314	BEMIS	37419	CHATTANOOGA	38558	CROSSVILLE	38555	FAIRFIELD GLADE	37707	HARROGATE
37307	BENTON	37421	CHATTANOOGA	38571	CROSSVILLE	38558	FAIRFIELD GLADE	37752	HARROGATE
38315	BETHEL SPGS	37422	CHATTANOOGA	38572	CROSSVILLE	37062	FAIRVIEW	37753	HARTFORD
38315	BETHEL SPRINGS	37424	CHATTANOOGA	38327	CRUMP	37656	FALL BRANCH	37074	HARTSVILLE
37046	BETHESDA	37450	CHATTANOOGA	38053	CUBA	37333	FARNER	37754	HEISKELL
37022	BETHPAGE	38552	CHESTNUT MOUND	38451	CULLEOKA	37922	FARRAGUT	37755	HELENWOOD
37023	BIG ROCK	38393	CHEWALLA	37050	CUMBERLAND CITY	37933	FARRAGUT	38340	HENDERSON
38221	BIG SANDY	37424	CHICKAMAUGA	37051	CUMBERLAND FURNACE	37934	FARRAGUT	37075	HENDERSONVILLE
37308	BIRCHWOOD	37037	CHRISTIANA	37724	CUMBERLAND GAP	37334	FAYETTEVILLE	37077	HENDERSONVILLE
37709	BLAINE	37641	CHUCKEY	37052	CUNNINGHAM	38194	FEDERAL EXPRESS	37075	HENDERSONVILLE
38545	BLOMINGTON SPGS	37642	CHUCKY	38452	CYPRESS INN	38334	FINGER	37077	HENDERSONVILLE
37660	BLOOMINGDALE	37642	CHURCH HILL	37725	DANDRIDGE	38030	FINLEY	38041	HENNING
38545	BLOOMINGTON SPRINGS	37645	CHURCH HILL	38328	DARDEN	38148	FIRST NATIONAL BANK	38231	HENRY
37617	BLOUNTVILLE	37715	CLAIRFIELD	37321	DAYTON	38017	FISHERVILLE	37076	HERMITAGE
37618	BLUFF CITY	38553	CLARKRANGE	37322	DECATUR	38027	FISHERVILLE	38567	HICKMAN
38007	BOGOTA	38324	CLARKSBURG	38329	DECATURVILLE	38457	FIVE POINTS	38115	HICKORY HILL
38008	BOLIVAR	37040	CLARKSVILLE	37324	DECHERD	37657	FLAG POND	38125	HICKORY HILL
37025	BON AQUA	37041	CLARKSVILLE	37026	DEER LODGE	37096	FLATWOODS	37043	HICKORY POINT
38581	BONE CAVE	37042	CLARKSVILLE	37030	DEFEATED	37335	FLINTVILLE	38042	HICKORY VALLEY

TENNESSEE ZIP CODES

38568	HILHAM	37928	KNOXVILLE	37801	MARYVILLE	38173	MEMPHIS	37211	NASHVILLE
37043	HILDALE	37929	KNOXVILLE	37802	MARYVILLE	38174	MEMPHIS	37212	NASHVILLE
37342	HILLSBORO	37930	KNOXVILLE	37803	MARYVILLE	38175	MEMPHIS	37213	NASHVILLE
37343	HIXSON	37931	KNOXVILLE	37804	MARYVILLE	38177	MEMPHIS	37214	NASHVILLE
38462	HOHENWALD	37932	KNOXVILLE	37806	MASCOT	38181	MEMPHIS	37215	NASHVILLE
38341	HOLLADAY	37933	KNOXVILLE	38049	MASON	38182	MEMPHIS	37216	NASHVILLE
38342	HOLLOW ROCK	37934	KNOXVILLE	38068	MASON	38183	MEMPHIS	37217	NASHVILLE
38232	HORNBEAK	37938	KNOXVILLE	38233	MASONHALL	38184	MEMPHIS	37218	NASHVILLE
38044	HORNSBY	37939	KNOXVILLE	38050	MAURY CITY	38186	MEMPHIS	37219	NASHVILLE
38343	HUMBOLDT	37940	KNOXVILLE	37807	MAYNARDVILLE	38187	MEMPHIS	37220	NASHVILLE
38344	HUNTINGDON	37950	KNOXVILLE	37030	MC CLURES BEND	38188	MEMPHIS	37221	NASHVILLE
37345	HUNTLAND	37990	KNOXVILLE	37353	MC DONALD	38190	MEMPHIS	37222	NASHVILLE
37756	HUNTSVILLE	37995	KNOXVILLE	37101	MC EWEN	38193	MEMPHIS	37224	NASHVILLE
38345	HURON	37996	KNOXVILLE	38201	MC KENZIE	38194	MEMPHIS	37227	NASHVILLE
37078	HURRICANE MILLS	37997	KNOXVILLE	38235	MC LEMORESVILLE	38197	MEMPHIS	37228	NASHVILLE
37078	HURRICANE MILLS	37998	KNOXVILLE	38235	MC LEMORESVILLE	38392	MERCER	37229	NASHVILLE
37501	I R S	37764	KODAK	37110	MC MINNVILLE	38357	MICHIE	37230	NASHVILLE
37544	I R S	37765	KYLES FORD	37111	MC MINNVILLE	38052	MIDDLETON	37232	NASHVILLE
38110	I R S	37083	LA FAYETTE	37101	MCEWEN	37748	MIDTOWN	37234	NASHVILLE
38346	IDLEWILD	37729	LA FOLLETTE	38235	MCLEMORESVILLE	37809	MIDWAY	37235	NASHVILLE
37079	INDIAN MOUND	37766	LA FOLLETTE	38355	MEDINA	38358	MILAN	37236	NASHVILLE
38463	IRON CITY	38046	LA GRANGE	38356	MEDON	38359	MILLEDGEVILLE	37237	NASHVILLE
38347	JACKS CREEK	37086	LA VERGNE	37204	MELROSE	37072	MILLERSVILLE	37238	NASHVILLE
37757	JACKSBORO	37089	LA VERGNE	37220	MELROSE	37682	MILLIGAN	37240	NASHVILLE
38301	JACKSON	37339	LAAGER	37501	MEMPHIS	37682	MILLIGAN COLL	37241	NASHVILLE
38302	JACKSON	38045	LACONIA	37544	MEMPHIS	37682	MILLIGAN COLLEGE	37242	NASHVILLE
38303	JACKSON	37083	LAFAYETTE	38101	MEMPHIS	38083	MILLINGTN	37243	NASHVILLE
38305	JACKSON	37766	LAFOLETTE	38103	MEMPHIS	38053	MILLINGTON	37244	NASHVILLE
38308	JACKSON	37769	LAKE CITY	38104	MEMPHIS	38054	MILLINGTON	37245	NASHVILLE
38314	JACKSON	38002	LAKELAND	38105	MEMPHIS	38055	MILLINGTON	37246	NASHVILLE
38556	JAMESTOWN	37379	LAKESITE	38106	MEMPHIS	38083	MILLINGTON	37247	NASHVILLE
37347	JASPER	38569	LANCASTER	38107	MEMPHIS	37118	MILTON	37248	NASHVILLE
37760	JEFFERSON CITY	37770	LANCING	38108	MEMPHIS	38473	MINOR HILL	37249	NASHVILLE
37760	JEFFERSON CTY	37085	LASCASSAS	38109	MEMPHIS	38080	MISTON	37250	NASHVILLE
37762	JELICO	37680	LAUREL BLOOMERY	38110	MEMPHIS	37119	MITCHELLVILLE	37134	NEW JOHNSONVILLE
37216	JERE BAXTER	38348	LAVINIA	38111	MEMPHIS	37810	MOHAWK	37820	NEW MARKET
37080	JOELTON	38464	LAWRENCEBURG	38112	MEMPHIS	38573	MONROE	38563	NEW MIDDLETON
37601	JOHNSON CITY	38375	LAWTON	38113	MEMPHIS	37356	MONTEAGLE	37755	NEW RIVER
37602	JOHNSON CITY	38344	LEACH	38114	MEMPHIS	38574	MONTEREY	37824	NEW TAZEVELL
37604	JOHNSON CITY	37087	LEBANON	38115	MEMPHIS	37811	MOORESBURG	37825	NEW TAZEVELL
37605	JOHNSON CITY	37088	LEBANON	38116	MEMPHIS	37766	MORLEY	38059	NEWBERN
37614	JOHNSON CITY	37090	LEBANON	38117	MEMPHIS	38361	MORRIS CHAPEL	37819	NEWCOMB
37615	JOHNSON CITY	37771	LENOIR CITY	38118	MEMPHIS	37357	MORRISON	37821	NEWPORT
37659	JONESBORO	37772	LENOIR CITY	38119	MEMPHIS	37813	MORRISTOWN	37822	NEWPORT
37659	JONESBOROUGH	38047	LENOX	38120	MEMPHIS	37814	MORRISTOWN	37826	NIOTA
37921	KARNS	38468	LEOMA	38122	MEMPHIS	37815	MORRISTOWN	37135	NOLANSVILLE
37348	KELSO	37091	LEWISBURG	38124	MEMPHIS	37816	MORRISTOWN	37136	NORNE
38233	KENTON	38351	LEXINGTON	38125	MEMPHIS	38057	MOSCOW	37756	NORMA
38053	KERRVILLE	37095	LIBERTY	38126	MEMPHIS	38076	MOSCOW	37360	NORMANDY
37347	KIMBALL	37681	LIMESTONE	38127	MEMPHIS	37818	MOSHEIM	37828	NORRIS
37920	KIMBERLIN HEIGHTS	37096	LINDEN	38128	MEMPHIS	38575	MOSS	37207	NORTHEAST
38462	KIMMINS	38570	LIVINGSTON	38130	MEMPHIS	37645	MOUNT CARMEL	37137	NUNNELLY
37064	KINGFIELD	37097	LOBELVILLE	38131	MEMPHIS	37121	MOUNT JULIET	37830	OAK RIDGE
37660	KINGSPORT	38053	LOCKE	38132	MEMPHIS	37122	MOUNT JULIET	37831	OAK RIDGE
37662	KINGSPORT	37773	LONE MOUNTAIN	38133	MEMPHIS	38474	MOUNT PLEASANT	37829	OAKDALE
37663	KINGSPORT	37350	LOOKOUT MOUNTAIN	38134	MEMPHIS	37683	MOUNTAIN CITY	38362	OAKFIELD
37664	KINGSPORT	38469	LORETO	38135	MEMPHIS	37684	MOUNTAIN HOME	38060	OAKLAND
37665	KINGSPORT	37774	LOUDON	38136	MEMPHIS	37684	MTN HOME	38076	OAKLAND
37669	KINGSPORT	37777	LOUISVILLE	38137	MEMPHIS	37359	MULBERRY	38240	OBION
37763	KINGSTON	37778	LOWLAND	38138	MEMPHIS	38058	MUNFORD	37361	OCOEE
37082	KINGSTON SPRINGS	38053	LUCY	38139	MEMPHIS	37127	MURFREESBORO	37138	OLD HICKORY
37901	KNOXVILLE	37351	LUPTON CITY	38141	MEMPHIS	37128	MURFREESBORO	37362	OLDFORT
37902	KNOXVILLE	38352	LURAY	38142	MEMPHIS	37129	MURFREESBORO	38475	OLIVEHILL
37909	KNOXVILLE	37779	LUTTRELL	38145	MEMPHIS	37130	MURFREESBORO	37840	OLIVER SPRINGS
37912	KNOXVILLE	38471	LUTTS	38147	MEMPHIS	37131	MURFREESBORO	37841	ONEDA
37914	KNOXVILLE	37098	LYLES	38148	MEMPHIS	37132	MURFREESBORO	37140	ONLY
37915	KNOXVILLE	37352	LYNCHBURG	38150	MEMPHIS	37133	MURFREESBORO	37363	OOLTEWAH
37916	KNOXVILLE	38472	LYNNVILLE	38151	MEMPHIS	37201	NASHVILLE	37141	ORLINDA
37917	KNOXVILLE	38048	MACON	38152	MEMPHIS	37202	NASHVILLE	37854	OZONE
37918	KNOXVILLE	37115	MADISON	38157	MEMPHIS	37203	NASHVILLE	38577	PALL MALL
37919	KNOXVILLE	37116	MADISON	38159	MEMPHIS	37204	NASHVILLE	37365	PALMER
37920	KNOXVILLE	37354	MADISONVILLE	38161	MEMPHIS	37205	NASHVILLE	38241	PALMERSVILLE
37921	KNOXVILLE	37349	MANCHESTER	38163	MEMPHIS	37206	NASHVILLE	37142	PALMYRA
37922	KNOXVILLE	37355	MANCHESTER	38165	MEMPHIS	37207	NASHVILLE	38242	PARIS
37923	KNOXVILLE	38236	MANSFIELD	38166	MEMPHIS	37208	NASHVILLE	38388	PARKER CROSSROADS
37924	KNOXVILLE	38237	MARTIN	38167	MEMPHIS	37209	NASHVILLE	37843	PARKOTTSVILLE
37927	KNOXVILLE	38238	MARTIN	38168	MEMPHIS	37210	NASHVILLE	38363	PARSONS

YOUR DEDICATED CONNECTION

TENNESSEE ZIP CODES

37143	PEGRAM	37151	RIDDLETON	37160	SHELBYVILLE	37878	TALLASSEE	37187	WHITE BLUFF
37366	PELHAM	38080	RIDGELY	37161	SHELBYVILLE	37708	TATE SPRINGS	37188	WHITE HOUSE
37144	PETERSBURG	37152	RIDGETOP	37162	SHELBYVILLE	37879	TAZEWELL	37890	WHITE PINE
37845	PETROS	38063	RIPLEY	37376	SHERWOOD	37690	TELFORD	37189	WHITES CREEK
37064	PEYTONSVILLE	38583	RIVERWATCH	38376	SHILOH	37385	TELLICO PLAINS	37891	WHITESBURG
37846	PHILADELPHIA	38253	RIVES	37033	SHIPPS BEND	37880	TEN MILE	37396	WHITESIDE
38365	PICKWICK DAM	37687	ROAN MOUNTAIN	37377	SIGNAL MOUNTAIN	37178	TENNESSEE RIDGE	38075	WHITEVILLE
37862	PIGEON FORGE	37852	ROBBINS	38377	SILVERTON	37179	THOMPSONS STATION	38588	WHITELVILLE
37863	PIGEON FORGE	37022	ROCK BRIDGE	38582	SILVER POINT	37881	THORN HILL	37397	WHITWELL
37864	PIGEON FORGE	38581	ROCK ISLAND	37165	SLAYDEN	38343	THREE WAY	38589	WILDER
37868	PIGEON FORGE	37853	ROCKFORD	37378	SMARTT	38070	TIGRETT	38388	WILDESVILLE
37876	PIGEON FORGE	37153	ROCKVALE	37166	SMITHVILLE	38071	TIPTON	38053	WILKINSVILLE
37367	PIKEVILLE	37854	ROCKWOOD	37167	SMYRNA	38079	TIPTONVILLE	38487	WILLIAMSPORT
37686	PINEY FLATS	37857	ROGERSVILLE	37869	SNEDVILLE	37178	TN RIDGE	38057	WILLISTON
37699	PINEY FLATS	38053	ROSEMARE	37379	SODDY DAISY	38381	TOONE	38066	WILLISTON
38366	PINSON	38066	ROSSVILLE	37384	SODDY DAISY	37882	TOWNSEND	38076	WILLISTON
37847	PIONEER	38076	ROSSVILLE	37379	SODDY-DAISY	37387	TRACY CITY	37398	WINCHESTER
38017	PIPERTON	37160	ROYAL	38060	SOMERVILLE	37691	TRADE	37892	WINFIELD
38027	PIPERTON	37064	RUDDERVILLE	38068	SOMERVILLE	37881	TREADWAY	37211	WOODBINE
37929	PLAZA TOWER	37733	RUGBY	38075	SOMERVILLE	38382	TRENTON	37190	WOODBURY
38578	PLEASANT HILL	37860	RUSSELLVILLE	38257	SOUTH FULTON	38258	TREZEVANT	38271	WOODLAND MILLS
37145	PLEASANT SHADE	38369	RUTHERFORD	37380	SOUTH PITTSBURG	38259	TRIMBLE	37191	WOODLAWN
37146	PLEASANT SHDE	37861	RUTLEDGE	37171	SOUTHSIDE	37014	TRIUNE	38053	WOODSTOCK
37146	PLEASANT VIEW	37380	S PITTSBURG	38583	SPARTA	38260	TROY	37098	WRIGLEY
37033	PLEASANTVILLE	37375	SAINT ANDREWS	37870	SPEEDWELL	37388	TULLAHOMA	38077	WYNNBURG
38151	PLOUGH INC	38481	SAINT JOSEPH	38585	SPENCER	37389	TULLAHOMA	38389	YORKVILLE
38061	POCAHONTAS	37304	SALE CREEK	37337	SPRING CITY	37391	TURTLETOWN	38390	YUMA
37148	PORTLAND	37373	SALE CREEK	37381	SPRING CITY	37743	TUSCULUM COLL		
37317	POSTELLE	38370	SALTILLO	38378	SPRING CREEK	37692	UNICOI		
37848	POWDER SPRINGS	38254	SAMBURG	37174	SPRING HILL	38261	UNION CITY		
37849	POWELL	37042	SANGO	37172	SPRINGFIELD	38281	UNION CITY		
37397	POWELLS CROSSROADS	38482	SANTA FE	38256	SPRINGVILLE	37180	UNIONVILLE		
38476	PRIMM SPRINGS	38371	SARDIS	38481	ST JOSEPH	37181	VANLEER		
38477	PROSPECT	38067	SAULSBURY	38069	STANTON	37394	VIOLA		
37851	PRUDEN	38372	SAVANNAH	38379	STANTONVILLE	37885	VONDRE		
38478	PULASKI	38374	SCOTTS HILL	37131	STATE FARM INS CO	37886	WALLAND		
38251	PURYEAR	38375	SELMER	37620	STEPHEN HOLSTON	38587	WALLING		
38579	QUIBECK	37374	SEQUATCHIE	37175	STEWART	37887	WARTBURG		
38053	QUITO	37862	SEVIERVILLE	37871	STRAW PLAINS	37183	WARTTRACE		
38367	RAMER	37863	SEVIERVILLE	37871	STRAWBERRY PLAINS	37888	WASHBURN		
38015	RANDOLPH	37864	SEVIERVILLE	38380	SUGAR TREE	37694	WATAUGA		
38583	RAVENSCROFT	37868	SEVIERVILLE	38483	SUMMERTOWN	37184	WATERTOWN		
37149	READYVILLE	37876	SEVIERVILLE	37382	SUMMITVILLE	37381	WATTS BAR DAM		
38368	REAGAN	37375	SEWANEE	37872	SUNBRIGHT	37185	WAVERLY		
37415	RED BANK	37383	SEWANEE	38150	SUNTRUST BANK	38485	WAYNESBORO		
37150	RED BOILING SPRINGS	37865	SEYMOUR	37873	SURGOINSVILLE	37854	WESTEL		
37369	RELANCE	37688	SHADY VALLEY	37874	SWEETWATER	37186	WESTMORELAND		
37370	RICEVILLE	38255	SHARON	38488	TAFT	38486	WESTPOINT		
38580	RICKMAN	37867	SHAWANEE	37877	TALBOTT	38387	WESTPORT		



Use Local ZIP Codes

They're right in your phone book!

Letters going across town need ZIP Codes as much as letters going across-country.

EMERGENCY PREPAREDNESS

Reduce Your Risks from Natural Hazards

You face a variety of threats to your health and safety from natural hazards such as thunderstorms, lightning, tornadoes, floods, flash floods, hurricanes, heat waves and winter storms. Fortunately, the impact of these hazards can be significantly reduced through awareness, planning, and preparedness.

We encourage each family to develop a family disaster plan before disaster strikes. For more information about family disaster plans, contact your local emergency management agency (EMA), the nearest chapter of the American Red Cross, or the National Weather Service. Remember, when severe weather approaches, monitor local radio and TV stations or NOAA weather radio, and follow the safety tips below:

Thunderstorms & Lightning

- Delay outdoor activities.
- If caught outdoors, move quickly indoors or into a hardtop vehicle—avoid convertibles.
- Stay away from trees, sheds, telephone or power lines, metal pipes, or fences.
- If inside, avoid using telephones or other appliances.

Tornadoes

- If a watch is issued, tornadoes are possible – stay alert and be ready to take immediate cover.
- If a warning is issued, a tornado has been sighted or observed on radar—move to shelter, such as a basement or interior hallway, immediately.
- If outside, seek shelter in a safe building, ditch, or low area.
- Evacuate mobile homes immediately.
- Leave vehicles—take shelter in a building, ditch, or low area.

Floods/Flash Floods

- Learn local flood risks.
- Purchase flood insurance.
- During flood, store drinking water in clean bathtubs and other containers.
- Keep supply of food that requires no refrigeration or cooking.
- Do not eat food that has come into contact with floodwaters.
- Be aware of downed power lines and other utility disruptions.
- Avoid flooded areas; do not drive on flooded roads; evacuate stalled vehicles in flooded areas.

Hurricanes

- If a watch is issued, a hurricane may strike within 24 to 36 hours.
- If a warning is issued, a hurricane is expected to strike within 24 hours.
- Have 3-day supply of nonperishable food and a “disaster kit” with spare clothing, first aid supplies including prescriptions, flashlights, portable radio, batteries, credit cards, and cash.
- Fill vehicle fuel tanks.
- Shutter windows and tie down or bring in lawn furniture, grills, and other items.
- If local officials recommend evacuation, leave.

Heat Waves

- Slow down; avoid strenuous activity.
- Stay indoors; if air conditioning is not available, stay on lowest floor, out of the sunshine.
- Wear lightweight, light-colored clothing.
- Drink plenty of water regularly and often. Avoid drinks with alcohol or caffeine.
- Eat small meals and eat more often – avoid high protein foods—they increase metabolic heat.
- Avoid salt tablets, unless doctor advises otherwise.

Winter Storms

- If watch is issued, be alert to changing conditions; avoid unnecessary travel.
- If warning is issued, stay indoors. If you must go outside, wear several layers of lightweight clothing, gloves and a hat; cover your mouth to protect your lungs, understand the dangers of wind chill, walk carefully; avoid overexertion.



U.S. Government Offices

Federal Government Through the Internet
Federal Information <http://www.usa.gov>
Consumer Information <http://www.pueblo.gsa.gov>



FEDERAL CITIZEN INFORMATION CENTER

<http://www.usa.gov>

Main Number 800-FED-INFO
 Or 800-333-4636

ADOPTION

General Information 800-862-3678



AGING, ADMINISTRATION ON

<http://aaa.gov>

Eldercare Locator 800-677-1116



AIDS AND SEXUALLY TRANSMITTED DISEASE INFORMATION

General Information 800-232-4636

AIR FORCE, DEPT OF

Recruiting – see listing under Recruiting



ALCOHOL AND DRUG ABUSE INFORMATION

Main Number 800-729-6686

ALCOHOL AND DRUG TREATMENT REFERRALS

General Information 800-662-HELP



ALCOHOL AND TOBACCO TAX AND TRADE BUREAU

<http://www.ttb.gov>

National Revenue Center
 550 Main St, Ste 8002
 Cincinnati, OH 45202 877-TTB-FAQS

Alcohol Fuel Plants and Users of
 Tax Free Alcohol 877-TTB-FAQS

Federal Alcohol Permits
 For importing and manufacturing of alcohol products
 and for beverage alcohol wholesale operations/TTB
 does not issue a permit for retail sales 877-TTB-FAQS

Federal Tobacco Permits
 For manufacturing, exporting and importing manufactured tobacco
 products/TTB does not issue a license to
 sell tobacco products 877-TTB-FAQS

Special Occupational Tax and Registration 800-937-8864

Firearms and Ammunition Excise Tax 877-TTB-FAQS



ALCOHOL, TOBACCO, FIREARMS AND EXPLOSIVES, BUREAU OF

<http://www.atf.gov>

Nashville Field Division 615-565-1400
 Recruitment and Hiring Center 202-648-9100
 Tips Line 888-283-8477



ARMY, DEPT OF

Recruiting – see listing under Recruiting

BUREAU OF LAND MANAGEMENT

<http://www.blm.gov>



CANCER INFORMATION SERVICE, NCI

<http://www.cancer.gov>

Main Number 800-4-CANCER
 TTY 800-332-8615

<http://www.smokefree.gov>

Smoking Quitline 877-44U-QUIT



CENTERS FOR DISEASE CONTROL AND PREVENTION

<http://www.cdc.gov>

General Information 404-639-3311
 Disease, Safety and Health Risk Information 800-232-4636



CHILD ABUSE AND NEGLECT

General Information 800-422-4453

CHILD HEALTH INSURANCE PROGRAM

General Information 877-543-7669



COAST GUARD

Boating Safety Information

<http://www.uscgboating.org>

Recruiting – see listing under Recruiting



COMMERCE, DEPT OF

Minority Business Development Agency

Atlanta Business Center
 75 5th St, NW, Ste 300, Atlanta, GA 30308 404-894-2096

US Export Assistance Center
 801 Broadway, Suite C372, Nashville, TN 37203 615-736-2222



CONGRESS

Senators

Alexander, Lamar

<http://alexander.senate.gov>

Nashville District Office 615-736-5129

Washington, DC Office 202-224-4944

Corker, Bob

<http://corker.senate.gov>

Nashville District Office 615-279-8125

Washington, DC Office 202-224-3344

Representatives

Blackburn, Marsha

<http://blackburn.house.gov>

Franklin District Office 615-591-5161

Washington, DC Office 202-225-2811

Cooper, Jim

<http://cooper.house.gov>

Nashville District Office 615-736-5295

Washington, DC Office 202-225-4311

Desjarlais, Scott

<http://desjarlais.house.gov>

Columbia District Office 931-381-9920

Washington, DC Office 202-225-6831



CONSUMER HOTLINES

- Air Travel Consumer Complaints
Airfare, lost luggage, food sales,
charter operations202-366-2220
- Auto Safety Hotline
Report safety defects and obtain info on child safety seats,
motorcycle helmets, tires and equipment, crash test results, vehicle
safety recalls and traffic safety info800-424-9393
- Aviation Consumer Hotline
Child safety seats, airport security procedures, user services such
as examinations, aircraft certification and facility
operations800-FAA-SURE
Or800-322-7873
- Aviation Safety Hotline
Report violations of federal aviation regulations800-255-1111
- Hazardous Materials Spills or Pipeline Leaks
National Response Center – 24 hours a day 800-424-8802



CONSUMER INFORMATION CENTER, FEDERAL – FCIC

- <http://www.pueblo.gsa.gov>
For FCIC Catalog 888-8-PUEBLO
Or888-878-3256



CONSUMER PRODUCT SAFETY COMMISSION

- <http://www.cpsc.gov>
Consumer Hotline
Call to obtain product safety information, report unsafe products and
obtain other agency information 800-638-2772
TTY 800-638-8270



COURTS – FEDERAL

- Bankruptcy Court
<http://www.tnmb.uscourts.gov>
701 Broadway, Nashville
Clerk's Office 615-736-5590
Case Information 615-736-5584
- District Court
<http://www.tnmd.uscourts.gov>
801 Broadway, Nashville
Clerk's Office 615-736-5498
- Probation and Pretrial Services
<http://www.tnmp.uscourts.gov>
110 Ninth Ave S, Rm A-725, Nashville 615-736-5771
9 E Broad St, Rm 102, Cookeville 931-526-4212
- Public Defender, Federal
810 Broadway, Ste 200, Nashville 615-736-5047



CUSTOMS AND BORDER PROTECTION

- <http://www.cbp.gov>
Criminal Violations - Drug Smuggling, Illegal Imports/Exports and
Counterfeit Merchandise 800-BE-ALERT
Or 800-232-5378
General Information 877-287-8667



DEAF, HARD OF HEARING AND SPEECH DISABLED

- Federal Relay Service
<http://www.gsa.gov/frs>
TTY/Voice/ASCII/Spanish
To Initiate Calls 800-877-8339
FRS Customer Service 800-877-0996
TTY Federal Online Directory
TTY and ASCII Users Only800-877-8845



DEFENSE, DEPT OF

- Defense Finance and Accounting Service
Information Line 888-332-7411



DISASTERS/EMERGENCIES

- Geological Survey, US
<http://www.usgs.gov>



DOMESTIC VIOLENCE HOTLINE

- General Information 800-799-7233

EARTH SCIENCE

- <http://www.usgs.gov>
USGS Science Information and
Library Services 888-ASK-USGS



EDUCATION, DEPT OF

- <http://www.ed.gov>
General Information 800-872-5327
TTY 800-437-0833
Borrowers Who Owe Defaulted Student Loans 800-621-3115



ENVIRONMENT

- Water, Biology, Geology and Geography 888-ASK-USGS
<http://www.usgs.gov>



FEDERAL COMMUNICATIONS COMMISSION

- <http://www.fcc.gov>
445 12th St SW
Washington, DC 20554
Consumer Information Center 888-225-5322
TTY 888-835-5322
Fax 866-418-0232
Forms Distribution Center 800-418-3676
Inspector General
Fraud, Waste and Abuse 888-863-2244



FEDERAL DEPOSIT INSURANCE CORPORATION

- 550 17th St NW
Washington, DC 877-275-3342

FEDERAL EMERGENCY MANAGEMENT AGENCY – FEMA

- National Flood Insurance Program – see listing under Flood



FISH AND WILDLIFE SERVICE

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



FLOOD

- National Flood Insurance Program 800-427-2354

FOOD AND DRUG ADMINISTRATION

- General Information and
Consumer Complaints 888-463-6332



GENERAL SERVICES ADMINISTRATION – GSA

- <http://www.gsa.gov>
Acting Regional Administrator 404-331-3200
Equal Employment Opportunity Officer 215-446-4906
Federal Acquisition Service, Acting 404-332-3335
Human Resources 404-331-3186
Inspector General
Fraud, Waste and Abuse 800-424-5210
Public Affairs Officer, Acting 215-446-4904
Public Buildings Service 404-562-0644
Regional Congressional Support Services 404-331-3243
Regional Counsel 404-215-6860
Regional Emergency Coordinator 404-331-3240
Small Business Utilization 404-331-5103

GEOLOGICAL SURVEY, US

- See USGS listing under Natural Resources



HEALTH AND HUMAN SERVICES, DEPT OF

- <http://hhs.gov>
<http://healthfinder.gov>
HHS Information 877-696-6775
Discrimination Complaints 800-368-1019
<http://hhs.gov/ocr>
TTY 800-537-7697
Inspector General
Fraud, Waste and Abuse 800-447-8477
TTY 800-377-4950



HEALTH CARE INFORMATION FOR HEALTH CARE PROFESSIONALS AND CONSUMERS

- Information and Publications 800-358-9295
TTY 888-586-6340

HORSES

- Wild Horse and Burro Adoption 866-468-7826



HOUSING

Housing and Urban Development, Dept of
<http://www.hud.gov>
 Nashville Field Office
 235 Cumberland Bend Dr, Ste 200
 Nashville, TN 37228 615-736-5600
 Housing/FHA
 FHA Resource Center for FHA Mortgages and HUD Homes
 General Information.....800-CALLFHA
 Or800-225-5342
 TTY877-833-2483
hud@custhelp.com
 Housing Discrimination Hotline800-669-9777
 TTY800-927-9275
 Public and Assisted Housing
 Contact the local Public Housing Authority

IMMUNIZATIONS AND INFLUENZA - FLU

General Information800-232-4636



INDIAN PROGRAMS AND SERVICES, AMERICAN

Indian Affairs, Bureau of
<http://www.doi.gov/bureau-indian-affairs.html>
 Indian Health Service615-467-1500
<http://www.ihs.gov>



INTERIOR, DEPT OF

<http://www.doi.gov>
 The Nation's Principal Conservation Agency
 Responsible for Most Nationally Owned
 Public Land and Natural Resources
 1849 C St NW
 Washington, DC 20240
 General Information and Locator202-208-3100
 Inspector General
 Fraud, Waste and Abuse.....800-424-5081
 TTY800-354-0996



INTERNAL REVENUE SERVICE

<http://www.irs.gov>
 Need a Tax Form800-829-3676
 24 Hr/day Recorded Tax Info800-829-4477
 24 Hr/day Refund Status - Self Serve800-829-4477
 Tax Help Line - Individuals800-829-1040
 Business/Specialty Tax Line800-829-4933
 Refund Hotline800-829-1954
 TTY800-829-4059
 Report Tax Fraud Violations800-829-0433
 Tax Exempt/Govt Entities877-829-5500
 Local Area Office615-250-5656
 Taxpayer Advocate Service
<http://www.irs.gov/advocate>
 National Taxpayer Advocate Intake Line.....877-777-4778
 Local Taxpayer Advocate615-250-5000



LABOR, DEPT OF

<http://www.dol.gov>
 General Information.....866-4USADOL
 TTY877-889-5627
 For Job Training and
 Employment Information.....877-US2-JOBS
 Fraud, Waste and Abuse.....800-347-3756
 Employee Benefits Security Administration - EBSA
 Health Benefits, COBRA, Pensions,
 Retirement Savings.....866-444-3272
 Wage and Hour Division866-4US-WAGE



LAW ENFORCEMENT

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



MAPS

USGS Science Information and
 Library Services888-ASK-USGS



MARINE CORPS

Recruiting - see listing under Recruiting

MATERNAL AND CHILD HEALTH

General Information703-356-1964



MEDICARE

General Information800-633-4227
 TTY877-486-2048
 Eligibility and Medicare Card
 Issue or Replacement800-772-1213



MENTAL HEALTH

General Information800-789-2647



MINERAL RESOURCES

Minerals Management Service
<http://www.mms.gov>
 Office of Surface Mining Reclamation and Enforcement
<http://www.osmre.gov>
 USGS Minerals Information888-ASK-USGS



NATIONAL ARCHIVES AND RECORDS ADMINISTRATION

<http://www.archives.gov>
 General Information Recording866-272-6272



NATIONAL HEALTH SERVICES CORPS

Application Information800-221-9393



NATIONAL INSTITUTES OF HEALTH

<http://www.nih.gov>
 9000 Rockville Pike, Bethesda, MD 20814
 General Information301-496-4000
 TTY800-438-8832
 Or301-402-9612
 Public Information Office301-496-5787



NATIONAL LABOR RELATIONS BOARD

<http://www.nlrb.gov>
 General Information866-667-6572



NATIONAL PARK SERVICE

<http://www.nps.gov>



NATIONAL PRACTITIONER DATA BANK

Application Information800-767-6732



NATURAL RESOURCES

Geological Survey, US.....888-ASK-USGS
<http://www.usgs.gov>



NAVY, DEPT OF

Recruiting - see listing under Recruiting



OCCUPATIONAL SAFETY AND HEALTH - NIOSH

General Information800-CDC-INFO
 Or800-232-4636



PASSPORTS

<http://travel.state.gov>
 Detailed Information877-487-2778
 TTY888-874-7793



PEACE CORPS

Information800-424-8580
 Inspector General
 Fraud, Waste and Abuse.....800-233-5874



PERMITS

Alcohol - Federal Permit Requirements877-882-3277
 Tobacco Manufacturing and Exporting877-882-3277
 Explosives - Federal Requirements404-417-2750
 Gun Dealers - Federal Requirements404-417-2750
 See also listing under Alcohol, Tobacco,
 Firearms and Explosives, Bureau of



POSTAL SERVICE

<http://www.usps.com>
 General Information and Services
 ZIP Codes, Postage Rates, Locations and Hours,
 Change of Address, Redelivery, Vacation Hold Mail,
 Service Issues and Consumer Affairs800-ASK-USPS
 Or800-275-8777
 TTY - Hearing Impaired Only877-889-2457
 Express Mail Tracking, International Inquiries
 and Claims Status, Signature and
 Delivery Confirmation800-222-1811
 Postal Inspection Service.....877-876-2455
 Stamps by Phone.....800-STAMP24

PRIMARY CARE INFORMATION FOR COMMUNITY, RURAL AND MIGRANT HEALTH

Main Number 703-821-8955x318

RECRUITING

Air Force 800-423-8723
Army 800-872-2769
Coast Guard 877-NOW-USCG
<http://www.gocoastguard.com>
Marine Corps 800-MARINES
Navy 800-872-6289
Naval Reserve 800-USA-USNR

RUNAWAYS

National Switchboard 800-621-4000

RURAL DEVELOPMENT

<http://www.rurdev.usda.gov>

Cooperative services, loans and grants for rural housing, business development, utilities and community facilities

SCIENCE, SPACE AND TECHNOLOGY

Earth Science
USGS Science Information and
Library Services 888-ASK-USGS

SMALL BUSINESS ADMINISTRATION

<http://www.sba.gov>

General Information and Publications 800-827-5722
Inspector General
Fraud, Waste and Abuse 800-767-0385
Loan and Program Information Answer Desk 800-827-5722

SOCIAL SECURITY ADMINISTRATION

<http://www.socialsecurity.gov>

For General Information and Services,
Call 7am-7pm 800-772-1213
24-Hour Automated Services
National TTY Only 7am-7pm 800-325-0778

STATE, DEPT OF

Passports – see listing under Passports

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES

ADMINISTRATION

General Information 877-SAMHSA7

TAXES

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

TRAVELERS' INTERNATIONAL HEALTH ADVISORY

General Information 877-394-8747

VACCINE INJURY COMPENSATION

Information and Claims Hotline 800-338-2382

VETERANS AFFAIRS, DEPT OF

<http://www.va.gov>

Regional Office
Benefits Information and Claims Assistance 800-827-1000
Education Benefits 888-GI-BILL1
TTY Hearing Impaired Information and Claims 800-829-4833

Continued On Next Column

Continued From Previous Column

Business Opportunities with VA

Small Business and Disadvantaged
Business Utilization 202-565-8124
Or 800-949-8387

List of Contracts - See Internet

<http://www.va.gov/osdbu>

Business Opportunities with VA

for Veterans Only 866-584-2344
Center for Veterans Enterprise - CVE 202-254-0233
<http://www.vetbiz.gov>

TTY 202-254-0234

Gulf War Helpline 800-PGW-VETS

Headstone and Grave Marker Information
and Applications 800-697-6947

Inspector General

Fraud, Waste and Abuse 800-488-8244

Life Insurance 800-669-8477

Medical Care

Tennessee Valley Healthcare System
1310 24th Ave South, Nashville 615-327-4751

Outpatient Clinic

1919 Charlotte Avenue, Nashville 615-873-6503

Presidential Memorial Certificates 202-565-4964

Vet Center

1420 Donelson Pike, Ste A-5, Nashville 615-366-1220

VISITOR CENTERS

Visitors Guide – National Recording
Fish and Wildlife Service 800-344-9453

VOLUNTEER OPPORTUNITIES

<http://volunteer.gov/gov>

WATER RESOURCES

Reclamation, Bureau of

<http://www.usbr.gov>

USGS Tennessee Water Science Center,
Nashville 615-837-4700

WEATHER

National Oceanic and Atmospheric Administration – NOAA

National Weather Service Forecast Office

<http://www.weather.gov>

500 Weather Station Rd

Old Hickory, TN 37138 615-754-4633

NOAA Weather Radio

All Hazards Information

162.550 MHz – Nashville

Certified weather records/historical climate data

National Climatic Data Center 828-271-4800

<http://www.ncdc.noaa.gov>

WILDLIFE

See listing under Fish and Wildlife Service



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