

emergency numbers

Write in additional numbers you will need in case of emergency.

Voice and TTY dial:

911

| | | | |
|-----------------------------|---|---|---|
| fire |  | | |
| police |  | | |
| ambulance |  | TTY: dial 711 when 911 is busy or does not answer. VOICE: If a number is busy or does not answer dial "0" (Operator) and ask for help. | |
| state police |  | | 518-843-3210 |
| | | Hearing Impaired (TTY) | 1-800-342-4357 |
| sheriff |  | | |
| doctor |  | office _____ home _____ | |
| rabies information helpline | | Schenectady County Montgomery County | Business Hours 518-386-2818 518-853-3531 After-Hours 518-437-7878 518-853-3531 |
| | | Federal Bureau of Investigation | Albany 518-465-7551 |
| | | Poison Control Center: | 1 800 222-1222 |
| | | Child Abuse and Maltreatment Reporting Center: | 1 800 342-3720 |
| | | Domestic Violence Hotline | 1-800-942-6906 |
| | | U. S. Secret Service: | Albany 518-436-9600 |

WARNING: It is a crime under both Federal and New York law to make a telephone call for annoying or harassing purposes or, in the case of the Federal law, to knowingly permit a telephone under one's control to be used for such purposes. This includes calls in which the caller remains silent, as well as those in which the offender is threatening or obscene. The penalty under the State law can be imprisonment for one year and a \$1,000 fine and, under the Federal law, imprisonment for six months and a \$500 fine.

CUSTOMER PROVIDED EQUIPMENT is any equipment, apparatus, device or system owned or leased by a customer and not owned by or under maintenance contract with this Telephone Company. Equipment provided by a customer may be used with the Company's facilities if such use complies with Company tariffs and such equipment complies with Federal Communications Commission and Public Service Commission guidelines. You are responsible for all maintenance and repair of customer provided equipment.

Customers without wire maintenance will be charged, at tariff rates, when a service difficulty or trouble report is caused by customer provided equipment. If you do not subscribe to wire maintenance you should always check your equipment before reporting trouble to the Company.

Further details, including options to purchase in place equipment and wiring and costs of various equipment available for sale by the PATTERSONVILLE TELEPHONE COMPANY, can be obtained by calling our business office at 518-887-2121.

GENERAL INFORMATION

ROTTERDAM JUNCTION PATTERSONVILLE-HOFFMANS TELEPHONE DIRECTORY

Pattersonville Telephone Company
Rotterdam Junction, New York 12150

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paying by mail:

Please use the return envelope provided and include the remittance page to insure proper credit to your account. Please write your telephone number on the check. Make checks payable to Pattersonville Telephone Company and mail to PO Box 240 Rotterdam Junction, New York 12150.

paying in person:

Please bring the entire bill and remittance page to our Business Office in Rotterdam Junction. A night depository is provided for after hour use.

directory accuracy:

To insure accuracy, we have carefully checked the listings in this directory. Should errors or omissions occur, the Telephone Company assumes no liability for losses claimed to result. Should you detect an error, please report it to our office at once so our records may be changed, thereby assuring a correct future directory.

business office:

Our service representative will help you with orders for new or additional service, billing matters, rates, listings in the directory or Yellow Pages advertising, or other matters about telephone service you may desire. Our Business Office telephone number is 518-887-2121. The Business Office is open from 9:00 to 4:30 Monday through Friday (closed Saturdays, Sundays and Holidays).

about your bill:

Bills are rendered as of the first of the month and are due when received. Charges for local service and equipment are billed one month in advance. Long distance calls and installation charges are billed after the fact. A customer is considered delinquent in payment 25 days after the bill date. If you can't pay your bill by the date it is due, call the Business Office so we can help with payment arrangements.

returned check charge:

A charge of \$20.00, as provided under tariff, will be due for each check that is returned to Pattersonville Telephone Company by the bank for any reason.

long distance carrier change charge:

A charge of \$5.50, as provided under tariff, will be due each time you change your long distance carrier.

late payment charge:

A charge at the rate of 1 1/2% per month will apply to all amounts previously billed and remaining unpaid 25 days after the bill date, excluding one month's local service charges.

third party notice:

If your telephone bill is not paid during periods of illness or a lengthy time away from home, your telephone service could be disconnected for nonpayment. You can name a third person to be notified before your service is cut off. This person would not be responsible for paying the bill, but could advise us of the situation and prevent service from being temporarily disconnected. If you would like to name such a person, contact our Business Office.

repair service:

To report your telephone or Internet out of order from all 518-887 numbers:

During Business Hours.....518-887-2121

After Hours and Holidays518-887-2121

Repair centers answer calls 24 hours a day but repair visits are generally scheduled during normal working hours only. We make every effort to respond to an emergency situation but cannot respond to non-emergency outages after hours or on holidays.

When you are unable to use your local service for 24 hours or more, you will be given an adjustment on your local service. The 24 hour period begins when you report the problem to repair service, but does not apply for trouble caused by customer provided equipment or with service provided by another company.

900 pay-per-call billing rights:

You have 60 days from the receipt of your bill to dispute 900 calls appearing on that bill. You may withhold payment of disputed 900 charges and no collection activity, **for the disputed 900 charges only**, will occur while the calls are being investigated. If the charges are found to be correct, the long distance carrier or 900 service provider may begin collection proceedings against you and may block your access to 900 dialing. We will not disconnect your local or long distance service for non-payment of 900 charges.

**WE OFFER VOLUNTARY BLOCKING OF 900 ACCESS
AT NO CHARGE.**

GENERAL INFORMATION

telephone complaints:

If you are dissatisfied with our service, please ask to speak to a supervisor or manager.

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

electric, gas & private water company complaints:

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

emergency number for the refusal or improper disconnection of electric or gas service:

1-800-342-3355

telephone solicitation calls:

When you receive a telephone sales call:

1. Find out who is calling.
2. If you think you may be interested but want to know more, ask the caller to mail information about the offer.
3. If you are not interested, just cut in and say so.
4. If you don't want to get another call from that company, ask the person to take your name off the company's list.

The National Do Not Call Registry does not prevent calls:

- from organizations with which you have established a business relationship
- for which you have given prior written consent
- from or on behalf of tax-exempt non-profit organizations

You can register your residential and wireless telephone numbers for free and they will remain on the list until you remove them. To register by telephone call 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by internet at www.donotcall.gov. It may take up to 3 months for the registry to go into effect.

NEW YORK RELAY SERVICE:

This service relays calls between a person using a TDD and any other telephone user within the state. The service also works in reverse, allowing a person with a telephone to call a TDD user. Specially trained personnel are available 24 hours a day, seven days a week, to relay calls. There is no extra charge to use the service.

1. To Place a call:

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

2. General Inquiries:

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

Other than standard long distance rates or local telephone company rates, there are no additional charges for the use of this service. Long Distance calls will be billed by Sprint, however you may request other carriers to complete the long distance portion of the call.

lifeline discount program:

This program can provide discounts on monthly telephone rates. In order to qualify for the federal program you must certify and provide documentation you are a recipient of benefits from at least one of the following programs: Medicaid (MA), Supplemental Security Income (SSI), Veterans Surviving Spouse Pension, Supplemental Nutrition Assistance Program (SNAP), Federal Public Housing Assistance or Veterans Disabilities Pension. You also qualify if you are not receiving assistance for any of these programs but meet eligibility requirements of 135% of the Federal Poverty Guidelines (FGP). If you do not qualify for the federal program, you may qualify for the New York State lifeline discount if you are a recipient of benefits from one of the following programs: National School Lunch, Low Income Home Energy Assistance (LIHEAP) or Temporary Assistance for Needy Families (TANF). Certification and documentation are also required under the New York State program. Call us at 518-887-2121 for more details.

directory assistance:

For numbers within the 518, 838 area, dial:

518-555-1212 Or 838-555-1212

A \$1.96 charge will apply.

For numbers outside the 518, 838 area, dial:

1 + Area Code + 555-1212

An interexchange Carrier charge may apply for these calls.

For the telephone numbers of businesses and people who have "800" numbers, dial:

1 + 800 + 555-1212

telephone safety:

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

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

GENERAL INFORMATION

advance payments

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

Deposits-Residential Customers deposits are not required from

- Persons who receive Supplemental Security Income, Medicaid, Home Relief or Aid for Families with Dependent Children.
- Persons 62 years of age or older, unless service was turned off within the last six months because of non-payment.

a deposit may be required

- If you have had service terminated or your account cancelled within the last six months because of non-payment.
- If you have failed to pay two bills in a row and have not made partial payment of at least half the total amount owed by the due date of the second bill.
- If you are a seasonal or short-term customer.

The amount of the deposit, if required, is based on estimated usage for two months of service. If actual usage runs significantly below the estimate, the excess will be refunded.

vacation savings

If you are going to be gone for two months or more, call our Business Office to have your phone temporarily suspended. The temporary suspension charge may be lower than your regular monthly rate and may save you money.

you are responsible for all calls made from your phone

Be careful about letting others use your phone unless you're sure they won't abuse the privilege.

providing your own equipment

When you supply your own telephone or other terminal equipment, you are responsible for its proper connection, maintenance and repair.

To have us install or move your jacks call us at 518-887-2121 to schedule an appointment.

wire maintenance

You are responsible for maintaining your inside wire unless you subscribe to wire maintenance. With wire maintenance, if you have a problem, all you need to do is give us a call. If the problem is in your wire or rented phone we will fix it. If the phone is the problem we will provide you with a loaner phone for 30 days allowing you to get your phone fixed. For more information call us at 518-887-2121.

renting a phone

Rent a telephone and leave the hassle of whether it works or not to us. We will be responsible for maintenance and repair. We have quality sets in desk and wall models. Call us at 518-887-2121.

Residential charges to install or change your service

record order charge **\$6.00**

This charge applies for work in recording and processing changes in customer records.

service charge **\$16.00**

This charge covers work performed for services or changes in service when no premises visit is required.

premises visit charge **\$26.00**

This charge covers work performed for services or changes in service when a premises visit is required.

line charge - per line **\$39.00**

This charge applies for work done in the central office to connect each line or mileage circuit.

Residential charges to install or change inside wiring, jacks and Internet.

These charges are optional as anyone of your choice can provide these services

premises visit charge **\$30.00**

This charge applies any time we go to the customer's premises.

jack installation **\$20.00**

includes wiring and jack (premise charge additional)

SAVE MONEY BY HAVING ALL INSTALLATION WORK DONE AT THE SAME TIME

Prices subject to change.

ENHANCED SERVICES

GET A 20% DISCOUNT IF YOU HAVE MORE THAN ONE OF THE FOLLOWING FEATURES.
For more information call us at 518-887-2121.

CALLER NAME & ID \$5.75 Res / Bus
Know who is calling before you answer the phone by getting the name and number of your caller on a Caller ID box. Now works with the optional call waiting feature.

CALL WAITING \$4.89 Res / \$11.26 Bus
Call Waiting gives you peace of mind that you or anyone else can talk on the phone as long as they want and not miss an important call. You may not want all your calls interrupted, so we have included a cancel feature with Call Waiting. See page 6 for instructions.

**CALLER ID W/ CALL WAITING
\$8.51 Res / \$13.61 Bus**
(The above rates include the 20% discount.)
If you have Caller ID the waiting calls ID will show on your Caller ID Box.

**ANONYMOUS CALL REJECTION
\$1.32 with Call ID or \$3.97 without Call ID Res / Bus**
Anonymous Call Rejection lets you reject callers that have blocked their name and phone number from Caller ID display units. If your Anonymous Call Rejection is turned on and you receive a blocked call, your phone will not ring and the calling name and number will not appear on your Caller ID display unit. The caller will hear an announcement that you are not accepting blocked calls. Callers with blocked numbers must dial *82 before placing a call to allow their name and number to display if they wish to place this call. To deactivate Anonymous Call Rejection dial *87 and to reactivate dial *77.
(NO DISCOUNT)

**VOICE MAIL \$4.85 Res / \$7.75 Bus
FREE FOR INTERNET CUSTOMERS**
Our voicemail system will answer your phone whether you are out, already on the phone, online, or have better things to do. You are alerted that the voicemail has taken a call by a stutter dial tone when you pick up your handset. You can then immediately access your messages on line.
CALL US AT 518-887-2121 for more information.

CALL RETURN \$3.18 Res / \$4.94 Bus
This feature allows you to return the call you just missed. This low monthly rate allows you to use this feature whenever you feel it is necessary. Give yourself peace of mind knowing you don't have to run.... or stop what you are doing. Use it in conjunction with Caller Name & ID and you'll know whose call you're returning. *69 activates the Call Return, *86 deactivates the call return after you have used *69.

REPEAT DIALING \$3.18 Res / \$4.94 Bus
Next time you are getting a constant busy signal let someone else do the work. With this feature your phone will continue to try to reach the party for 30 minutes. Great for the next time you're ordering pizza on Friday or trying to get through to a friend. If the call gets through it will ring back to your phone with a distinctive ring so that you know what call you have. *66 activates the Repeat Dialing, *86 deactivates the repeat dialing after you have started it.

DISTINCTIVE RING \$6.47 Res / Bus
Your single party line can have up to two additional telephone numbers. Each number will have its own ring enabling you to know which number was called. You can assign a distinct number to your children or home business.

CALL TRANSFER \$1.52 Res / \$3.80 Bus
Call Transfer allows you to leave a Three-Way Call and not disconnect the other callers. Normally when you activate a Three-Way Call and then hang up the other two parties are disconnected.

**SPEED CALLING
\$4.00 or \$6.38 Res / \$6.00 or \$9.38 Bus**
With Speed Calling you can dial 8 or 30 (depending on the plan you choose) frequently used or emergency numbers by pressing only a couple of digits. This makes dialing easier in an emergency as well as for everyday usage.

INTERCOM CALLING \$1.52 Res / \$3.13 Bus
Now instead of yelling upstairs or out to the garage you can call an extension with this feature.

Prices subject to change.

ENHANCED SERVICES & INSTRUCTIONS

CALL TRACE \$2.12 Res / Bus (Each trace)

Call trace records the last number that called you if you dial *57 before another call is received. Stay on the line after you dial *57. You will get a confirmation tone that your number, the caller's number and the time of day were successfully recorded. We cannot give you the caller's number when you use call trace, this information can only be provided to the police. Contact the business office for further information. This feature is billed on a per use basis. You will receive a fast busy tone if the trace was unsuccessful. You will be charged only for recorded traces even if you decide not to have the call investigated further. (No Discount)

CALL ORIGATION \$2.50 Res / \$6.00 Bus

This feature allows you to have a telephone number programmed so that if something happens and you cannot dial, knocking the receiver off the hook will cause your phone to automatically dial the programmed number.

TOLL/CODE RESTRICTION

\$3.75 Res / \$7.50 Bus

This feature allows the telephone company to block calls to certain customer specific telephone numbers either within or outside the local calling area.

THREE-WAY CALLING \$.0 Res / \$6.00 Bus

Included in Residential Basic Service

Three-Way Calling allows you to have a conference call using your phone, without Operator assistance.

CALL FORWARD VARIABLE

\$.0 Res / \$6.00 Bus

Included in Residential Basic Service

If you ever stay at home just to wait for an important call, Call Forwarding is for you.

Call Forwarding means that your phone can be answered anywhere. An unanswered call can mean no one is home, Call Forwarding allows you peace of mind when away.

REMOTE CALL FORWARDING

This service allows you to have a directory number forwarded to another phone number automatically. This can be useful if you have just moved or want to extend your business coverage without building a branch office. When the local call is placed, it is instantly forwarded to you at your new home or office

INTERNATIONAL CALL

BLOCK

NO CHARGE

This feature blocks calls made to international locations dialed using the prefix 011.

FULL BLOCKING

NO CHARGE

This feature Blocks outgoing call to "pay per call" 518-976, 838-976 and Area Codes 900 & 700.

PER CALL BLOCKING

NO CHARGE

This feature on a per call basis prevents your name and number from being displayed on the CALL ID box of the person you are calling. To activate this feature dial *67 before placing your call. This feature also prevents the called party from using Call Return (69) to call you back automatically from that one call. This feature will not work on calls placed to 911, 800, 888, 877, 866, 855 and 900 numbers. There is a \$5.00 charge to change this option.

ALL CALL BLOCKING

NO CHARGE

This feature prevents your name and number from appearing on the CALL ID box of the person you are calling on every call except 911, 800, 888, 877, 866, 855 and 900. If you want your number to be displayed, you must dial *82 to "turn off" All-Call Blocking before you make your call. There is a \$5.00 charge to change this option.

CALL WAITING

Informs you that another party is trying to call you while you are engaged in a telephone conversation with a beep tone.

1. If you hear the beep tone and want to end the original conversation hang up and the phone will ring with the second party.
2. To put the first party on hold to answer the second call depress & release the switchhook quickly. To alternate between parties, depress and release the switchhook once for each transfer. Each conversation is completely private.
3. To end a call at anytime just have the person hang up and transfer like you normally would.

CANCEL CALL WAITING

Allows you to take Call Waiting off before or during an important call.

1. Before making the phone call simply dial *70, wait for dial tone, then dial the number you wish to call.
2. If you are in the middle of a call, depress the switchhook, putting the party on hold, dial *70. You will hear confirmation tone and the party that you put on hold will come back on the line.
3. Call Waiting is automatically reactivated in both scenarios when you hang up the receiver.

Prices subject to change.

ENHANCED SERVICES & INSTRUCTIONS

SPEED CALLING

Speed Calling lets you store 8 or 30 frequently called numbers and place such calls by dialing a one digit code.

1. To enter a Speed Calling code, dial *74 (*75 for speed call 30).
2. When you hear dial tone, dial an available code number from 2-9 (21-49 for speed call 30).
3. Dial the directory number to be stored that corresponds to the code number selected in step 2 and wait for a 3 beep confirmation tone, then hang up. If you are entering a long distance number which is outside the 518 or 838 area code, enter 1 and the directory number so the whole number will be dialed.
4. Repeat steps 1 through 3 for each number to be stored, using a different code number each time. If you wish to replace a previously stored number with a new one, repeat steps 1 through 3.

To use a Speed Calling code that you have programmed for your telephone, press the selected code number.

INTERCOM CALLING

To use the intercom feature simply use one telephone to call your directory number. Hang up and allow your extension telephone to ring. When someone has picked up the extension (the ringing has stopped), pick up your phone again and you will be connected to that person.

THREE-WAY CALLING

Allows you to add a third party to a previously established connection.

1. To make the second call, depress and release the switchhook to put the original party on hold. Listen for three bursts of dial tone followed by a normal dial tone.
2. When you hear the dial tone, dial the number of the third party. You can talk privately with this party. To establish the conference call, depress and release the switchhook. (If the third party you call does not answer or the line is busy, depress and release the switchhook and you are reconnected to your original party.)
3. All parties are disconnected when the originating party hangs up.

Toll charges will apply on either or both calls if they are numbers outside your local calling area.

CALL FORWARDING

Your calls can be forwarded to any number. Toll rates will apply on calls forwarded to numbers outside your local calling area.

1. Dial *72 and wait for dial tone.
2. Dial the number that your calls will be forwarded to. You will hear a 2 beep confirmation tone. Call Forwarding is automatically in effect.
3. To cancel Call Forwarding, dial *73. You will hear a 2 beep confirmation tone indicating Call Forwarding has been cancelled.

NETWORK INTERFACE DEVICE

In 1987, the Federal Communications Commission (FCC) required telephone companies to relinquish responsibility for maintaining the telephone wire and telephone jacks inside the customer's home and business. This meant that the maintenance of these two items became your responsibility. Inside wire includes the wire from the point where the telephone company's outside wire enters your home or business up to and including the telephone jack(s). The telephone company is responsible for repairs to outside wires.

When your telephone service isn't working properly, the cause may be the telephone(s) you own, the wiring inside your home or business, or the telephone company's wiring outside your home or business. Where the problem is determines who is responsible for repairs. If you rent, please be aware that your landlord may be responsible for the repair of inside wiring.

If your building is equipped with a Network Interface Device (see diagram), you will be able to determine whether a problem is in your inside wiring or in the wiring outside your home or business.

A Network Interface Device (NID) is the point of demarcation between the telephone company's network and the inside wiring.

To test if the problem is in your phone or inside wiring, remove the existing plug (2) by pressing the retainer clip and gently pulling it forward on the plug. Plug your phone directly into Network Interface. If the phone operates, the fault may be in your inside wiring. If the phone is in good working order but does not operate, your telephone company's outside wiring may need repair.

If your home or business does not have a NID in place, the telephone company will come to your home or business at no charge to install a NID.

HOW DO YOU FIX AN INSIDE WIRE WHEN A PROBLEM EXISTS?

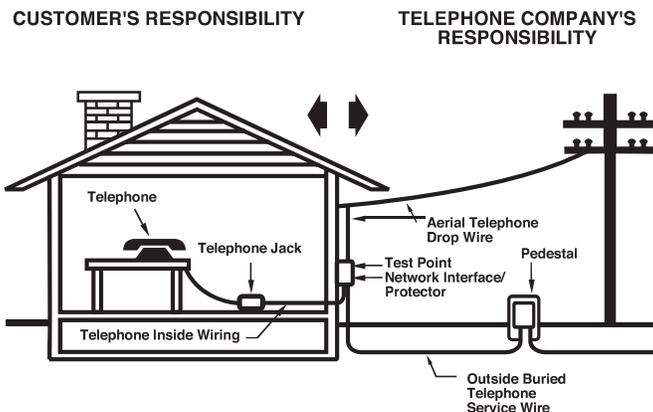
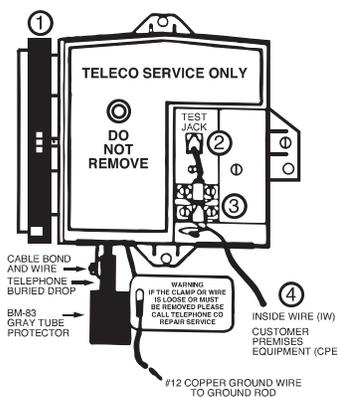
1. You may fix the trouble yourself
2. Have a third party fix it for you
3. Have the telephone company fix it for a time and material charge

TO AVOID A SERVICE CHARGE

If you own your telephone and/or other related equipment and experience trouble with your telephone service, take the steps below to try to isolate the difficulty.

1. See that all cords are firmly plugged in
2. See that all handsets are in place
3. If you cannot make an outgoing call, unplug all of your phones, answering machines, etc. At various jacks, test each phone individually by plugging it in and making a test call to a friend or neighbor. Continue until you find the phone that doesn't work. You may also try to use your phone(s) at a friend or neighbor's house. If an individual phone does not work at any of your jacks or your neighbor's jack, the trouble is probably in that phone. If all phones work at your neighbor's jack but not your own, the trouble is probably in your inside wiring or outside cable.
4. If you have difficulty receiving calls, follow the steps above, but have someone try to return your call.

As always, the Telephone Company is responsible for repairs to outside wires and cable. If you have any questions, please contact your local business office.



HOW TO DIAL

listen for the dial tone, then dial as follows:

within your local calling area

from — **ROTTERDAM JUNCTION** — (telephones beginning with 518-887)
to telephones in your local calling area beginning with:

| | | | |
|---------|---------|---------|---------|
| 518-207 | 518-414 | 518-479 | 518-703 |
| 518-209 | 518-416 | 518-482 | 518-704 |
| 518-210 | 518-417 | 518-484 | 518-708 |
| 518-221 | 518-419 | 518-485 | 518-727 |
| 518-225 | 518-421 | 518-486 | 518-728 |
| 518-227 | 518-422 | 518-487 | 518-729 |
| 518-229 | 518-423 | 518-488 | 518-730 |
| 518-242 | 518-424 | 518-489 | 518-763 |
| 518-248 | 518-426 | 518-491 | 518-764 |
| 518-253 | 518-427 | 518-495 | 518-772 |
| 518-256 | 518-428 | 518-496 | 518-776 |
| 518-257 | 518-429 | 518-505 | 518-779 |
| 518-258 | 518-431 | 518-506 | 518-788 |
| 518-259 | 518-432 | 518-512 | 518-795 |
| 518-262 | 518-433 | 518-514 | 518-801 |
| 518-264 | 518-434 | 518-522 | 518-807 |
| 518-265 | 518-435 | 518-525 | 518-810 |
| 518-269 | 518-436 | 518-526 | 518-813 |
| 518-275 | 518-437 | 518-527 | 518-815 |
| 518-281 | 518-438 | 518-528 | 518-816 |
| 518-292 | 518-439 | 518-530 | 518-817 |
| 518-300 | 518-441 | 518-533 | 518-818 |
| 518-301 | 518-442 | 518-540 | 518-852 |
| 518-312 | 518-443 | 518-542 | 518-857 |
| 518-320 | 518-445 | 518-545 | 518-858 |
| 518-322 | 518-446 | 518-549 | 518-859 |
| 518-330 | 518-447 | 518-560 | 518-860 |
| 518-331 | 518-449 | 518-573 | 518-870 |
| 518-337 | 518-451 | 518-577 | 518-888 |
| 518-339 | 518-453 | 518-588 | 518-894 |
| 518-340 | 518-454 | 518-591 | 518-898 |
| 518-343 | 518-455 | 518-596 | 518-903 |
| 518-349 | 518-457 | 518-598 | 518-912 |
| 518-360 | 518-458 | 518-599 | 518-915 |
| 518-364 | 518-459 | 518-603 | 518-917 |
| 518-365 | 518-461 | 518-605 | 518-918 |
| 518-366 | 518-462 | 518-606 | 518-925 |
| 518-367 | 518-463 | 518-614 | 518-928 |
| 518-368 | 518-465 | 518-616 | 518-935 |
| 518-369 | 518-466 | 518-618 | 518-937 |
| 518-375 | 518-467 | 518-621 | 518-941 |
| 518-376 | 518-469 | 518-626 | 518-944 |
| 518-378 | 518-470 | 518-641 | 518-948 |
| 518-380 | 518-471 | 518-646 | 518-949 |
| 518-390 | 518-472 | 518-649 | 518-956 |
| 518-391 | 518-473 | 518-650 | 518-977 |
| 518-396 | 518-474 | 518-669 | 518-992 |
| 518-402 | 518-475 | 518-675 | |
| 518-407 | 518-476 | 518-689 | |
| 518-408 | 518-477 | 518-694 | |
| 518-410 | 518-478 | 518-701 | |

| | |
|---------|---------|
| 838-200 | 838-333 |
| 838-202 | 838-839 |
| 838-207 | |

Amsterdam

518-212
518-246
518-394
518-620
518-627
518-684
518-770
518-839
518-841
518-842
518-843
518-866
518-876
518-954

Colonie

518-213 518-640
518-218 518-690
518-220 518-698
518-228 518-713
518-230 518-724
518-250 518-738
518-313 518-782
518-334 518-783
518-362 518-785
518-389 518-786
518-452 518-862
518-456 518-865
518-464 518-867
518-498 518-869
518-608 518-951

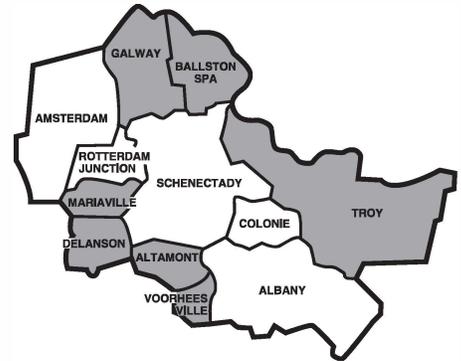
Rotterdam Junction

518-214
518-887

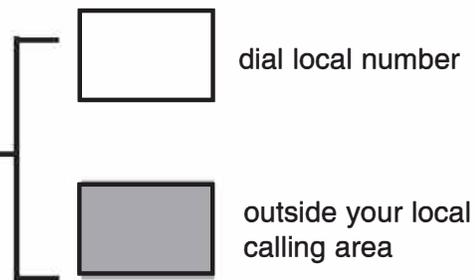
Schenectady

518-243 518-388
518-280 518-393
518-341 518-395
518-342 518-399
518-344 518-557
518-346 518-579
518-347 518-612
518-348 518-630
518-355 518-631
518-356 518-688
518-357 518-707
518-370 518-709
518-371 518-723
518-372 518-831
518-373 518-836
518-374 518-847
518-377 518-878
518-379 518-881
518-381 518-901
518-382 518-902
518-383 518-930
518-384 518-952
518-385 518-982
518-386 518-986
518-387 838-203

Your Local Calling Area Map



telephones on map shown as:



to call Toll Free “800, 833, 844, 855, 866, 877, 888” number dial 1 + (8xx) + phone number

Operator Assisted Calls

“0” (Operator) + area code + 7-digit phone number

After you have dialed the number, an operator will answer and ask for the details necessary to complete your call.

HOW TO DIAL

listen for the dial tone, then dial as follows:

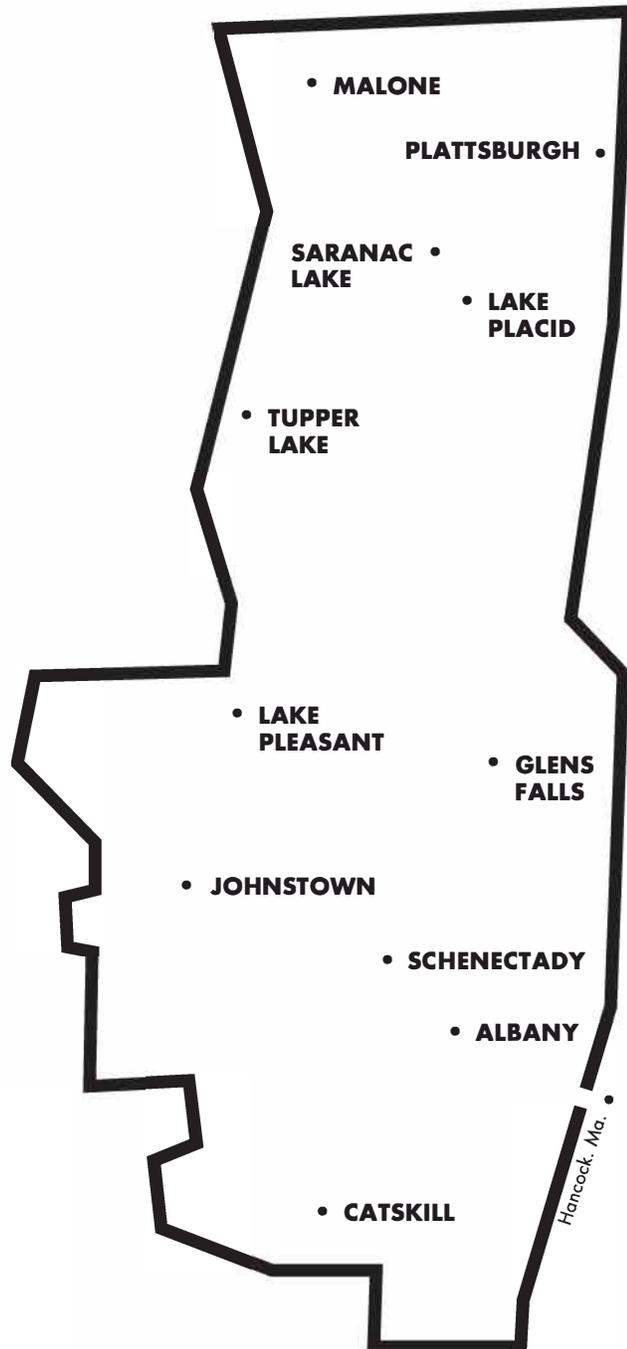
**within your LATA
(Local Access Transport Area)
to telephones outside your local
calling area but within the
Albany LATA:**

Calls made outside the local calling area, but within the LATA, are connected to Verizon or the Intra LATA carrier you have selected. Rates for these calls are set by Verizon or your selected carrier.

You must dial 10 digits (the area code + 7-digit telephone number) for all calls within the 518/838 area code. The digit "1" is not allowed when dialing 10 digit long distance toll calls within the 518/838 area code. If the "1" is dialed on this type of call, you will reach a recording stating "it is not necessary to dial a one when calling this number". For calls to destinations outside the 518/838 area code, the digit "1" is required.

It is important to keep in mind that a call may be toll even if the "1" is not needed. A map and prefixes of the telephone numbers which are within your local area are listed on page 8 of this directory. Calls to any other number within the 518/838 area code will incur a long distance charge. If you are unsure as to the applicability of a long distance charge to a specific call, please call the business office at 518-887-2121 for assistance.

Albany Regional Toll Calling Area (518/838)



NEW YORK STATE LATAS



**New York Metropolitan LATA
Buffalo LATA
Binghamton LATA
Syracuse LATA
Albany LATA
Poughkeepsie LATA
Rochester LATA**

HOW TO DIAL

listen for the dial tone, then dial as follows:

outside your LATA (Local Access Transport Area)

EQUAL ACCESS to telephones outside your LATA:

1 + area code + 7-digit number calls made outside the LATA are connected to the long distance (Interexchange Carrier) you have selected as part of the equal access selection process.

The various interexchange carriers establish their own rates and calling plans. Some carriers ask that we bill calls on their behalf, others do not. We may or may not have knowledge concerning their rates, collection policies, etc. Due to concerns that employees of a local telephone company might influence a customer's decision concerning selection of a carrier, the FCC rules prohibit us from discussing interexchange carrier policies or procedures with our customers.

We can answer questions concerning changes to your selected interexchange carrier and supporting information for changes that may have been made. Questions about carrier rates and policies should be directed to the interexchange carrier.

International Calls:

International calls are connected to and routed by the long distance (Interexchange) carrier you have selected as part of the equal access selection process.

Dial Direct

International Calls:

Dial 011 + Country Code + City Code + Telephone number

Because "0" (operator) is the first digit on the International Access Code (011), please remember to dial the second digit "1" within three seconds, or you will reach the local operator.

After dialing the entire number, allow at least 45 seconds for the ring to start.

Operator Assisted

International Calls:

Dial 01 + Country Code + City Code + Telephone Number

Calls such as Collect, Calling Card, Bill to Third Number and Person-to-Person will be handled through operator assistance.

FOR INFORMATION CONCERNING RATES AND DIALING INSTRUCTIONS, YOU CAN CALL YOUR LONG DISTANCE COMPANY.

RIGHTS & RESPONSIBILITIES

Pattersonville Telephone Company, Inc.

1309 Main Street
Rotterdam Junction, N.Y. 12150

As a Pattersonville Telephone Company customer, you have rights and responsibilities.

These rights and responsibilities result from New York State Public Service Commission (PSC) Rules Governing Provisions of Telephone Service to Residential Customers.

QUESTIONS OR PROBLEMS

Contact us as soon as possible if you have any questions, complaints or comments about your telephone service. We will try to give you a prompt answer. Our representatives are available to help you between 9:00 AM and 4:30 PM on Monday through Friday.

To get your questions answered fully and as quickly as possible we suggest you call our Business Office at 518-887-2121. If you prefer, you can write to Pattersonville Telephone Company at 1309 Main St., Rotterdam Junction, N.Y. 12150. Please include your telephone number and give us as much information about the problem as you can.

Whether you phone or write we will do our best to give you a prompt reply.

If you are still not satisfied, you can call or write to the PSC at Three Empire State Plaza, Albany, N.Y. 12223. They have a staff available to give you assistance if you request it. The telephone number is 1-800-342-3377 (toll free) between 8:30 AM and 4:45 PM on business days.

While your complaint is being considered by the Public Service Commission, we will not disconnect your service for failure to pay the amount in question. However, all undisputed bills must be paid when due to insure continued service.

BILLING

We have a responsibility to provide reliable telephone service and you have a responsibility to pay telephone bills promptly. Here are some important points about billing.

Where to pay: The most convenient way to pay is by mail, using the return envelope sent with your bill. You can also pay in person at our Business Office or place payments in our night depository after hours.

DEPOSIT POLICY - RESIDENTIAL SERVICE

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 you for a deposit unless your service was terminated for non-payment within the past six months.

Deposits are not required from persons who receive Supplemental Security Income, Medicaid, Home Relief, Food Stamps, Aid to Families with Dependent Children, or are recipients of HEAP.

Customers who are delinquent: If you are delinquent in your bill payments, you may be required to pay a deposit or an additional deposit. Delinquent in payment means that a customer has received two bills without making payments of one-half of the total of the two bills.

Customers whose service is terminated: If your service has been terminated for non-payment of bills in the last six months, you may be required to pay a deposit.

SOME FACTS ABOUT DEPOSITS

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

Payment of deposits: You can either pay the deposit in full, or request an agreement whereby you can pay the deposit in installments over a period not to exceed 6 months. Customers or applicants 62 years of age or older may pay the deposit in installments over a period not to exceed 12 months.

Deposit 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 at your 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.

RIGHTS & RESPONSIBILITIES

SERVICE TERMINATION

If you fail to pay overdue bills or deposits, we may terminate your telephone service. This action would be taken only after you have been given notice and advised of the availability of a Deferred Payment Agreement (DPA).

DEFERRED PAYMENT AGREEMENT (DPA)

The agreement will be based on your ability to pay and shall be for total amounts of up to \$300.00. We may require you to make a downpayment of either 20% of the deferred amount or three times your average monthly bill, whichever is less, and you will be required to pay any amount owed over \$300.00. You will be required to make timely payments of your current charges together with a portion of the amount deferred. The DPA shall be for a time period of no more than 7 months. The agreement can be changed if you show us that there are significant changes in your financial condition beyond your control. If you need assistance in understanding a DPA or assistance in reaching an agreement with us, the Public Service Commission has a staff available to help you. You may reach one of their representatives at 1-800-342-3377 (toll free) between 8:30 a.m. and 4:45 p.m. on business days.

FINAL TERMINATION NOTICE

Payment of your telephone bill is due 25 days from the date of the bill. If you fail to pay overdue bills or a deposit, we can terminate your service (you will be unable to either make or receive calls). Termination of service may occur no sooner than 20 days after the disconnect notice is mailed.

The Termination Notice also advises you of the availability of a Deferred Payment Agreement (DPA). If you are eligible for, and sign a DPA, we will not disconnect your service as long as you make the agreed upon payments. If you fail to pay the amount shown on your Termination Notice or, if eligible, do not enter into a DPA with us, your service will be terminated. Should you qualify for the Special Protections described below, your service will not be terminated. Customers with terminated service or cancelled accounts may be required to pay a deposit to reestablish service.

WHEN SERVICE CAN BE TERMINATED

We are allowed to terminate residential telephone service for nonpayment only between 9:00 a.m. and 4:00 p.m. Mondays through Thursdays. We cannot terminate service on a public holiday, the day before a holiday, any day our Business Office is closed, or during the period of December 23 through December 26 and December 30 through January 2.

RECONNECTION OF SERVICE

If we terminate your service, we will reconnect it within 24 hours after you have paid the amount due, or signed a Deferred Payment Agreement and made the downpayment.

If service is terminated, there is a charge of \$27.00 Res / \$39.00 Bus to reconnect the service.

SPECIAL PROTECTIONS

ELDERLY, BLIND, OR DISABLED: If you receive a termination notice and all members of your household are known to Pattersonville Telephone Company to be 62 years of age or older, 18 or younger, blind or disabled, we will postpone termination for an additional 20 days. The company will attempt to contact you or an adult resident prior to the final termination date in order to work out a payment plan.

MEDICAL HARDSHIP: If you receive a termination notice and are unable to pay your bill because a medical emergency exists in your household, we can help you. If you file a medical certificate with us, signed by your doctor or an official of your local board of health on his/her official stationery, we will continue your service for 30 days.

The certificate can be renewed but in order to do so, your doctor or local board of health must explain the medical emergency, why service is needed and you must demonstrate why you are unable to pay your telephone bills. We will not terminate your service during the emergency for non-payment of monthly charges in an amount set by the Commission, but you are still responsible for your bills.

THIRD PARTY NOTIFICATION: You may choose a third party to receive copies of all disconnect and other notices sent to you because of overdue utility bills. The selected party must agree to become a third party. They are not responsible for paying your bills, but may act on your behalf and help work out payment terms.

APPLICATION FOR SPECIAL RIGHTS PROGRAM: If you believe you may be entitled to certain protections as described, call our Business Office at 518-887-2121 so that we may mail you the proper forms.

Pattersonville Telephone Company enjoys a good relationship with our customers and stands ready to assist customers in making it possible to continue to enjoy telephone service by making payment arrangements when special circumstances arise. We sincerely hope you are satisfied with the telephone service we are providing, but if at any time you have a problem, please contact our Business Office and give us an opportunity to correct any problem that may exist.