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**A Message to Our Valued Customers**

To better serve our customers and our environment, Nicholville Telephone Company no longer provides a physical telephone directory to its voice subscribers but provides an electronic directory via our website, www.nicholville.com. You can also request a free printed copy by calling our business office at 315-328-4411.

**WHAT TO DO**

**When Calls**

**Don't Come Through**

Rural call completion continues to be a nationwide challenge, as people experience failed connections and poor call quality when making long distance or wireless calls to rural landlines. While the FCC and Congress have taken steps toward a solution, there is still something you can do to help.

If someone has trouble completing a call to you from a long-distance or wireless telephone service provider:

- Encourage them to report the issue to their provider. They will need the date and time the call was attempted, plus the calling and called telephone numbers.
- Encourage them to report the problem to the FCC by calling 888-225-5322 or visiting www.consumercomplaints.fcc.gov. They will need the date and time the call was attempted, the calling and called telephone numbers, and the name of their long-distance or wireless telephone service provider.
- Call Nicholville Telephone Company and provide the same information so we may work with the long distance or wireless provider to possibly isolate the problem.



# save time and money

Check Out Nicholville Telephone Company's Expanded Payment Options. Payments can be made:

**Automatically with the bank draft program or recurring**

credit card. You can choose to have your payments automatically drafted from your checking or savings account and never worry about being late with a payment again. You can even set up monthly recurring credit card payment.

**On-line at [www.nicholville.com](http://www.nicholville.com).**

Check out your account information on-line and process your monthly payment 24 hours a day/7 days a week. Activate access to your on-line account information and bill statement by calling (315) 328-4411 today!

**By mail.**

Simply put the return portion of your statement along with check or money order in the return envelope drop it in the mail.

**Over the Phone**

Call the Nicholville Telephone Company Customer Service Office during regular business hours to place your bill charges on a credit card or debit card. Now accepting MasterCard, Visa or Discover Card. (315) 328-4411.

**In Person**

At Elliot's Agway in Winthrop (accepting \$ or checks ONLY) during their regular business hours.



Nicholville Telephone Business Office Hours:  
7:00am - 4:30pm Mon - Fri

## Nicholville Telephone Customers: Information at a glance.

**BUSINESS OFFICE**

**Location:** 3330 State Highway 11 B, Nicholville, NY

Please use the envelope enclosed with your bill. If you do not have one, make payments to the following mailing address:

**Mailing Address:** PO Box 122 • Nicholville, NY 12965-0122

**BUSINESS OFFICE**

**All Areas:** 328-4411

**Repairs** 24 hours

If your telephone is out of order call 611 or 328-4415

**Website:** [www.nicholville.com](http://www.nicholville.com)





www.nicholville.com

## Dialing Instructions

### DIALING INSTRUCTIONS

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For direct dialed calls within the 315/680 area codes:

Area Code (315 or 680) + 7 digit number

For direct dialed calls outside the 315/680 area codes:

1 + Area Code + 7 digit number

For Operator assisted calls: (collect, time and charges, third number billing, and person to person):

0 + Area Code + 7 digit number

For AUTOMATED CREDIT CARD CALLS USE THE FOLLOWING PROCEDURES:

From a tone dial phone line:

0 + Area Code + 7 digit number (wait for tone) + credit card number

If you are calling the telephone number assigned to your credit card enter only the 4 digit Personal Identification Number (PIN) (the last 4 digits of your credit card number).

If you have difficulty in completing a call, dial operator (0) for assistance, or dial (00) to reach your long distance carrier.

From a rotary dial phone wait for the operator to answer after you hear the tone and give the operator your card number.

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### LOCAL CALLING AREA★

FROM:	YOU CAN MAKE LOCAL CALLS TO:
<b>NICHOLVILLE – 315-328</b>	Potsdam - 315-212, 315-244, 315-261, 315-262, 315-265, 315-267, 315-268, 315-274, 315-566, 315-603, 315-621, 315-742 Winthrop - 315-208, 315-389
<b>WINTHROP – 315-389</b>	Massena: 315-250, 315-296, 315-514, 315-600, 315-643, 315-705, 315-740, 315-764, 315-769, 315-842, 315-957 Nicholville: 315-328, 315-674

★If you have questions on any other exchange, please contact the business office at 315-328-4411.

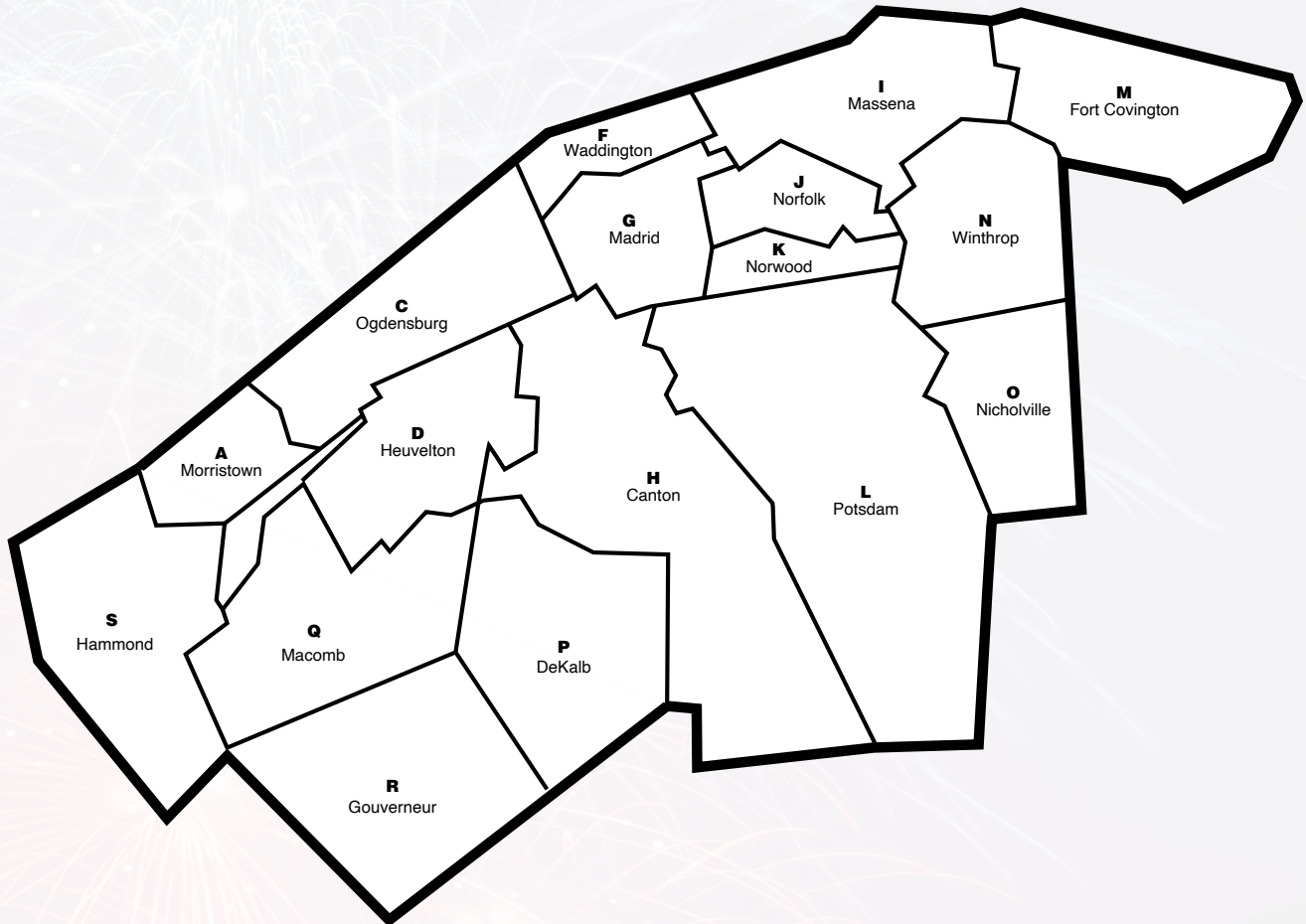
### HOW TO CALL DIRECTORY ASSISTANCE

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Individual line customers

All Area Codes ..... 411





**Telephone Number Location Guide:**

The letter next to numbers in the chart below (example 262 L) will help you find the general location of telephones on this map by telephone exchange boundaries. These boundaries do not always conform with city, town or village boundaries. See page 3 for local calling areas.

315-229 <b>H</b>	315-287 <b>R</b>	315-353 <b>K</b>	315-388 <b>F</b>
315-244 <b>L</b>	315-322 <b>G</b>	315-358 <b>M</b>	315-389 <b>N</b>
315-250 <b>I</b>	315-323 <b>G</b>	315-375 <b>A</b>	315-393 <b>C</b>
315-262 <b>L</b>	315-324 <b>S</b>	315-379 <b>H</b>	315-578 <b>Q</b>
315-265 <b>L</b>	315-328 <b>O</b>	315-384 <b>J</b>	315-764 <b>I</b>
315-267 <b>L</b>	315-344 <b>D</b>	315-386 <b>H</b>	315-769 <b>I</b>
315-268 <b>L</b>	315-347 <b>P</b>		



Each area has a three-digit Area Code. The Area Code for this directory is 315.

The Area Code of the telephone number you are calling should be dialed or given to the Operator.

When you give someone your telephone number, include your Area Code—it will be needed to place a call to you.

**Consult the Area Code list on the page that follows for specific cities not indicated on this map.**

**If you want the Area Code for a place not listed, dial Directory Assistance (411).**









## Area Codes

<b>Alabama</b>		<b>Indiana</b>		<b>New Hampshire</b>		<b>Texas</b>	
Birmingham.....	205, 659	Bloomington.....	812	All Locations.....	603	Abilene.....	325
Huntsville.....	256, 938	Evansville.....	930	<b>New Jersey</b>		Amarillo.....	806
Mobile.....	251	Fort Wayne.....	260	Camden.....	856	Austin.....	512, 737
Montgomery.....	334	Gary.....	219	Elizabeth.....	908	Beaumont/Galveston.....	409
<b>Alaska</b>		Indianapolis.....	317, 463	Jersey City.....	201, 551	Bryan, College Station.....	979
All Locations.....	907	Muncie.....	765	Newark.....	862, 973	Conroe/Huntsville.....	936
<b>Arizona</b>		South Bend.....	574	Toms River.....	732, 848	Corpus Christi.....	361
Flagstaff.....	928	<b>Iowa</b>		Trenton.....	609, 640	Dallas.....	214, 469, 945, 972
Phoenix Tucson.....	520, 602, 623	Cedar Rapids.....	319	<b>New Mexico</b>		Del Rio.....	830
Scottsdale.....	480	Des Moines.....	515	Albuquerque.....	505	El Paso.....	915
<b>Arkansas</b>		Mason City.....	641	Las Cruces.....	575	Fort Worth.....	817, 832
Fort Smith, Fayetteville.....	479	Quad Cities.....	563	Roswell.....	575	Houston.....	281, 346, 713, 832
Jonesboro.....	327, 870	Sioux City.....	712	Santa Fe.....	505	Laredo.....	956
Little Rock.....	501	<b>Kansas</b>		<b>New York</b>		Midland.....	432
<b>California</b>		Dodge City.....	620	Albany.....	518, 838	San Antonio.....	210, 726
Anaheim.....	657, 714	Kansas City.....	913	Binghamton.....	607	Tyler.....	430, 903
Bakersfield.....	661	Topeka.....	785	Buffalo.....	716	Waco.....	254
Concord.....	925	Wichita.....	316	Long Island (Nassau).....	516	Wichita Falls.....	940
Fresno.....	559	<b>Kentucky</b>		Long Island (Suffolk).....	631, 934	<b>Utah</b>	
Irvine.....	949	Ashland.....	606	New York City		Salt Lake City.....	385, 801
Long Beach.....	562	Bowling Green.....	270, 364	Syracuse, Auburn, Rome.....	315	All Other Locations.....	435
Los Angeles.....	213, 310, 323	Lexington.....	859	New York		<b>Vermont</b>	
Oakland.....	424, 747, 818	Louisville.....	502	Bronx, Brooklyn, Queens, Staten Island.....	347, 718, 917, 929	All Locations.....	802
Oceanside.....	341, 510	<b>Louisiana</b>		Manhattan.....	212, 646, 917	<b>Virginia</b>	
Oxnard.....	805, 820	Baton Rouge.....	225	Poughkeepsie.....	845	Arlington.....	571, 703
Pasadena.....	826	Houma.....	985	Rochester.....	585	Bristol.....	276
Pomona.....	840	Lafayette.....	337	Syracuse.....	680	Charlottesville.....	434
Redding.....	530	New Orleans.....	504	White Plains.....	914	Norfolk.....	757
Riverside.....	951	Shreveport.....	318	<b>North Carolina</b>		Richmond.....	804
Sacramento.....	279, 916	<b>Maine</b>		Asheville.....	828	Roanoke.....	540
Salinas.....	831	All Locations.....	207	Charlotte.....	704, 980	<b>Washington State</b>	
San Bernardino.....	909	<b>Maryland</b>		Raleigh/Durham.....	919, 984	Bellevue.....	425, 564
San Diego.....	619, 858	Baltimore.....	410, 443, 667	Fayetteville.....	910	Olympia/Vancouver.....	360, 564
San Francisco.....	415, 628	Silver Spring.....	240, 301, 227	Greenville.....	252	Seattle.....	206, 564
San Jose.....	408, 669	<b>Massachusetts</b>		Winston-Salem.....	336, 743	Spokane.....	509
San Mateo.....	650	Boston.....	339, 617, 781, 857	Greensboro.....	743	Tacoma.....	253, 564
Santa Rosa.....	707	Cape Cod.....	508, 774	<b>North Dakota</b>		<b>Washington, DC</b>	
Stockton.....	209	Lowell.....	351, 978	All Locations.....	701	All Locations.....	202
<b>Colorado</b>		Springfield.....	413	<b>Ohio</b>		<b>West Virginia</b>	
Denver.....	303, 720, 983	<b>Michigan</b>		Akron, Canton.....	234, 330	Huntington.....	304
Colorado Springs.....	719	Ann Arbor.....	734	Cincinnati.....	513	Charleston.....	681
Fort Collins.....	970	Detroit.....	313	Cleveland.....	216	<b>Wisconsin</b>	
<b>Connecticut</b>		Farmington Hills.....	248	Columbus.....	380, 614	Eau Claire.....	534, 715
Bridgeport.....	475	Flint.....	810	Newark.....	220	Green Bay.....	274, 920
Hartford.....	860, 959	Grand Rapids.....	616	Dayton.....	326, 937	Kenosha.....	262
New Haven.....	203, 475	Kalamazoo.....	269	Toledo.....	419, 567	Madison.....	608
Stamford.....	203, 475	Lansing.....	517	Parma.....	440	Milwaukee.....	414
<b>Delaware</b>		Macomb County.....	586, 801	Newark.....	220, 740	<b>Wyoming</b>	
All Locations.....	302	Muskegon.....	231	<b>Oklahoma</b>		All Locations.....	307
<b>District Of Columbia (DC)</b>		Troy.....	248, 947	Lawton.....	580	<b>PROVINCES</b>	
Washington.....	202, 771	Saginaw.....	989	Oklahoma City.....	405, 572	Alberta.....	403, 587, 780
<b>Florida</b>		Sault St Marie.....	906	Tulsa.....	539, 918	British Col.....	236, 250, 604, 778
Boca Raton.....	727, 561	<b>Minnesota</b>		<b>Oregon</b>		Vancouver.....	236
Daytona Beach.....	386	Bloomington.....	952	Astoria.....	503, 971	Manitoba.....	204, 431
Fort Lauderdale.....	772, 754, 954	Brooklyn Park.....	763	Eugene.....	458, 541	New Brunswick.....	506
Fort Myers.....	239	Duluth.....	218	Portland.....	503, 971	Newfoundland.....	709
Fort Pierce.....	772	Minneapolis.....	612	<b>Pennsylvania</b>		Nova Scotia.....	782, 902
Gainesville.....	352	Rochester.....	507	Allentown.....	484	Nunavut.....	867
Jacksonville.....	324, 904	St. Cloud.....	320	Philadelphia.....	215, 267, 412, 445, 878	Ontario.....	226, 249, 289
Lakeland.....	863	St. Paul.....	651	Erie.....	814	Prince Edward Island.....	782, 902
Miami.....	350, 786	<b>Mississippi</b>		Lancaster.....	223, 717	Quebec.....	367, 418, 450, 514
Orlando.....	321, 407, 689	Biloxi.....	288	New Castle.....	724	Saskatchewan.....	581, 579, 581, 819, 873
St. Petersburg.....	727	Jackson.....	601, 769	Northwestern and Central.....	582	Yukon.....	867
Tallahassee.....	458, 850	Tupelo.....	662	<b>Rhode Island</b>		<b>ISLANDS</b>	
Tampa.....	656, 813	<b>Missouri</b>		All Locations.....	401	Anguilla.....	264
<b>Georgia</b>		Columbia.....	573, 636	<b>South Carolina</b>		Antigua & Barbuda.....	268
Albany.....	229	Kansas City.....	816	Charleston.....	843, 854	Bahamas.....	242
Atlanta.....	470, 678, 770	Sedalia.....	660	Columbia.....	803, 839	Barbados.....	246
Augusta.....	706, 762	Springfield.....	417	Spartanburg.....	864	Bermuda.....	441
Macon.....	478	St. Louis.....	314	<b>South Dakota</b>		British Virgin Islands.....	284
Savannah.....	912	<b>Montana</b>		All Locations.....	605	Cayman Islands.....	345
<b>Hawaii</b>		All Locations.....	406	<b>Tennessee</b>		Dededo, Hagatna.....	671
All Locations.....	808	<b>Nebraska</b>		Chattanooga.....	423	Dominica.....	767
<b>Idaho</b>		Grand Island.....	308	Clarksville.....	931	Dominican Rep.....	809, 829, 849
Boise City, Caldwell, Coeur D'alene.....	208, 986	Omaha.....	402, 531	Jackson.....	731	Grenada.....	473
<b>Illinois</b>		<b>Nevada</b>		Nashville.....	615, 629	Guam.....	671
Aurora.....	331, 630	Las Vegas.....	702, 725	Knoxville.....	865	Jamaica.....	876
Belleville.....	618, 730	Reno.....	775	Memphis.....	901	Montserrat.....	664
Bloomington.....	309	<b>New Hampshire</b>		<b>Texas</b>		Pago Pago.....	684
Champaign.....	217	All Locations.....	603	Abilene.....	325	Puerto Rico (PR).....	787, 939
Chicago.....	224, 312, 464, 773, 872	<b>New Jersey</b>		Amarillo.....	806	Saipan.....	670
Cicero.....	708	Camden.....	856	Austin.....	512, 737	St. Kitts, Nevis.....	869
Elgin.....	847	Elizabeth.....	908	Beaumont/Galveston.....	409	St. Lucia.....	758
Rockford.....	779, 815	Jersey City.....	201, 551	Bryan, College Station.....	979	Tobago.....	868
Springfield.....	447	Newark.....	862, 973	Conroe/Huntsville.....	936	Trinidad.....	868
		Toms River.....	732, 848	Corpus Christi.....	361	Turks, Caicos.....	649
		Trenton.....	609, 640	Dallas.....	214, 469, 945, 972	U.S. Virgin Islands.....	340



### How to Make an International Call

Direct-dialed Call

**Dial 011 + Country Code + City Code + Telephone Number**

Operator-Assisted Call

**Dial 01 + Country Code + City Code + Telephone Number**

Example - To Place a Call to Buenos Aries, Argentina:

**Dial 011 + 54 + 11 + Telephone Number**

	TD		TD		TD		TD		TD
<b>Algeria* 213</b>	+6	<b>Egypt 20</b>	+7	<b>Iran 98</b>	+8.5	<b>New Zealand 64</b>	+17	<b>Sweden 46</b>	+6
<b>American Samoa* 684</b>	-6	Alexandria 3		Tehran 21		Auckland 9		Gothenburg 31	
<b>Andorra 376</b>	+6	Port Said 66		<b>Iraq 964</b>	+8	Wellington 4		Stockholm 8	
All points 628		<b>El Salvador* 503</b>	-1	Baghdad 1		<b>Nicaragua 505</b>	-1	<b>Switzerland 41</b>	+6
<b>Argentina 54</b>	+2	<b>Ethiopia 251</b>	+8	<b>Ireland 353</b>	+5	Managua 2		Geneva 22	
Buenos Aires 11		Addis Ababa 1		Dublin 1		<b>Nigeria 234</b>	+6	Lucerne 41	
<b>Aruba 297</b>	+1	<b>Faroe Islands 298</b>	+6	Galway 91		Lagos 1		Zurich 1	
All points 8		<b>Fiji* 679</b>		<b>Israel 972</b>	+7	<b>Norway* 47</b>	+6	<b>Taiwan 886</b>	+13
<b>Ascension Island* 247</b>	+5	+17 <b>Finland 358</b>	+8	Haifa 4		<b>Oman* 968</b>	+9	Tainan 6	
<b>Australia 61</b>	+15	Helsinki (Helsingfors) 9		Jerusalem 2		<b>Pakistan 92</b>	+10	<b>Tanzania 255</b>	+8
Melbourne 3		<b>France 33</b>	+6	Tel Aviv Jaffa 3		Islamabad 51		<b>Thailand 66</b>	+12
Sydney 2		Marseille 91		<b>Italy 39</b>	+6	<b>Panama* 507</b>	0	Bangkok 2	
<b>Austria 43</b>	+6	Nice 93		Venice 41		<b>Papua New Guinea* 675</b>	+15	<b>Togo* 228</b>	+5
Vienna 1		Paris 1		<b>Ivory Coast* 225</b>	+5	<b>Paraguay 595</b>	+1	<b>Tunisia 216</b>	+6
<b>Bahrain* 973</b>	+8	<b>French Antilles* 596</b>	+1	<b>Japan 81</b>	+14	Asuncion 21		Tunis 1	
<b>Bangladesh 880</b>		<b>French Guiana* 594</b>	+2	Tokyo 3		<b>Peru 51</b>	0	<b>Turkey 90</b>	+8
+11 <b>Belgium 32</b>	+6	<b>French Polynesia* 689</b>	-5	Yokohama 45		Arequipa 54		Istanbul 212	
Brussels 2		<b>Gabon* 241</b>	+6	<b>Jordan 962</b>	+7	Lima 1		Izmir 232	
Ghent 91		<b>Gambia 220</b>	+5	Amman 6		<b>Philippines 63</b>	+13	<b>Uganda 256</b>	+9
<b>Belize 501</b>	-1	<b>Germany 49</b>	+6	<b>Kenya 254</b>	+8	Manilla 2		<b>United Arab Emirates 971</b>	+9
Belize City 2		Berlin 30		<b>Korea, South</b>	+14	<b>Poland 48</b>	+6	Abu Dhabi 2	
<b>Benin 229</b>	+6	Frankfurt 69		Seoul 2		Warsaw 2		Dubai 4	
<b>Bolivia 591</b>	+1	Munich 89		<b>Kuwait* 965</b>	+8	<b>Portugal 351</b>	+5	Ras Al Khaimah 77	
Santa Cruz 33		<b>Greece 30</b>	+7	<b>Lesotho* 266</b>	+7	Lisbon 19		Sharjah 6	
<b>Brazil 55</b>	+2	Athens 210		<b>Liberia* 231</b>	+5	<b>Qatar 974</b>	+9	Umm Al Quwain 6	
Brasilia 61		Rhodes 241		Tripoli 21		<b>Romania 40</b>	+7	<b>United Kingdom 44</b>	+5
Rio de Janeiro 21		<b>Greenland 299</b>	+1	<b>Libya 218</b>	+7	Bucharest 1		Belfast 1232	
<b>Brunei 673</b>	+13	<b>Guadeloupe* 590</b>	+1	<b>Liechtenstein 41</b>	+6	<b>Saipan* 670</b>	+15	Cardiff 1222	
<b>Bulgaria 359</b>	+8	<b>Guam 671</b>	+15	All points 75		<b>San Marino 378</b>	+6	Glasgow 141	
Sofia 2		<b>Guantanamo Bay 53</b>	0	<b>Luxembourg* 352</b>	+6	<b>Saudi Arabia 966</b>	+8	London Inner 171	
Varna 52		<b>(U.S. Naval Base, Cuba)</b>		<b>Macao* 853</b>	+13	Riyadh 1		London Outer 181	
<b>Cameroon* 237</b>	+6	All points 99		<b>Malaysia 60</b>	+13	<b>Senegal Republic* 221</b>	+5	<b>Uruguay 598</b>	+2
<b>Chile 56</b>	-1	<b>Guatemala 502</b>	-1	Kuala Lumpur 3		<b>Singapore* 65</b>	+13	Mercedes 532	
Santiago 2		Guatemala City 2		<b>Mexico 52</b>	-1	<b>Slovakia 421</b>	+6	Montevideo 2	
<b>China 86</b>	+13	Antigua 9		Acapulco 74		<b>South Africa 27</b>	+7	<b>U.S. Virgin Islands 679</b>	0
Beijing (Peking) 10		<b>Guyana 592</b>	+2	Cancun 988		Cape Town 21		<b>Vatican City 39</b>	+6
Shanghai 21		Georgetown 2		Mexico City 5		Pretoria 12		All points 66982	
<b>Colombia 57</b>	0	<b>Haiti* 509 + 6 digits</b>	0	<b>Monaco 377</b>	+6	<b>Spain 34</b>	+6	<b>Venezuela 58</b>	+1
Bogota 1		<b>Honduras* 504</b>	-1	All points 93		Barcelona 93		Caracas 2	
<b>Costa Rica* 506</b>	-1	<b>Hong Kong* 852</b>		<b>Morocco 212</b>	+5	Las Palmas (Canary Is.) 928		Maracaibo 61	
<b>Cyprus 357</b>	+7	+13 <b>Hungary 36</b>	+6	Casablanca 2		Madrid 91		<b>Vietnam 84</b>	+13
<b>Czech Republic 420</b>	+6	Budapest 1		<b>Namibia 264</b>	+7	Seville 95		<b>Yemen 967</b>	+8
Prague 2		<b>Iceland 354</b>	+5	<b>Netherlands 31</b>	+6	<b>Sri Lanka 94</b>	+10.5	Amran 7	
<b>Denmark* 45 + 8 digits</b>	+6	<b>India 91</b>	+10.5	Amsterdam 20		Kandy 8		<b>Yugoslavia, Fed. States of</b>	+6
<b>Ecuador 593</b>	0	New Delhi 11		The Hague 70		<b>St. Pierre 508</b>	+2	Belgrade 11	
Cuenca 7		<b>Indonesia 62</b>	+12	<b>Netherlands Antilles 599</b>	+6	<b>Suriname* 597</b>	+1.5	<b>Zaire* 243</b>	+6
Quito 2		Jakarta 21		<b>New Caledonia 687</b>	+16	<b>Swaziland* 268</b>	+7	<b>Zambia 260</b>	+7
								<b>Zimbabwe 263</b>	+6

\* City Codes not required





www.nicholville.com

## CUSTOMER PROPRIETARY NETWORK INFORMATION

### **Customer Proprietary Network Information (CPNI)**

Nicholville Telephone Company and our affiliates work hard to provide you with the best possible service and service offerings. Our goal is to be the area's recognized telecommunications leader with a reputation for quality, service excellence and value. As we develop and offer products and services, or improve your existing service offerings, we may use information about your account, which is legally referred to as Customer Proprietary Network Information or CPNI, unless you restrict our use in the manner described below.

Under Federal Law, you have the right to, and we have the duty to protect the confidentiality of your telecommunications service information. This information includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications services and related billing for these services. Unless legally compelled to, we will not release CPNI to any outside company. We are proud of our long history of reliable, trustworthy service and we hope you appreciate the steps we take to protect your privacy.

If you wish to restrict Nicholville Telephone Company or our subsidiaries use of your information to offer services different from the type of services you currently buy from us, please register your request by calling our registration line at (315) 328-5411 24/7 at your earliest convenience.

Your decision will not affect our provision of your current services. Your approval or denial regarding CPNI use will remain valid until you revoke or limit that approval or denial, which you may do so at any time by calling our business office during normal business hours at (315) 328-4411.

For more information please visit the FCC website at <https://www.fcc.gov/consumers/guides/protecting-your-privacy>.



The illustrations should be helpful to you when installing or disconnecting your telephones.

Illustrations **one** through **three** show wall receptacles (standard jacks) which can accommodate modular telephone cords. To install your phone, match the plug at the end of the telephone cord with the receptacle and insert. To disconnect the phone, squeeze the clip on the plug and pull out of the receptacle.

A receptacle for a wall mounted telephone is shown in illustration four. To connect your wall phone, match the holes in the back of the telephone with the rivets on the wall mounting, and push the telephone lightly against the mounting while sliding it down into place over the rivets. To disconnect, slide the telephone up to lift it off the rivets, then pull the phone away from the receptacle.

### Testing Your Own Equipment If You Own All Your Own Equipment

Customers are responsible for testing their own equipment. If a customer calls in a trouble without testing privately owned equipment, a service charge could result.

The quickest way to check your own equipment is by using the NID (network interface device) on the outside of your house (or on the pole where your service is installed, in the case of a mobile home).

The most common NID in use by Nicholville Telephone Company is pictured on this page. Older models are smaller, dark grey in color, with a screw in the middle. This type will have another grey box beside it which is a lightning protector. **Under No Circumstances should a customer touch the lightning protector.**

To Check Your Equipment:

1. Open the NID, and disconnect the plug inside by squeezing the clip with your thumb and forefinger and gently pulling it out. (It may look like the picture below. See TEST JACK 1 or 2.)
2. Now plug your phone(s) into this jack inside the NID. If the phone(s) work, the problem probably is in your jacks and/or wiring. Their repair is your responsibility.

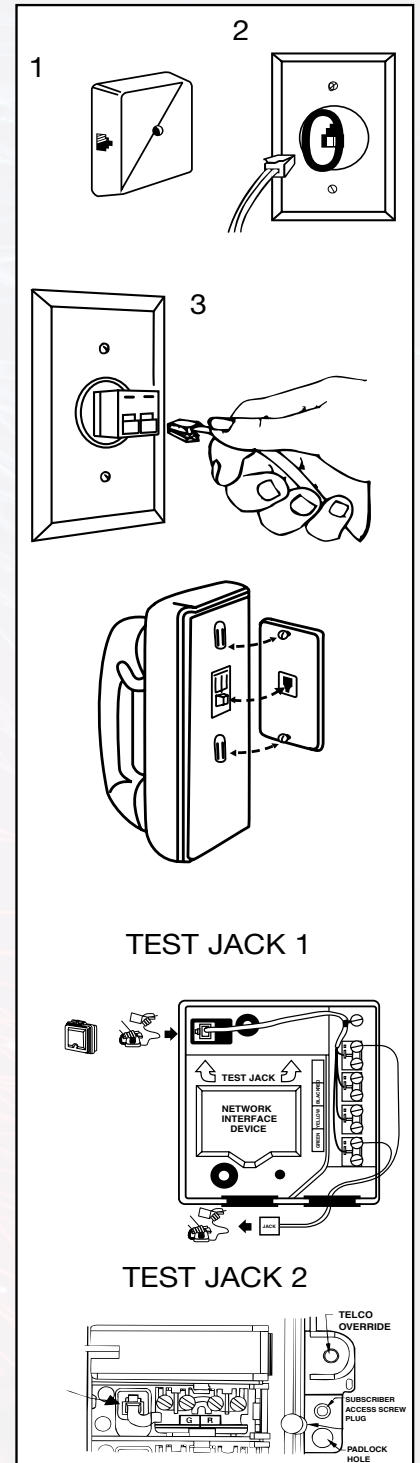
### Inside Wire Maintenance Plan

Protect you and your family with the Inside Wire Maintenance Plan from Nicholville Telephone Company. For just pennies a day, you will have access to Nicholville Telephone Company's tools and resources when you need them. If the telephone wiring in your house should fail, Nicholville Telephone Company technicians will service the problem at no additional charge. This is a great plan for anyone interested in protecting themselves from unexpected costs.

If your phone does not work at the NID, it is advisable to check your phone at a location where you know all the phones, jacks, and wiring are functioning properly.

Be sure that the test location is as close to the same distance away from the phone company as where you live.

If your phone works at that location the problem is probably in Nicholville Telephone Company's equipment. Call in the trouble, and we will take care of the problem as quickly as possible.







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DSL • Long Distance • Voicemail

# Nicholville Telephone offers services you won't want to pass up.



## **BROADBAND/DSL SERVICE**

Depending on your location you can enjoy surfing over the Company's new broadband-over-fiber service.

Customers love downloading pictures, playing games, planning their next vacation, emailing, and chatting on-line with ease.

Use our broadband-over-fiber at home or business and you'll enjoy a superfast connection for nonstop access to the Internet.

## **LONG DISTANCE**

Nicholville Telephone Company offers long distance service to its customers

in the 315-328 and 315-389 serving areas. Choose long distance service from a company you have come to know and trust. Nicholville Telephone Company is proud to offer this service to our valued customers at a great price.

Residential & Business owners - don't forget to check out the long distance plans Nicholville Telephone Company has just for you, including unlimited long distance.

## **VOICEMAIL**

Busy households use Voice Mail from Nicholville Telephone Company to STOP missing calls and save time. Our Voice Mail calling feature will answer your phone calls while you're away, on the Internet or taking another call. With Voice Mail from Nicholville Telephone Company you can say good-bye to missed calls forever and your callers won't ever get an annoying busy signal again.

Check messages at home, on vacation, from the office or out on the road. It doesn't matter from where you check your messages. Your messages are simply a phone call away. That's it, quick and easy!

Our Voice Mail makes it even easier to manage your messages. More options and improved functions including email notification help you to save more time for the things you enjoy. Call our customer service office for more information today!

**Call Today: (315) 328-4411**



## WHAT IT DOES

### CALL FORWARDING

Great for home or business, Call Forwarding allows you to forward your calls to any phone anywhere.



### CALL FORWARDING REMOTE ACCESS

Now you can forward your calls from any touchtone phone.



### CALL WAITING

Call Waiting allows you to answer a second incoming call without disconnecting the first call.



### CANCEL CALL WAITING

Cancel Call Waiting is part of your Call Waiting Service. It allows you to speak uninterrupted by Call Waiting. It also allows you to use computer modems without interrupting your connection.



### SPEED CALLING 8 OR 30

Call frequently called numbers by dialing 1 or 2 numbers. It's easy and fast, with no more forgotten or misdialled numbers. For Speed Calling 8, code numbers are 2 through 9 and for Speed Calling 30, the code numbers are 20 through 49.



## HOW IT WORKS

### TO USE CALL FORWARDING \*72

1. Dial \*72 and wait for confirmation tone.
2. Dial the number you wish your calls to be forwarded to.
3. Remain on the line until the other party answers.
4. If no one answers repeat steps 1 and 2 and wait for the confirmation tone.

### To Cancel Call Forwarding \*73

1. Dial \*73 from the phone that is forwarded and wait for the confirmation tone.

### To Use Call Forwarding Remote Access

1. Lift the handset and dial the access number for Call Forwarding Remote Access. The access numbers are 315-328-1234 or 315-389-1234.
2. The line will ring and then you will get a second dial tone.
3. Now dial the 10 digit number of the phone you want to forward and enter your 4 digit PIN. If you forgot your PIN please contact the business office.
4. Listen for another dial tone.
5. Dial \*72 and then dial the number that you want your calls forwarded to. Wait for the confirmation tone then hang up. All your calls will now be forwarded.
6. To cancel Call Forwarding Remote Access follow steps 1-4 above then dial \*73 and listen for the confirmation tone and hang up.

### To Use Call Waiting

1. You will be notified of an incoming call by a Call Waiting alert tone. To connect to the second call, depress and release the switch hook. This also puts the first call on hold.
2. To alternate between calls, simply depress and release the switch hook.

### To Use Cancel Call Waiting \*70

1. Dial \*70 and wait for dial tone to return and then place your call as normal. This call will not be interrupted by Call Waiting. Your Call Waiting Service will return to normal at the completion of the call.

### To Establish your Speed Calling List

1. Dial \*74 for the 8 number list or \*75 for the 30 number list.
2. Dial the available code number.
3. Dial the directory number to be stored. You will then hear a confirmation tone.
4. Repeat steps 1 through 3 for each number you wish to add to your list, using a different code number for each entry.

### To Use Speed Calling 8 or 30

1. Dial the 1 or 2 digit code number followed by a # and the call will be automatically dialed.





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## Optional Telephone Services

### WHAT IT DOES

#### THREE-WAY CALLING

Whenever you need to talk to two people at the same time, Three-Way Calling is the smart solution.



### HOW IT WORKS

#### To Use Three-Way Calling

1. Establish the first call and place it on hold by depressing and releasing the switch hook. You will then receive another dial tone.
2. Simply dial the second number. When the party answers, you can converse privately. To establish a Three-Way Call, depress and release the switch hook and all parties will be connected.
3. When the originating party hangs up, all parties are disconnected and the call is completed.

#### HOME INTERCOM

You can call another extension on your phone line either upstairs or in the garage or barn.



#### To Use Home Intercom

1. Dial your own phone number. You will hear a recording that you have dialed your own number.
2. Hang up and allow the phone to ring sufficient time for the person at the extension to answer and then pick up the phone.
3. When you're done, simply hang up.

#### CALLER ID

A very popular feature that shows you who is calling before you answer the phone. Caller ID requires the rental or purchase of a display unit or display telephone.

#### To Use Caller ID

1. Allow the phone to ring twice for the ID to be displayed.
2. The letter "P" or the word "PRIVATE" on the display indicates that the party calling has blocked their number. The "O" or "OUT OF AREA" indicates that the call came from an area that does not support Caller ID.

#### CALLER ID WITH NAME

Caller ID with Name displays the calling parties number and name, making it easier for you to identify.

#### To Use Caller ID with Name

1. Allow the phone to ring twice for the ID information to be displayed.
2. The letter "P" or the word "PRIVATE" on the display indicates that the party calling has blocked their number. The "O" or "OUT OF AREA" indicates that the call came from an area that does not support Caller ID.
3. It is possible on some calls that only the name or only the number will be displayed.

#### CALLER ID ON CALL WAITING

At the same time you hear the Call Waiting tone, the Caller ID information appears on your display device. This feature requires the purchase of Call Waiting, and either Caller ID or Caller ID with Name.

#### To Use Caller ID on Call Waiting

1. You will be notified of an incoming call by a Call Waiting alert tone; look at your display device to see who's calling. To connect to the second call, depress and release the switch hook. This also puts the first call on hold.
2. To alternate between calls simply depress and release the switch hook.

Note: Not all display devices are compatible with Caller ID or Call Waiting. Please consult your manufacturer's information on your display device.

#### PER CALL RESTRICT

Allows you to prevent your number from being displayed on a Caller ID device on a per call basis.

#### To Use Per Call Restrict

1. Pick up the handset and dial \*67. Listen for the confirmation tone.
2. Dial the number as usual.
3. If the person you are calling has Caller ID, a "P" or the word "PRIVATE" will appear on their display.

**Note:** You must dial the \*67 for each call you want your number blocked.



## WHAT IT DOES

### ALL CALL RESTRICT

Prevents your number from being displayed on all calls. Dial \*82 to deactivate this feature on a per call basis.

### ANONYMOUS CALL REJECTION

This feature allows you to block incoming calls that have blocked their Caller ID information. When this feature is active, "Private" calls are blocked and your phone doesn't even ring.

### CALL RETURN

Allows you to find out the number of the person who last called you, if it is known, and then, gives you the option of calling them back.

### REPEAT DIALING

Tired of getting busy signals? Let Repeat Dialing keep calling the number for you. When the line becomes free, Repeat Dialing will notify you with a special ring. All you have to do is lift the handset to complete the call.

### CALL TRACE

Use Call Trace in response to annoying or harassing phone calls. Once Call Trace is activated, the telephone number of the caller will be recorded at the main office. If you wish to pursue legal action, this number will be released to the proper authorities at your request.

### DISTINCTIVE RINGING

With Distinctive Ringing, a second phone number with its own ring can be added to your line. This feature is perfect for families who get a lot of calls. Now you can know if the call is for you or the kids.



## HOW IT WORKS

### To Activate Anonymous Call Rejection

1. Lift the handset and dial \*77.
  2. Listen for the confirmation tone and hang up.
- Note: When someone calls who has blocked their number, they will receive a recording that they must unblock their number to complete the call. All other calls complete as normal.

### To Cancel Anonymous Call Rejection

1. Lift the handset and dial \*87.
2. Listen for the confirmation tone and hang up.

### To Use Call Return

1. Lift the handset and dial \*69. The phone number of the last received call will be announced, if known.
2. Press 1 if you wish to call the person back. If the line is busy, Call Return will monitor the line for 30 minutes and will notify you with special ringing when the line is free. Simply pick up the phone and the call will be placed.

### To Cancel Call Return

1. Lift the handset and dial \*89. Listen for the announcement to confirm that the feature is cancelled.

### To use Repeat Dialing

1. When you hear the busy signal, hang up.
2. Lift the handset and dial \*66. Your phone will check the line for 30 minutes.
3. When notified by special ringing, lift the handset and the call will be placed.

### To Use Call Trace

1. After receiving a harassing call, depress and release the switch hook and listen for dial tone.
2. Dial \*57, you will then hear a recording that gives you the option to trace your call. Dial 1 and your call will be traced.
3. Make note of the time and date the call was received, in order to inform local law enforcement.





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## Optional Telephone Services

### WHAT IT DOES

#### SELECTIVE CALL ACCEPTANCE

Allows only those callers on your list to reach you. Those not on your list will receive a recording that you are not accepting calls at this time.

#### SELECTIVE CALL REJECTION

This feature blocks only those numbers on your list. All other callers will be able to reach you. The callers that are blocked receive a recording that you are not accepting calls at this time.

#### SELECTIVE CALL FORWARDING

Only the numbers on your list will be forwarded. This allows you to forward only your most important calls. It also saves you money if you are call forwarding to a number that is long distance.

#### DISTINCTIVE RINGING/CALL WAITING

When you receive a call from a number on your list, you will receive a distinctive ring; or if you are on the phone and have the Call Waiting feature, you will receive a distinctive Call Waiting tone.



#### WARM LINE

When the phone is off the hook for 30 seconds, a call is placed to a preset number. This feature improves security and safety whether for children or seniors.



#### VOICE MAIL

Voice Mail is an answering system that records all your calls for you when you can't get to the phone. It will even record messages when you're on another call..



### HOW IT WORKS

#### How To Use Selective Call Acceptance

1. Lift the handset and dial \*62.
2. Listen for the announcement telling you whether the feature is on or off. The recording will also tell you how many numbers, if any, are on your list.
3. Follow the prompts to review, add or delete numbers from your list.

#### How To Use Selective Call Rejection

1. Lift the handset and dial \*60.
2. Listen for the announcement telling you whether the feature is on or off. The recording will also tell you how many numbers, if any, are on your list.
3. Follow the prompts to review, add or delete numbers from your list.

#### How To Use Selective Call Forwarding

1. Lift the handset and dial \*63.
2. Listen for the announcement telling you whether the feature is on or off. The recording will also tell you how many numbers, if any are on your list.
3. Follow the prompts to enter the number your calls will be forwarded to, and to review, add or delete numbers from your list.

#### How To Use Distinctive Ringing/Call Waiting

1. Lift the handset and dial \*61.
2. Listen for the announcement telling you whether the feature is on or off. The recording will also tell you how many numbers, if any, are on your list.
3. Follow the prompts to review, add or delete numbers from your list.

#### How To Use Voice Mail

Note: Please contact Business Office at 315-328-4411 for more information.



**NICHOLVILLE TELEPHONE COMPANY WANTS YOU TO KNOW:**

**RIGHTS AND RESPONSIBILITIES OF RESIDENTIAL CUSTOMERS**

**REPORT ANY PROBLEMS AND WE WILL LISTEN AND RESPOND**

When you have a problem with your phone service, you deserve our best efforts at solving it. Start by talking with one of our Customer Service Representatives by calling 315-328-4411 during normal business hours. If you are not satisfied, you should ask to speak with a supervisor. If you are still not satisfied, you may file a complaint at the Department of Public Service (DPS) via their website at [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints) or call the DPS Helpline at 1-800-342-3377. You can also send a letter to: New York State Department of Public Service, Attention: Office of Consumer Services, Three Empire State Plaza 4th Floor, Albany, NY 12223.

**KNOW EXACTLY WHAT YOU ARE PAYING FOR**

A bill is mailed to each customer once a month listing several types of charges.

**Charges for Basic Service**—are billed one month in advance. A detailed listing of the items and the charges that are included in your Basic Service appears on your bill. The listing shows which services are necessary for basic telephone service and which are optional.

Other Nicholville Telephone Company charges outlined below are for services used through the day before the date that appears at the top of your bill.

**Non-Basic Services**—are services that are not necessary for Basic Service. These include Custom Calling Services, such as Call Waiting, and Wire Maintenance.

**Charges for Other Companies**—In some cases, Nicholville Telephone Company bills for other companies that provide long distance service, Operator services, recorded information services or group conversation programs. If you have used these services, the charges for them will appear on your telephone bill. You do not have to pay for these charges separately. Your one payment to us covers everything. (Nicholville Telephone Company does not control the rates these companies charge.)

**Charges for Installing or Changing Service**—usually appear on the first bill after your order is completed. You may pay for the installation or service change in up to 12 interest-free installments.

**Installation Rebate –**

Customers are due a rebate on basic installation charges if we miss a scheduled appointment date. Customers receive a rebate of 25% if we miss the first scheduled installation appointment, 65% for a second missed appointment, and a 100% rebate for a third missed appointment.

Rebates are given if working dial tone is not provided to your home (at the point where phone wires enter) on or before the appointment date. However, you will not receive a rebate if Nicholville Telephone Company tries to reschedule your appointment before 5 p.m. on the day before the scheduled appointment.

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

**REPAIR SERVICE**

**Where to Call** – Our repair service answers calls 24 hours a day.

- From Nicholville (315-328), Winthrop (315-389), call 611.
- In all other areas call 315-328-4415 for Nicholville Telephone Company repair.

**When the Problem is in the Telephone Wires Outside Your Home** –

If the problem is in Nicholville Telephone Company's line – anywhere up to and including the place that separates our line from the outside wiring, jacks, and telephone equipment in your home or apartment – we will repair the problem without charge.

**When the Problem is in the Wires or Jacks Inside Your Home** –

- If the problem is in your inside wires or jacks, you have several choices.
- If you pay monthly for an Optional Inside Wire Maintenance Plan from Nicholville Telephone Company, we will do the repairs at no cost.
  - If you do not have the Nicholville Telephone Company Optional Wire Maintenance Plan, you may fix your wires and jacks yourself, hire a contractor or hire Nicholville Telephone Company. If you ask Nicholville Telephone Company to do the job, we will charge you for the time it takes our technician to make the repair and for the cost of materials. You will also pay a maintenance service charge.

**When Your Telephone Set Doesn't Work**

If you rent (lease) your telephone equipment from Nicholville Telephone Company, call our repair service number. Routine maintenance is included in the rental (lease) price. Customers may be responsible for maintenance charges when equipment has been





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## Your Rights as a Customer

misused or abused. If you own your telephone equipment and have a problem with it, it is best to follow the instructions on the warranty that came with the telephone, or contact the telephone manufacturer. If you request a service visit from Nicholville Telephone Company and the problem is in your telephone or telephone equipment which you own, you will be billed a maintenance service charge.

### **PAY YOUR BILL ON TIME**

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

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

Certain customers will not be charged with a late charge. Customers who are eligible for the **Quarterly Payment Plan** will be exempt from the late payment charge. If you have **Installment Billing**, you will not pay a late payment charge on the deferred amount.

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

If you are having difficulty paying your telephone bill on time, call your service representative to arrange for a **Deferred Payment Plan**.

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

### **CERTAIN CUSTOMERS MAY REQUEST SPECIAL PAYMENT ARRANGEMENTS**

**If on a Regular Basis, You Cannot Pay Your Bill by the Due Date Because You are on a Fixed Income**—you may call your Service Representative to arrange to pay by a different date. Your old due date will still appear on your bill, but we will accept your payment by the new due date.

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

**Payments**—There is a \$10 charge in addition to bank fees, for any returned check.

Nicholville Telephone Company offers several convenient methods to pay your bill. You may submit your payment by mail with personal check or money order. You are welcome to stop in to our customer service office where we accept cash, personal checks or MasterCard/Visa/Discover credit and debit cards. You may submit payment by check or cash at Elliott's Away in Winthrop or pay on-line at [www.nicholville.com](http://www.nicholville.com). You also have the option of making automatic payments from your bank account with our Bank Draft program. Speak with a customer service representative to find out which option is best for you.

When paying in person, bring the original bill cover page to the payment location. If you cannot bring the cover page, please give us the account number that is on the cover page of the bill.

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

When you arrange for a **Deferred Payment Plan**, you agree to make monthly payments towards past-due bills and pay any new charges in full each month.

It may be for more in certain special cases. Payment agreements are for a period of no more than 10 months. (Based on your financial situation, more time may be allowed.) You may participate in only one payment plan at a time.

**Deferred Payment Plans** may apply only to charges for **Basic Service** and will be for up to \$450 for a 10 month period. Individual line customers may also be able to negotiate an alternative Deferred Payment Plan which will allow the customer to have Basic Service and Long Distance Service by having up to \$300 deferred for a period of 7 months.

Please call your Service Representative as soon as you know you cannot pay your bill to arrange for a Deferred Payment Agreement. Customers who agree to Deferred Payment Agreements will receive written confirmation of the agreement.

### **OUR POLICY ON SERVICE TURN-OFF**

The last thing we want to do is turn off your telephone service. Before we do, we make every effort to help keep your service on. But we may have to turn off your service if you do not pay overdue bills or if you do not try to work out a payment agreement.

**Partial Payment**—If you do not pay your bill in full, your payment will be applied to Nicholville Telephone Company's services first and then to the other companies for whom Nicholville Telephone Company bills. A partial payment may result in blocking your unpaid long distance services. There are four payment





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## Your Rights as a Customer

categories. All payments will be applied first to Basic Service and the remainder to charges for Non-Basic Services, Charges for Other Companies, and Charges for Nonregulated Services that we provide.

**If You are Unable to Pay Your Entire Phone Bill**—partial payments may result in blocking or disconnection of these services. If those amounts remain unpaid, we will refer those portions of your account to our collection agency. We will accept payment of these charges, but will not restore your full service until the balance has been paid. A restoral charge may apply.

### **Final Termination Notice**—

If payment is not received 25 days from the date of the bill, Nicholville Telephone Company has the right to mail you a Termination Notice. Termination of service (you will be unable to either make or receive calls) may occur no sooner than 20 days after the notice is mailed. This Termination Notice allows you the opportunity to arrange payment and avoid interruption of service. If you do not pay your bill within two weeks after your service is turned off, your account will be cancelled and you will be sent a final bill.

**Should a Bank Return Your Payment**—because of insufficient funds and your payment was a late response to a service disconnection notice, we may turn off your service. We will make two attempts to reach you within 24 hours after receiving notice from our bank. If we reach you, you will have 24 hours to pay the returned payment. If a check has already been returned within the past 12 months your service will be turned off.

**If Your Account has Been Cancelled**—and you reapply for service, you will be treated as a new customer but will be expected, at a minimum, to arrange to pay all outstanding Nicholville Telephone Company charges. If you are unable to pay all outstanding long distance charges, you can arrange to receive only local service. However, you are still responsible for paying your long distance charges, and your long distance carrier will expect to receive your payment.

**Reconnection of Service**—If we disconnect your service, we will reconnect it within 24 hours after you have paid the amount due, or signed a Deferred Payment Agreement and made a down payment. If service is disconnected, there is a charge of \$15.00 to reconnect the service.

If your account has been cancelled, we will turn on your service within five business days after you have paid the amount you owe on your old account or have arranged a payment agreement. You must pay service connection charges and you may be required to pay a deposit.

## **WE OFFER SPECIAL PROTECTIONS AGAINST SERVICE TURN-OFF**

Regardless of your payment record with Nicholville Telephone Company, we will make every effort to keep your telephone service on if your health or safety is threatened. To make sure you are protected against a service turn-off, please call 315-328-4411 and ask for a Special Protections form.

**Medical Emergency**—If you or a member of your household is ill or has a serious medical condition, we can help you if you cannot pay your phone bill.

Send us a medical certificate from your doctor or the local Board of Health describing the medical emergency and we will continue your service for 30 days. To renew the certificate, you will also need to tell us about your income and expenses.

We will not turn off your service during the medical emergency, but you still must pay part of your bill. This amount will not be subject to a late payment charge. You may delay payment of up to \$30 for each bill you receive during the medical emergency. You must pay all charges over \$30. Once the medical emergency ends, we will offer you a payment plan.

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

**Third-Party Notification**—There may be times when illness or lengthy time away from home may make it difficult to keep track of your bills. To help protect yourself against service turn-off during these times, you can arrange for a “third party”—a friend, relative, clergy member or community agency—to receive a service disconnection notice the same time it is mailed to you. This person will not be responsible for paying your bill, but can work with us to help keep your service turned on. To apply, call our business office. The “third party”—the person you ask us to notify—must also sign the application.

## **DEPOSIT POLICY**

**New Customers**—If you are a seasonal or short-term customer, you may be required to pay a deposit.

**Customers 62 Years of Age or Older**—If you are 62 years of age or older, we will not ask for a deposit unless your service was terminated for non-payment within the past six months.





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**Deposits are Not Required**—Persons who receive Supplemental Security Income, Medicaid, Home Relief, Food Stamps, Aid to Families with Dependent Children, or are recipients of HEAP are not required to make deposits.

**Delinquent Customers**—If you are delinquent in your bill payments, you may be required to pay a deposit or prepayment. Delinquent in payment means that you have received two bills without paying one-half of the total two bills.

**Service Termination**—If your service has been terminated for non-payment of bills in the last six months, you may be required to pay a deposit

**Amount of Deposits**—If we do require a deposit, the amount is based on two times the average monthly bill.

**Interest and Refunds**—We pay interest on your deposit at a rate specified by the Public Service Commission. We can hold a deposit for one year. If you have not been delinquent (as described above) in the past 12 months, the deposit and interest earned will be applied to your bill, or refunded to you if you request. If you have been delinquent, we will continue to hold your deposit but credit your account with the earned interest. The account will be reviewed again once a year to determine if it qualifies for a refund.

### **SPECIAL SERVICES FOR PEOPLE WITH DISABILITIES**

Nicholville Telephone Company can make arrangements to provide specialized telecommunications equipment for people certified as hearing or speech impaired. Customers may lease or purchase the special equipment. Further information is available at our business office.

Exemption from Directory Assistance charges is available to legally blind, visually impaired or physically handicapped people unable to read or use standard printed materials because of physical limitations.

As a customer you have access to the New York Relay Service. This service provides all customers who use standard telephones a way to communicate with the deaf, hearing and/or speech impaired customers who use Telecommunications Devices for the Deaf (TDDs). You can reach NY Relay by dialing: 1-800-662-1220 for TTY Users (Hearing Disabilities); 1-800-421-1220 for Voice (Non-TTY) Users; 1-877-826-6977 for Voice Carry-Over Users (VCO); 1-800-584-2849 for ASCII Users; or 711 for all of the above services. Additionally, Spanish-to-Spanish only 1-877-662-4886, Speech-to-Speech only

1-877-662-4234 and Pay Per Call services only 1-900-230-6565.

To learn more about NY Relay please call the Relay Inquiry Line on 1-800-664-6349 (Voice) or 1-800-835-5515 (TTY).

### **LARGE PRINT BILLING OPTION**

On August 26, 2009 Governor David Patterson signed legislation that requires Telephone Corporations, Cable Companies, Utility Corporations, Energy Service Companies, and Municipalities, to provide customers the option to receive large print bills. The legislation defines large print to be at least 16 pt. font. In enacting this law, the legislature hopes to accommodate its visually impaired and elderly constituents.

Should you desire to receive large print bills, please do not hesitate to call the business office during normal business hours at (315) 328-4411

### **CERTAIN CUSTOMERS MAY QUALIFY FOR A REDUCED-RATE SERVICE**

You may be eligible for a discount on your telephone or broadband service. The reduced-rate service is called "Lifeline" It is a special plan for customers who are eligible to receive benefits from any one of the following programs:

- Aid to Families with Dependent Children
- Food Stamps
- Home Energy Assistance Program
- Home Relief
- Medicaid
- Supplemental Security Income
- Veterans Disability Pension
- Veterans Surviving Spouse Pension

*For more information and / or to complete a Lifeline application on-line, please go to <https://nationalverifier.servicenowservices.com/lifeline>.*

### **STATEMENT OF BILLING ERROR RIGHTS**

#### **For Interstate Pay-Per-Call Services**

This statement sets out your billing error rights with respect to telephone billed purchases made using interstate 900 pay-per-call services that are billed to you through Nicholville Telephone Company. The rights and obligations of you, the customer, and of Nicholville Telephone Company, and various long distance companies, including Nicholville Long Distance, AT&T Communications, MCI Telecommunications and US Sprint, who are billing entities, are provided under the Federal Telephone Disclosure and Dispute Resolution Act. Here is the procedure that you must follow to notify Nicholville Telephone Company of a billing error and the steps that we, and other billing entities must take in response to your notice:

You may provide notice of a billing error to Nicholville Telephone Company by calling 315-328-4411 or in writing. If you write you should:

- (1) Give us your name or the customer's name and telephone number to which the charge was billed;
- (2) Tell us the date and amount of the error and the type of error you believe occurred; and
- (3) Tell us why you believe it was an error.



You should contact Nicholville Telephone Company first, since we have an agreement to receive billing error notifications from customers. You may provide a notice to the long distance company instead, and it may ask you to contact us directly, and provide to you our name, mailing address and business telephone number, even if it also sends your billing error notice to us.

A customer who orally communicates an allegation of a billing error is presumed to have provided sufficient notice to initiate a billing review. You have the right to withhold payment of any disputed amount pending completion of our billing review and any action to collect any disputed amount will be suspended pending completion of the billing review.

If it is determined that no billing error occurred, your rights and obligations are as follows:

We will transmit to you an explanation setting forth the reasons why it has been determined that there was no error. If there was an error - even a partial error or an error different from what you asserted - your account will be adjusted appropriately. If you request, we will provide a written explanation and copies of any documentary evidence of the customer indebtedness. This action will be taken within two billing cycles (two months) after your notice is received. If you send your notice to the long distance company, instead of Nicholville Telephone Company, there may be an additional time of up to fifteen days to complete the necessary responsive action.

The long distance company will notify the provider of the service of the disposition of the billing error investigation and the reason for that disposition.

Nicholville Telephone Company will notify you in writing, normally with your billing statement, of the time when payment is due of that portion of the disputed amount that is determined not to be an error. Payment must be in the normal course of billing or as otherwise provided, but not less than ten days after the request for payment is made.

Once Nicholville Telephone Company and the long distance company have complied with the Federal Trade Commission §308.7 (d) regarding a claim you make of a billing error, there is no further responsibility under that section if you continue to make substantially the same allegation. You cannot be charged for a billing review.

The provider of 900 service, and other billing entities, or Nicholville Telephone Company may take action to collect the sum outstanding that is determined not to be the result of a billing error if you continue to withhold payment of the disputed amount once the billing review is completed.

Failure to pay the amount determined not to have been the result of a billing error may be reported to a credit reporting agency or subject you to a collection action.

If either we, as your billing entity, or the long distance company, as a billing entity, fail to follow the billing and collection procedures prescribed by §308.7 of the Federal Trade Commission rule implementing the Federal Telephone Disclosure and Dispute Resolution Act, we are obligated to forfeit any disputed amount, up to \$50 per transaction.

The Federal Communications Commission Rule §64.0509 (b) also requires disclosures to telephone subscribers, which are as follows:

Your local exchange and long distance service cannot be disconnected or interrupted as a result of your failure to pay charges for interstate payper-call service, charges for interstate information services provided pursuant to a presubscription or comparable arrangement, or charges you have disputed for interstate tariffed collect information services.

You can obtain blocking of access to services offered on the 900 service access code where it is technically feasible, at no charge and on a one-time basis within 60 days after you subscribe to a new number and it becomes effective. Other requests for blocking and requests for unblocking will be subject to a reasonable one time fee. Our tariffs include the terms and conditions that apply.

You have a right not to be billed for pay-per-call service not offered in compliance with Federal Laws and Regulations established under Titles II or III of the Telephone Disclosure and Dispute Resolution Act.

Your access to 900 services may be involuntarily blocked for failure to pay legitimate pay-per-call charges.





www.nicholville.com

## General Information

### Hearing or Speech Disabilities? NY Relay may be for you.

The NY Relay Service is used by Text (TTY) and Voice consumers in New York State to communicate with each other. NY Relay transmits conversations between people who use text telephones (TTY's) and people who use voice telephones. When you call NY Relay a specially trained operator makes the connection between the two callers and facilitates the call.

#### Facts about NY Relay Service:

- 1) Relay Service permits calls between persons with Hearing and Speech disabilities and other telephone users.
- 2) Each call is handled in strict confidence.
- 3) The Relay Operator has been trained to help conversations flow accurately and easily.
- 4) There is no limit on the number of times you may use the service, and there is no cost.
- 5) The Service is available 24 hours a day, seven days a week.
- 6) Local calls using NY Relay will be completed at no charge when calling from a pay phone. Toll calls using a calling card can be made from a pay telephone with charges being the same or less than if paid by coin. Pre-paid cards can also be used (check with your card provider regarding costs).
- 7) Call ID on Relay Calls- Customers receiving calls via the New York Relay Service can see who's calling. If you subscribe to Call ID service, you will see on your Call ID box the number and, if available, the name of the person calling you through NY Relay. Similarly, if you call someone who subscribes to Call ID service, using NY Relay, your telephone number and, if available, your name will show on the called party's Call ID box. Call ID on Relay also preserves any special call features, such as call blocking.

#### \*\*\*Expanded NY Relay Services\*\*\*

- **Spanish to Spanish Relay Service:** Spanish speaking and TTY users of the Relay service may now call 1-877-662-4886 to access specially trained operators to facilitate calls in Spanish;
- **Speech to Speech Relay:** Individuals who are speech disabled may now access specially trained Relay operators to facilitate calls between consumers who are speech disabled and others by dialing 1-877-662-4234;
- **Pay Per Call Services:** Relay users who wish to access Pay Per Call services may do so by calling 1-900-230-6565. This number will access a New York State Relay operator, who will then complete the call to the requested Pay Per Call service. Relay users will not incur a charge for the call to the Relay service, but will incur charges from the Pay Per Call provider; and
- **Turbo Code™:** Relay users who have specially equipped TTY machines now have the ability to transmit TTY text at up to 110 words per minute;

You can reach NY Relay by dialing:

TTY Users (Hearing Disabilities) .....	1-800-662-1220
Voice (Non-TTY) Users .....	1-800-421-1220
Voice Carry-Over Users (VCO) .....	1-877-826-6977
ASCII Users .....	1-800-584-2849

Or dial 711 for all of the above services.

Spanish-to-Spanish Only .....	1-877-662-4886
Speech-to-Speech Only .....	1-877-662-4234
Pay Per Call Only .....	1-900-230-6565

To learn more about NY Relay please call the Relay Inquiry Line on:

1-800-664-6349 (Voice) or 1-800-835-5515 (TTY)



# CALL BEFORE YOU DIG! Dial 811 or 1-800-962-7962

## IT'S THE LAW.

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

To help simplify your responsibilities as an excavator, the Dig Safely New York Organization, formally known as UFPO, is here to help.

With one quick phone call to Dig Safely New York, an excavator may contact several utilities with his stake-out request.

As a One Call Center, Dig Safely New York will relay your excavation to its member utilities, who will visit your worksite and mark or "clear" their buried utilities. The service and phone call are absolutely free!

### Remember these important facts:



NYS Law requires at least 2 FULL working days notice.



Dig Safely New York contacts its member utilities only. Code 53 mandates that excavators consult with the current Central Registry of the town, village or city to determine which other facility owners may be present. Any nonmember utilities must be contacted separately.



To get more information on Dig Safely New York or a free copy of Code 53, call 1-800-962-7962 or visit them on-line at [www.digsafelynewyork.com](http://www.digsafelynewyork.com).

**Dig Safely.**  
**New York**

Underground Facilities Protective Organization

**DIAL 811**

[www.digsafelynewyork.com](http://www.digsafelynewyork.com)





[www.nicholville.com](http://www.nicholville.com)

## General Information

### **HARASSMENT BY TELEPHONE**

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

- Making any lewd or indecent comment or request with intent to offend;
- Making one or repeated telephone calls, whether or not conversation occurs, with intent to abuse, threaten or harass;
- Causing the telephone or another to ring repeatedly with intent to harass;
- Knowingly allowing any telephones under one's control to be used for any of the above.

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

### **TELEMARKETING**

Under the Federal Telephone Consumer Protection Act and the New York State Telemarketing Consumer Fraud and Abuse Prevention Act, those making telephone sales calls to residential customers must identify the individual or business they represent and the purpose of the call. This information must be provided even if an automatic dialer is used. If a customer specifically asks not to be called again, the telemarketer must place that customer's phone number on a "do-not-call" list, which the telemarketer is required to maintain. Telemarketers are prohibited from making unsolicited sales calls between the hours of 9:00 pm and 8:00am.

The Federal government also maintains a national Do Not Call Registry. This replaces New York State's Do Not Call Registry and incorporates all telephone numbers formerly registered with the State. Once a consumer's number appears on the Federal registry, telemarketers have 90 days to remove the number from their call lists or be subject to substantial fines. Telephone numbers placed on the National Do Not Call Registry will remain on it permanently due to the Do-Not-Call Improvement Act of 2007, which became law in February 2008.

The National Do Not Call Registry will not prevent all unwanted calls. It will not prevent calls from organizations with which the consumer has established a business relationship; calls for which are not commercial or do

not include unsolicited advertisements (e.g., telephone surveys); and calls by or on behalf of tax-exempt nonprofit organizations such as political groups. Please note, Nicholville Telephone Company will call its customers from time to time to inform them about special promotions or new products and services. In conformance with the law, the Company maintains a "do not call" list for those customers who indicate they do not wish to receive such calls.

To place your telephone number(s) on the Federal Do Not Call Registry, call the FTC's toll-free number at 1-888-382-1222. For TTY users call toll-free at 1-866-290-4236.

You can also visit [www.donotcall.gov](http://www.donotcall.gov) to register your telephone number(s).

### **SUBJECT TO PROSECUTION**

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

Violators, upon conviction, are subject to imprisonment for up to one year or a fine up to \$1,000 or both.

### **UNLAWFUL WIRETAPPING**

Wiretapping or any interception of a phone call without prior consent is a crime under both federal and state laws. Federal law requires consent of one of the persons involved in the call, N.Y. law requires consent of all parties to the call.

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

Penalties for illegal wiretapping are five years imprisonment and/or a \$10,000 fine with up to four years, under federal law. A fine or both under state law.

### **RECORDING TELEPHONE CONVERSATIONS**

Customer-provided voice recording equipment may be connected to the user's telecommunications equipment. When such a connection is made, the customer-provided voice recording equipment must be arranged so that the user can activate or deactivate the equipment at will.

Under both federal and state law, only one party to a telephone conversation must give their consent prior to the recording of the conversation. Wiretapping or any interception of a telephone call without this consent, other than by a properly-authorized law enforcement agent, is a crime. Punishment may include imprisonment and/or a fine.

### **BACK-UP POWER NOTIFICATION**

Many of today's advanced home phone services require back-up battery power to continue functioning during an outage. To avoid a disruption of home voice service – and to maintain the ability to connect to 911 emergency services – Nicholville Telephone Company offers you the option of purchasing back-up power for your voice service. Back-up batteries for DSL modems or ONTs allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our back-up battery solution provides power to our voice service only. If you are concerned about being able to contact 911 emergency services during a power outage, a back-up battery may be a good option for you. You can purchase a backup battery directly through Nicholville Telephone Company. If you have any questions or would like to purchase a back-up battery through us, please call 315-328-4411 or visit our website at [www.nicholville.com](http://www.nicholville.com). Backup batteries are expected to last at least 8 hours on standby power. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery or additional 8-hour batteries.



## Things To See And Do

### Hopkinton Town Museum & Library

7 Church St.  
Hopkinton, NY 12965  
(315) 328-4113

### Meadow Brook Golf Course

Route 11, Winthrop, NY 13697  
(315) 389-4562

### Nicandri Nature Center

19 Robinson Bay Rd.  
Massena, NY 13662  
(315) 705-5022

### St. Lawrence Seaway

Eisenhower Visitors' Center  
and Eisenhower Lock  
Barnhart Island Rd., Massena, NY 13662

### Stockholm Historical Center

607 State Highway 11C  
Winthrop, NY 13697  
(315) 389-5171

## Festivals And Fairs

### Franklin County Fair

606 East Main Street  
Malone, NY 12953  
(518) 483-0720  
[www.frcofair.com](http://www.frcofair.com)

### New York State Fair, Syracuse

Schedule of Events, call (315) 487-7711  
[www.nysfair.org](http://www.nysfair.org)

### St. Lawrence County Fair, Gouverneur

Schedule of Events, call (315) 287-3010  
[www.gouverneurfair.com](http://www.gouverneurfair.com)

## Chamber Of Commerce Offices

### Greater Massena Chamber of Commerce

16 Church Street  
Massena, NY 13662  
(315) 769-3525  
[www.massenchamber.com](http://www.massenchamber.com)

### Greater Watertown North Country Chamber of Commerce

1241 Coffeen Street Watertown, NY 13601  
(315) 788-4400  
[www.watertownny.com](http://www.watertownny.com)

### Malone Chamber of Commerce

170 E. Main Street  
Malone, NY 12953  
(518) 483-3760  
[www.visitmalone.com](http://www.visitmalone.com)

### St. Lawrence County Chamber of Commerce

101 Main St  
Canton, NY 13617  
(315) 386-4000  
[www.northcountryguide.com](http://www.northcountryguide.com)

### Tri-Town Chamber of Commerce

PO Box 297  
Brasher Falls, NY 13613  
(315) 389-4800  
[www.tritownchamberofcommerce.com](http://www.tritownchamberofcommerce.com)





[www.nicholville.com](http://www.nicholville.com)

Local Area Schools

### **Brasher Falls Central School District**

St. Lawrence Central School  
1039 State Highway 11C  
P.O. Box 307  
Brasher Falls, NY 13613  
Phone: (315) 389-5131

### **Brushton-Moira Central School**

Gale Road  
Brushton, NY 12916  
Phone: (518) 529-7342

### **Parishville - Hopkinton Central School**

P.O. Box 187  
Parishville, NY 13672  
Phone: (315) 265-4642

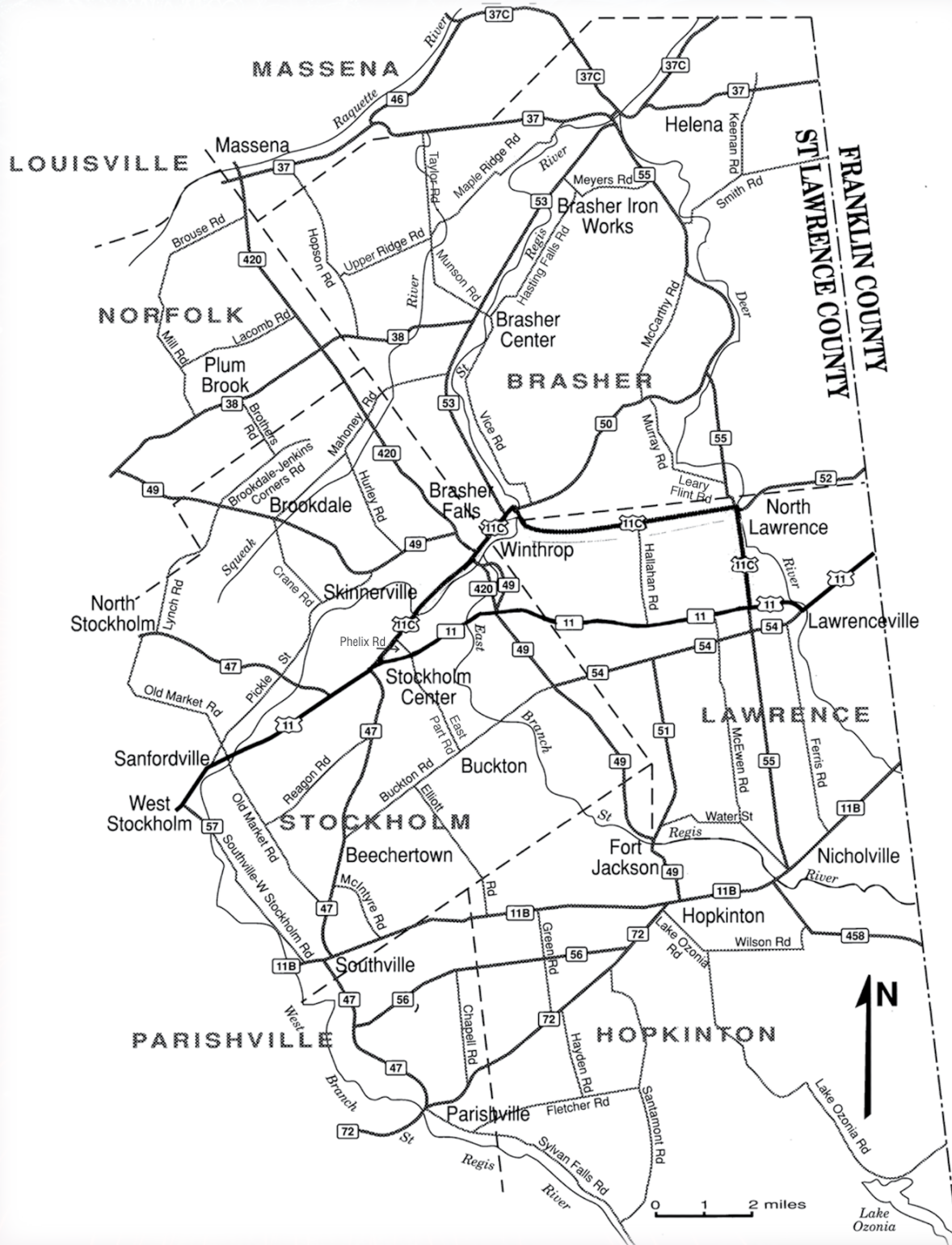
### **St. Regis Falls Central School**

P.O. Box 309  
Main Street  
St. Regis Falls, NY 12980  
Phone: (518) 856-9421

**School Calendars are available upon request at the  
Business Office / Main Office of your local school.**



# Nicholville Telephone Company Area Map





## ZIP Codes

Adams . . . . .	13605	Fineview . . . . .	13640	Norwood . . . . .	13668
Adams Center . . . . .	13606	Fishers Landing . . . . .	13641	Ogdensburg . . . . .	13669
Alexandria Bay . . . . .	13607	Fort Drum . . . . .	13603	Oswegatchie . . . . .	13670
Antwerp . . . . .	13608	Gabriels . . . . .	12939	Parishville . . . . .	13672
Balmat . . . . .	13609	Gouverneur . . . . .	13642	Paul Smith . . . . .	12970
Barnes Corners . . . . .	13610	Great Bend . . . . .	13643	Philadelphia . . . . .	13673
Belleville . . . . .	13611	Grindstone . . . . .	13624	Pierrepont Manor . . . . .	13674
Black River . . . . .	13612	Hailesboro . . . . .	13645	Plattsburgh . . . . .	12901
Bloomington . . . . .	12913	Hammond . . . . .	13646	Plessis . . . . .	13675
Bombay . . . . .	12914	Hannawa Falls . . . . .	13647	Point Vivian . . . . .	13607
Brasher Falls . . . . .	13613	Harrisville . . . . .	13648	Potsdam . . . . .	13676
Brier Hill . . . . .	13614	Helena . . . . .	13649	Potsdam	
Brownville . . . . .	13615	Henderson . . . . .	13650	(Clarkson University) . . . . .	13699
Brushton . . . . .	12916	Henderson Harbor . . . . .	13651	Pyrites . . . . .	13677
Calcium . . . . .	13616	Hermon . . . . .	13652	Raymondville . . . . .	13678
Canton . . . . .	13617	Herrings . . . . .	13653	Redwood . . . . .	13679
Cape Vincent . . . . .	13618	Heuvelton . . . . .	13654	Rensselaer Falls . . . . .	13680
Carthage . . . . .	13619	Hogansburg . . . . .	13655	Richville . . . . .	13681
Chase Mills . . . . .	13621	Hopkinton . . . . .	12965	Rodman . . . . .	13682
Chateaugay . . . . .	12920	LaFargeville . . . . .	13656	Rooseveltown . . . . .	13683
Chaumont . . . . .	13622	Lake Clear Jct. . . . .	12945	Russell . . . . .	13684
Chippewa Bay . . . . .	13623	Lake Placid . . . . .	12946	Sackets Harbor . . . . .	13685
Clayton . . . . .	13624	Lawrenceville . . . . .	12949	St. Regis Falls . . . . .	12980
Colton . . . . .	13625	Limerick . . . . .	13657	Saranac Lake . . . . .	12983
Copenhagen . . . . .	13626	Lisbon . . . . .	13658	Smithville . . . . .	13686
Cranberry Lake . . . . .	12927	Loon Lake . . . . .	12951	South Colton . . . . .	13687
Dannemora . . . . .	12929	Lorraine . . . . .	13659	South Rutland . . . . .	13688
Deer River . . . . .	13627	Lyon Mountain . . . . .	12952	Star Lake . . . . .	13690
Deferiet . . . . .	13628	Madrid . . . . .	13660	Theresa . . . . .	13691
DeKalb Junction . . . . .	13630	Malone . . . . .	12953	Thousand Island Park . . . . .	13692
Denmark . . . . .	13631	Massena . . . . .	13662	Three Mile Bay . . . . .	13693
Depauville . . . . .	13632	Moira . . . . .	12957	TupperLake . . . . .	12986
DePeyster . . . . .	13633	Mooers . . . . .	12958	Waddington . . . . .	13694
Dexter . . . . .	13634	Morristown . . . . .	13664	Wanakena . . . . .	13695
Dickinson Center . . . . .	12930	Mountain View . . . . .	12963	Watertown . . . . .	13601
Edwards . . . . .	13635	Natural Bridge . . . . .	13665	West Stockholm . . . . .	13696
Ellenburg . . . . .	12933	Newton Falls . . . . .	13666	Whippleville . . . . .	12995
Ellisburg . . . . .	13636	Nicholville . . . . .	12965	Winthrop . . . . .	13697
Evans Mills . . . . .	13637	Norfolk . . . . .	13667	Woodville . . . . .	13698
Felts Mills . . . . .	13638	North Bangor . . . . .	12966		
Fine . . . . .	13639	North Lawrence . . . . .	12967		



# Local, Town, County, State, and US Government Easy Reference Listings

## QUICK REFERENCE

### A

#### AIDS DISCRIMINATION-HUMAN

RIGHTS- ..... 1-800-523-2437 AGING OFFICE-  
(County) ..... 315-386-4730

#### ARMED FORCES-

Army ..... 315-265-6270  
Army National Guard ..... 315-393-1031  
Army Reserve-Canton ..... 315-386-8476  
Army Reserve-Massena ..... 315-769-2531  
Marine-Ogdensburg ..... 315-393-7351  
Marine-Potsdam ..... 315-265-9154  
Navy ..... 315-265-7130

### B

#### BOARD OF ELECTIONS-

County ..... 315-379-2202

#### BUILDING INSPECTOR-PERMITS-

Canton ..... 315-386-2871  
Massena ..... 315-769-6803  
Ogdensburg ..... 315-393-1935  
Oswegatchie ..... 315-344-2400

### C

#### CHILD ABUSE & MALTREATMENT

REPORTING CTR- ..... 1-800-342-3720

#### COURTS-

Canton Family ..... 315-379-2410  
Canton Town/Village ..... 315-379-9844  
Gouverneur Town ..... 315-287-4623  
Lisbon Town ..... 315-393-0489  
Louisville Town ..... 315-764-1424  
Norfolk Town ..... 315-384-4721  
Ogdensburg City ..... 315-393-3941  
Oswegatchie Town ..... 315-344-2400  
Parishville Town ..... 315-268-1722  
Pierrepont Town ..... 315-379-0415  
Potsdam Town ..... 315-265-4318  
Potsdam Village ..... 315-265-5890  
Supreme (County) ..... 315-379-0326  
Surrogate (County) ..... 315-379-2217  
Waddington Town ..... 315-388-5629

### E

#### EMPLOYMENT & TRAINING

PROGRAMS ..... 315-386-3276

#### ENERGY CONSERVATION

See PUBLIC SERVICE DEPT OF

#### CONSUMER COMPLAINTS

### F

#### FIRE PREVENTION & CONTROL

41 State Albany ..... 518-474-6746

Training - NYS ..... 607-535-7136

FOOD STAMP RECEIPT ..... 1-800-649-7565

### H

#### HEALTH & HUMAN SERVICES

Federal ..... 1-800-772-1213

Canton (State) ..... 315-386-1040

### I

#### IMMIGRATION & NATURALIZATION-

Roosevelt town ..... 315-764-0310

Ogdensburg ..... 315-393-0770

#### INTERNAL REVENUE SERVICE

See UNITED STATES GOVERNMENT

### M

#### MEDICARE

See UNITED STATES GOVERNMENT

#### MEDICARE-PART A INFORMATION

#### EMPIRE MEDICARE SERVICES

Beneficiary Use Only ..... 1-800-442-8430

#### MEDICARE-PART B INFORMATION

#### BLUE CROSS AND BLUE SHIELD OF

#### WESTERN NEW YORK INC

Beneficiary Use Only ..... 1-800-252-6550

Provider Use Only ..... 607-766-6414

Continued - From Previous Column

MENTAL HEALTH SERVICES (County) ..... 315-265-2422

#### MOTOR VEHICLE

Canton ..... 315-386-1408

Massena ..... 315-764-1727

### N

#### NEW YORK PARENT

CONNECTION ..... 1-800-345-5437

#### SEWAGE TREATMENT PLANT

4727 Route 58 Gouvernr 13642 ..... 315-287-2133

### P

#### PROBATION DEPARTMENT-

Canton ..... 315-379-2230

Gouverneur ..... 315-287-2220

Massena ..... 315-764-0441

Ogdensburg ..... 315-393-1950

Potsdam ..... 315-265-2420

#### PUBLIC SERVICE DEPT OF

#### CONSUMER COMPLAINTS

Communications Electric Gas

Water Helpline ..... 1-800-342-3377

Emergency Hotline For Gas

and Electric Refusal or Turnoff ..... 1-800-342-3355

### S

SOCIAL SERVICES (County) ..... 315-379-2111

STOP DWI PROGRAM (County) ..... 315-386-2207

#### SUICIDE PREVENTION HOTLINE

National Suicide Prevention Lifeline ..... Dial 988

### T

#### TAXES NYS

Tax Forms ..... 1-800-462-8100

Tax Information ..... 1-800-225-5829

### V

#### VETERANS SERVICE

Federal ..... 1-800-827-1000

#### VOTER INFORMATION &

REGISTRATION ..... 1-800-367-8683

### Z

ZIP CODE INFORMATION ..... 315-393-5330

## LOCAL CITY, TOWN & VILLAGE OFFICES

### B

#### BRASHER TOWN OF-

TOWN CLERK ..... 315-389-4223

CHAIRMAN OF ASSESSORS ..... 315-389-5188

TOWN GARAGE ..... 315-769-8202

SEWER TREATMENT PLANT ..... 315-389-4090

TOWN HALL ..... 315-769-5374

DOG CONTROLLER ..... 315-389-5293

### C

#### CANTON TOWN OF-

ASSESSOR 60 Main Canton 13617 ..... 315-386-2595

HISTORIAN'S OFC 60 Main Canton 13617 ..... 315-386-1633

SUPERVISOR 60 Main Canton 13617 ..... 315-386-2962

#### TOWN CLERK'S OFC

60 Main Canton 13617 ..... 315-386-3735

#### TOWN HIGHWAY DEPT

60 Main Canton 13617 ..... 315-386-8707

#### TOWN JUSTICE COURT

60 Main Canton 13617 ..... 315-379-9844

#### CANTON VILLAGE OF-

#### BUILDING/FIRE INSPECTOR

60 Main Canton 136517 315-386-2871 CLERK'S OFC 60 Main Canton

13617 ..... 315-386-2871

FIRE STA Court Canton 13617 ..... 315-386-4544

JUSTICE COURT 60 Main Canton 13617 ..... 315-379-9844

POLICE STATION 60 Main Canton 13617 ..... 315-386-4561

#### RECREATION OFC

Outer Lincoln Canton 13617 . 315-386-3992 VILLAGE BARN Lincoln

Canton 13617 ..... 315-386-8416

#### VILLAGE SUPERINTENDENT

60 Main Canton 13617 ..... 315-386-4700

#### WASTE WATER TREATMENT PLANT

125 Sullivan Dr Canton 13617 ..... 315-379-1519

WATER PLANT Lincoln Canton 13617 ..... 315-386-2936

#### WATER POLLUTION CONTROL PLT

Riverside Dr Canton 13617 ..... 315-386-8271

YOUTH CENTER 8 Judson Canton 13617 ..... 315-386-3118

#### CLARE TOWN OF-

3441 County Route 27 Rusl 13684 ..... 315-386-3084

#### CLIFTON TOWN OF-

ASSESSORS ..... 315-848-3121

HIGHWAY SUPERINTENDENT ..... 315-848-2782

HISTORIAN ..... 315-848-2900

JUSTICE ..... 315-848-5522

SUPERVISOR ..... 315-848-2915

TOWN CLERK & TAX COLLECTOR ..... 315-848-2915

#### COLTON TOWN OF-

#### TOWN GARAGE

S Colton Rd South Colton 13687 ..... 315-262-2500

#### CODE ENFORCEMENT OFFICER

Symonds Sq Colton 13625 ..... 315-262-2879

#### TOWN CLERK'S OFC

94 Main Colton 13625 ..... 315-262-2810

#### COMMUNITY CENTER

9 Sugar Bush Ln South Colton 13687 ..... 315-262-2380

#### WATER & SEWER DIST

94 Main Colton 13625 ..... 315-262-2731

Wildwood Rd Colton 13625 ..... 315-262-3175

### D

#### DeKALB TOWN OF-

ASSESSOR ..... 315-347-4477

CLERK & TAX COLLECTOR ..... 315-347-3331

CODE ENFORCEMENT OFFICER ..... 315-287-2410

DOG WARDEN ..... 315-388-7801

HIGHWAY SUPERINTENDENT ..... 315-347-3323

HISTORIAN ..... 315-347-1900

JUSTICE ..... 315-347-2071

SUPERVISOR ..... 315-347-3016

#### DEPEYSTER TOWN OF-

#### HIGHWAY DEPT

4671 Route 10 Heuvltn 13654 ..... 315-344-2463

#### TOWN HALL 4671 Route 10

Heuvltn 13654 ..... 315-344-7259

### E

#### EDWARDS TOWN OF-

TOWN BARN 6 Court Edwards 13635 ..... 315-562-3265

TOWN CLERK 116 Main Edwards 13635 ..... 315-562-3400

TOWN HALL 161 Main Edwards 13635 ..... 315-562-3704

TOWN JUSTICE 161 Main Edwards 13635 ..... 315-562-8113

### F

#### FINE TOWN OF-

ASSESSOR ..... 315-848-3304

CLERK & TAX COLLECTOR ..... 315-848-3121

HIGHWAY SUPERINTENDENT ..... 315-848-2425

HISTORIAN ..... 315-848-4538

JUSTICE ..... 315-848-3413

SUPERVISOR ..... 315-848-2425 315-848-3121

#### FOWLER TOWN OF-

TOWN CLERK Little York 13087 ..... 315-287-0045

GARAGE Little York 13087 ..... 315-287-2907

### G

#### GOUVERNEUR TOWN OF-

ASSESSOR ..... 315-287-3102

CLERK & TAX COLLECTOR ..... 315-287-2340

CODE ENFORCEMENT OFFICER ..... 315-287-2340

DOG WARDEN ..... 315-287-2340

HIGHWAY SUPERINTENDENT ..... 315-287-1940

HISTORIAN ..... 315-287-2100

JUSTICE ..... 315-287-4623

SUPERVISOR ..... 315-287-1940

#### GOUVERNEUR VILLAGE OF-

#### VILLAGE ADMINISTRATOR

33 Clinton Gouvernr 13642 ..... 315-287-1720

#### PUBLIC WORKS OFC

33 Clinton Gouvernr 13642 ..... 315-287-0110

#### MUNICIPAL LIGHTING PLANT

33 Clinton Gouvernr 13642 ..... 315-287-0110

#### RECREATION DIRECTOR

33 Clinton Gouvernr 13642 ..... 315-287-1576

#### POLICE DEPARTMENT

33 Clinton Gouvernr 13642 ..... 315-287-2121

#### FIRE DEPARTMENT NON-EMERGENCY

33 Clinton Gouvernr 13642 ..... 315-287-1537

#### VILLAGE ASSESSOR

33 Clinton Gouvernr 13642 ..... 315-287-1720

#### VILLAGE CLERK

33 Clinton Gouvernr 13642 ..... 315-287-1720

#### VILLAGE TREASURER

33 Clinton Gouvernr 13642 ..... 315-287-1720

#### VILLAGE JUSTICE

Municipal Bldg Gouvernr 13642 ..... 315-287-0805

#### FILTRATION PLANT

260 Grove Gouvernr 13642 ..... 315-287-0310

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# Local, Town, County, State, and US Government Easy Reference Listings

Continued From Previous Page

## H

<b>HAMMOND TOWN OF-</b>	
TOWN BARN	
1876 County Route 6 Hamnd 13646	315-324-5611
TOWN CLERK 17 Main Hamnd 13646	315-324-5321
TOWN HALL Main Hamnd 13646	315-324-5321
<b>HAMMOND VILLAGE OF-</b>	
CLERK & TAX COLLECTOR	315-324-6171
CODE ENFORCEMENT OFFICER	315-324-5321
MAYOR	315-324-6421
<b>HERMON TOWN OF-</b>	
TOWN BARN 103 Maple Hermon 13652	315-347-2533
TOWN OFFICES	
103 Maple Hermon 13652	315-347-3606
<b>HERMON VILLAGE OF-</b>	
103 Maple Hermon 13652	315-347-2050
CLERK & TAX COLLECTOR	315-347-2050
CODE ENFORCEMENT OFFICER	315-347-2049
HIGHWAY SUPERINTENDENT	315-347-2533
HISTORIAN	315-347-2487
MAYOR	315-347-2050
<b>HEUVELTON VILLAGE OF-</b>	
51 State Heuvtln 13654	315-344-2214
<b>HOPKINTON TOWN OF-</b>	
GARAGE Hopkinton 12965	315-328-4361
MUSEUM & LIBRARY Hopkinton 12965	315-328-4113
TOWN HALL Hopkinton 12965	315-328-9905
TOWN OFFICES Hopkinton 12965	315-328-4187

## L

<b>LAWRENCE TOWN OF-</b>	
TOWN CLERK	315-389-4487
TOWN GARAGE	315-389-4369
<b>LISBON TOWN OF-</b>	
ASSESSOR	315-393-0489
TOWN BARN	315-393-2779
TOWN BEACH	315-393-3832
TOWN BOOKKEEPER	315-393-0410
TOWN CAMPGROUND	315-393-5374
TOWN CLERK	315-393-5988
HEPBURN LIBRARY	315-393-0111
TOWN JUSTICE	315-393-0489
<b>LOUISVILLE TOWN OF-</b>	
ARENA	
Thompson Ridge Rd Masna 13662	315-769-8206
HIGHWAY DEPT Route 37 Masna 13662	315-769-5651
SUPV-ASSESSORS OFFICE	
Thompson Ridge Rd Masna 13662	315-764-7473
TOWN CLERK	
Willard Cross Rd Masna 13662	315-769-0457
TOWN COURT	
Thompson Ridge Rd Masna 13662	315-764-1424
VOLUNTEER FIRE DEPT-- Emergencies	911
All Other Calls	315-769-6329

## M

<b>MACOMB TOWN OF-</b>	
ASSESSOR	315-578-2212
CLERK & TAX COLLECTOR	315-578-2212
HIGHWAY SUPERINTENDENT	315-578-2330
JUSTICE	315-578-2212
<b>MADRID TOWN OF-</b>	
CLERK'S OFC	
3529 Route 14 Madrid 13660	315-322-5760
<b>MADRID TOWN OF-</b>	
TOWN OFC 3529 Route 14 Madrid 13660	315-322-5760
TOWN HIGHWAY	
3529 Route 14 Madrid 13660	315-322-5606
WATER & SEWER	
3529 Route 14 Madrid 13660	315-322-5606
<b>MASSENA TOWN AND VILLAGE OF-</b>	
ALCOA FIELDHOUSE	
Bishop Av Masna 13662	315-764-1562
ARENA-	
Office	315-769-3161
BUILDING INSPECTOR	
Town Hall Masna 13662	315-769-6803
COURT CLERK Town Hall Masna 13662	315-769-5431
DEPARTMENT OF PUBLIC WORKS	
85 Robinson Rd Masna 13662	315-769-6823
FIRE DEPT--	
Business Line	315-769-2380
To Report A Fire	315-769-2464
LIBRARY 41 Glenn Masna 13662	315-769-9914
MAYOR'S OFC Town Hall Masna 13662	315-769-8625
POLICE DEPT Town Hall Masna 13662	315-769-3577
REHABILITATION DIRECTOR	
Town Hall Masna 13662	315-769-6803
SEWAGE TREATMENT PLANT	
E Orvis Masna 13662	315-764-0653
SUPERINTENDENT OF PUBLIC WORKS	
85 Robinson Rd Masna 13662	315-769-8126
TAX COLLECTOR Town Hall Masna 13662	315-769-7109
TOWN BEACH	315-764-0380
TOWN CLERK Town Hall Masna 13662	315-769-5228

<b>TOWN HIGHWAY DEPT</b>	
S Racket Rd Masna 13662	315-769-7429
<b>TOWN SUPERVISOR</b>	
Town Hall Masna 13662	315-769-3588
<b>VILLAGE AND TOWN ASSESSOR</b>	
Town Hall Masna 13662	315-769-6924
VILLAGE CLERK Town Hall Masna 13662	315-769-8625
<b>VILLAGE TREASURER</b>	
Town Hall Masna 13662	315-769-7052
WATER DEPT Town Hall Masna 13662	315-769-7052
<b>WATER TREATMENT PLANT</b>	
N Main St Rd Masna 13662	315-769-3060
<b>MORRISTOWN TOWN OF-</b>	
CLERK & TAX COLLECTOR	315-375-6510
CODE ENFORCEMENT OFFICE	315-375-6510
HIGHWAY SUPERINTENDENT	315-375-6563
JUSTICES	315-375-4148
SUPERVISOR	315-375-4148
<b>MORRISTOWN VILLAGE OF-</b>	
VILLAGE CLERKS OFC	
604 Main Morstwn 13664	315-375-8822
<b>DEPT OF PUBLIC WORKS</b>	
500 Northumberland Morstwn 13664	315-375-4400
MORRISTOWN FIRE DEPT	315-375-6703

## N

<b>NORFOLK TOWN OF-</b>	
JUSTICE OFC 5 W Main Norfolk 13667	315-384-4721
ASSESSOR'S OFC 5 W Main Norfolk 13667	315-384-4701
CLERK'S OFC 5 W Main Norfolk 13667	315-384-4821
<b>CODE ENFORCEMENT OFC</b>	
5 W Main Norfolk 13667	315-384-4701
<b>HOUSING AUTHORITY</b>	
3 E High Norfolk 13667	315-384-4715
MUSEUM 39 Main Norfolk 13667	315-384-4575
POLICE DEPT 5 W Main Norfolk 13667	315-384-4200
<b>RAYMONDVILLE COMMUNITY HALL</b>	
Route 56 Raymndvle 13678	315-384-8984
<b>RECREATIONAL BLDG</b>	
Clinton Norfolk 13667	315-384-3200
<b>RECREATIONAL BLDG</b>	
5 Clinton Norfolk 13667	315-384-3200
<b>SEWAGE TREATMENT PLANT</b>	
11 River Rd Norfolk 13667	315-384-4711
TOWN BARN 5 W Main Norfolk 13667	315-384-4911
TOWN SUPERVISOR	
5 W Main Norfolk 13667	315-384-4722
<b>NORWOOD VILLAGE OF-</b>	
POLICE DEPT OFC	
1 Bernard Av Norwd 13668	315-353-2131
<b>RECREATION PAVILION</b>	
28 Maple Norwd 13668	315-353-9965
<b>SEWAGE DISPOSAL PLANT</b>	
1268 River Rd Norwd 13668	315-353-9902
VILLAGE CLERK OFC	
15 S Main Norwd 13668	315-353-2372
VILLAGE GARAGE OFC 1	
Bernard Av Norwd 13668	315-353-6667

## O

<b>OGDENSBURG CITY OF--330 Ford</b>	
BUILDING PERMITS-CODES	315-393-1935
CLERK	315-393-3540
CITY COMPTROLLER	
330 Ford Ogdnsbrg 13669	315-393-1860
COURT	315-393-3941
CITY ENGINEER	315-393-7900
MANAGER	315-393-6100
<b>ECONOMIC DEVELOPMENT ZONE</b>	
DIRECTOR	315-393-7150
FIRE CHIEF	315-393-2321
HOUSING REHABILITATION	315-393-7401
MAYOR'S OFFICE	315-393-1130
PLANNING & DEVELOPMENT	315-393-7150
<b>POOL FACILITY</b>	
Riverside Dr & Isabella Ogdnsbrg 13669	315-393-0133
PROPERTY ASSESSMENTS	315-393-4030
<b>PUBLIC WORKS DEPT-</b>	
Director 901 Champlain Ogdnsbrg 13669	315-393-2300
Office 901 Champlain Ogdnsbrg 13669	315-393-2010
Nights	315-393-1551
<b>RECREATION DIRECTOR</b>	
Community Center Ogdnsbrg 13669	315-393-1980
<b>WATER FILTRATION BASEBALL COMPLEX</b>	
Gates Ogdnsbrg 13669	315-393-6046
<b>WATER FILTRATION PLANT</b>	
Jefferson Av Ogdnsbrg 13669	315-393-0490
<b>WATER POLLUTION CONTROL PLANT</b>	
Railroad Ogdnsbrg 13669	315-393-2810
<b>OSWEGATCHIE TOWN OF-</b>	
<b>TOWN CLERK/TAX COLLECTOR</b>	
51 State Heuvtln 13654	315-344-2400
<b>TOWN BUILDING INSPECTOR</b>	
51 State Heuvtln 13654	315-344-2400
<b>TOWN HIGHWAY DEPT</b>	
Black Lake Rd Ogdnsbrg 13669	315-393-2039
TOWN ASSESSOR 51 State Heuvtln 13654	315-344-2400
TOWN JUSTICE 51 State Heuvtln 13654	315-344-7284

## P

<b>PARISHVILLE TOWN OF-</b>	
<b>TOWN CLERK'S OFC</b>	
1772 Route 72 Parshvle 13672	315-265-6180
<b>TOWN COURT &amp; ASSESSOR'S OFC</b>	
1772 Route 72 Parshvle 13672	315-268-1722
<b>SUPERVISOR'S OFC</b>	
1772 Route 72 Parshvle 13672	315-265-2131
RECREATIONAL PARK Parishville 13672	315-265-9724
<b>TOWN BARN</b>	
1714 Route 72 Parshvle 13672	315-265-6832
<b>WATER DISTRICT</b>	
1067 White Hill Rd Parshvle 13672	315-265-1865
<b>PIERCEFIELD TOWN OF-</b>	
ASSESSORS	518-359-7569
CLERK & TAX COLLECTOR	518-359-7544
CODE ENFORCEMENT OFFICER	518-359-7569
DOG WARDEN	518-359-2258
HIGHWAY SUPERINTENDENT	518-359-9660
HISTORIAN	518-359-9656
JUSTICE	518-359-7544
SUPERVISOR	518-359-3181
<b>PIERREPONT TOWN OF-</b>	
<b>HIGHWAY DEPT</b>	
864 Route 29 Pierpnt 13617	315-386-8961
<b>SUPERVISOR/JUSTICE</b>	
864 Route 68 Pierpnt 13617	315-379-0415
TOWN CLERK 864 Route 68 Pierpnt 13617	315-386-8311
<b>PITCAIRN TOWN OF-</b>	
ASSESSOR	315-543-2111
CLERK & TAX COLLECTOR	315-543-2111
CODE ENFORCEMENT OFFICER	315-287-4046
DOG WARDEN	315-287-4788
HIGHWAY SUPERINTENDENT	315-543-2111
HISTORIAN	315-543-2255
JUSTICE	315-543-2111
SUPERVISOR	315-543-2111
<b>POTSDAM TOWN OF-</b>	
<b>ASSESSOR'S OFC</b>	
35 Market Potsdam 13676	315-265-2810
<b>CODE ENFORCEMENT OFFICE</b>	
35 Market Potsdam 13676	315-265-0670
<b>SEWAGE DISPOSAL PLANT</b>	
547B Sissonville Rd Potsdam 13676	315-265-4730
<b>SUPERVISOR'S OFC</b>	
35 Market Potsdam 13676	315-265-4310
<b>TOWN BARN</b>	
19 Madrid Av Potsdam 13676	315-265-3470
<b>TOWN CLERK'S OFC</b>	
35 Market Potsdam 13676	315-265-3430
TOWN COURT	315-265-4318
<b>POTSDAM VILLAGE OF-</b>	
<b>CODE ENFORCEMENT OFFICER</b>	
Civic Ctr Potsdam 13676	315-265-7678
<b>COMMUNITY DEVELOPMENT OFC</b>	
Civic Ctr Potsdam 13676	315-265-3045
<b>HOUSING AUTHORITY</b>	
Racquette Acres Potsdam 13676	315-265-3680
LIBRARY Civic Center Potsdam 13676	315-265-7230
MAYOR Civic Ctr Potsdam 13676	315-265-7480
MUSEUM Civic Center Potsdam 13676	315-265-6910
<b>POLICE STATION</b>	
Raymond Potsdam 13676	315-265-2121
PUBLIC WORKS Cherry Potsdam 13676	315-265-4620
If No Answer	315-265-2121
<b>RECREATION DIRECTOR</b>	
Pine Potsdam 13676	315-265-4030
<b>REGISTRAR OF VITAL STATISTICS</b>	
Civic Ctr Potsdam 13676	315-265-2330
<b>REHABILITATION OFC</b>	
Civic Ctr Potsdam 13676	315-265-3045
<b>RESCUE SQUAD</b>	
20 Cottage Potsdam 13676	315-265-2121
<b>VILLAGE ADMINISTRATOR</b>	
Civic Ctr Potsdam 13676	315-265-7480
VILLAGE CLERK Civic Ctr Potsdam 13676	315-265-7480
<b>VILLAGE JUSTICE</b>	
Civic Ctr Potsdam 13676	315-265-5890
<b>SEWAGE TREATMENT PLANT</b>	
Civic Ctr Potsdam 13676	315-265-8670
<b>VILLAGE TREASURER</b>	
Civic Ctr Potsdam 13676	315-265-5770
<b>WATER TREATMENT PLANT</b>	
Raymond Potsdam 13676	315-265-7033

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# Local, Town, County, State, and US Government Easy Reference Listings

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## R

<b>RENSELAER FALLS VILLAGE OF-</b>	
ASSESSOR	315-386-2595
CLERK & TAX COLLECTOR	315-344-2386
CODE ENFORCEMENT OFFICER	315-386-2901
DOG WARDEN	315-322-8483
HISTORIAN	315-344-6691
MAYOR	315-344-7557
<b>RICHVILLE VILLAGE OF-</b>	
CLERK & TAX COLLECTOR	315-287-0965
CODE ENFORCEMENT OFFICER	315-287-2374
DOG WARDEN	315-388-7801
HISTORIAN	315-287-0182
MAYOR	315-287-1575
<b>ROSSIE TOWN OF-</b>	
ASSESSOR	315-642-0411
CODE ENFORCEMENT OFFICER	315-482-3051
DOG WARDEN	315-287-4788
HISTORIAN	315-324-5449
JUSTICE	315-324-5166
<b>RUSSELL TOWN OF-</b>	
CLERK'S OFFICE 4 Pestle Rusl 13684	315-347-2358
FAX LINE Town Hall Rusl 13684	315-347-4244
<b>RUSSELL TOWN JUSTICE</b>	
4 Pestle Rusl 13684	315-347-3802
<b>RUSSELL TOWN SUPERVISOR &amp; ASSESSOR 4 Pestle Rusl 13684</b>	
	315-347-2358

## S

<b>STOCKHOLM TOWN OF-</b>	
MUNICIPAL BLDG Winthrop 13697	315-389-5171
<b>TOWN GARAGE</b>	
Holmes Hill Winthrop 13697	315-389-4684
Dog Control	315-389-5293

## W

<b>WADDINGTON TOWN OF-</b>	
<b>TOWN CLERK'S OFC</b>	
46 Maple Wadngtn 13694	315-388-5629
<b>TOWN JUSTICE OFC</b>	
46 Maple Wadngtn 13694	315-388-5629
<b>TOWN SUPERVISOR OFC</b>	
46 Maple Wadngtn 13694	315-388-5629
<b>TOWN BARN Maple Wadngtn 13694</b>	
	315-388-7821
<b>WADDINGTON VILLAGE OF-</b>	
<b>TREASURER'S OFFICE</b>	
46 Maple Wadngtn 13694	315-388-5534
<b>WATER POLLUTION CONTROL PLANT</b>	
100 Park Ln Wadngtn 13694	315-388-4498

## COUNTY OFFICES

## S

<b>ST LAWRENCE COUNTY OF-</b>	
<b>MAIN SWITCHBOARD</b>	
48 Court Canton 13617	315-379-2000
<b>ST LAWRENCE COUNTY OF-</b>	
<b>Board Of Elections</b>	
48 Court Canton NY	315-379-2202
<b>Buildings &amp; Grounds</b>	
48 Court Canton NY	315-379-2273
<b>Central Printing &amp; Mailing</b>	
48 Court Canton NY	315-379-2201
<b>Central Services Dept 48 Court Canton NY</b>	
Data Processing Ofc	315-379-2321
Personnel Ofc	315-379-2210
Commissioner Of Jurors 48 Court Canton NY	315-379-2270
<b>(518) AREA CODE ONLY</b>	
TOLL FREE NUMBER	1-800-479-5879
<b>Community Development Program</b>	
1 Commerce Ln, Canton NY	315-386-1102
<b>Community Services Dept 80 State Hwy 310 Canton NY</b>	
<b>Administration (OAD) 80 State Hwy 310</b>	
Canton NY	315-386-2048
<b>Chemical Dependency Svcs 99 W Main</b>	
Gouverneur NY	315-287-0285
<b>Chemical Dependency Pritchard Pavilion St Lawrence</b>	
Psychiatric Center Ogdensburg NY	315-393-1164
<b>Chemical Dependency Canton</b>	
80 State Hwy 310 Canton NY	315-386-2189
<b>Chemical Dependency Potsdam</b>	
24 Leroy Potsdam NY	315-265-8132
<b>Mental Health</b>	
80 State Hwy 310 Canton NY	315-386-2167
<b>STOP-DWI</b>	
80 State Hwy 310 Canton NY	315-386-2207
<b>Drinking Driver Program</b>	
80 State Hwy 310 Canton NY	315-386-2207
<b>Traffic Safety Program</b>	
80 State Hwy 310 Canton NY	315-386-2207
<b>County Attorney</b>	
Self Insurance Ofc (Workers Comp)	315-379-2269
48 Court Canton NY	315-379-2239
<b>County Clerks Office</b>	
48 Court Canton NY	315-379-2237

County Court 48 Court Canton NY	315-379-2214
District Attorney 48 Court Canton NY	315-379-2225
<b>Emergency Services (Civil Defense &amp; Energy Information) 48 Court Canton NY</b>	
Fire Control And EMS Dispatch	315-379-2240
48 Court Canton NY	315-386-4591
<b>Fire Rescue Coordinator</b>	
48 Court Canton NY	15-379-2242
<b>Family Court 48 Court Canton NY</b>	
Forester 44 Park Canton NY	315-379-3582
<b>Highway Dep</b>	
Office (OAD) 44 Park Canton NY	315-379-1542
Shop (OAD) 44 Park Canton NY	315-379-1542
Sign Shop (OAD) 44 Park Canton NY	315-379-1542
<b>Law Library 48 Court Canton NY</b>	
Legislative Board	315-379-2279
<b>48 Court House Canton NY</b>	
Motor Vehicle Dept (OAD) Canton Office	315-379-2276
80 State Hwy 310 Canton NY	315-386-1408
<b>Gouverneur Office (OAD)</b>	
1227 U S Hwy 11 Gouverneur NY	315-287-7031
<b>Massena Office (OAD)</b>	
30 Water Massena NY	15-764-1727
<b>Ogdensburg Office (OAD)</b>	
330 Ford Ogdensburg NY	315-393-5386
<b>Office For The Aging</b>	
80 State Hwy 310 Canton NY	315-386-4730
<b>Office Of Economic Development</b>	
80 State Hwy 310 Canton NY	315-379-9806
<b>Industrial Development Agency (OAD)</b>	
80 State Hwy 310 Canton NY	315-379-9806
<b>The Workforce Investment Board (OAD)</b>	
80 State Hwy 310 Canton NY	315-379-9806
<b>One Stop Career Center</b>	
80 State Hwy 310 Canton NY	315-386-3276
<b>Planning Office 48 Court Canton NY</b>	
County Planning Board (OAD)	315-379-2292
48 Court Canton NY	315-379-2292
<b>Environmental Management Council (OAD)</b>	
48 Court Canton NY	315-379-2292
<b>Probation Department</b>	
48 Court Canton NY	315-379-2230
<b>Heritage Center</b>	
206 Ford Ogdensburg NY	15-393-1950
70 Market Potsdam NY	315-265-2420
229 Main Massena NY	315-764-0441
223 E Main Gouverneur NY	315-287-2220
<b>Public Defender 48 Court Canton NY</b>	
Public Health Department	315-379-2393
80 State Hwy 310 Canton NY	315-386-2325
<b>Healthy Living Partnership (OAD)</b>	
80 State Hwy 310 Canton NY	315-386-2325
Toll Free-Dial '1' & Then	877-239-8969
<b>HIV/STD Program (OAD)</b>	
80 State Hwy 310 Canton NY	315-386-2325
Toll Free-Dial '1' & Then	1-800-561-6057
<b>City Hall Ogdensburg NY</b>	
Town Hall Massena NY	315-393-2390
99 W. Main Street Gouverneur NY 13642	315-287-0920
Purchasing Dept 48 Court Canton NY	315-379-2207
<b>Real Property Tax Department</b>	
48 Court Canton NY	315-379-2272
<b>Sheriff's Dept/ Public Safety Bldg Canton - Road Patrol Complaints &amp; Emergencies (OAD)</b>	
48 Court Canton NY	315-379-2222
<b>Civil Dept (OAD) 48 Court Canton NY</b>	
Correctional Facility (OAD)	315-379-2221
5 Judson Canton NY	315-379-2367
<b>Detectives Division (OAD)</b>	
48 Court Canton NY	315-379-2360
<b>Juvenile Division (OAD)</b>	
48 Court Canton NY	315-379-2362
<b>Administration (OAD)</b>	
48 Court Canton NY	315-379-2365
<b>Social Services 6 Judson Canton NY</b>	
Accounting Div Judson Canton NY	315-379-2111
Volunteer Transportation	315-379-2134
6 Judson Canton NY	315-379-2127
Toll Free-Dial '1' & Then	866-778-0900
<b>Food Stamp Div 6 Judson Canton NY</b>	
Toll Free-Dial '1' & Then	1-800-649-7565
<b>Support Collection Unit 6 Judson Canton NY</b>	
Children's Services Adoption	315-379-2348
Unit 6 Judson Canton NY	315-379-2348
Children's Services Intake	315-379-2348
6 Judson Canton NY	315-379-2348
Toll Free-Dial '1' & Then	866-778-1200
<b>Medicaid Unit 6 Judson Canton NY</b>	
44 Park Canton NY	315-379-2179
<b>Solid Waste Department</b>	
44 Park Canton NY	315-379-9084
<b>Solid Waste Gouverneur Transfer Station</b>	
Route 11 Gouverneur NY	315-287-0919
<b>Solid Waste Massena Transfer Station</b>	
Route 420 Massena NY	315-764-7312
<b>Solid Waste Ogdensburg Transfer Station</b>	
Wagner Rd Ogdensburg NY	315-393-7501
<b>Solid Waste Star Lake Transfer Station</b>	
Route 3 Star Lake NY	315-848-3589
<b>Supreme &amp; County Court Clerk's Office</b>	
48 Court Canton NY	315-379-2219
<b>Supreme Court 48 Court Canton NY</b>	
	315-379-0326

Surrogate Court 48 Court Canton NY	315-379-2217
Treasurer's Office 48 Court Canton NY	315-379-2234
<b>Veterans Services</b>	
80 State Hwy 310 Canton NY	15-386-4754
<b>Weights &amp; Measures</b>	
44 Park Canton NY	315-379-9734
<b>Youth Department</b>	
80 State Hwy 310 Canton NY	315-379-9464

## NEW YORK STATE STATE OFFICES

### A

<b>ADVOCATE FOR THE DISABLED OFC OF</b>	
Toll Free-Dial '1' & Then	1-800-522-4369
<b>AIDS DISCRIMINATION-HUMAN RIGHTS</b>	
DIV OF 55 W 125 Manhattan 10027	
Toll Free-Dial '1' & Then	1-800-523-2437

### B

<b>BLIND &amp; VISUALLY HANDICAPPED COMMISSION FOR</b>	
333 E Washington Syracuse 13202	866-871-3000
Hearing Impaired TDD Device Only	866-871-6000
<b>BUSINESS PERMITS &amp; REGULATORY ASSISTANCE OFFICE OF</b>	
Governor A E Smith Office Bldg Albany 12225	
Toll Free-Dial '1' & Then	1-800-342-3464

### C

<b>COMMISSION FOR THE BLIND &amp; VISUALLY HANDICAPPED</b>	
333 E Washington Syracuse 13202	866-871-3000
Hearing Impaired TDD Only	866-871-6000
<b>CONSUMER PROTECTION BOARD</b>	
5 Empire State Plaza Albany 12223- 1556	
Consumer Information & Complaints	
Toll Free-Dial '1' & Then	1-800-697-1220

### D

<b>DEPARTMENT OF ECONOMIC DEVELOPMENT</b>	
<b>Bridge &amp; Port Authority Bldg</b>	
Ogdnsbrg 13669	315-393-4080
<b>DEPT OF TRANSPORTATION</b>	
Colton Rd Postdam 13676	315-265-2320
38 Country Club Rd Gouvernr 13642	315-287-3541
2317 Greene Ogdnsbrg 13669	315-393-4430
Massena Center Rd Masna 13662	315-769-3768

### E

<b>ENVIRONMENTAL CONSERVATION DEPARTMENT OF</b>	
<b>Potsdam Sub-Office 6739 Route 11 Potsdm 13676</b>	
Call	315-265-3090
<b>Oil Spill Or Hazardous Material Spill (24 Hour Hotline)</b>	
Toll Free-Dial '1' & Then	1-800-457-7362
<b>Brasher Shop And Field Headquarters</b>	
Cranberry Lake Public Campground	315-848-2315
<b>Environmental Conservation Police To Report Violations Or Emergencies (24 Hour)</b>	
Toll Free-Dial '1' & Then	877-457-5680
<b>Environmental Cons Officer</b>	
Environmental Cons Officer	315-322-5106
Environmental Cons Officer	315-344-7162
Environmental Cons Officer	315-344-7340
Environmental Cons Officer	315-375-6684
Forest Ranger	315-328-4700
Forest Ranger	315-328-6701
Forest Ranger	315-848-3370
Trout Lake Field Headquarters	315-562-3375
<b>Turn In Poachers &amp; Polluters Program</b>	
Toll Free-Dial '1' & Then	1-800-847-7332
Wilson Hill Wildlife Mgmt	315-769-3396
<b>ETHICS COMMISSION</b>	
Toll Free-Dial '1' & Then	1-800-873-8442

Continued - See Next Page



# Local, Town, County, State, and US Government Easy Reference Listings

Continued From Previous Page

**G**  
**GOUVERNEUR CORRECTIONAL FACILITY**  
 Scotch Settlement Rd Gouvernr 13642 ..... 315-287-7351

**H**  
**HEALTH DEPT DIST OFC**  
 58 Gouverneur Canton 13617 ..... 315-386-1040

**I**  
**INSURANCE DEPARTMENT CONSUMER SVCS BUREAU**  
 Agency Bldg 1 Empire State Plz Albany 12223  
 Toll Free-Dial '1' & Then ..... 1-800-342-3736

**L**  
**LABOR DEPARTMENT—**  
 Community Svc Center  
 35 Glenn Masna 13662 ..... 315-769-3596  
 Community Svce Ctr  
 Ogdensburg Mall Ogdnsbrg 13669 ..... 315-393-4600  
 UI Fraud Investigations  
 State Ofc Bldg Utica 13501 ..... 315-793-2300

**LEGISLATIVE BILL DRAFTING COMMISSION HOTLINE**  
 Toll Free-Dial '1' & Then ..... 1-800-342-9860  
**LEGISLATIVE RETRIEVAL SYSTEM**  
 Toll Free-Dial '1' & Then ..... 1-800-356-6566  
**LOTTERY DIV OF THE—**  
 Information/Winning Numbers  
 1 Broadway Ctr Schenectady 12305 ..... 518-388-3300  
 Lottery Sales Ofc  
 Deys Centennial Blvd Syracuse ..... 315-448-4300

**M**  
**MILITARY & NAVAL AFFAIRS DIV OF**  
 225 Elizabeth St—  
 Superintendent ..... 315-393-1031  
 Det 2 Co B 2 Bn 108 IN ..... 315-393-0750  
 Recruiting & Retention ..... 315-393-9226

**O**  
**OFFICE OF MENTAL RETARDATION & DEVELOPMENTAL DISABILITIES—**  
 Sunmount Developmental Disabilities—  
 Services Office-Information  
 24 Hours/Day ..... 518-359-3311  
 Local County Services Office  
 Seacom Plz Potsdam 13676 ..... 315-265-3047

**P**  
**POWER AUTHORITY**  
 830 Barnhart Island Rd Masna 13662 ..... 315-764-0226

**PUBLIC SERVICE DEPT OF AGENCY**  
 Bldg 3 Empire State Plz Albany—  
 Consumer Complaints—  
 Communications Electric Gas Water Helpline  
 Toll Free-Dial '1' & Then ..... 1-800-342-3377  
 Emergency Hotline For Gas & Electric  
 Refusal Or Turn Off  
 Toll Free-Dial '1' & Then ..... 1-800-342-3355

**S**  
**SENATOR PATTY RITCHIE**  
 Dulles State Office Bldg. Room 418  
 Watertown, NY ..... 315-782-3418

**SOCIAL SVCS DEPT OF—**  
 Child Abuse & Maltreatment Reporting  
 Center 40 N Pearl Albany 12207  
 Toll Free-Dial '1' & Then ..... 1-800-342-3720  
 Hearing Impaired  
 40 N Pearl Albany 12207  
 Toll Free-Dial '1' & Then ..... 1-800-638-5163  
 New York Parent Connection  
 Toll Free-Dial '1' & Then ..... 1-800-345-5437

**STATE DEPT OF—**  
 Secretary Of State  
 41 State Albany 12207 ..... 518-474-0050

**Code Enforcement & Administration**  
 516 Jay Ogdnsbrg 13669 ..... 315-394-6289

**Fire Prevention & Control**  
 41 State Albany 12207 ..... 518-474-6746  
 Training-NYS Academy Of Fire  
 Science Montour Falls ..... 607-535-7136

**Licensing Services**  
 84 Holland Av Albany 12208 ..... 518-474-4429  
 Regional Affairs Office  
 One Broad Plattsburgh 12901 ..... 518-562-3640

**STATE POLICE—**  
 Canton/Potsdam/Ogdensburg ..... 315-379-0012  
 Gouverneur ..... 315-379-0012  
 Massena ..... 315-379-0012  
 Nicholville ..... 315-379-0012  
 Winthrop ..... 315-379-0012

**T**  
**TAXATION & FINANCE DEPT OF**  
 207 Genesee St Utica—  
 Tax Information  
 Toll Free-Dial '1' & Then ..... 1-800-225-5829  
 Tax Forms  
 Toll Free-Dial '1' & Then ..... 1-800-462-8100  
 Income Tax Refunds  
 Toll Free-Dial '1' & Then ..... 1-800-443-3200  
 Estate Tax  
 Toll Free-Dial '1' & Then ..... 1-800-641-0004

**V**  
**VOTER INFORMATION & REGISTRATION**  
 CONTACT YOUR COUNTY BOARD OF ELECTIONS OR CALL  
 ConCourse Capnet Albany 12223  
 Toll Free-Dial '1' & Then ..... 1-800-367-8683

**W**  
**WORKERS' COMPENSATION BOARD** ..... 866-681-5354

**U.S. OFFICES  
 UNITED STATES GOVERNMENT**

**A**  
**AGRICULTURE DEPT OF—**  
 Agricultural Stabilization & Conservation  
 Svce Commerce Ln Canton 13617 ..... 315-386-2401  
 Natural Resources Conservation Svce  
 3 Commerce Ln Canton 13617 ..... 315-386-2975

**ARMY DEPT OF THE—**  
 Recruiting Ofc—  
 Potsdam 63 Market 13676 ..... 315-265-6270

**D**  
**DEPARTMENT OF AGRICULTURE RURAL DEVELOPMENT**  
 3 Commerce Ln Canton 13617 ..... 315-379-0850

**E**  
**ENERGY DEPT OF—**  
 Inspector General Hotline And  
 Environmental Hotline ..... 202 586-4073  
 Or  
 Toll Free-Dial '1' & Then ..... 1-800-541-1625

**G**  
**GENERAL SERVICE ADMINISTRATION—**  
 Public Buildings Service  
 127 N Water Ogdnsbrg 13669 ..... 315-393-2621  
**GEOLOGICAL SURVEY**  
 9 Depot Potsdam 13676 ..... 315-265-4410

**H**  
**HEALTH & HUMAN SVCS DEPT OF**  
 Social Security Administration  
 General Information & Services  
 Toll Free-Dial '1' & Then ..... 1-800-772-1213  
 TTY-For Hearing Impaired  
 818 Commerce Park Dr Ogdnsbrg 13669 ..... 315-394-1210  
 Or Call ..... 315-393-1417

**I**  
**INTERNAL REVENUE SERVICE**  
 37 Water Massena—  
 Federal Tax Forms and Publications Only  
 Toll Free-Dial '1' & Then ..... 1-800-829-3676  
 Tax Bill And Notices And Refund Information  
 Toll Free-Dial '1' & Then ..... 1-800-829-1040  
 Problem Resolution Officer  
 Toll Free-Dial '1' & Then ..... 1-800-829-1040  
 Taxpayer Education Coordinator  
 Toll Free-Dial '1' & Then ..... 1-800-829-1040  
 Tele-Tax  
 Toll Free-Dial '1' & Then ..... 1-800-829-4477  
 TV/Tele-TTY (For The Hearing Impaired)  
 Toll Free-Dial '1' & Then ..... 1-800-829-4059

**M**  
**MARINE CORP**  
 Recruiting Station  
 63 Market Potsdam 13676 ..... 315-265-9154

**MEDICARE PART A INFORMATION**  
 Empire Medicare Services  
 400 S Salina Syracuse  
 Beneficiary Use Only  
 Toll Free-Dial '1' & Then ..... 1-800-442-8430

**MEDICARE PART B INFORMATION**  
 Blue Cross and Blue Shield Of Western New York Inc  
 Beneficiary Use Only  
 Toll Free-Dial '1' & Then ..... 1-800-252-6550  
 Provider Use Only ..... 607-766-6414

**N**  
**NAVY DEPT OF THE**  
 Recruiting Sta  
 Potsdam 63 Market 13676 ..... 315-265-0639

**P**  
**POST OFFICE**  
 General Information and Services  
 Zip Codes, Postage Rates, Locations and Hours,  
 Change of Address, Redelivery, Vacation Hold Mail,  
 Service Issues and Consumer Affairs,  
 www.usps.com or call Toll Free ..... 1-800-275-8777  
 TTY-Hearing Impaired Only ..... 877-889-2475  
 Express Mail Tracking, International Inquiries and  
 Claim Status, Signature And Delivery Confirmation  
 Call ..... 1-800-222-1811  
 Stamps by Phone ..... 1-800-STAMP24

**S**  
**SAINT LAWRENCE SEAWAY DEVELOPMENT CORP**  
 General Information  
 Andrews Masna 13662 ..... 315-764-3200  
 Vessel Arrivals Eisenhower Lock  
 Andrews Masna 13662 ..... 315-769-2422  
**SOIL CONSERVATION SVCE**  
 Univrsty Shopng Ctr Canton 13617 ..... 315-386-2975  
**SUICIDE PREVENTION HOTLINE**  
 National Suicide Prevention Lifeline ..... Dial 988  
**SUPPLEMENTAL SECURITY INCOME FOR THE AGED  
 BLIND & DISABLED**  
 SEE HEALTH & HUMAN SVCS DEPT OF

**U**  
**U S BORDER PATROL**  
 127 N Water Ogdensburg 13669 ..... 315-393-1150  
**U S CUSTOMS Roosevelttown Bldg Bridge**  
 Roosevelttown 13683 ..... 315-769-3091  
**U S ENVIRONMENTAL PROTECTION AGENCY**  
 Criminal Investigation Div ..... 202-564-2490  
**U.S. HOUSE OF REPRESENTATIVES**  
 Congresswoman Elise Stefanik (R-NY-21) ..... 202-225-4611  
**U S IMMIGRATION & NATURALIZATION**  
 SVCE Roosevelttown 13683 ..... 315-764-0310  
**UNITED STATES ARMY RESERVE**  
 CENTER 45 W Main Canton 13617 ..... 315-386-8476  
**UNITED STATES CUSTOMS**  
 Collector's Ofc  
 127 N Water Ogdensburg 13669 ..... 315-393-0660  
 Ogdensburg Bridg Ofc ..... 315-393-1390  
**UNITED STATES IMMIGRATION OFC**  
 Ogdensburg Bridg Approach Ogdensburg 13669 ..... 315-393-0770  
**UNITED STATES SENATE**  
 Senator Kirsten Gillibrand ..... 202-224-4451  
 Senator Charles Schumer ..... 202-224-6542

**V**  
**VETERANS AFFAIRS DEPT OF**  
 111 West Huron Buffalo  
 General Benefits Information  
 Toll Free-Dial '1' & Then ..... 1-800-827-1000  
**TDD**  
 Toll Free-Dial '1' & Then ..... 1-800-829-4833