



# BENTON RIDGE TELEPHONE COMPANY

# 2023

## PHONE BOOK



Benton Ridge Telephone Co.  
1805 N. Dixie Hwy  
Lima, OH 45801



JULY 2023

# **BENTON RIDGE TELEPHONE** **COMPANY**

1805 N. Dixie Hwy  
Lima, OH 45801-3255

Serving the communities of:

Benton Ridge

New Bavaria

North Creek

## **OFFICE HOURS and TELEPHONE**

8:00 AM - 5:00 PM

Monday thru Friday

Business Office and

Repair Service

1-419-859-2144

Toll free

1-866-560-3557

FAX

1-419-859-2150

E-mail

[brtinfo@bright.net](mailto:brtinfo@bright.net)

Website

<http://www.brstelco.com>

Online Payments

<http://www.watchcomm.smarthub.coop>

(If you are calling from the exchanges of Benton Ridge, New Bavaria or North Creek, you may dial 611 to reach the business office.)

## **DIRECTORS and OFFICERS**

Art Shank

Julia Walsh

Gene Fernandez

Ken Williams

Loren Wagner

Matt Childers

Bruce Dukeman

Phil Rooney

Tim Windau

Our Mission

**Deliver an excellent customer experience based on high-quality and reliable broadband, efficient and friendly customer service, and excellent technical support in a manner that we expect our service providers to treat us personally.**

## Extended Area Service

The following is a list of nearby exchange areas for TOLL FREE calling from your exchange of the Benton Ridge Telephone Company.

**BENTON RIDGE** customers may make EAS (Toll Free) calls from this exchange to:

Mt. Cory	Pandora
Gilboa	Findlay

**NEW BAVARIA** customers may make EAS (Toll Free) calls from this exchange to:

Ayersville	395-XXXX	Hamler	274-XXXX + 713-XXXX + 391-XXXX
Holgate	264-XXXX + 608-XXXX	Leipsic	943-XXXX
Miller City	876-XXXX	North Creek	398-XXXX

**NORTH CREEK** customers may make EAS (Toll Free) calls from this exchange to:

Continental	596-XXXX	Leipsic	943-XXXX
Miller City	876-XXXX	New Bavaria	653-XXXX

### **DIAL 9-1-1**

EMERGENCY TELEPHONE NUMBERS are listed inside the front cover of this directory. Please note that most emergency services — **Police, Sheriff, Fire, Ambulance** — are now available to all customers by **dialing 911**.

211 - Community Resources

411 and 1-411 - Information

511 - Ohio Patrol Road Conditions (in the future)

611 - Benton Ridge Telephone Co. Office

711 - Telecommunications Relay Services (TDD/TTY)

811 - Call Before You Dig

# Long Distance Calling

**YOUR AREA CODE IS 419/567**

## **STATION-TO-STATION CALLS**

within the **419/567** area \_\_\_\_\_ **1 + 419/567 +Number**  
outside the **419/567** area \_\_\_\_\_ **1 + Area Code + Number**

## **PERSON-TO-PERSON, COLLECT, AND CALLING CARD CALLS**

within the  
**419/567** area \_\_ **"0"** (OPERATOR)+ **419/567 +Number**  
outside the  
**419/567** area \_\_ **"0"** (OPERATOR)+ **Area Code+ Number**

After you have dialed, tell the Operator what kind of call you want to make. Certain information will be requested from you in order to complete your call.

<b>person-to-person calls</b>	give the name of the person you are calling.
<b>collect calls</b>	say "collect" and give your name.
<b>calling card calls</b>	give your calling card number.

## **TO REACH LONG DISTANCE DIRECTORY ASSISTANCE**

Dial 411.  
Tell the Operator the city or town, then the name or place you want.  
There is a charge for this service.

## **IF YOU REACH A WRONG NUMBER**

Dial "OPERATOR" immediately and tell what happened. You will not be charged for the call.

## **YOU WILL NOT BE CHARGED**

If you hang up before you dial the complete number.

## **Directory Assistance**

### **PLEASE CONSULT YOUR DIRECTORY FIRST**

To dial for local or long-distance information:

#### **FOR NATIONWIDE INFORMATION**

**411**

There is a charge for this.

You can get the telephone numbers of those businesses and people who have “800” numbers by dialing:

**1 + 800 + 555-1212**

There is a charge for this

There will be charges for Local Information and Directory Assistance calls. Subscribers who are unable to use a directory because of a visual or physical handicap may apply at Benton Ridge Telephone Company to obtain a special waiver from these directory charges.

## **Nondiscrimination Statement**

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).”

# Custom Calling Features

Benton Ridge Telephone Company (BRTC) offers a variety of calling features for the convenience and needs of our customers in the New Bavaria, North Creek and Benton Ridge exchange service areas. Our features include Call Waiting, Cancel Call Waiting, Call Forwarding, Three-Way Calling, Caller ID, Per Call or Per Line Blocking, Call Return, Repeat Dialing, Alert Line, Call Block, Call Trace, Selective Call Forwarding, Selective Call Rejection, Selective Call Acceptance and Distinctive Ring/Call Waiting.

**NOTE:** Regarding “**Appropriate Button**” Certain calling features are activated when a designated button is depressed. To do this, *depress the switch hook quickly*, then release it within a half second.

**Caution:** If you hold the switch hook down too long, your call will be disconnected.

- Some features instruct you to use the \* button. If you have a rotary or pulse dial telephone, dial 11 instead of using \*.
- Some features instruct you to use the \* button after dialing a code or number. If you have a rotary or pulse dial telephone, you can ignore the \* button and wait four seconds for your feature request.
- When certain features are activated, you may hear a Distinctive Dial Tone. This is a high-pitched tone which reminds you that a feature you have activated is still in operation.

## **VOICE MAIL**

Always wanted your own personal answering system? With Voice Mail, your calls are answered, recorded, and saved in your personal mailbox until you have time to listen to them. Voice Mail works on your existing telephone line, so there is no extra equipment to buy.

### **To setup Voice Mail:**

1. Using the line to which Voice Mail has been added, Dial \*98 or \*\*\*\*\*
2. You will hear the automated voice say, “Hello mailbox number (your number), I will walk you through setting up your mailbox.”
3. You will then be taken through each step of setting up a password and greeting for your calls.

### **To receive message from your phone:**

1. Pick up your handset. If you hear a stutter dial tone, you have a message.
2. Press \*98. (If you have a non-published number, press \*82\*98)
3. The voice will say: “Hello (your name), please enter your passcode.”
4. Once you have entered in your Passcode, you will be told how many un-played messages are in your mailbox.

## **CALLER ID – NAME & NUMBER**

Caller ID lets you see the calling party’s phone number before answering a call. A special display is required on, or next to, your phone for viewing the calling number.

### **To use Caller ID:**

1. Wait for the start of the second full ring of your phone.
2. The number of the calling party will appear on your display.

# Custom Calling Features

## CALL WAITING

Call waiting alerts you with a beep during a telephone conversation that another call is waiting to be answered.

**What call waiting does for you:**

- Prevents missed calls.
- Callers hear ringing, not a busy signal.
- Provides many advantages of an additional line, but at a fraction of the cost.

**To End an existing call and answer a waiting call:**

- Hang up, then allow telephone to ring and answer call.

**To hold an existing call and answer a call waiting or to alternate between calls:**

- Depress Switch hook or flash button.

**To disconnect calls:**

- Hang up.

## CANCEL CALL WAITING

Cancel Call Waiting allows you to cancel Call Waiting before, or during, one telephone call.

**What Cancel call waiting does for you:**

- Prevents Call Waiting Interruptions on important calls and Long Distant Calls.
- Prevents data transmission errors caused by Call Waiting tones when using a computer modem.

**To Cancel Call Waiting before making a call:**

1. Press \*70, then wait for three beeps and a steady dial tone.
2. Dial desired telephone number.

**To Cancel Call Waiting during a call (3-Way Calling feature is required):**

1. Depress switch hook or flash button
2. Listen for 3 beeps and a steady dial tone.
3. Press \*70 then listen for three beeps.
4. Wait for Automatic Reconnection to existing call.

*Note: When Cancel Call Waiting is Activated, callers will hear a busy signal.*

## THREE WAY CALLING

Three-Way Calling allows you to add a third party to an existing telephone Conversation.

**What Three-Way Calling can do for you:**

- Reduces the need for callbacks.
- Bring friends and Family together.

**To set up a Three-Way call**

1. Depress switch hook, then listen for three beeps and a steady dial tone.  
\* Current call is on hold now \*
2. Dial third party's number. If busy or no answer, depress switch hook twice to reconnect first call.
3. After third party answers, depress switch hook for three-way call.

*Notes: After a three-way call is established, you may depress the switch hook button to end third party's call.*

# Custom Calling Features

## **SPEED CALLING**

Speed Calling allows you to call selected telephone numbers quickly by dialing an assigned code.

### **What Speed Calling does for you:**

- Eliminates the need to look up or remember telephone numbers.
- Saves time when dialing numbers.
- Allows fast, accurate dialing of telephone numbers.

### **To Set up Speed Calling Numbers**

1. Press \*74 for programming Speed Dial 8 (codes 2-9) OR Press \*75 for programming Speed Dial 30 (codes 20-49).
2. Listen for three beeps and steady dial tone.
3. Enter Speed Calling Code (2-9) or (20-49)
4. Enter Desired telephone number and wait for steady beep.
5. Hang up

\*\* To Change Speed Dial Codes, follow same steps.

## **REPEAT DIALING**

Repeat Dialing allows you to dial a code to have your phone continuously attempt to redial a busy number, that you have tried to call. When the line is free, you will be alerted with a special ring, and a call will automatically be made. You can also use this to call the last number you have called.

### **To use Repeat Dialing:**

1. Hang up, then lift receiver to listen for a dial tone.
2. Press \*66
3. If line is busy:
  - Listen for three beeps or message stating line is busy. Hang up.
  - Listen for short-short-long ring when line is free.
  - Your call will automatically be dialed.
4. If line is not busy:
  - Listen for ringing. Wait for an answer.

### **To cancel Repeat Dialing**

- Press \*86 and listen for tone or announcement.
- NOTE: while Repeat Dialing is activated, you may still make and receive other calls. Repeat Dial will attempt to call the number for 30min. After that call, will be canceled. You may also attempt more than one number at a time.

## **ALERT LINE**

Alert line provides for a designated number to "automatically" be dialed, if your phone is off the hook with no numbers dialed within 15-20 seconds.

NOTE: To add this service please call our office for assistance.



# Custom Calling Features

## **DISTINCTIVE RING**

Personal Ringing allows multiple directory numbers to be assigned to a single line. Personal ringing lines have one primary number and up to two secondary numbers. Each directory number has its own distinctive ringing pattern.

## **PRIORITY RINGING**

Priority Ringing allows you to program your telephone line to ring with a special ringing pattern, whenever you are called from a select list of phone numbers. Your phone will ring with a normal ringing pattern for all other calling numbers. If you also have Call Waiting, you will hear a distinctive Call Waiting tone, whenever someone on your list calls you while you are on the phone.

### **To use Priority Ringing:**

1. Press \*61
2. Listen to voice instructions which will guide you through step-by-step instructions on turning the ringing on and off.

### **When Priority Ringing is turned on:**

Listen to the ringing pattern or Call Waiting tones:

- When called from any number on your list, a Short-long-short pattern or tone will be heard
- When any other number calls normal ringing, or Call Waiting ringing will occur.

Press ( ) If you want to:

- 0-Repeat the instructions.
- 1-Review the numbers on your priority ringing list.
- 3-Turn Priority Ringing ON/OFF.
- #-Add a number to your Priority Ringing list.

## **CALL RETURN**

Call Return allows you to dial a code to have a call automatically returned to the last party, who called or attempted to call you:

### **What Call Return does for you:**

- Eliminates the aggravation of rushing to the phone, when you are returning from errands or busy with something else.
- Makes it easy to return calls that would normally be missed.

### **To use Call Return**

1. Press \*69.
2. Listen for announcement that tells you who called you last.
3. If you wish to return the call **press 1**.
4. If you do not wish to return the call, Hang-up.
5. If the line is busy:
  - Hang-up and listen for announcement telling you line is busy.
  - You will hear a short-Short-Long ring, when line is free, and call will automatically be dialed.

### **To cancel Call Return**

- Press \*89 and listen for a tone.

# Custom Calling Features

## NOTE:

- There is no time limit for returning a missed call.  
You are only able to return the last incoming call.
- If number is outside the area served by Call Return, you will hear a recording advising you of this.

## CALL FORWARDING

Call Forwarding allows you to redirect all calls to another telephone number.

### To forward calls:

1. Press \*72, then listen for 3 beeps and a dial tone.
2. Dial telephone number to which calls are forwarded.
3. Listen for three beeps.
4. Hang up.

### To cancel Call Forwarding

1. Press \*73, then listen for three beeps.
2. Hang up.

Note: Calls forwarded to a long-distance phone number will be charged as a long-distance call.

## REMOTE CALL FORWARDING

Remote call forwarding allows a customer to initiate call forwarding activation/deactivation from a location other than the customers home.

- Customer dials \*\*\*\*\*
- Then dial your 10-digit phone number and a security code, then # to complete.
- You will receive a confirmation tone if telephone number and security code was entered in correctly and you subscribe to this feature.
- You will now follow the activation/deactivation procedures as if you were calling from your home phone.
- See above sets to complete the Remote Call Forwarding.

## SELECTIVE CALL FORWARDING

Selective Call Forwarding allows you to create a list of phone numbers, that are to be forwarded when they call you. When you activate this service, and a call arrives from a phone number that is on your list the call is forwarded. All other calls will ring your phone in the normal fashion.

### To use Selective Call Forwarding:

- Press \*63.
- Listen to voice instructions on how to turn Selective Call Forwarding ON/OFF or make changes to your forwarding list.
- Voice instructions will also guide you through how to enter, Confirm, or Change a number to which calls will be forwarded.
  1. Press 1 to confirm the forward to number.
  2. Press 0 to change the forward to number.

# Custom Calling Features

## **Press ( ) if you want to:**

- 0 Repeat the instructions.
- 1 Review the numbers on your Forwarding list.
- \*85 Turns Selective Call Forwarding ON/OFF.
- # Add a number to your Selective Call Forwarding list.
- \* Delete a number.

### **CALL FORWARD NO ANSWER**

#### **To forward calls:**

1. Press \*92, then listen for three beeps and a steady dial tone.
2. Dial the telephone number to which the calls will be forwarded.
3. Listen for three beeps.
4. Hang up.

#### **To Cancel Call, Forward No Answer:**

1. Press \*93, then listen for three beeps.
2. Hang up.

### **CALL FORWARD BUSY**

#### **To forward calls:**

5. Press \*90, then listen for three beeps and a steady dial tone.
6. Dial the telephone number to which the calls will be forwarded.
7. Listen for three beeps.
8. Hang up.

#### **To Cancel Call, Forward No Answer:**

3. Press \*91, then listen for three beeps.
4. Hang up.

### **ANONYMOUS CALL REJECTION**

Anonymous Call Rejection allows you to reject those calls, from which a private indicator is received on your Caller ID Box or telephone.

#### **To use Anonymous Call Rejection:**

1. Press \*77 from your telephone.
2. The calling party will get notified that the caller does not want to receive calls from a blocked phone number.
3. Press \*87 to deactivate.

### **SELECTIVE CALL REJECTION**

Selective Call Rejection allows you to create a list of phone numbers from where you do not wish to receive calls. Calls from phone numbers on your list are sent to an announcement, that informs the caller that you are not receiving calls at this time.

#### **To use Selective Call Rejection**

1. Press \*80.
2. Listen to voice instructions to guide you through steps to:
  - Turn Selective Call Rejection ON/OFF.
  - Make Changes to your rejection list.

## Custom Calling Features

### **Press ( ) if you want to:**

- (0) - Repeat instructions.
- (1) - Review the numbers on your Selective Call Rejection List.
- (\*60) - Turn Selective Call Rejection off.
- (#) - Add a number to your rejection list.
- (\*) - Delete a number from your rejected list.

3. After receiving an unwanted call, you may wish to add them to your Selective Call Rejection List. The voice instructions will explain how to add the number of the last caller to your rejection list.
  - Hang up, then lift receiver and listen for dial tone.
  - Press \*80 and listen for instructions.
  - Press #01#.

NOTE: If a number that is on your Selective Call Rejection list is also put on any other lists (example: Priority Ringing), Selective Call Rejection will override the other services for that number.

### **SELECTIVE CALL ACCEPTANCE**

Selective Call Acceptance allows you to screen incoming calls by creating a list of phone numbers, from which you are willing to accept calls. Calls not contained in the accepted list are sent to an announcement to inform the caller that you are not receiving calls at this time.

#### **To use Selective Call Acceptance:**

1. Press \*64.
2. Listen to voice instructions to guide you through the steps of how to:
  - Turn Selective Call Acceptance ON/OFF.
  - Makes changes to your Accepted Call list.

#### **Press ( ) if you want to:**

- 0 -Repeat the instructions.
- 1 -Review the numbers on your Selective Call Acceptance list.
- \*84 -Turns Selective Call Acceptance off.
- # -Add a number to your Selective Call list
- \* -Delete a number from the list.

### **PER CALL BLOCKING**

Per Call Blocking allows you to prevent your telephone number from being delivered to anyone who may have certain advanced features. You must use the activation code prior to each call that is made.

#### **To use Per Call Blocking:**

1. Pick up the handset and listen for dial tone.
2. Press \*67 (Dial 1167 for rotary phone sets).
3. Listen for the confirmation tone, followed by a normal dial tone.
4. Dial the number you are calling.
5. The called number will not be able to see your number displayed on their Caller ID. Instead, "Private Number" or "Anonymous Call" will be displayed.

# **Custom Calling Features**

## **PER LINE BLOCKING**

Per Line Blocking prevents your number from being displayed to anyone receiving your call.

### **To use Per Line Blocking:**

1. Pick up the handset and listen for dial tone.
2. Press \*82 (Dial 1182 for rotary phone sets).
3. Listen for the confirmation tone, followed by a normal dial tone.
4. Dial the number you are calling.
5. The called number will be able to see your number displayed on their Caller ID.

# Long Distance Calling

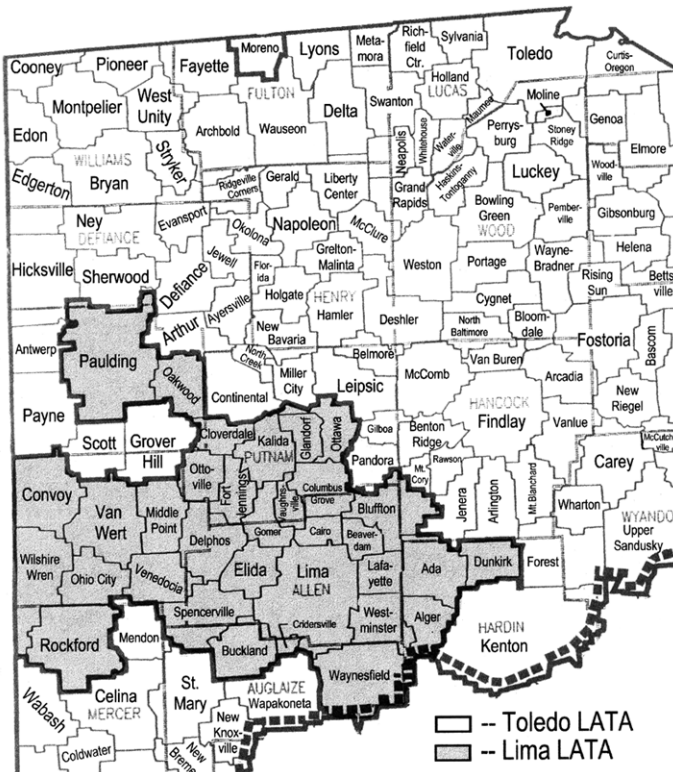
## What is a LATA?

LATA's were established by the Federal Communications Commission. They are defined as Local Access Transport Areas; and they relate to what is sometimes called "local toll." Most LATA's include telephone exchanges with the same "community of interest," but that is not the case for parts of northwest Ohio. The accompanying map of Northwest Ohio shows some exchange areas of the **Toledo LATA** (unshaded) to be located south of **Lima LATA** (shaded)--the Lima-Ottawa-Van Wert-Paulding areas.

A call from Benton Ridge to Bluffton or from North Creek to Ottawa is interLATA, and may be billed at a different rate than an intraLATA call, for instance, that is from New Bavaria to Celina.

The Benton Ridge Telephone Company designed this map to help you--our customers--understand more about your toll calls. In order to make the map readable, we were unable to reduce it to a smaller size, even though parts of the Toledo LATA extend somewhat farther to the south and much farther to the east. Besides the white (unshaded) areas on the map, other exchanges in the Toledo LATA are:

### Northwest Ohio

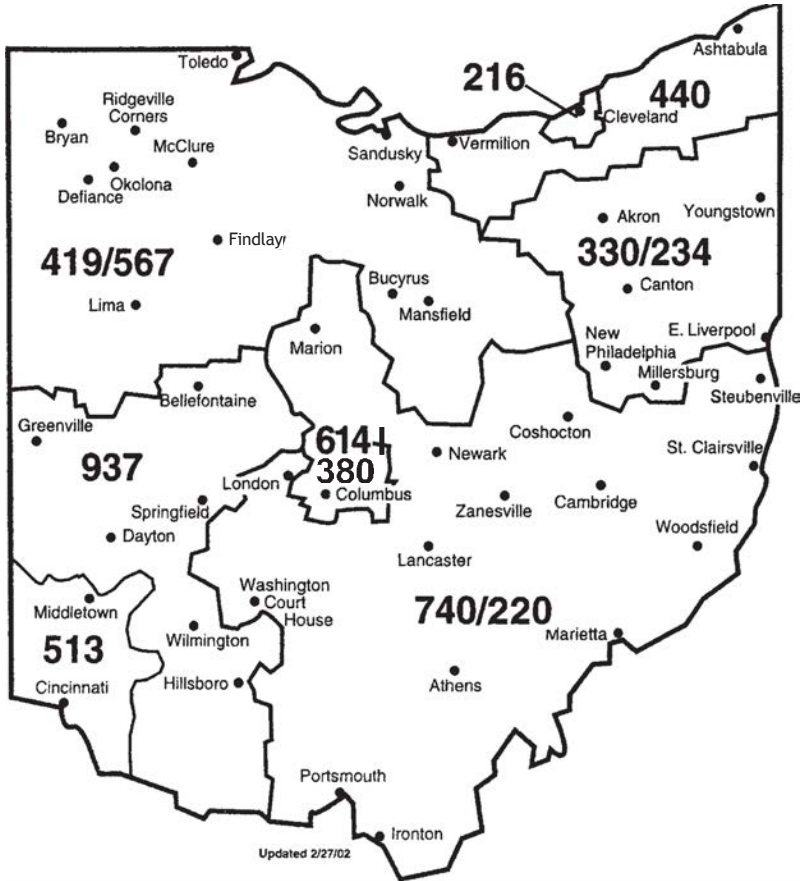


- Attica
- Ashland
- Bellevue
- Berlin Heights
- Bloomington
- Bloomington
- Castalia
- Clyde
- Congress
- Fort Recovery
- Fremont
- Green Springs
- Greenwich
- Hayesville
- Huron
- Lakeville
- Lindsey
- Loudonville
- Maria Stein
- Melmore
- Milan
- Minster
- Monroeville
- New London
- New Washington
- North Star
- Norwalk
- Nova
- Oak Harbor
- Old Fort
- Perryville
- Plymouth
- Polk
- Port Clinton
- Redhaw
- Republic
- Sandusky
- Savannah
- Sullivan
- Sycamore
- Tiffin
- West Salem
- Willard
- Yorkshire

# Area Codes

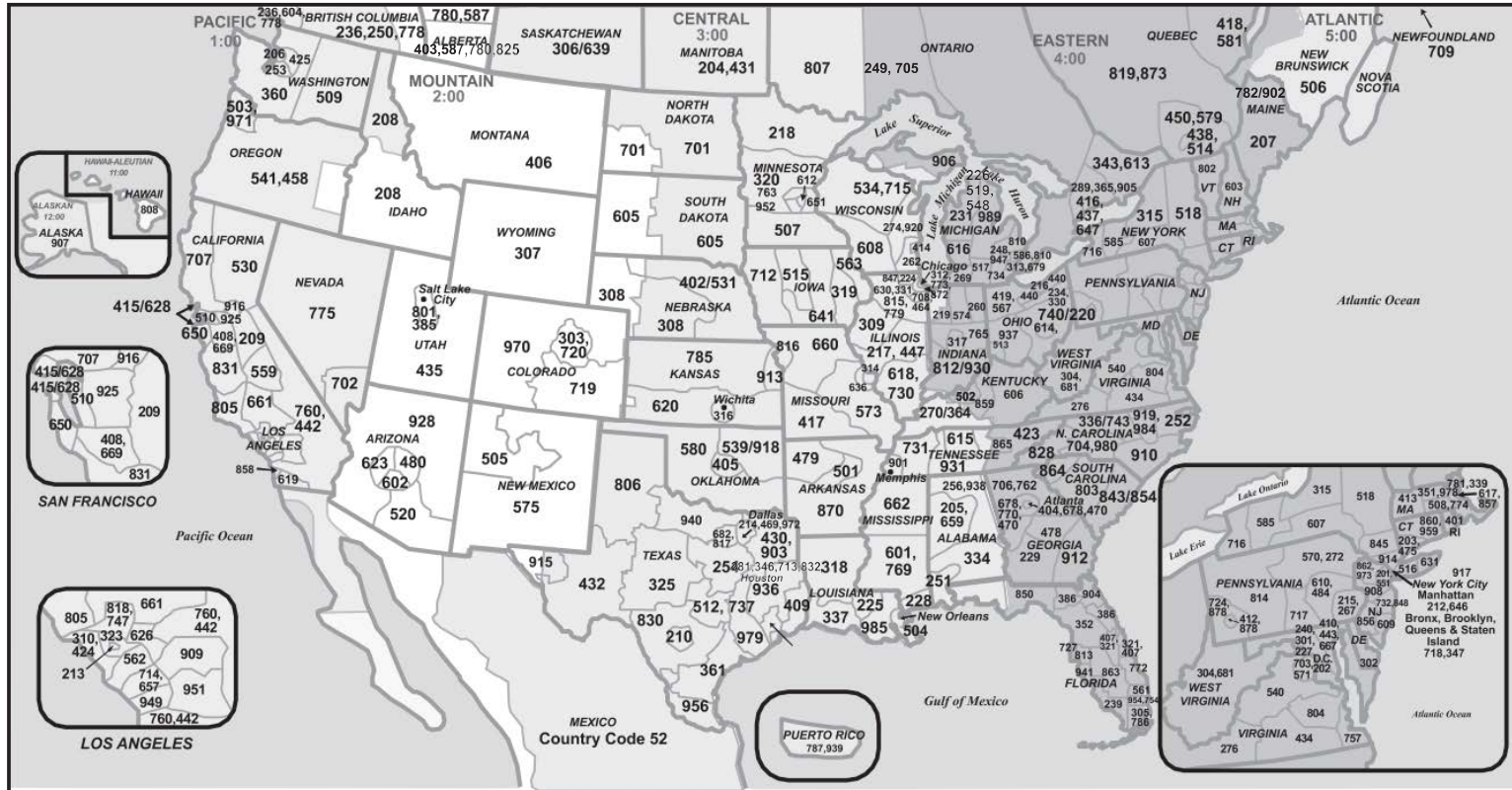
<b>ALABAMA</b> .....(AL)	<b>IDAHO</b> .....(ID)	<b>MONTANA</b> .....(MT)	<b>SOUTH DAKOTA</b> .....(SD)	<b>ONTARIO</b>
Birmingham.....205	All Locations.....208	All Locations.....406	All Locations.....605	Hamilton.....289/365/905
Huntsville.....256/938	<b>ILLINOIS</b> .....(IL)	<b>NEBRASKA</b> .....(NE)	<b>TENNESSEE</b> .....(TN)	Kitchener.....519/226
Mobile.....251	Aurora.....630/331	Grand Island.....308	Chattanooga.....423	London.....519/226
Montgomery.....334	Bloomington.....309	Lincoln.....402/531	Clarksville.....931	Ottawa.....343/613
<b>ALASKA</b> .....(AK)	Champaign.....217/447	Omaha.....402/531	Jackson.....731	Sault Sainte Marie
All Locations.....907	Chicago.....312/773/872	<b>NEVADA</b> .....(NV)	Knoxville.....865	Thunder Bay.....249/705
<b>ARIZONA</b> .....(AZ)	Cicero.....708/464	Las Vegas.....702/725	Memphis.....901	Toronto.....416/437/647
Flagstaff.....928	East St. Louis.....818/730	Reno.....775	Nashville.....615/629	<b>PRINCE EDWARD ISLAND</b>
Glendale.....623	Joliet.....815/779	<b>NEW HAMPSHIRE</b> .....(NH)	All Locations.....902	<b>QUEBEC</b>
Phoenix.....602	Northbrook.....847/224	All Locations.....603	Laval.....450/579	Montreal.....438/514
Scottsdale.....480	<b>INDIANA</b> .....(IN)	<b>NEW JERSEY</b> .....(NJ)	Quebec.....418/581	Sherbrooke.....819/873
Tucson.....520	Ft. Wayne.....260	Atlantic City.....609	<b>SASKATCHEWAN</b>	All Locations.....306/639
<b>ARKANSAS</b> .....(AR)	Gary.....219	Camden.....856	All Locations.....306/639	<b>YUKON</b>
Fort Smith.....479	Indianapolis.....317/463	Elizabeth.....908	All Locations.....867	All Locations.....867
Jonesboro.....870	Lafayette.....765	Hackensack.....201/551	<b>ADDITIONAL</b>	<b>ANGUILLA</b>
Little Rock.....501	Terre Bend.....574	New Brunswick.....732/848	Midland.....956	All Locations.....264
Pine Bluff.....870	Terre Haute.....812/930	Newark.....862/973	Nacogdoches.....936	<b>ANTIGUA &amp; BARBUDA</b>
<b>CALIFORNIA</b> .....(CA)	<b>IOWA</b> .....(IA)	Trenton.....609	San Antonio.....210	All Locations.....268
Anaheim.....714/657	Cedar Rapids.....319	<b>NEW MEXICO</b> .....(NM)	Tyler.....430/903	<b>BAHAMAS</b>
Bakersfield.....661	Des Moines.....515	Albuquerque.....505	Waco.....254	All Locations.....242
Burbank.....818/747	Mason City.....641	Las Cruces.....575	Wichita Falls.....940	<b>BARBADOS</b>
Concord.....925	Quad Cities.....563	Roswell.....575	<b>UTAH</b> .....(UT)	All Locations.....246
Fresno.....559	Sioux City.....712	Santa Fe.....505	Logan.....435	<b>BERMUDA</b>
Irvine.....949	<b>KANSAS</b> .....(KS)	Taos.....575	Ogden/Provo.....801/385	All Locations.....441
La Jolla.....858	Dodge City.....620	<b>NEW YORK</b> .....(NY)	Salt Lake City.....801	<b>BRITISH VIRGIN ISLANDS</b>
Long Beach.....562	Kansas City.....913	Albany.....518	<b>VERMONT</b> .....(VT)	All Locations.....284
Los Angeles-business 213	Topeka.....785	Binghamton.....607	All Locations.....802	<b>CAYMAN ISLANDS</b>
Los Angeles-other.....323	Wichita.....316	Buffalo.....716	Virginian.....(VA)	All Locations.....345
Modesto.....209	<b>KENTUCKY</b> .....(KY)	Long Island (Suffolk)	Arlington.....703/571	<b>COMMONWEALTH OF THE NORTHERN MARIANA ISLANDS</b>
Monterey.....916	Ashland.....606	Long Island (Nassau).....516	Bristol.....276	All Locations.....670
Oakland.....510	Bowling Green.....270/364	New York City	Charlottesville.....434	<b>DOMINICA</b>
Palm Springs.....760/442	Frankfort.....502	Bronx.....347/718/917/929	Norfolk.....757	All Locations.....767
Palo Alto.....650	Lexington.....859	Brooklyn	Richmond.....804	<b>DOMINICAN REPUBLIC</b>
Pasadena.....626	Louisville.....502	Manhattan.....347/718/917/929	Roanoke.....540	All Locations.....809/829/849
Redding.....530	<b>LOUISIANA</b> .....(LA)	Queens	<b>WASHINGTON</b> .....(WA)	<b>GRENADA</b>
Riverside.....951	Baton Rouge.....225	Staten Island	Bellevue.....425	All Locations.....473
Sacramento.....916	Lafayette.....337	Poughkeepsie.....845	Olympia.....360	<b>GUAM</b>
San Bernardino.....909	New Orleans.....504	Rochester.....588	Seattle.....206	All Locations.....671
San Diego.....619	Shreveport.....318	Syracuse.....315	Spokane.....509	<b>JAMAICA</b>
San Francisco.....415/628	Southeast.....985	White Plains.....914	Tacoma.....253	All Locations.....876
San Jose.....408/669	<b>MAINE</b> .....(ME)	<b>NORTH CAROLINA</b> .....(NC)	Vancouver.....360	<b>MONTERRAT</b>
San Mateo.....650	All Locations.....207	Asheville.....828	<b>WEST VIRGINIA</b> .....(WV)	All Locations.....664
Santa Barbara.....805	<b>MARYLAND</b> .....(MD)	Charlotte.....704/980	All Locations.....304/681	<b>PUERTO RICO</b>
Santa Monica.....310/424	Baltimore.....410/443/667	Durham.....919/984	<b>WISCONSIN</b> .....(WI)	All Locations.....939/787
Santa Rosa.....707	Silver Spring.....240/301/227	Fayetteville.....910	Eau Claire.....534/715	<b>ST. VINCENT AND THE GRENADINES</b>
Stockton.....209	<b>MASSACHUSETTS</b> .....(MA)	Raleigh.....919/984	Green Bay.....274/920	All Locations.....784
<b>COLORADO</b> .....(CO)	Boston.....857/617	Rocky Mount.....252	Kenosha.....262	<b>ST. LUCIA</b>
Colorado Springs.....719	Cape Cod.....351/978	Winston-Salem.....336/743	Madison.....608	All Locations.....758
Denver.....303/720	Lowell.....351/978	<b>NORTH DAKOTA</b> .....(ND)	Milwaukee.....414	<b>ST. KITTS AND NEVIS</b>
Fort Collins.....970	Lynn.....339/781	All Locations.....701	Vancouver.....236/604/778	All Locations.....869
<b>CONNECTICUT</b> .....(CT)	Springfield.....413	<b>OHIO</b> .....(OH)	<b>WYOMING</b> .....(WY)	<b>TRINIDAD AND TOBAGO</b>
Hartford.....860/959	<b>MICHIGAN</b> .....(MI)	Akron.....234/330	All Locations.....307	All Locations.....868
New Haven.....203/475	Ann Arbor.....734	Canton.....234/330	<b>CANADA</b>	<b>TURKS AND CAICOS ISLANDS</b>
Stamford.....203/475	Detroit.....313/679	Cincinnati.....513	<b>ALBERTA</b>	All Locations.....649
<b>DELAWARE</b> .....(DE)	Farmington Hills.....248/947	Cleveland.....216	Calgary.....403/587	<b>U.S. VIRGIN ISLANDS</b>
All Locations.....302	Flint.....810	Columbus.....380/614	Edmonton.....780/587	All Locations.....340
<b>DISTRICT OF COLUMBIA</b> .....(DC)	Grand Rapids.....616	Dayton.....937	<b>BRITISH COLUMBIA</b>	
All Locations.....202	Kalamazoo.....269	Lorain.....440	Victoria.....236/250/778	
<b>FLORIDA</b> .....(FL)	Lansing.....517	Marion.....220/740	Vancouver.....236/604/778	
Boca Raton.....561	Macomb County.....586/810	Toledo.....419/567	<b>MANITOBA</b>	
Daytona Beach.....386	Muskegon.....231	<b>OKLAHOMA</b> .....(OK)	All Locations.....204/431	
Ft. Lauderdale.....754/954	Pontiac.....248/947	Lawton.....580	<b>NEW BRUNSWICK</b>	
Ft. Myers.....239	Saginaw.....989	Oklahoma City.....405	All Locations.....506	
Ft. Pierce.....772	Sault Ste. Marie.....906	Tulsa.....539/918	<b>NEWFOUNDLAND</b>	
Gainesville.....352	<b>MINNESOTA</b> .....(MN)	<b>OREGON</b> .....(OR)	All Locations.....709	
Jacksonville.....904	Bloomington.....952	Astoria.....503	<b>NORTHWEST TERRITORY</b>	
Key West.....305/786	Brooklyn Park.....763	Eugene.....541/458	All Locations.....867	
Lakeland.....863	Duluth.....218	Butler.....724/878	<b>NOVA SCOTIA</b>	
Melbourne.....321/407	Minneapolis.....612	St. Cloud.....503/971	All Locations.....782/902	
Miami.....305/786	Rochester.....507	Salem.....503/971	<b>NUNAVUT</b>	
Orlando.....407/321	St. Paul.....651	<b>PENNSYLVANIA</b> .....(PA)	All Locations.....867	
Pensacola.....850	<b>MISSISSIPPI</b> .....(MS)	Allentown.....610/484	<b>NEW BRUNSWICK</b>	
Sarasota.....941	Biloxi.....228	Scranton.....570	All Locations.....506	
St. Petersburg.....727	Jackson.....601/769	<b>RHODE ISLAND</b> .....(RI)	<b>NEWFOUNDLAND</b>	
Tallahassee.....850	Tupelo.....662	All Locations.....401	All Locations.....709	
Tampa.....813	<b>MISSOURI</b> .....(MO)	<b>SOUTH CAROLINA</b> .....(SC)	<b>NORTHWEST TERRITORY</b>	
<b>GEORGIA</b> .....(GA)	Columbia.....573	Charleston.....843	All Locations.....867	
Albany.....229	Jefferson City.....573	Columbia.....803	<b>NOVA SCOTIA</b>	
Atlanta.....404/678/470	Kansas City.....816	Spartanburg.....864	All Locations.....782/902	
Augusta.....706/762	Sedalia.....660		<b>NUNAVUT</b>	
Macon.....478	Springfield.....417		All Locations.....867	
Marietta.....678/770/470	St. Charles.....636			
Savannah.....912	St. Joseph.....816			
<b>HAWAII</b> .....(HI)	St. Louis.....314			
All Locations.....808				

# Area Codes





# NATION-WIDE AREA CODES



# International Calling

## HOW TO DIAL MOST INTERNATIONAL CALLS

### DIALING INSTRUCTIONS

#### Station-To-Station Calls

To dial international calls, dial in sequence:

1. The International Access Code - 011.
2. The Country Code - a two-or-three- digit number.
3. The City Routing Code - a one-to-five-digit number.
4. The local telephone numbers.
5. The “#” button - where telephone is equipped with U-Touch dialing.

#### For example:

To place a call to Frankfurt, Germany, to telephone 123456, you would dial:

International Access Code		Country Code		City Code
011	+	49	+	69
+ 123456		+	# Button	
Local number			U-Touch dialing*	

\*U-Touch dialing saves additional time by using this step.

#### Operator-assisted calls

To dial person-to-person, collect, calling card and billed to a third number international calls, follow the instructions given above but use “01” for the International Access code. After the call is dialed, the Operator will come on the line to ask for information such as the name of the person you are calling or your calling card number. After dialing any international call, allow at least 45 seconds for the ring to start.

#### Additional assistance or information

Dial “00” (operator) if you need assistance:

1. To obtain a telephone number you don’t know.
2. To obtain City Routing Codes not listed in this section.
3. For help in completing a call.
4. For credit on a call on which you had difficulty. e.g., reached a wrong number.

#### To place a call to the Bahamas, Bermuda, Canada, Puerto Rico and the Virgin Islands

Calls to these points can be dialed in the same manner as long-distance calls within the United States. Simply dial “1” plus the appropriate Area Code and the local number. Area Codes are on pages 10-14.

# International Dialing

International Direct Distance Dialing---for station-to-station calls dial 011 + number. for person-to-person, credit card for collect calls, dial 01 + number. To get international operator, dial 010.

<b>Afghanistan</b> ..... 93	<b>Denmark</b> ..... 45	Dublin..... 1	<b>Nigeria</b> ..... 234	<b>Syria</b> ..... 963
<b>American Samoa</b> ..... 684	<b>Ecuador</b> ..... 593	Galway ..... 91	<b>Norway</b> ..... 47	Damascus ..... 11
<b>Andorra</b> ..... 376	Cuenca..... 4	<b>Israel</b> ..... 972	Oslo ..... 2	<b>Taiwan</b> ..... 886
<b>Argentina</b> ..... 54	Quito ..... 2	Haifa..... 4	<b>Pakistan</b> ..... 92	Tainan ..... 6
Buenos Aires ..... 11	<b>Egypt,</b>	Jerusalem..... 2	<b>Papua</b>	Taipei ..... 2
<b>Australia</b> ..... 61	<b>Arab Republic of</b> . 20	Tel Aviv ..... 3	<b>New Guinea</b> .... 675	<b>Thailand</b> ..... 66
Sydney ..... 2	Alexandria ..... 3	<b>Italy</b> ..... 39	<b>Paraguay</b> ..... 595	Bangkok ..... 2
<b>Austria</b> ..... 43	Cairo ..... 2	Naples..... 81	Asuncion ..... 21	<b>Turkey</b> ..... 90
Vienna ..... 1	<b>El Salvador</b> ..... 503	Rome..... 6	<b>Peru</b> ..... 51	Istanbul ..... 212, 216
<b>Bahrain</b> ..... 973	<b>Fiji</b> ..... 679	Venice ..... 41	Arequipa ..... 54	<b>Ukraine</b> ..... 380
<b>Belgium</b> ..... 32	<b>Finland</b> ..... 358	<b>Japan</b> ..... 81	Lima ..... 14	Kiev ..... 44
Antwerp ..... 3	Helsinki..... 9	Tokyo ..... 3	<b>Philippines</b> ..... 63	<b>United Arab Emirates</b> ..... 971
Brussels ..... 2	<b>France</b> ..... 33	Yokohama ..... 45	Manila ..... 2	Abu Dhabi ..... 2
<b>Belize</b> ..... 501	Paris..... 1	<b>Kenya</b> ..... 254	<b>Poland</b> ..... 48	Ajman ..... 6
Belize City..... 2	<b>France</b>	Nairobi..... 2	Gdansk ..... 58	Al Ain ..... 3
<b>Bolivia</b> ..... 591	<b>Polynesia</b> ..... 689	<b>Korea,</b>	Krakow ..... 12	Dubai ..... 4
Cochabamba ..... 4	<b>Germany, Federal</b>	<b>DPR of (North)</b> ... 850	Warsaw..... 22	Sharjah ..... 6
La Paz..... 2	<b>Republic of</b> ..... 49	<b>Korea, Rep. of</b> ... 82	<b>Portugal</b> ..... 351	
Santa Cruz ..... 3	Berlin ..... 30	Pusan..... 51	Lisbon ..... 19	<b>United Kingdom</b> . 44
<b>Bosnia and Herzegovina</b> .... 387	Frankfurt..... 335	Seoul..... 2	<b>Puerto Rico</b> ... 1+787	Belfast ..... 2890
Sarajevo ..... 33	<b>Greece</b> ..... 30	<b>Kuala Lumpur</b> .... 3	<b>Russia</b> ..... 7	Birmingham ..... 121
<b>Brazil</b> ..... 55	Athens ..... 210	<b>Kuwait</b> ..... 965	Moscow ..... 095	Channel Islands... 1481
Belo Horizonte .... 31	<b>Guatemala</b> ..... 502	<b>Liberia</b> ..... 231	St. Petersburg	Cardiff ..... 2920
Rio de Janeiro ..... 21	Guatemala City..... 2	<b>Luxembourg</b> ... 352	..... 812, 813	Edinburgh..... 131
Sao Paulo ..... 11	<b>Guyana</b> ..... 592	<b>Malaysia</b> ..... 60	<b>Saudi Arabia</b> .... 966	Glasgow ..... 141
<b>Canada</b> ..... 1	Georgetown..... 2	<b>Mexico</b> ..... 52	Riyadh ..... 1	Gloucester..... 1452
<b>Chile</b> ..... 56	<b>Haiti</b> ..... 509	Acapulco ..... 744	<b>Senegal</b> ..... 221	Liverpool ..... 151
Santiago ..... 2	<b>Honduras</b> ..... 504	Cancun..... 998	<b>Singapore</b> ..... 65	London (Central) .207
Valparaiso ..... 32	<b>Hong Kong</b> ..... 852	Mexico City..... 55	<b>South Africa</b> ..... 27	London (Outer).... 208
<b>China, People's Republic of</b> ..... 86	<b>Hungary</b> ..... 36	<b>Monaco</b> ..... 377	Cape Town ..... 21	Manchester..... 161
Beijing (Peking)... 10	Budapest ..... 1	<b>Netherlands</b> ..... 31	Pretoria..... 12	Nottingham ..... 115
Shanghai ..... 21	Gyor ..... 96	Amsterdam ..... 20	<b>Spain</b> ..... 34	<b>United States</b> ..... 1
<b>Colombia</b> ..... 57	Miskolc ..... 46	Rotterdam ..... 10	Barcelona ..... 93	<b>Uruguay</b> ..... 598
Bogota..... 1	<b>Iceland</b> ..... 354	The Hague ..... 70	Madrid ..... 91	Mercedes ..... 532
<b>Costa Rica</b> ..... 506	<b>India</b> ..... 91	Utrecht..... 30	<b>Sri Lanka</b> ..... 94	Montevideo..... 2
<b>Croatia</b> ..... 385	Bombay ..... 22	<b>Netherlands</b>	Kandy ..... 8	<b>Vatican City</b> ..... 39
Zagreb ..... 1	Calcutta ..... 33	<b>Antilles</b> ..... 599	<b>Suriname</b> ..... 597	<b>Venezuela</b> ..... 58
<b>Cyprus</b> ..... 357	Madras ..... 44	Curacao..... 9	<b>Sweden</b> ..... 46	Caracas ..... 212
Nicosia ..... 22	New Delhi ..... 11	<b>New Caledonia</b> ... 687	Gothenburg ..... 31	Valencia ..... 241
<b>Czech Republic</b> . 420	<b>Indonesia</b> ..... 62	<b>New Zealand</b> .... 84	Stockholm..... 8	
Prague ..... 2	Jakarta ..... 21	Auckland ..... 9	<b>Switzerland</b> ..... 41	
	<b>Iran</b> ..... 98	Hamilton ..... 7	Berne..... 31	
	Teheran..... 21	Wellington ..... 4	Geneva..... 22	
	<b>Iraq</b> ..... 964	<b>Nicaragua</b> ..... 505	Lucerne ..... 41	
	Ireland ..... 353	Managua ..... 2	Zurich ..... 1	

# Telephone Company Procedures and Standards

## **Telephone Customer Rights and Responsibilities**

You, as a telephone customer, have many rights and responsibilities. Explanations of some of them are as follows:

### **Resolving Problems and Disputes**

#### **Informal Complaints**

If you have a problem with your telephone bill or service, contact the phone company first. You may call or send a letter to the company. The telephone number to your phone company is printed on your bill. The telephone number is also located elsewhere in this directory.

If your concern is not resolved after contacting a customer representative from the phone company, you may ask to speak with a supervisor. If your problem is still not resolved, contact the Public Utilities Commission of Ohio's (PUCO) consumer call center for help. The call center staff will review rules with you, advise you of your rights, and if needed, will work with you and the company to try to solve your problem.

Business and Residential Customers may contact the Public Utilities Commission of Ohio (PUCO) at 1-800-686-7826 (toll free) or for TDD/TTY at 1-800-686-1570 (toll free) from eight a.m. to five p.m. weekdays, or visit <http://www.puco.ohio.gov>

Residential customers may call the Ohio Consumers Counsel at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or visit <http://www.pickocc.org>

#### **Formal Complaints**

If you are not able to reach an agreement with the company through the PUCO's informal complaint process, you have the right to file a complaint. You may obtain a formal complaint form from the call center representative, by writing the PUCO or by accessing the PUCO's web page.

If you are a residential customer, you may represent yourself in the formal complaint proceeding or hire an attorney to represent you. The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. OCC can be contacted toll free at 1-877-742-5622 from eight a.m. to five p.m. weekdays, or visit <http://www.pickocc.org>

In most instances, business customers must be represented by an attorney.

After you file a formal complaint form, the PUCO determines if reasonable grounds exist for proceeding with your complaint and will notify you as to its determination. If reasonable grounds are found to exist, you will be notified by mail of a date and time for a hearing, to take place at the PUCO offices in Columbus. The PUCO may set a prehearing conference with both the company and you (and your attorney if you have one) for one last attempt to resolve the matter before the scheduled hearing begins. However, if the case remains unresolved, once the hearing begins you will have the responsibility to prove the merits of the complaint. After the hearing is over, the PUCO will then review all the evidence presented at the hearing and decide on the case.

#### **Ordering or Changing Service**

When you order new local service or change your existing local service, your phone company will explain the choices available to you.

If you are a low-income consumer, or are currently receiving assistance (such as HEAP, food stamps, etc.) from government agencies, you may be eligible for a discount on your basic local service, a waiver of service establishment fees and deposit, and/or a special payment plan. If you are interested in this assistance, be sure to tell your phone company.

Your local phone company may charge you a one-time installation or service establishment charge when you first establish service and each time you transfer service to a new address. Residential customers establishing basic local exchange service have the option to spread the payment of these charges over three billing periods.

Your local phone company normally must install new local service within five business days of receiving your order, unless you agree to a later date. If you are a residential or small business customer and the company does not provide service within this time frame, you may receive a full or partial waiver of the installation charges.

Your local phone company must also give you a four-hour appointment window for a technician to install service if you need to be present at the premises. If the company misses your scheduled installation appointment, without giving you 24 hours' notice, you may be eligible for a waiver of at least one-half of the installation charges for the affected regulated local services.

When you order service and once each year, your local phone company will provide you with a free directory(ies), unless the company chooses to provide free directory assistance. You have the right to receive, upon request, a directory or directories listing all of the extended area service numbers within your local calling areas.

#### **Repairing Your Service**

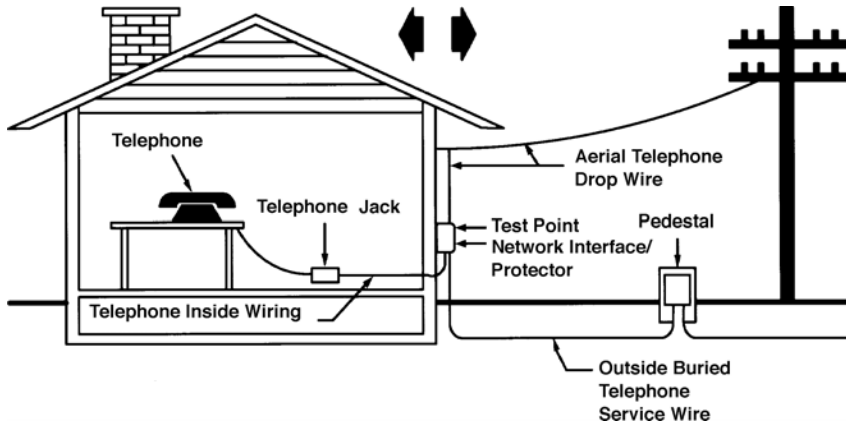
Your local phone company is responsible for repairs and maintenance to the telephone network and outside wires leading up to your home or business. You or the property owner are responsible for the wiring inside your home or business, jacks, and equipment like telephone sets, answering machines, modems, fax machines, etc.

The point where the telephone company's network ends, and the inside wiring begins is called the network Interface Device (NID). Many homes and businesses have located on their premises a NID, which can be used to check whether the problem with your service is your responsibility or the responsibility of the phone company.

If your phone service is not working, contact your company's office immediately. If you're not sure whether the problem is your responsibility or the company's responsibility, check in the directory or with your phone company for an explanation as to how to check your NID to see who's responsible and to find out what your repair options and charges are for repairs, if it is your responsibility. If you don't have a NID, the local phone company will diagnose the problem and install a device at no charge. If you rent, check with your landlord prior to scheduling and repairs.

Be aware that if the phone company makes a service trip to your premises and the problem is in the wiring inside your home or business, the repair is your responsibility and you may be required to pay a service charge to the company. You will not be charged if the repair is the company's responsibility.

# Telephone Company Procedures and Standards



## **CPNI**

The FCC has adopted rules to protect your privacy with regard to telecommunications information that is personal to you. This information is called Customer Proprietary Network Information (CPNI) and can be found in your calling and billing records. CPNI includes such things as the type and quantity of the services subscribed to, the equipment and facilities used, and the number, dates, times and duration of the calls you place. If you want to restrict CPNI you must notify us by calling BRT at 611 or emailing us at [brtinfo@bright.net](mailto:brtinfo@bright.net).

Customers need to authorize another person on their account if they want to have someone else have access to their account. They need to set up a code so when calling the Benton Ridge Telephone Co. we can verify that we are talking to the person listed on the account.

Your local phone company must also give you a four-hour appointment window for a technician to repair service if you need to be present at the premises. If the company misses your scheduled repair appointment, you may be eligible for a waiver of one-half of one month's charges for the affected regulated services rendered inoperative.

If the phone company takes more than seventy-two hours to restore your phone service, you may receive a credit on your next bill for one month's charges for the regulated local services rendered inoperative.

## **Paying for your Service**

The phone company will send you a bill every month and allow you at least 14 days to pay it. If you do not pay your bill on time, the company may disconnect your service. Before disconnecting your service, the phone company must send you a disconnect notice at least seven days before the shut-off date.

If you cannot pay your entire bill, contact the phone company. You may be able to keep part of your service if you pay enough to cover the charges for basic phone service, or you may be able to work out a payment plan with the company to keep your service.

Be aware that payment to an unauthorized payment agent does not guarantee same day posting to your payment.

Should your service be disconnected, contact the company to find out what you need to do to have it restored.

You may have to pay a fee and/or a deposit to have your service reconnected.

Toll blocking, along with other blocking services, are available to help manage your bill. To learn more about blocking options such as blocks to 900 services, collect calls, third party calls, or pay-per-use features, contact your phone company. Some or all of these options are free of charge.

If you have a billing dispute, and you have made an informal or formal complaint to the PUCO, the company will not disconnect your service if you pay the undisputed portion of the bill. While the complaint is being investigated, you must pay all current undisputed amounts and continue discussion with the company to settle the complaint.

## **Privacy Options**

Two options are available to prevent your phone number from displaying on a Caller ID device. Per call blocking is provided with your service at no additional charge. To use the dial \*67 from touchtone phones before each call you want blocked. Per line blocking, available for an additional charge, will block all your calls. Using this service, you may unblock individual calls by dialing \*82. If you wish to have per line blocking, you should contact your local phone company and request it. Due to technical limitations, either service (per-call blocking or per-line blocking) may not be able to block the appearance of your phone number on caller ID devices when you dial an "800" number. The monthly rate for per line blocking will not exceed the monthly rate for a non-published number service. Further, there will be no additional monthly charge for per-line blocking customers who subscribe to a non-published number service.

# Telephone Company Procedures and Standards

## **Slamming**

You have the right to choose your local and long-distance providers. No one can switch your providers without your permission. This is called slamming and it is illegal. If you are slammed, you must contact the company which slammed you to cancel service with them and to arrange for any credits or refunds. If you are not satisfied after these calls, contact the PUCO call center.

## **Cramming**

If your bill has charges on it for services you did not order, that is called cramming. Cramming is illegal. If these charges appear on your bill, call your local phone company and let them know you have been crammed. If the charges are from another company, they may require you to call the cramming company to have them take you off their customer list. Otherwise, the charges may reappear on your next bill. If you are not satisfied after these calls, contact the PUCO call center.

## Low Income Lifeline Telephone and Broadband Service

**Who is Eligible for Lifeline** You are currently a participant in one of the following programs and are not using Lifeline with any other service provider:

- Medical assistance under Chapter 5111 of the Ohio Revised Code (Medicaid) or any program that might supplant Medicaid.
- Supplemental nutritional assistance program (SNAP)
- Supplemental security Income-Aged (SSI) under Title XVI of the Social Security Act.
- Federal public housing assistance, or Section 8.
- Federal veterans or survivor's pension.
- Household annual gross income is at or below **135%** of the poverty level

### **Benefits:**

- You will receive a **\$9.25** discount each month.
- You will not be required to pay a customer service deposit or the monthly access recovery charge or Federal Universal Service charge.
- You will receive a full waiver of the service and connection charge for establishing local service not more than once per twelve months at a single address.
- Free blocking of long-distance, 900 service, and 976 service; and
- Payment arrangements for past-due bills, with the first payment to be no more than \$25.00 and the balance to be paid over six equal monthly payments. Your long distance service must be blocked until the past-due balance is paid.

## Doing Business With Us

**Deposits and Options to Establish Credit** - The company may require that you establish financial responsibility prior to providing you with the telephone service. You may do so any one of five ways:

1. You are a homeowner or own real estate within our service territory.
2. The company may require an applicant to satisfactorily establish financial responsibility by means which may be quickly and inexpensively checked by the company. In determining whether the applicant is a financially responsible person, the company may request from the applicant and shall consider information including, but not limited to the following: Name and place of employment, position held, length of service, letters of reference, and substantive credit cards.
3. You have been a customer of a telephone company within the past two years, provided that your service was not disconnected for nonpayment of a bill within the past year, and provided that the monthly bill for your old service was at least half of the bill for the new service. To meet this requirement, you must also demonstrate that your financial responsibility is not otherwise impaired.
4. You can furnish a guarantee of payment by a creditworthy third person.
5. You pay a deposit, not to exceed 230% of the amount estimated to be the monthly charge for regulated services provided by us plus long-distance charges provided by other companies but billed by us.

If a deposit is required, it will be applied to account after the customer has paid his bills for service for six consecutive months without having had service discontinued for nonpayment of his bill and without having had more than two occasions on which his bill was not paid when due.

**Third-Party Notices** - Customers may designate another person to receive notice of a pending disconnection or other credit notices that are sent to the customer.

**Subscriber Rights and Obligations Pursuant to Ohio Revised Code -**

**Telephone Users**

Ohio law (Section 4931.31 Revised Code) makes punishable offenses of certain acts in connection with the use of the telephone. The law reads in part as follows:

"No person shall, while communicating with any other person over a telephone, threaten to do bodily harm or use or address to such other person any words or language of a lewd, lascivious, or indecent character, nature or connotation for the sole purpose of annoying such other person, nor shall any person telephone any other person repeatedly or cause any person to be telephoned repeatedly for the sole purpose of harassing or molesting such other person or his family. Any use, communication, or act prohibited by this section may be deemed to have been committed at either the place at which the telephone call was made or received."

# Doing Business With Us

## NOTIFICATION OF SUBSCRIBER RIGHTS

### Telephone Users continued

Section 4931.99 provides:

“Whoever violates Section 49.31 of the Revised Code shall be fined not more than five hundred dollars or imprisoned not more than six months or both.”

**Rights and Obligations of Subscriber Pursuant to Tariff** - Tariffs which show rates, rules and regulations for telephone service and facilities, approved by the Public Utilities Commission of Ohio are available in our business office for public inspection.

**Misuse of Facilities** - The telephone company may discontinue telephone service, after notification, for misuse of the telephone facilities for the following purposes:

- \* The use of the service in such a manner as to interfere with the service of others.
- \* The use of the service for any purpose other than communications.
- \* The use of facilities of the telephone company without approval of service connection and the applicable payment.
- \* Causing or allowing telephone facilities to be tampered with, damaged or destroyed through negligence.

When service is restored after denial, the telephone company will make a pro rate allowance at the scheduled rate for the service denied for the entire period of denial.

### **HARASSING CALLS**

The following are some recommendations on how to deal with obscene or harassing calls:

- say hello only once.
- Do not talk.
- hang up gently so as not to let the caller know you are angry or upset; and
- write down the date and time of the call.

If the calls continue, contact your phone company. If you receive a threatening call, report it to the police immediately.

The company may be able to offer you additional tips on how to deal with the harassing calls. The company may place a trace on your line to determine who is placing the calls. The caller may then be warned of potential legal action and possible disconnection of phone service if the calls continue.

### **National Do-Not-Call Registry**

The National Do-Not-Call Registry has been established to offer you a choice about receiving telemarketing calls at home. Registering will stop most telemarketing calls, but it will not stop calls from certain non-profit and political organizations and calls from organizations with which you have an existing business relationship. Consumers can register their residential telephone numbers, including wireless numbers, on the National Do-Not-Call Registry by telephone or by Internet at no cost. The number will be on the Do-Not-Call list the day after the registration; however, telemarketers have up to 31 days to remove the number from their call lists. You may register up to three numbers at one time if registering on the Internet. If registering via telephone, you can register only one number at a time and you must all from the telephone number you are registering. A number can be removed from the Do-Not-Call Registry at any time. To register or remove a number from the Do-Not-Call Registry, call 1-888-382-1222. For TTY, call 1-866-290-4236, or register on the Internet at [www.donotcall.gov](http://www.donotcall.gov). Additional information can be obtained at [www.donotcall.gov](http://www.donotcall.gov).



# General Information

## **Who Is Responsible For Repairs?**

Depending on the source of the problem, the following guidelines will apply:

If your telephone does not work, the problem could be caused by your telephone, the inside wiring, or with the telephone lines owned by The Benton Ridge Telephone Company.

**Outside Line Problems:** BRTC maintains outside lines, beginning with the connection to the building, called a Network Interface Device (NID), and extending to BRTC's central office. Outside line repairs are done at no charge to the customer.

**NID:** The NID is usually located outside, where the telephone lines enter a building. For office, apartment or other multi-unit buildings, tenants should contact the landlord for NID locations. Customers can determine if a problem is inside or outside by testing a phone at the NID. Some customers may not have a NID. Maintenance of everything from the NID to the BRTC office is BRTC's responsibility and done at no charge to the customer.

**Inside Wire Problems:** Maintenance of wiring, including jacks, on the customer premise side of the NID is the responsibility of the customer. Customers may complete their own repairs or hire a contractor to do them. In multi-unit buildings, maintenance of inside wire is left to individual agreements or contracts between landlords and tenants, consistent with local property laws. Tenants should contact the landlord before making other arrangements for repair.

**Telephones:** Monthly rates for equipment rented from BRTC include repair. Customers who own their own phones, or other communications devices, are responsible for repair and should follow warranty instructions.

**Customer Trouble Reports:** If the service problem is outside, repair will be done at no charge to the customer. If the problem is on the customer premise side of the NID, customers may complete their own repairs or hire a contractor to do them on a time and material basis. If BRTC determines the trouble is on the customer premise side after making a trip to the site, there will be a **\$30 test charge** if the trouble is the customer's problem.

Customers should test their phones at the NID, then report outside trouble to the BRTC and/or handle inside trouble using one of the options listed. There will be no charge to the customer if the trouble is outside. If the customer elects to have BRTC perform the inside wire repairs, a service order, a premise visit and time and material charges will apply. The customer is under no obligation to have BRTC complete inside repairs. Customers still have the option of doing inside repairs themselves or hiring an independent contractor.

For questions about repair, call **419-859-2144 (or 611)**.

**Vacation Rates:** Upon request, a subscriber having any class of service except a business, may temporarily suspend his service for a period of not less than one month and not more than six months in any year. If any period of suspension is less than thirty days, the vacation rate will not apply. No outward or inward service will be provided during suspension. Please contact the business office for details.

**Payment of Bills:** The telephone company will mail your bill by the 21st of each month and it will be due and payable on the 7th of the following month. If payment in full is not received on or before the 7th day of the following month, the bill becomes past due.



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# POSTAL ZIP CODES

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Ada .....	45810	Marion.....	43302
Arcadia.....	44804	McComb .....	45858
Arlington.....	45814	Miller City.....	45864
Arthur (Defiance).....	43512	Mt. Cory .....	45868
Ayersville (Defiance) ...	43512	Napoleon.....	43545
Bellefontaine.....	43311	N. Baltimore .....	45872
Benton Ridge .....	45816	New Bavaria.....	43548
Bluffton.....	45817	Norwalk.....	44857
Bowling Green.....	43402	Oakwood .....	45873
Bryan.....	43506	Ottawa .....	45875
Carey .....	43316	Pandora .....	45877
Continental.....	45831	Paulding .....	45879
Defiance .....	43512	Port Clinton .....	43452
Delaware .....	43015	Rawson.....	45881
Findlay.....	45840	Sandusky .....	44870
Fostoria .....	44830	Tiffin .....	44883
Fremont.....	43420	Upper Sandusky.....	43351
Hamler .....	43524	Van Buren .....	45889
Holgate.....	43527	Vanlue .....	45890
Kenton .....	43326	Van Wert .....	45891
Leipsic.....	45856		



Don't dig up problems...

**Call before  
you dig.**

1-800-362-2764

or  
811





AELKER, WILLIAM	15-652 RD Y P O BOX 213	-----	419-653-4289
JOHN	664 RAILROAD ST PO BOX 194	-----	419-653-4247
AMOS, KARA	10744 STATE RT 235	-----	419-859-1838
AMSTUTZ, JACOB	11190 TR 125	-----	419-859-6551
ANDERSON, SCOTT & TONIA	4734 SR 12 W	-----	419-859-2803
ANSPACH, LORI	11636 COUNTY ROAD 12	-----	419-859-2284
PREETHEE	4980 SR 12W	-----	419-859-2213
ARNOLD, BRUCE	11850 TOWNSHIP ROAD 122	-----	419-859-2233
A E	9744 TOWNSHIP ROAD 125	-----	419-859-2238
ASCHEMEIER, RYAN	5215 STATE ROUTE 12	-----	419-859-2083
BADERTSCHER, MARK	8632 CR 84	-----	419-859-3337
BAKER, THOMAS L	E889 COUNTY ROAD 16	-----	419-653-4269
BALICKI, MELINDA	152 MAIN ST P O BOX 151	-----	419-859-2856
BANEY, HEATH	5751 W. ST RT 12	-----	419-859-6034
BARE, WILLIAM & RONDA	6520 TWP RD 83	-----	419-859-2020
BARGER, SHELLY	10454 TWP RD 128	-----	419-859-2010
BARRETT, ERIC	11048 CO RD 53	-----	419-859-6856
BECK, MICHELLE	6565 W SR 12	-----	419-859-7142
BELL, BRIAN	10588 COUNTY ROAD 53	-----	419-859-3376
BELLMAN, JA & ML	4403 CR 86	-----	419-859-2443
BELTZ, HOLLY	105 MARKET ST BOX 180	-----	419-859-3770
BENNETT, E W & K C	11911 CR 12	-----	419-859-1299
BENSON, WADE	7101 CR 84	-----	419-859-2158
DEB	7281 CO RD 84	-----	419-859-2209
BENTON RIDGE CABINET WORKS,	106 EAST STRE	----	419-859-2171
BERGER, MIKE	2490 RD 18	-----	419-398-2137
BERRY, MARION	6663 SR 12	-----	419-859-2346
CHASE	8529 CR 84	-----	419-859-3742
BERTKE, TOBY	2786 TWP RD 87	-----	419-859-7179
BETHEL, TASHA	107 RAWSON ROAD	-----	419-859-6463
BIERY, MARK	12707 TOWNSHIP ROAD 51	-----	419-859-3361
DARREN	3230 TOWNSHIP ROAD 47	-----	419-859-2492
DEAN	3878 TOWNSHIP ROAD 47	-----	419-859-2204

JACOB	6370 TOWNSHIP RD 79	-----	419-859-6095
BIXLER, DAVID & JODY	10450 TOWNSHIP ROAD 1	----	419-859-2990
BLANCHARD TOWNSHIP GARAGE,	1450 TWP RD 82	----	419-859-2205
BLANKEMEIER, STEVE	19189 RD A	-----	419-398-2364
BOLLEY, JUNIOR	30831 AYERSVILLE DEFIANCE	----	419-653-4728
BOND, ERIC	176 MAIN ST BOX 40	-----	419-859-2977
BORER, MARTIN	5895 CR 84	-----	419-859-3507
BORGELT, JOHN	9984 SR 235	-----	419-859-3329
BORING, RICK	B841 COUNTY ROAD 12A	-----	419-653-4153
BOSSE, JERALD	12142 TOWNSHIP ROAD 57	-----	419-859-2207
BOTTOMS, C A	5010 SR 12	-----	419-859-2375
BOVEE, JEFF & JOANNE	4656 COUNTY ROAD 86	-----	419-859-2972
BOWSER, JAMES H	110 EAST ST P O BOX 123	-----	419-859-2327
BRACY, BRANDON	100 MAIN STREET	-----	419-859-7842
LULABELLE	137 MAIN STREET PO BOX 36	-----	419-859-2231
LARRY	4667 CR 86	-----	419-859-2337
BRANHAM, DENNIE	C150 COUNTY ROAD 19	-----	419-653-4579
BRECHT, KENNETH	1730 RD 19	-----	419-398-2266
BREWSTER, DAVID	766 SR 12	-----	419-859-3341
BRIM, ROGER	12095 CR 12	-----	419-859-2860
BROWN, LESTER & DARLENE	10534 CR 128	-----	419-859-2477
PATRICIA	11935 TOWNSHIP ROAD 130	-----	419-859-2385
THEODORE	15170 COUNTY ROAD C-2	-----	419-653-4636
MICHAEL & DEANNA	3730 CO RD 86	-----	419-859-3367
BUCHANAN, RICHARD	11620 HERRON CT	-----	419-234-8746
BUCHER, TIM	10373 TOWNSHIP ROAD 51	-----	419-859-3747
BUNN, BETTY	14771 TWP RD 51	-----	419-859-3362
BURKHART, CHRIS	15736 COUNTY ROAD B	-----	419-653-4609
PAUL	16154 COUNTY ROAD B	-----	419-653-4628
BURMAN, GREG & CARLA	112 EAST ST BOX 89	-----	419-859-2315
BURNER, ROBERT	5624 TOWNSHIP ROAD 84	-----	419-859-2256
BUTLER, CONNIE	17977 RD C	-----	419-398-2276
BUTTLES, DALE	111 RAWSON	-----	419-859-6565

C HERTEL, ROBERT	155 MAIN ST -----	419-859-1123
CALVARY UNITED METHODIST CHURCH,	177 MAIN ----	419-859-3525
CARPENTER, HENRY	E380 COUNTY ROAD 16C -----	419-653-4713
CASKIE, DAN	409 SR 12 -----	419-859-2107
CATES, RYAN	11526 TWP RD 122 -----	419-859-2169
JAMES	3276 SR 12 -----	419-859-3547
CHARY, AJIT	5571 ST RT 12 -----	419-859-4383
CHASKEL, RODNEY F	10239 TOWNSHIP ROAD 125 ----	419-859-3737
CHEEK, VICTORIA	6602 SR 12 -----	419-859-2051
CHICK, JOHN J	12912 COUNTY ROAD A -----	419-653-4734
CHIUW, WENDY	10403 TOWNSHIP ROAD 125 -----	419-859-2855
CLARK, KRISTIE	10608 CR 128 -----	419-859-3711
CLEMENS, GEORGE	30513 DEFIANCE PUTNAM CO ----	419-398-2173
CLYMER, BUD	12038 TWP RD 130 -----	419-859-2291
COLLERT, LYNN	10363 TOWNSHIP ROAD 123 -----	419-859-2220
DEREK	10614 TOWNSHIP ROAD 122 -----	419-859-2845
KEVIN & TARRAH	10770 TWP RD 122 -----	419-859-2175
JIM	3012 TOWNSHIP ROAD 87 -----	419-859-2332
GREG	654 CR 78 -----	419-859-2816
COMMUNITY FIBER SOLUTIONS,	3225 W ELM ST ----	765-321-2058
COOK, MERCEDEES	9991 STATE ROUTE 235 -----	419-859-3856
COOPERSMITH, TREVOR	6502 W STATE ROUTE 12 ----	419-859-5687
COPPLER, AARON	10851 TWP RD 130 -----	419-859-5254
CRAMER, MARCUS	10054 TWP RD 10 -----	419-859-2055
STEVE	10056 TOWNSHIP ROAD 10 -----	419-859-2372
DAVE	11789 TWP RD 130 -----	419-859-7532
DEREK	5232 TWP RD 79 -----	419-859-6560
CRAWFORD, R J	105 JACKSON ROAD PO BOX 56 -----	419-859-2322
GARY	5512 CR 86 -----	419-859-2195
CREEK ELEVATOR, NORTH	18556 RD B 18 2 -----	419-398-2325
CRIST, WAYNE	101 JACKSON RD P O BOX 66 -----	419-859-3726
AARON	124 BROWN ST BOX 15 -----	419-859-2036
CROOK, KEVIN	8196 COUNTY ROAD 84 -----	419-859-2974



CROSS, DAVE	1672 RD 19	-----	419-398-2244
CRUMRINE, MILDRED	14506 COUNTY ROAD C2	-----	419-653-4775
D BURNER, ROBERT	5976 SR 12 W	-----	419-859-2016
DEAN, STEVEN	5181 SR 12	-----	419-859-2821
DEMARCO, KEN & LYNN	11975 COUNTY ROAD 12	-----	419-859-2970
DEMLAND, MELVIN	C735 COUNTY ROAD 17B	-----	419-653-4428
DEVORE, MICHAEL D	2623 CR 86	-----	419-859-2408
DAVID	603 CR 86	-----	419-859-2326
DEWEESE, BRETT	10469 TOWNSHIP ROAD 58	-----	419-859-2369
JAMES	5877 CR 84	-----	419-859-2139
DICKEY, DENNIS	5213 TOWNSHIP ROAD 79	-----	419-859-2227
DIETSCH, ANDREW	2044 TWP RD 82	-----	419-859-3264
DOCKERY, ELIZABETH	18593 RD B 13	-----	419-398-2342
DON HALL ENTERPRISES,	P.O. BOX 54	-----	765-768-3381
DORNER, RONALD	10343 COUNTY ROAD 128	-----	419-859-2237
DOSTER, CHAD	C222 COUNTY ROAD 17B	-----	419-653-4171
DOTY, DONALD	3151 SR 12	-----	419-859-2316
DREWES, RONALD	E289 COUNTY ROAD 16C	-----	419-653-4476
DUNLAP, DUSTON	116 MAIN ST, PO BOX 72	-----	419-859-2280
DUNPHY, JAMES	17765 COUNTY ROAD B	-----	419-653-4139
DURLIAT, JASON	8800 SR 235	-----	419-859-2121
DYSERT, KEITH	11970 COUNTY ROAD 12	-----	419-859-3728
ROGER	3946 STATE ROUTE 12	-----	419-859-3304
EIDEN, RICHARD	1520 RD 14-A	-----	419-653-4257
ELDRED	15531 COUNTY ROAD C2	-----	419-653-4624
EISENTRAGER, GREGORY	10660 CR 128	-----	419-859-9920
ELCHINGER, MARGARET M	B213 COUNTY ROAD 12	-----	419-653-4771
ELLERBROCK, KURT	2277 RD 18	-----	419-398-2162
ELLIOTT, KEITH	2934 TOWNSHIP ROAD 82	-----	419-859-3314
EMANUEL'S CHRISTIAN CHURCH,	PO BOX 253	-----	419-653-4103
ERFORD, DEBRA	11074 CR 54	-----	419-859-3784
BARBARA	803 RED MAPLE COURT	-----	567-226-4222
F WALDMAN, PAUL	11421 TOWNSHIP ROAD 122	-----	419-859-2202

FALK, RYAN	3299* TWP RD 34	-----	419-859-6880
FARMERS ELEVATOR & SUPPLY,	16917 COUNTY R	----	419-653-4132
FENSTERMAKER, ROBERT	11831 COUNTY ROAD 12	----	419-859-3311
FICKEL, REX	2135 RD 18 A	-----	419-398-2261
FIELDS, THOMAS L	174 MAIN ST P O BOX 86	-----	419-859-3528
FILIATER, THOMAS	12353 TR 57	-----	419-859-2396
FINNERAN, LORI	139 MAIN ST	-----	419-859-2224
FISHER, EDWARD	3243 SR 12	-----	419-859-3323
KEVIN	5105 TOWNSHIP ROAD 84	-----	419-859-2830
JOYCE	5370 SR 12	-----	419-859-3374
FITZGIBBON, THOMAS M	12269 COUNTY ROAD 12	-----	419-859-2352
FLIPPIN, DIANNA	5271 W ST RT 12	-----	419-859-0871
FLORES, FRANCISCO	10946 TWP RD 10	-----	419-859-2430
FOWLER, MARGO	12033 COUNTY ROAD 12	-----	419-859-2956
FRANKART, MARVIN	2017 ROAD 18	-----	419-398-2298
FREELAND, JULIE	151 MAIN ST., PO BOX 31	-----	419-859-2050
FRESH NEW START,	1625 MORNINGSTAR DRIVE	-----	877-507-4427
FREY, LINDA	15685 COUNTY ROAD Y	-----	419-653-4714
GARMATTER, MARVIN	12587 TOWNSHIP ROAD 57	-----	419-859-3303
GECKLE, RICHARD	1978 RD 17	-----	419-398-2154
GENO, MICHAEL	12177 COUNTY ROAD Y	-----	419-653-4243
GERBERS, MATTHEW	9824 TR 51	-----	419-859-2518
GERDEMAN, CYNTHIA	12353 COUNTY ROAD Y	-----	419-653-4629
GERSCHUTZ, DENNIS	B511 COUNTY ROAD 12	-----	419-653-4641
GERTEN, JAMES E	10723 COUNTY ROAD 16	-----	419-859-3335
ERIC	9725 TR 53	-----	419-859-2398
GILBERT, JULIE	1345 RD 17	-----	419-398-2271
GILL, ROBERTO	15-710 CR B	-----	419-653-4829
GILLETTE, JOHN	2016 TOWNSHIP ROAD 87	-----	419-859-2440
GILTS, NORM 2ND.	11846 COUNTY ROAD 12	-----	419-859-2866
GLASER, ERIKA	5703 CO RD 86	-----	419-859-6502
GOOD SHEPHERD UM CHURCH,	105 MAIN ST P O	----	419-859-2000
GORRELL, JOSHUA	107 NORTH MARKET ST	-----	419-859-2989

GORSUCH, ALICE	3125 TOWNSHIP ROAD 47	-----	419-859-3389
GRANARY, THE,	13466 CR 53	-----	419-859-3785
GRAY, JIM	18551 RD B 18 2	-----	419-398-2145
GREENLESE, JOE	150 MAIN ST	-----	419-859-0089
GRIMSHAW, FRED & ASHLEY	166 MAIN ST., PO B	----	419-859-2002
GROVES, MICHELLE	5501 TOWNSHIP ROAD 84	-----	419-859-2252
GRUENHAGEN, CONNIE	17476 CO RD 19	-----	419-653-4410
GUNDER, CASEY	7104 CR 84	-----	419-859-7123
HABEGGER, JOE	15401 ROAD 16	-----	419-859-3746
HADDE, ANN	5353 W SR 12	-----	419-859-4970
HAGERMAN, JEFFERY	12745 COUNTY ROAD Y	-----	419-653-4515
HANNA, CHARLES JR.	162 MAIN ST BOX 71	-----	419-859-3384
HANRAHAN, DAVID R JR.	7755 CR 84	-----	419-859-2152
HARMON, MIKE	4736 CR 86	-----	419-859-2345
HARPST, JAMIE	10353 TWP RD 130	-----	419-859-1926
HARRIS, TYLER	1200 TOWNSHIP ROAD 41	-----	419-859-4871
NEAL	1600 TOWNSHIP ROAD 41	-----	419-859-2349
HASSELSCHWERT, KATHY	19270 RD B	-----	419-398-2210
HAWS, HOLLY	102 BROWN ST PO BOX 75	-----	419-859-2092
HAZELTON, PENNY	5651 W ST RT 12	-----	419-859-2295
HECTOR, BONNIE	10401 TOWNSHIP RD 51	-----	419-859-3393
KEITH	111 TWP RD 20	-----	419-859-3392
HEIDLEBAUGH, GARY	3319 CR 86	-----	419-859-3394
KYLE	3329 CR 86	-----	419-859-3395
HELBERG, WILLIAM	14817 COUNTY ROAD B	-----	419-653-4451
HELMLINGER, DORIS	4195 TOWNSHIP ROAD 79	-----	419-859-2215
HERSHBERGER, THOMAS M & DIANA	6630 W STATE	----	419-859-2033
HERSHEY, JUDY	11291 CR 128	-----	419-859-2867
HIGHTOWER, BRIAN	3075 TWP RD 47	-----	419-859-3042
HILL, JOHN	2244 RD 18 B	-----	419-398-2215
HILTNER, DAVID	1456 RD 18 A	-----	419-398-2251
MATT	1582 RD 18	-----	419-398-2240
HINDALL, PERT	3104 BLANCHARD TOWNSHIP RD	----	419-859-3774

HOAGSTROM, CARL & MAUREEN 802 RED MAPLE CT ----	998-100-9943
HOFFMAN, JASON & NICOLE 13862 COUNTY ROAD ----	419-859-2391
ANDREW 15631 COUNTY ROAD D1 -----	419-653-4228
HOHENBERGER, THOMAS 16849 COUNTY ROAD Y -----	419-653-4210
HOLLENBAUGH, ED 107 MAIN ST P O BOX 47 -----	419-859-4656
HOLLEY, JAMES 10590 TOWNSHIP ROAD 130 -----	419-859-2869
BRAD 2628 TOWNSHIP ROAD 82 -----	419-859-2394
HOMIER, VERL 782 WALNUT ST -----	419-653-4473
ROGER A020 COUNTY ROAD 14A -----	419-653-4134
PATTY & THOMAS E. A267 COUNTY ROAD 14A -----	419-653-4479
HOOK, JUDY 11329 BOB WHITE LANE -----	998-100-8760
HOOVER, JOHN 2016 RD 15 -----	419-653-4217
HORENZIAK, KATIE 5214 STATE ROUT 12 -----	419-859-7008
HOSTETLER, DONALD 604 CRIMSON MAPLE CT -----	998-200-8425
HOUCK, ETHAN 16592 RD 1 -----	419-859-6002
HUBER, ADAM & JAMIE 15275 COUNTY ROAD C-2 -----	419-653-4497
DARRELL 605 CRIMSON MAPLE CT -----	567-226-5003
HUDSON, KIM 548 STATE ROUTE 12 -----	419-859-2189
IU HEALTH JAY, INC., PO BOX 7175 -----	260-726-8822
JACKSON, KEITH 10962 TOWNSHIP ROAD 125 -----	419-859-3504
EVAN 10994 SR 235 -----	419-859-2044
EVAN -----	419-859-2550
JANES, KIM 12251 TWP RD 130 -----	419-859-6564
JOHNSON, TRACY 11898 COUNTY ROAD 54 -----	419-859-2818
JOHNSTON, AE 2166 ROAD 18-A -----	419-398-2287
JONES, WILLIAM C 11016 TOWNSHIP ROAD 125 -----	419-859-3535
GARY & DEBRA 14229 COUNTY ROAD B -----	419-653-4619
RONALD A-512 SR 108 -----	419-653-4739
JUNGE, ROGER & SUSAN 18489 COUNTY ROAD B1 -----	419-653-4435
KARALFA, LYNDA 1677 TOWNSHIP ROAD 82 -----	419-859-7891
KARHOFF, JONATHAN 11076 TWP RD 125 -----	419-859-5353
KENT 1134 TWP RD 125 -----	419-859-2165
LOIS 4191 TOWNSHIP ROAD 82 -----	419-859-3751

KARHOFF BROS EXCAVATING, 9951 TWP RD 10	-----	419-859-3305
KARRICK, DEZARAY 11664 TOWNSHIP ROAD 130	-----	419-859-2356
KEERAN, LARRY 117 BROWN ST BOX 22	-----	419-859-3511
KEETERLE, DANIEL 14308 COUNTY ROAD C2	-----	419-653-4689
DAVE C-255 SR 108	-----	419-653-4754
KELLY, TIMOTHY F 689 RAILROAD ST. PO BOX 2	----	419-653-4176
KENNEDY, MARLENE 109 EAST ST P O BOX 65	-----	419-859-3755
MARVIN JR. 123 BROWN ST P O BOX 111	-----	419-859-3771
KENNEY, BRIAN 5205 W STATE ROUTE 12	-----	419-859-6290
KIENER, STARLA 7486 TOWNSHIP ROAD 79	-----	419-859-5149
KIMMET, JAMIE 5421 STATE ROUTE 12	-----	419-859-4748
KIRK, DANIEL 12754 TWP RD 51	-----	419-859-2014
KISSEBERTH, JAMES 5208 TOWNSHIP ROAD 84	-----	419-859-2183
BRIAN P.O. BOX 67	-----	419-859-5340
KISSNER, STEPHEN 30747 HOFFMAN RD.	-----	419-653-4703
KITCHEN, JASON 103 JACKSON RD PO BOX 30	-----	419-859-2003
KLEAR, TONY 14021 COUNTY ROAD B	-----	419-653-4539
TOM 4020 RD 16 C	-----	419-398-2286
JUANITA C528 COUNTY ROAD 15	-----	419-653-4669
KLINE, LOWELL 913 CR 78	-----	419-859-2235
KRANZ, ROGER 6570 SR 12	-----	419-859-2042
KUENZLI, BRENT 5141 TWP RD 79	-----	419-859-3772
DAVID 5163 TOWNSHIP ROAD 79	-----	419-859-3363
KUHLMAN, RICHARD JR 15368 COUNTY ROAD Y	-----	419-653-4551
MARK 17261 RD C	-----	419-398-2155
KUNTZ, GREG & PATTY 11500 COUNTY ROAD 54	-----	419-859-2900
LABERDEE, RICK 4820 ST RT 12	-----	419-859-6555
LARUE, JOYCE 123 MAIN ST P O BOX 62	-----	419-859-3523
LAUNDER, JAMES H 5701 SR 12	-----	419-859-2859
LEGACY FARMERS COOP, 6566 COUNTY ROAD 236	----	419-859-2172
LEISTER, SONJA 5641 W STATE ROUTE 12	-----	419-859-0843
LIEB, HELEN 608 CR 78	-----	419-859-3579
LIEBRECHT, CARL 17283 RD H-13	-----	419-398-2143

CARL	-----	419-398-3855
LIECHTY BROS PLUMBING & HEATIN,	251 E. WA ----	800-588-2818
LOGAN, CASSANDRA	4780 W SR 12 -----	419-859-1399
LONG, JEFF	11128 CO RD 54 -----	419-859-3734
JAMES	7595 TR 79 -----	419-859-2112
LYNCH, WILLIAM	168 MAIN ST PO BOX 25 -----	419-859-0677
MAAG, ALBERT	11245 TOWNSHIP ROAD 53 -----	419-859-2490
MAASSEL, JAMES	14620 COUNTY ROAD D -----	419-653-4687
MAGEE, WELDON	10516 STATE ROUTE 235 -----	419-859-3783
RYAN	106 MARKET ST -----	419-859-6645
O LEE	11521 COUNTY ROAD 12 -----	419-859-3506
MANGAS, THOMAS	C865 COUNTY ROAD 12 -----	419-653-4553
MARCH, KEITH	17156 RD E -----	419-398-2313
MARDIS, ARTHUR E	10574 TOWNSHIP ROAD 125 -----	419-859-3576
MARSHALL, HONESTY	252 CR 18C -----	419-653-4791
PAUL & DONNA	5241 SR 12 W -----	419-859-2283
MATHENY, PATRICK	5245 W ST RT 12 -----	419-859-4964
MCCARTNEY, DOUGLAS	6127 CR 84 -----	419-859-2347
MCCORMICK, TIMOTHY	12490 TOWNSHIP ROAD 51 ----	419-859-2382
MCCURDY, ROBERT	614 CRIMSON MAPLE CT -----	567-226-4188
MCDANIEL, CHRISTINE	6088 RD 79 -----	419-859-2087
MCKITRICK, MICHAEL	4963 SR 12W -----	419-859-2203
CUYLER	4991 SR 12 -----	419-859-0888
MCLAUGHLIN, MICHAEL	5365 TAWA RIDGE LANE -----	419-859-9200
MCQUISTION, SCOTT	6722 STATE RT 12 -----	419-859-2054
MEADOWS, CHRISTINE	7409 COUNTY ROAD 84 -----	419-859-0234
MEEKS, DARRELL	3351 RD 19 -----	419-398-2135
MERCER, THOMAS	6681 SR 12 -----	419-859-2287
MEYER, JOYCE	684 RAILROAD ST PO BOX 202 -----	419-653-4575
MILLER, ALBERT	4180 S 700 W -----	765-369-2886
MONROE FEED & GRAIN LLC,	102 E WASHINGTON ----	800-764-7246
MONTGOMERY, JON	11599 CO RD 12 -----	419-859-8415
JONATHAN	173 MAIN ST -----	419-859-2250

MOORE, RYAN	11756 TWP RD 51	-----	419-859-2962
DAVID J	3678 SR 12	-----	419-859-3358
MORIN, STACY	864 OHIO STATE ROUTE 12	-----	419-859-3347
MORRIS, DEVEN	1342 TWP RD 20	-----	419-859-2029
MUMMA, MATT	10037 TWP RD 125	-----	419-859-5727
NAGY, PATTY	11313 TWP RD 130	-----	419-859-3702
NIENBERG, SARA	15751 TWP RD D1	-----	419-653-4569
NIESE, ROGER H	15476 RD B	-----	419-653-4467
KENNETH	9620 CR 53	-----	419-859-3739
JEROME	A097 COUNTY ROAD 13	-----	419-653-4480
DENNIS	PO BOX 258	-----	419-859-2006
NORM'S PLUMBING & HEATING,	NORM GILTS 118	----	419-859-2870
NUTRIEN AG SOLUTIONS,	ACCOUNTS PAYABLE PO	----	419-859-2131
OKEEFE, CODY	5681 ST RT 12	-----	419-859-0607
OKULEY, JAKE JR.	16849 RD A 16	-----	419-398-2274
MICHAEL	780 WALNUT ST	-----	419-653-4409
THOMAS	C-027 SR 108	-----	419-653-4441
OKULY, ARNOLD	14174 COUNTY ROAD B	-----	419-653-4710
CHARLES	17147 RD A	-----	419-398-2257
KEVIN	17365 ROAD A	-----	419-398-2223
JESSICA	17513 RD B13	-----	419-398-2221
DALE	18795 COUNTY ROAD A	-----	419-398-2380
ORDWAY, PAMELA	A865 COUNTY ROAD 13	-----	419-653-4486
ORTEGA, JESSICA	170 MAIN STREET	-----	419-859-3886
OSTRANDER, CARL & AMY	156 PINE STREET PO B	----	419-859-2078
OTTERBEIN ST MARYS,	11230 ST RT 364	-----	998-200-0031
PADGETT, JAMES	4265 CR 86	-----	419-859-6990
PAHL, JAMES	E606 COUNTY ROAD 17	-----	419-653-4872
PARISH, AMBER	10393 TWP RD 128	-----	419-859-1249
PARKER, MICHELLE	4750 W STATE ROUTE 12	-----	419-859-7320
PATTERSON, ANGIE	11643 TWP RD 51	-----	419-859-5150
PAULINE, DAVID	120 BROWN ST BOX 77	-----	419-859-2331
PFAU, ROSEMARY	17-086 COUNTY ROAD B-2	-----	419-653-4215

PHILLIPS, PAMELLA	13250 TOWNSHIP ROAD 51	-----	419-859-3359
VALERIE	1702 STATE RTE 12	-----	419-859-2939
TERRY	2789 TOWNSHIP ROAD 82	-----	419-859-3537
PISARSKY, JEFFREY	5621 STATE ROUTE 12	-----	419-859-0676
PLEASANT TWP FIRE DEPT,	P O BOX 463	-----	419-653-4431
PLEASANT VIEW UM CHURCH,	300 CO RD 37	-----	419-859-3779
PLUMBING & HEATING INC.,	LIKE 15571 COUNT	----	419-653-4137
PMP JOINT AMBULANCE DIST,	5141 TOWNSHIP R	----	419-859-3572
POLHAMUS, CAROL	1501 RD 16	-----	419-653-4651
POWELL, MICHAEL D	10151 TOWNSHIP ROAD 125	-----	419-859-2468
DANA	10434 TOWNSHIP ROAD 58	-----	419-859-3744
GENE	5237 CR 86	-----	419-859-2164
TOM	5695 CR 86	-----	419-859-2249
BRIDGET	9355 STATE ROUTE 235	-----	419-859-8026
ANGEL	9490 SR 235	-----	419-859-2085
DIANA	9766 TOWNSHIP ROAD 58	-----	419-859-2241
PRICE, BRENT & STEPHANIE	2476 STATE ROUTE	----	419-859-2432
LARRY	3283 ST RT 12	-----	419-859-1576
PRINCE, RICHARD	2220 ROAD 19A	-----	419-398-2366
PRUETT, CHRISTY	4745 W. ST RT 12	-----	419-859-6505
PURDY, ROBERT	P O BOX 432	-----	419-653-4203
GARY	PO BOX 292	-----	419-653-4147
PUTHOFF, DAVID	10748 TOWNSHIP ROAD 128	-----	419-859-5528
QUIROGA, R	11178 CR 54	-----	419-859-2181
RADABAUGH, JEFF	13499 TOWNSHIP ROAD 51	-----	419-859-2343
RADER, ROGER	12086 CR 53	-----	419-859-2498
RAMGA, PHYLLIS	11410 CARDINAL LANE	-----	419-204-1306
RAMSEY, RUTH	11297 BOBWHITE LN*	-----	419-234-0011
REAM, RITCHIE	10649 TOWNSHIP ROAD 125	-----	419-859-2864
LARRY	4785 SR 12	-----	419-859-3308
REESE, JAY	2596 TWP RD 42	-----	419-859-8090
REITER, NANCY E	101 EAST STREET PO BOX 88	----	419-859-2216
RENTZ, VANESSA	11800 COUNTY RD 12	-----	419-859-6167



RETTIG, PHILIP	3646 TOWNSHIP ROAD 47	-----	419-859-2341
RIDGE VILLAGE, BENTON	135 MAIN STREET PO	----	419-859-2423
RIEDEL, MICHAEL R	6724 CR 84	-----	419-859-2428
RITTER, MARVIN	1270 TOWNSHIP ROAD 82	-----	419-859-3569
BRUCE & RONDA	1450 TOWNSHIP ROAD 82	-----	419-859-2868
ROBB, MATT & BEV	5151 SR 12	-----	419-859-2308
ROBERTS, MIKE	11198 CR 54	-----	419-859-3555
ROBINSON, KEITH	6711 SR 12 WEST	-----	419-859-2269
ROCKHOLD, JON	603 CRIMSON MAPLE COURT	-----	998-200-9806
ROEBKE, JIM & GLEEANNA	645 CR 37	-----	419-859-3332
ROTH, AARON	2474 RD 18	-----	419-398-2167
ROUSSEAU, ROBERT	990 CR 37	-----	419-859-2093
ROUTZON, M R	3490 TOWNSHIP ROAD 47	-----	419-859-2239
ROYAL, MARY E	A549 COUNTY ROAD 16	-----	419-653-4507
RUE, JOHN	19985 RD B	-----	419-398-2205
RUHLEN, JASON & KENDRA	113 RAWSON RD	-----	419-859-2388
SACRED HEART CHURCH,	13779 COUNTY ROAD Y	-----	419-653-4157
		-----	419-653-4158
SATO, MIKIRO	602 CRIMSON MAPLE CT	-----	998-200-5614
SCARBERRY, DANNY SR.	9700 SR 235	-----	419-859-2447
SCHAG, NOELL	5255 W STATE ROUTE 12	-----	419-859-7246
SCHIMMOELLER, JASON & KIM	114 MAIN ST BOX	----	419-859-2302
BRENT	2790 TOWNSHIP ROAD 87	-----	419-859-2804
JEFF	8687 CR 84	-----	419-859-2487
SCHLACHTER, DEAN	20358 RD B	-----	419-398-2180
SCHLOEMP, JAMES	6560 SR 12 W	-----	419-859-2159
SCHMIDT, RITA	7447 TOWNSHIP ROAD 79	-----	419-859-3538
SCHOONOVER, S L	107 JACKSON RD P O BOX 14	-----	419-859-3309
ROBERT JR.	108 N WALNUT ST P O BOX 158	-----	419-859-3345
KEVIN	110 N WALNUT STREET PO BOX 125	-----	419-859-2466
MIKE	128 BROWN ST P O BOX 3	-----	419-859-3517
MARY LOU	148 MAPLE ST P O BOX 24	-----	419-859-3521
JACOB	163 MAIN ST BOX 125	-----	419-859-6566

STEVEN 6480 CR 84 -----	419-859-2260
SCHROEDER, CAROL NIESE 11761 COUNTY ROAD Y ----	419-653-4770
JACQUELYN 12159 CO RD 12 -----	419-859-6558
BRYAN 1768 COUNTY ROAD 86 -----	419-859-4892
MICHAEL A 5562 SR 12 -----	419-859-3533
PAUL A-832 SR 108 -----	419-653-4680
SCHULLER, DENNIS C022 COUNTY ROAD 16 -----	419-653-4102
SCHULTE, DANIEL 831 WALNUT -----	419-653-4503
SCHWIEBERT, JOHN 11988 COUNTY ROAD D -----	419-653-4555
SDP MANUFACTURING INC., SDP 400 INDUSTRIA ----	765-768-5000
SERVICE, CHUCK'S P.O. BOX 195 923 WALNUT ----	419-653-4181
SETTLEMIRE, JESSICA 128 MAIN ST -----	419-859-3466
ANTHONY 6686 W STATE ROUTE 12 -----	419-859-4832
SHADBOLT, KRISTAL 127 MAIN ST -----	419-859-6440
SHAFER, JAMES 109 BROWN ST P O BOX 21 -----	419-859-3397
SHANK, ART 125 RAWSON RD -----	419-859-2081
JAMES G 18910 RD B 13 -----	419-398-2370
JUSTIN 2603 TWP RD 47 -----	419-859-2077
TIM 5130 TWP RD 79 -----	419-859-4882
SHARPE, SCOTT 11735 CO RD 12 -----	419-859-2066
SHARRER, BARBARA PO BOX 1228 -----	419-859-2367
SHEARER, DAN 101 WALNUT ST BOX 52 -----	419-859-2234
SHEETS, JEFF & CHERYL B081 COUNTY ROAD 17 -----	419-653-4639
SHERER, JACQUELYN 11509 TOWNSHIP RD 130 -----	419-859-3549
SHERICK, MICHELLE 3350 TR 47 -----	419-859-3442
SHIARLA, RITA 14830 COUNTY ROAD C2 -----	419-653-4668
SHICK, MARK 2766 SR 12 -----	419-859-3336
SHIVERS, MICHAEL 5501 SR 12 -----	419-859-2828
SIEFKER, DALE A130 COUNTY ROAD 12 -----	419-653-4220
SIGLER, TED 1195 TOWNSHIP ROAD 82 -----	419-859-3598
SLATTMAN, CHRIS 18559 RD B-13 -----	419-398-2398
SLUSHER, JOSEPH 147 MAIN STREET -----	419-859-7448
SMITH, NANCY 134 BROWN ST PO BOX 105 -----	419-859-0704

WALTER	15630 COUNTY ROAD Y	419-653-4285
GARY	17395 RD C	419-398-2242
NANCY	6528 W SR 12	419-859-0295
DANNY	E410 COUNTY ROAD 17	419-653-4408
SOLT, MARILYN	4304 CR 86	419-859-2032
SPAUN, JACOB	3984 ST RT 12	419-859-2559
SPENCE, ROBERT	119 BROWN ST., PO BOX 26	419-859-2068
LEONARD & TOMMI	6645 STATE RTE 12	419-859-2004
SPOON, CURTIS	182 MAIN ST	419-859-6040
SROUFE, JUDITH	2599 RD 18 A	419-398-2237
STEINER, CHRISTIAN	5151 TWP RD 79	419-859-2927
STERLING, SCOTT	110 MARKET ST. P O BOX 11	419-859-2885
STEWART, GARY	2558 SR 12	419-859-2317
STOUFFER, MARIYLN	16770 COUNTY ROAD Y	419-653-4573
STRICKLER, GREG	9973 TOWNSHIP ROAD 125	419-859-2463
STRONG, VERN	5261 SR 12 W	419-859-3344
STUMP, EVE	6721 STATE ROUTE 12	419-859-2123
SVOBODA, DENNIS	9544 SR 235	419-859-3503
TASCOFF, CHOLE	6634 W STATE ROUTE 12	419-859-0635
TAYLOR, NICK	11177 TOWNSHIP ROAD 122	419-859-2067
JEFF	2769 TWP RD 82	419-859-3740
CONNIE	9783 SR 235	419-859-2075
TEMPLE, WILLIAM	30665 DEFIANCE-PUTNAM CO	419-398-2362
THE BARKING LOT,	10925 SR 235	419-859-2275
THEISEN, WALTER	15333 COUNTY ROAD B	419-653-4293
THIEL, STEVEN L	9620 SR 235	419-859-2377
THOMAS, ANNA MAE	14259 COUNTY ROAD Y	419-653-4447
THOMAS E	14792 COUNTY ROAD Y	419-653-4782
JAMES JR.	15404 COUNTY ROAD Y	419-653-4209
THOME, JOSEPH JR.	15102 COUNTY ROAD Y	419-653-4261
FRANK W	B101 COUNTY ROAD 17	419-653-4425
THOMPSON, JASON	11920 COUNTY ROAD 12	419-859-2914
RUTH	5001 TWP RD 79	419-859-2025

TIETJE, LARRY	6084 SR 12	-----	419-859-2474
TRAVER, MATT	4325 COUNTY ROAD 86	-----	419-859-2955
TUTTLE, LINDA	4391 COUNTY RD 86	-----	419-859-7183
UNITED STATES POSTAL SERV,	C/O CLAERO SOF	----	419-653-4487
URQUIDEZ, AMANDA	158 MAIN ST PO BOX 55	-----	419-859-2098
VALERIE, RICHARD	18-437 CR Y	-----	419-653-4704
VANHORN, AMBER	11022 TOWNSHIP ROAD 122	-----	419-859-2404
VANSANT, TAYLOR	132 S MAIN STREET	-----	419-859-6629
VERHOFF, KEITH	12012 CO.RD. 53	-----	419-859-2412
JOYCE	2266 RD 18	-----	419-398-2284
DENNIS	3850 RD 18	-----	419-398-2191
VERHOFF ALFALFA MILL,	C358 COUNTY ROAD 16	----	419-653-4161
	C358 COUNTY ROAD 16	-----	419-653-4162
VFW,	WALNUT STREET BOX 261	-----	419-653-4186
WAGNER, JAMES	13362 COUNTY ROAD C	-----	419-653-4578
DEB	15635 COUNTY ROAD Y	-----	419-653-4235
THOMAS	C-445 SR 108	-----	419-653-4286
WALDMAN, GEORGE	103 MAIN ST BR	-----	419-859-3765
JACK	10854 CR 128	-----	419-859-0654
WALSWORTH, CODY	106 HIGH ST., PO BOX 184	----	419-859-2091
WALTER, VICKIE	15642 RD 1	-----	419-859-2110
WALTERS, RANDY	3109 CR 86	-----	419-859-2464
WANK, THOMAS	11903 ROAD X	-----	419-653-4564
WEAVER, TONY	4762 STATE ROUTE 12	-----	419-859-6511
WEICKERT, TOM & CAROL	8360 COUNTY ROAD 84	----	419-859-2286
WEIHL, BENJAMIN	11866 TWP RD 130	-----	419-859-2082
WELLER, KAY	1412 RD 20	-----	419-398-2207
WENZINGER, GERRY	14406 COUNTY ROAD Y	-----	419-653-4445
RICHARD	16628 RD B	-----	419-398-2265
VIOLA	880 COUNTY ROAD 16	-----	419-653-4656
RONALD	A356 COUNTY ROAD 16	-----	419-653-4711
WESTRICK, MARK	14892 COUNTY ROAD C2	-----	419-653-4707
SHIRLEY	15629 COUNTY ROAD B	-----	419-653-4640

GEORGIANN	786 WALNUT	-----	419-653-4471
WILCOX, LEONA	4963 ST RT 12 W	-----	419-859-2267
WILDERMUTH, SARAH	7750 TWP RD 79	-----	419-859-2307
WILHELM, STEVE	11-397 RD B	-----	419-653-4417
LORRAINE	15811 COUNTY ROAD C	-----	419-653-4706
WILEY	B092 COUNTY ROAD 12	-----	419-653-4530
WILLIAMS, BRENT	11643 TR 130	-----	419-859-6467
RICHARD L	13654 TWP RD 53	-----	419-859-3386
BEN & JENNIFER	6656 STATE RTE 12	-----	419-859-2049
WILSON, ROBERT L	131 MAIN ST	-----	419-859-7600
SHELLY	5225 W ST RT 12	-----	419-859-5820
DONNA	6601 SR 12	-----	419-859-4241
WOLF, THOMAS	B678 COUNTY ROAD 17B	-----	419-653-4216
WOLFORD, MARK	105 N WALNUT ST P O BOX 100	----	419-859-3792
WOODBURN, DENNIS	1215 RD 19 A	-----	419-398-2105
WOOLLEY, SETH	14591 TWP RD 51	-----	419-859-2046
YOST, MARLEN	11414 CARDINAL LN	-----	419-234-6868
YOUNG, DANIEL	18226 COUNTY ROAD C1	-----	419-653-4434