CUSTOMER GUIDE

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DOING BUSINESS WITH US

BALDWIN LIGHTSTREAM

930 Maple Street, Baldwin, WI 54002
(715) 684-3346
(715) 684-4747 Fax
E-mail: info@baldwinlightstream.com
www.baldwinlightstream.com
An Independent Telephone Company
MATT SPARKS, Manager
OFFICERS AND DIRECTORS
Kent Wynveen, President

Peter Hawley . . . . Vice President   Dennis Mathison . . . . Secrectary & Treasurer
Larry Knegendorf. . . . . .Director   Michael Mattison . . . . .Director

Active Member Of

WISCONSIN STATE TELECOMMUNICATIONS ASSOCIATION

NATIONAL TELECOMMUNICATIONS COOPERATIVE ASSOCIATION
The Voice of Rural Telecommunications

NATIONAL CABLE TELEVISION COOPERATIVE, INC.

BUSINESS OFFICE
Location. . . . . 930 Maple Street, P.O. Box 420, Baldwin, WI 54002
Hours. . . . . Mon., Tues., Wed., Fri. 7:30 AM-4:30 PM; Thur. 7:30 AM-7:00 PM

New Service, Order Changes & Billing Inquiries:
      Residential and Business Service. . . . . (715) 684-3346
Trouble & Outage
      To Report Telephone Outages, Line Trouble, etc.. . .(715) 684-3400 or 611
Diggers Hotline
      Buried Cable Location Information 811

BILLING & PAYMENTS
Payments may be made by cash, check, credit card or money order at our business office located at 930 Maple Street, Baldwin, WI. For after hours payment, there is a depository located at the southeast corner of the building. To ensure proper credit, please return your billing stub or make sure that your account number appears on your check or money order. Do not mail cash (we will not be responsible for cash payments).

As part of our comprehensive commitment to our customers, we offer payment flexibility and payment plans to suit individual needs including SmartHub, Auto-Pay and Pay by Phone.

SmartHub and Auto-Pay. To sign up for this convenient method of paying bills, please visit our website www.baldwinlightstream.com

Pay by Phone. Save the stamp! It's simple to do, just dial 844-210-8264 to make a payment over the phone with a credit or debit card, or with a check. You will need to have your account number and PIN.

For more information about payment options give us a call at 877-684-3346.

YOUR TELEPHONE NUMBER IS IMPORTANT

When your telephone number is preceded by your Area Code, it is the only one like it in the United States and Canada. When leaving your telephone number for someone else to call you, be sure to include the Area Code.

Numbers are the most easily understood if they are given to others as "Area Code 3-1-1 (pause) 5-5-5 (pause) 3-6-2-1." When writing your telephone number, separate it like this: Area Code 311 555-3621.

TEACH CHILDREN EMERGENCY TIPS

If you have children, teach them how to use a telephone in emergencies. They should know how to call their home phone number, operator, and 911. Use a toy phone for practice, or hold down the hook on your regular home telephone while the children practice dialing. See page 4 for more tips.

DISCONNECT OF TELEPHONE SERVICE FOR NON-PAYMENT

Written notice of our intent to disconnect telephone service is mailed to a customer at least five days before the scheduled disconnect date. If a written request from a resident subscriber is on file in the local business office at the time of disconnect notice is mailed, five day notification will also be sent to the County Department of Health and Social Services.

TO OBTAIN THE ASSISTANCE OF AN OPERATOR

If you need assistance in completing a call or if after several attempts you fail to complete your call, dial "0" Operator. When the operator answers, explain the situation to the operator, who will be glad to assist you. A charge may apply.

DIRECTORY ERRORS

The Telephone Company is not liable for damages arising from errors or omissions from its directory, except in cases where a specific charge has been made for a listing, and the liability of the Telephone Company shall not exceed the amount of such charges.

USE OF RESIDENCE SERVICE FOR BUSINESS PURPOSES

Residence Service is installed with the understanding that it will be used for normal social or domestic purposes. A Residence Service will be changed to business service if used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services, and the subscriber has no business elsewhere within our system.

LISTINGS

Baldwin LightStream customers can have their telephone number listed or they can choose from non-listed or non-published numbers. A non-listed number is not in the directory, but is available through directory assistance. A non-published number is not in the directory and is not available through directory assistance. A small monthly charge applies for the non-listed or the non-published service.

ADDITIONAL LISTINGS

If the telephone is not in your name, but you want to be listed in the telephone directory, we can help. For a small monthly charge you can have an additional listing. An additional listing must be ordered by primary account holder.

GENERAL INFORMATION

TELEPHONE TIPS

GENERAL INFORMATION

ANNOYING CALLS?
HERE'S WHAT TO DO.

1. **DON'T TALK**. Don't keep talking to the caller. What the caller wants is an audience. Don't be that audience.

2. **HANG UP**. Hang up if the caller doesn't say anything. Hang up at the first obscene word. Hang up if the caller doesn't give satisfactory identification.

3. **IF OBSCENE OR HARASSING CALLS CONTINUE**. We're concerned about these calls and want to help stop them. Should you receive any, remember, you control your phone. You can end any conversation simply by hanging up. If the calls continue, contact your law enforcement agency. We work with the law enforcement agencies in the apprehension of these callers. With the help of improved procedures, many persistent callers have been caught. We want you to know we're doing all we can to preserve your right to privacy. Keep a call log.

Hang up on
OBSCENE
Phone Calls

BE CAUTIOUS
Teach children and baby sitters to be cautious with unknown callers. Instruct them not to provide information such as, "Mr. and Mrs. Smith are out of town." Instead, simply tell them to take a message — using pencil and paper you provide in advance. And don't forget to leave the phone number where your sitter can call you.

TELEMARKETING CALLS
If you are not interested when someone calls, just cut in and say no. If you do not want other calls from that company, ask them to take your name off their list.

You may reduce the number of at-home telephone solicitation calls from national companies by writing to:

Telephone Preference Service
Direct Marketing Association
P.O. Box 9014
Farmingdale, NY 11735-9014

(Include name, address, and phone number in request).

WISCONSIN NO CALL LIST
Residential customers can sign up for free to be added to the State's No Call List to reduce the number of telemarketing calls to your home. The list is updated quarterly. Your number will remain on list for two years.
https://nocall.wisconsin.gov/web/home.asp
Or Toll Free: 1-866-966-2255

NATIONAL
DO NOT CALL
REGISTRY
WWW.DONOTCALL.GOV

NATIONAL DO NOT CALL REGISTRY
Once your telephone number is registered, it will remain on the list permanently.
www.donotcall.gov
Toll Free: 1-888-382-1222

WARNING!! WARNING!!

UNDERGROUND TELEPHONE CABLES

3 Days Notice in Advance is required

FOR LOCATION OF BURIED CABLE,
CALL THE FOLLOWING NUMBER AT NO CHARGE

24 hours a day - 7 days a week - 365 days a year

ALWAYS CALL BEFORE YOU DIG

DIGGERS HOTLINE

Call **811** or **800-242-8511**, TDD **800-542-2289**
Find us online at: **www.diggershotline.com**

NOTICE
LOCATION OF BURIED FACILITIES FOR DIGGERS AND EXCAVATORS

It is the policy of Baldwin LightStream to locate its buried facilities within its exchange area without charge to anyone planning to do digging or excavating in the exchange area.

When digging, if no request for location is made, and the facilities are damaged or made inoperative, the person or firm doing the digging or excavating will be responsible for the entire cost of the damage incurred.

In accordance with Wisconsin State Law (Statute 182.0175) a request for location of buried facilities must be made by the individual(s) or firm doing the digging "not less than 3 days prior to the start of the excavation or "demolition."

When a request has been made for the location of buried facilities in accordance with the above requirements and the request is not responded to, any damage which occurs to the buried facilities shall be the responsibility of the company having failed to locate its buried facilities.

All charges for relocating or rearranging buried facilities located on private rights-of-way will be borne by the individual, firm or company requiring the change.

Any person who knowingly fails to comply with this section...shall forfeit $1000 for each such failure, provided that if the failure to comply results in damage to any transmission facility, the forfeiture shall be $2000. Each day that failure to comply persists is a separate offense.

GENERAL INFORMATION

EXTENDED COMMUNITY CALLING

EXTENDED AREA SERVICE (EAS)
(Dial Direct-Toll Free)

EAS is your local calling area. **Calls placed to communities within your EAS are included in your local telephone charges** (not toll charges) and require dialing the 10-digit telephone number. Baldwin (715) 684 & 688, Woodville (715) 698, and Hammond (715) 796 customers can call from one exchange to another without paying toll charges.

EXTENDED COMMUNITY CALLING (ECC)

ECC Calls-Extended Community Calls are not "local" calls, nor are they considered "long distance." ECC was created by the Public Service Commission of Wisconsin. ECC allows customers to call people in adjacent telephone exchanges as well as people within 15 miles of the central office headend, even if the exchanges are not adjacent, without paying normal long distance charges. The PSC created this program to allow customers to call schools, government, medical facilities and other areas of local interest without paying the normal long distance charges.

To place an ECC call requires dialing the 10-digit telephone number. ECC calls are billed at a special reduced rate of $.05 per minute. See the boxes at right for the ECC areas from your exchange.

ECC calls are bulk billed on your phone bill showing total minutes used at $.05 per minute. You can receive an itemized billing of your ECC calls by calling our business office at 715-684-3346. There is a $3 per month charge for itemized billing.

However, some customers may have a special calling plan from their carrier in which they want to include their ECC calls. To include ECC calls on your main carrier billing (i.e. Sprint, MCI or AT&T) you must dial your ECC calls using the following method. Dial: 10+1+XXXX (Carrier Code*) + 1+ 715 + the number you wish to dial.

Carrier Codes are displayed on your billing from your carrier or can be obtained from your carrier by calling the customer service number on their billing.

ECC Communities from Baldwin (715) 684 & 688	
Ellsworth	(715) 273
Glenwood City	(715) 265 & 565
Knapp	(715) 665
New Richmond	(715) 243 & 246
River Falls	(715) 425 & 426
Roberts	(715) 749 & 760
Spring Lake	(715) 772
Spring Valley	(715) 778

ECC Communities from Woodville (715) 698	
Boyceville	(715) 643
Elmwood	(715) 639
Glenwood City	(715) 265 & 565
Knapp	(715) 665
Roberts	(715) 749 & 760
Spring Lake	(715) 772
Spring Valley	(715) 778

LOCAL ACCESS TRANSPORT AREA (LATA)
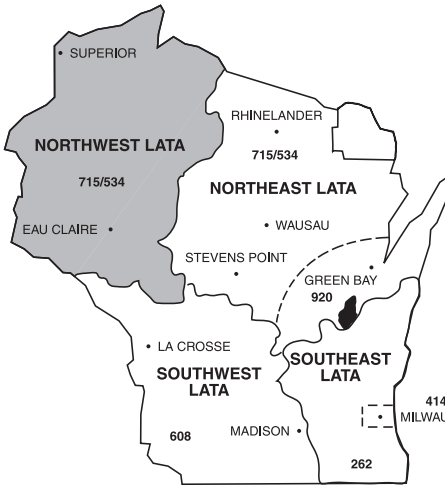
CALLING AREAS (LATA)

The shaded area of this map shows the Northwest **IntraLATA** calling area.

*Intra*LATA calls are sometimes referred to as "local long distance" calls. They are long distance calls to locations within the Northwest LATA. Rates for these calls are determined by the long distance carrier of your choice.

*Inter*LATA calls are long distance calls to locations beyond the Northwest LATA of Wisconsin. Rates for these calls are by the long distance carrier of your choice.

Baldwin LightStream offers Equal Access connection for Intra and Inter LATA calls. This means you can choose the long distance provider for these services. See pg. 8 for more information on Equal Access.

LATA INFORMATION

INTRALATA CALLING AREAS (NORTHWEST WISCONSIN)

Alma Center	Cleghorn	Gilmanton	Mason	St. Croix Falls
Almena	Colfax	Glen Flora	Mellen	Sand Creek
Amery	Cornell	Glenwood City	Menomonie	Sarona
Arkansaw	Cornucopia	Glidden	Merrillan	Saxon
Ashland	Cumberland	Gordon	Milltown	Sheldon
Augusta	Cushing	Grand View	Minong	Shell Lake
Baldwin	Dairyland	Grantsburg	Mondovi	Siren
Balsam Lake	Dallas	Hager City	Namakagon Lake	Solon Springs
Barnes	Danbury	Hammond	Nelson	Somerset
Barron	Deer Park	Hawkins	New Auburn	Soo Lake
Bay City	Deronda	Hayward	New Richmond	Spider Lake
Bayfield	Downsville	Herbster	Northfield	Spooner
Bennett	Dresser	Hixton	Odanah	Spring Lake
Benoit	Drummond	Holcombe	Osceola	Spring Valley
Birchwood	Durand	Houlton	Osseo	Springbrook
Black River Falls	Eagle Point	(Stillwater,MN)	Park Falls	Stanley
Bloomer	East Ellsworth	Hudson	Pepin	Star Prairie
Boyceville	Eau Claire*	Hurley	Phillips	Stone Lake
Boyd	Eau Galle	Independence	Pigeon Falls	Strum
Bruce	Eleva	Iron River	Pleasantville	Superior
Brule	Elk Lake	Jim Falls	Plum City	Taylor
Butternut	Elk Mound	Kennan	Poplar	Thorp
Cable	Ellsworth	Knapp	Port Wing	Trade Lake
Cadott	Elmwood	La Pointe	Prairie Farm	Turtle Lake
Cameron	Emerald	Ladysmith	Prentice	Washburn
Canton	Exeland	Lake Nebagamon	Prescott	Webb Lake
Centuria	Fairchild	Lewis	Radisson	Webster
Chetek	Fall Creek	Long Lake	Rice Lake	Weyerhaeuser
Chippewa Falls	Falun	Luck	Ridgeland	Wheeler
Clam Lake	Fox Creek	Maiden Rock	River Falls	Whitehall
Clayton	Frederic	Maple	Roberts	Winter
Clear Lake	Gilman	Marengo	Rock Falls	Woodville

LONG DISTANCE CALLING

EQUAL ACCESS

Your local Telephone Company provides the connection that lets you make long distance calls.

Today, many companies can handle those calls. Baldwin LightStream offers Equal Access service that lets customers of any participating long distance company call conveniently.

Equal Access service allows you to select the participating long distance company of your choice and access that company's service just by dialing 1 plus the area code plus the 7-digit number.

If you occasionally wish to use the service of a long distance company other than the one you selected for Equal Access, contact the company for special dialing instructions.

Each long distance company has different rates and offers different services. To find the rates or services for your primary long distance company or any other company you wish to use, contact the company directly.

To verify your selection of InterLATA long distance company dial **1 + 700 + 555-4141.**

You may change your primary long distance company by contacting a Baldwin Light-Stream Service Representative. You may change long distance companies at any time and as often as you wish, however there is a charge each time you change.

PIC FREEZE

A pic freeze is something you can add to secure your long distance service. A pic freeze on your line means that a long distance provider cannot switch your long distance carrier to them without your permission. This does not mean you cannot change carriers, but it allows Baldwin LightStream to call you before we implement any changes. Call today to order this free service.

BILLING

Some long distance companies have arranged for Baldwin LightStream to bill calls made over their networks on your local phone bill. In other cases, billing for long distance calls will be mailed directly to the customer by the long distance company used to place the calls.

CASUAL CALLING

"Casual Calls" are calls placed using any company other than the primary long distance company you selected. This procedure will allow you to take advantage of rates and services from other companies without changing your primary long distance company. Calling Card, 900, Third Number Calls, etc. may be included. To make casual calls, dial 10 plus the 4 digit Equal Access Code for the long distance company you wish to use and then dial the number you are calling. Rates and fees for casual calls vary by carrier.

CALLING PLANS

Each long distance company has its own calling plans. Contact your long distance carrier for more information.

**LONG DISTANCE and
SERVICE CALLS**
Direct Dial Information. . . . . . .See Page 12

**HOW TO CALL
DIRECTORY ASSISTANCE**
Charge Per Call Will Apply.
For local numbers dial:
1 + 411

For numbers within your area code dial:
1 + 715 + 555-1212

For numbers outside your area code dial:
1+ Area Code + 555-1212

For the telephone numbers of businesses and people who have Toll Free Numbers beginning with 800, 888, 877, and 866 dial:
1 + 800 + 555-1212

Write down numbers - directory assistance calls cost you money. Caution: Customers need to be aware that if an operator completes your call you will pay a connection fee plus operator assisted per minute rates.

900 & 976 NUMBERS
Calling & Billing Information. . .See Page 18

ONLINE DIRECTORY ASSISTANCE
There are many free online directory assistance companies* such as:
  www.anywho.com
  www.whitepages.com
  www.infospace.com

*Baldwin LightStream is not responsible for the accuracy or content of online sources.

LONG DISTANCE CALLING

WI RELAY SYSTEM

Wisconsin Relay Makes Telecommunications Accessible for Nonstandard Phone Users

WISCONSIN RELAY 711

What is Wisconsin Relay?
Wisconsin Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deafblind, speech-disabled, and hearing.

How does Wisconsin Relay work?
The person dials the toll-free Wisconsin Relay number and gives the communications assistant (often abbreviated as the CA) the area code and number of the person receiving the call. An example of a Wisconsin Relay service is a highly trained CA who voices the typed comments by the TTY (text telephone) user and types the spoken comments by the other person back to the TTY user. Wisconsin Relay provides several options to meet the needs of people who do not use the standard telephone.

How to connect to Wisconsin Relay

Dial:	7-1-1 *	Voice Carry-Over:	1-877-490-3724
TTY:	1-800-947-3529	Hearing Carry-Over:	1-800-947-3529
Voice:	1-800-947-6644	Speech-to-Speech:	1-800-833-7637
ASCII:	1-800-267-8867	Spanish-to-Spanish:	1-800-833-7813
		Spanish-to-English:	1-877-490-3723

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.

CapTel®—a free captioned phone service
CapTel, short for captioned telephone, users place calls in the same way when dialing with a standard telephone. Utilizing voice recognition technology that displays verbatim captions of the conversation on screen of a telephone or computer screen, the CapTel user can hear and read what the other person is saying.

How do I apply for specialized telephone equipment?
The Telecommunications Equipment Purchase Program (TEPP) provides qualified applicants (proof of a disability that makes using a standard telephone difficult or impossible) with vouchers to purchase assistive telephone equipment. A person can apply for a voucher by visiting **www.wisconsinrelay.com/tepp** or calling **1-800-251-8345** (TTY in state only) or **1-608-231-3305** (Voice).

Learn more about Wisconsin Relay

Wisconsin Relay Website:	**www.wisconsinrelay.com**
Wisconsin Relay Customer Service:	**1-800-676-3777** (TTY/Voice/ASCII)
Wisconsin Relay Spanish Customer Service:	**1-800-676-4290** (TTY/Voice/ASCII)
Speech-to-Speech Customer Service:	**1-877-787-1989** (Voice)
Voice Carry-Over Customer Service:	**1-866-931-9027** (Voice)
CapTel Customer Service:	**1-888-269-7477** (Voice/CapTel/TTY)
CapTel Spanish Customer Service:	**1-866-670-9134** (Voice/CapTel/TTY)
Sprint TTY Operator Service:	**1-800-855-4000**

Sprint
Accessibility
sprint.com/accessibility

Services supported by surcharge
A few cents per telephone bill surcharge makes Wisconsin Relay services possible for the citizens of Wisconsin. Sprint is the provider of the relay services for Wisconsin.

7-1-1 is not an emergency number
Some people might assume it is okay to call 7-1-1 for emergencies. The 7-1-1 Wisconsin Relay number is for relay service calls only. The Americans with Disabilities Act (ADA) requires that 911 centers be prepared to handle emergency calls from people who use the text telephone. Wisconsin Relay will make every effort to assist a person during an emergency but cannot serve in the same function as 911 centers. Wisconsin Relay does not assume responsibility for handling emergency calls.

Wisconsin Lifeline

Lifeline is the Federal Communications Commission's (FCC) program to help make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on qualifying monthly telephone service, broadband Internet service, or bundled voice-broadband packages purchased from participating wireline or wireless providers. The discount helps ensure that low-income consumers can afford 21st century broadband and the access it provides to jobs, healthcare, and educational resources.

With FCC reforms, the Lifeline program has been streamlined, and eligible customers are now limited to one wireline or wireless phone or Broadband Internet Access Service (BIAS) per qualified household.

The Lifeline Program provides a reduced monthly rate for telephone or BIAS service (subject to speed tier minimums). The current speed tier minimum for BIAS service is 25 Mbps download and 3 Mbps upload. Lifeline subscribers who wish to have their credit applied to BIAS must subscribe to this minimum speed per FCC rules.

Use the eligibility pre-screening tool on the Universal Service Administrative website at https://www.lifelinesupport.org

LIFELINE

DIRECT DISTANCE DIALING

DIRECT DISTANCE DIALING CALLS are station-to-station long distance calls you dial yourself without operator assistance. You must dial all 10 digits when making a local or long distance call within your area code.

	DIAL
In EAS and ECC Area	715 + Number
Within 715 Area (Outside EAS and ECC Area)	1 + 715 + Number
Outside 715 Area	1 + Area Code + Number

OPERATOR ASSISTANCE

To make an operator assisted call dial:
0 + area code + the seven-digit number

When the operator comes on the line, state the type of call you are making.

For an additional service charge, the operator will place the following types of calls:
- *Busy Line Interrupt*. The operator interrupts the conversation on a busy line to say you are calling.
- *Collect Calls*. The person or firm you are calling agrees to pay for the call.
- *Conference Calls*. To talk with several people at the same time. For conference service, contact your long distance company.
- *International Calls*. You can usually direct dial or your long distance company operator can handle the call, including information.
- *Person-To-Person Calls*. The operator will only complete the call to the person or extension you request. If you do not reach the right person or extension, you will not be charged.
- *Third-Number Billing*. You bill the call to a phone other than the one you are calling to or from.
- *Third-Number Billing From A Public Phone*. The operator will call the number you are charging. If no one answers or accepts the charges, you will have to make other billing arrangements.
- *Time And Charges Call*. Inform the operator in advance that you want to know the length and cost of your call. Stay on the line after the call.
- *Automated Operator-Assisted Calls*. When placing a collect or third number call, recorded announcements will help you select the type of call and billing you desire. An automated voice will announce your call, if required. If the charges are accepted, your call will be connected.

If you experience Trouble On Your Call, Hang up. Then pick up the phone again and dial "0" for an operator. Explain the situation so the operator can help you, or issue a credit for a wrong number on local or long distance calls.

LONG DISTANCE CALLING

WISCONSIN AREA CODES

DULUTH

906

218

ESCANABA

ST. CLOUD

320

MINNEAPOLIS

715/534

MINNEAPOLIS

612

952

MAPLE GROVE

763

ST. PAUL

WAUSAU

EAU CLAIRE

952   651

STEVENS POINT

GREEN BAY

BLOOMINGTON

ROCHESTER

920

507

LA CROSSE   PLYMOUTH

WEST BEND

PORTAGE

262   MILWAUKEE

MASON CITY

MADISON

712   641   563   608   414

DELAVAN

DUBUQUE

DES PLAINES

ROCKFORD   224   773

515   815   847   CHICAGO

319   630   312

DES MOINES   CHICAGO

CEDAR RAPIDS

309   708   CHICAGO HEIGHTS
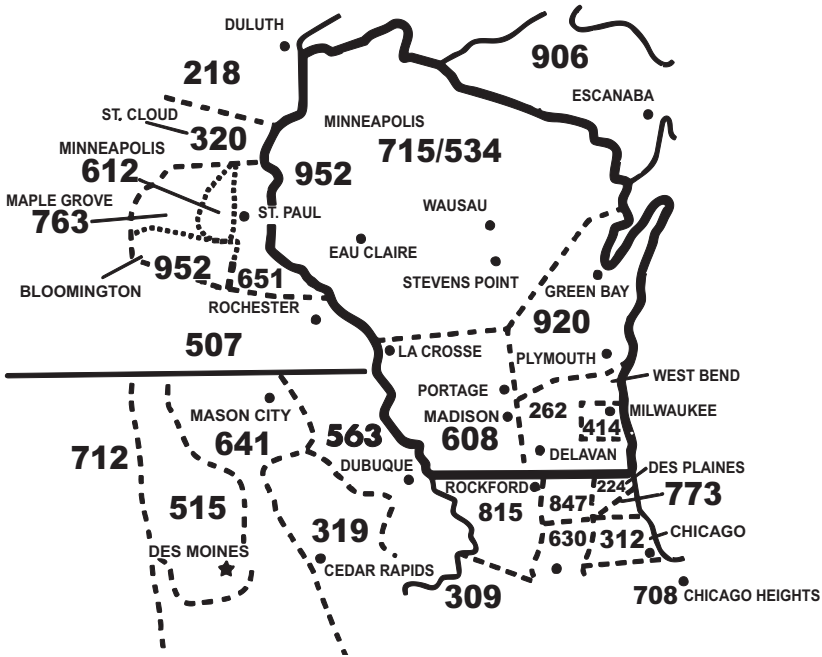
Be Certain You Dial the Correct Area Code

If you reach a wrong number
- or have any other trouble with your call...dial "OPERATOR" immediately and provide the area code and the telephone number reached, so the necessary billing adjustments can be made.

You will not be charged
- If you hang up before you dial the complete number.
- If the telephone number you dial is busy or does not answer.

AREA CODE LISTINGS

To find additional listings for area codes by city or by code, refer to the Area Code Guide & Time Zone Map on page 16. You may also access many different online sources* such as: www.fonefinder.net

If you are unable to find your desired Area Code, dial "Operator" for assistance. Please note if the operator completes your call you will be charged for an operator assisted call.

* Baldwin LightStream is not responsible for the accuracy or content of online sources.

AREA CODES & MAPS

AREA CODE LISTINGS

To find additional listings for area codes by city or by code, you can access many different online sources* such as www.fonefinder.net. (*Baldwin LightStream is not responsible for the accuracy or content of online sources.)

WISCONSIN AREA CODES

The Public Service Commission of WI (PSC) has approved the addition of the 534 area code to the geographic region currently served by 715. Customers with a 715 area code number will remain the same.

Beginning August 14, 2010, new telephone lines may be assigned numbers with the 534 area code.

WISCONSIN AREA CODES

City	Code	City	Code	City	Code	City	Code
Algoma	920	Brandon	920	Cumberland	715	Frederic	715
Allenton	262	Brillion	920	Darien	262	Fredonia	262
Alma	608	Bristol	262	Darlington	608	Fremont	920
Almond	715	Brodhead	608	Deerfield	608	Friendship	608
Altoona	715	Brooklyn	608	De Forest	608	Galesville	608
Amery	715	Brooks	608	De Pere	920	Genesee	262
Amherst	715	Bruce	715	Delafield	262	Genoa City	262
Antigo	715	Brussels	920	Delavan	262	Gillett	920
Appleton	920	Burlington	262	Denmark	920	Gilman	715
Arcadia	608	Burnett	920	Dickeyville	608	Gleason	715
Arkansaw	715	Cadott	715	Dodgeville	608	Glen Flora	715
Ashland	715	Caledonia	262	Dorchester	715	Goodman	715
Auburndale	715	Cambria	920	Dousman	262	Granton	715
Augusta	715	Cambridge	608	Downsville	715	Grantsburg	715
Aurora	715	Cameron	715	Durand	715	Green Bay	920
Avoca	608	Campbellsport	920	Eagle	262	Green Lake	920
Baileys Harbor	920	Canton	715	Eagle River	715	Greenbush	920
Baldwin	715	Casco	920	East Troy	262	Greenwood	715
Balsam Lake	715	Cassville	608	Eau Claire	715	Hancock	715
Baraboo	608	Cedarburg	262	Eden	920	Hannibal	715
Barre Mills	608	Cedar Grove	920	Edgerton	608	Harmony	715
Barron	715	Chenequa	262	Egg Harbor	920	Hartford	262
Bayfield	715	Chetek	715	Elk Lake	715	Hartland	262
Beaver Dam	920	Chilton	920	Elk Mound	715	Hayward	715
Belgium	262	Chippewa Falls	715	Elkhart Lake	920	Highland	608
Belleville	608	Clayton	715	Elkhorn	262	Hilbert	920
Belmont	608	Clear Lake	715	Ellsworth	715	Hillsboro	608
Beloit	608	Cleghorn	715	Elmwood	715	Holcombe	715
Benoit	715	Cleveland	920	Elroy	608	Holmen	608
Benton	608	Clinton	608	Endeavor	608	Horicon	920
Berlin	920	Clyman	920	Ephraim	920	Hortonville	920
Big Bend	262	Colby	715	Evansville	608	Houlton	715
Birchwood	715	Coleman	920	Exeland	715	Howards Grove	920
Black Creek	920	Colfax	715	Fall Creek	715	Hubertus	262
Black Earth	608	Columbus	920	Fall River	920	Hudson	715
Black River Falls	715	Combined Locks	920	Fennimore	608	Hurley	715
Blair	608	Cornell	715	Florence	715	Hustisford	920
Bloomer	715	Cornucopia	715	Fond du Lac	920	Independence	715
Bonduel	715	Cottage Grove	608	Footville	608	Iola	715
Boscobel	608	Crandon	715	Fort Atkinson	920	Iron Ridge	920
Boulder Junction	715	Crivitz	715	Fountain City	608	Iron River	715
Boyd	715	Cuba City	608	Fox Lake	920	Ithaca	608

Jackson 262	Milwaukee 414	Platteville 608	Stockbridge 920
Jacksonport 920	Mineral Point 608	Plover 715	Stoughton 608
Janesville. 608	Minocqua. 715	Plymouth 920	Stratford. 715
Jefferson 920	Minong. 715	Port Edwards. 715	Sturgeon Bay. 920
Jim Falls 715	Mishicot 920	Port Washington . . 262	Sullivan 262
Johnson Creek . . . 920	Mondovi 715	Portage 608	Sun Prairie. 608
Jump River 715	Monroe 608	Potosi. 608	Superior. 715
Junction City 715	Montello. 608	Poynette 608	Suring 920
Juneau. 920	Montfort 608	Prairie du Chien. . . 608	Sussex. 262
Kaukauna 920	Monticello 608	Prairie du Sac 608	Theresa 920
Kenosha 262	Mosinee. 715	Prairie Farm. 715	Thiensville 262
Keshena 715	Mt. Calvery 920	Prescott 715	Thorp 715
Kewaskum. 262	Mt. Horeb. 608	Princeton 920	Tomah 608
Kewaunee 920	Mt. Vernon 608	Pulaski. 920	Tomahawk 715
Keil. 920	Mukwonago 262	Racine 262	Trempealeau 608
Krakow. 920	Muskego 262	Radisson 715	Trout Lake 715
Lac du Flambeau. . 715	Nashotah 414	Randolph 920	Turtle Lake. 715
La Crosse 608	Necedah 608	Random Lake 920	Twin Lakes. 262
Ladysmith 715	Neenah 920	Redgranite. 920	Two Rivers. 920
Lake Delton 608	Neillsville 715	Reedsburg 608	Union Grove 262
Lake Geneva 262	Nekoosa 715	Reeseville 920	Valders 920
Lake Mills. 920	Neosho 920	Rhinelander 715	Van Dyne 920
Lancaster. 608	Neshkoro 920	Rice Lake. 715	Verona 608
Land O' Lakes 715	New Auburn 715	Richland Center. . . 608	Vesper 715
Larsen 262	New Glarus 608	Richmond 608	Viola. 608
Lebanon. 920	New Holstein 920	Ripon 920	Viroqua 608
Little Chute 920	New Lisbon 608	River Falls 715	Wales. 262
Livingston 608	New London 920	Roberts 715	Walworth 262
Lodi 608	New Richmond . . . 715	Rosendale 920	Washburn 715
Lomira 920	Newton 920	Rosholt 715	Waterford. 262
Lowell 920	Newtonburg 920	Rothschild 715	Waterloo 920
Loyal 715	Niagara 715	Rudolph 715	Watertown 920
Luxemburg. 920	North Freedom . . . 608	St. Croix Falls 715	Waubeka 262
Madison. 608	North Lake 414	Salem 262	Waukesha 262
Manawa 920	North Prairie 262	Sarona 715	Waunakee 608
Manitowoc 920	Oakfield 920	Sauk City 608	Waupaca 715
Mapleton 920	Oconomowoc. 262	Schofield 715	Waupun 920
Marinette 715	Oconto 920	Seymour 920	Wausau 715
Marion 715	Oconto Falls 920	Sharon 262	Wautoma 920
Markesan 920	Omro 920	Shawano 715	West Bend 262
Marshall 608	Onalaska 608	Sheboygan 920	West Salem 608
Marshfield 715	Oostburg 920	Sheboygan Falls . . 920	Westby. 608
Marytown 414	Oregon. 608	Sheldon 715	Westfield 608
Mauston 608	Orfordville 608	Shell Lake 715	Weyauwega 920
Mayville 920	Osceola 715	Shiocton. 920	Weyerhaeuser 715
Mazomanie 608	Oshkosh 920	Shullsburg 608	Wheatland 262
McFarland 608	Osseo 715	Silver Lake. 262	Whitehall 715
Medford 715	Oxford 608	Sister Bay 920	Whitelaw 920
Mellen 715	Paddock Lake 262	Slinger 262	Whitewater. 262
Menasha 920	Palmyra 262	Somerset 715	Wild Rose 920
Menomonee Falls . 262	Pardeeville. 608	Sparta 608	Williams Bay 262
Menomonie 715	Pembine 715	Spencer 715	Wind Lake 262
Mercer 715	Peshtigo. 715	Spooner 715	Winneconne. 920
Merrill. 715	Pewaukee 262	Spring Green 608	Wisconsin Dells . . . 608
Merton 262	Phelps 715	Spring Valley 715	Wittenberg 715
Middleton 608	Phillips 715	Stanley. 715	Wonewoc. 608
Mill Center 920	Pickett 920	Stetsonville 715	Wrightstown 920
Milton 608	Pittsville 715	Stevens Point 715	

WISCONSIN AREA CODES

AREA CODE & TIME ZONE MAP

Caribbean & Other Islands

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

Area Codes do not cross State borders

New York City Area
212/917/646 Manhattan
718/917/347 Brooklyn
Staten Is.
Bronx
914 Queens
Westchester

410/443 Maryland
202 Washington DC
301/240 Maryland

Chicago Area
312
630/331
708
773
847/224

Minneapolis
612/763/952

Pontiac 248
Detroit 313
Ann Arbor 734

ATLANTIC Newfoundland 709
Prince Edward Island 902
New Brunswick 506
Nova Scotia 902

Quebec 819
Ontario
Manitoba 204
Saskatchewan 306
Alberta 403 • CALGARY 780

Maine 207
Vermont 802
New Hampshire 603
Massachusetts 978/351 617/857 781/339
Rhode Island 401
Connecticut 860 203 914
New York 518 315 716 585
New Jersey 201/551 973/862 732/848
Pennsylvania 814 717
Delaware 302
Maryland 301/240 410/443
W. Virginia 304 540 434 276
Virginia 703/571 757 804
North Carolina 252 336 828 910 704/980 919/984
South Carolina 803 843 864
Georgia 706/762 478 229 912 404/678/470
Florida 386 904 321 352 407/321 727 813 941 863 561 772 239 305/786
Alabama 251 334 256 205
Mississippi 601/769 662
Tennessee 731 901 615 931 865 423
Kentucky 606 502 859 270
Ohio 216 440 330/234 419/567 937 513 614 740
Indiana 219 260 574 765 812 317
Illinois 815 618 309 217
Michigan 231 269 517 616 586 810 313 734 248
Wisconsin 715/534 920 262 608 414
Minnesota 218 320 651 507
Iowa 641 515 319 712 563 641
Missouri 816/975 913 417 636 573
Arkansas 501 870 479
Louisiana 318 337 225 985 504
Texas 806 325 432 915 830 210 361 956 940 254 512 214/972/469 903/430 409 936 713/281/832 817/682 979
Oklahoma 580 405 918/539 539
Kansas 785 620 316 785 580 660
Nebraska 402 308 605
South Dakota 605
North Dakota 701
Wyoming 307
Montana 406
Idaho 208
Utah 385/801 435
Colorado 303/720 970 719
New Mexico 505 575
Arizona 928 623 480 602 520
Nevada 775 702
California 909 951 858 760 559 619 530 707 415 925 209 510 650 831 805 661 213 323 818 562 714 310 626 424 949
Oregon 541 503/971
Washington 360 509 206 253 425
British Columbia 250 604/778
Alaska 907
Hawaii 808

PACIFIC • MOUNTAIN • CENTRAL • EASTERN • ATLANTIC

DIALING INSTRUCTIONS

International calling is more convenient today than ever before. Calls can now be dialed to many overseas countries by customers throughout the United States. The following instructions are for placing international calls.

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 Code - a one-to five-digit number.
4. The local telephone number.
5. The "#" button - where telephone is equipped with the Tone Dial dialing.

For example:

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

International Access Code		Country Code		City Code
011	**+**	**49**	**+**	**69**
	+	**12345**	**+**	**#**
		Local number		button if Tone Dial dialing*

*Tone Dial dialing saves additional time by using this step.

Dial the International Access Code (011 or 01) without pausing between digits. If you hesitate 3 seconds or more after dialing "0", you'll get your local operator.

Signals (ringing, number busy, etc.) in other countries often differ from those in the United States.

After dialing an International Call, allow at least 45 seconds for the ring to start.

OPERATOR-ASSISTED CALLS

To dial person-to-person collect,* credit cards 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 credit card number. Rates are higher than station-to-station calls.

ADDITIONAL ASSISTANCE OR INFORMATION

Dial "0" (Operator) if you need assistance:
1. To obtain a telephone number you don't know.
2. To obtain City 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.

*Certain countries will not accept collect calls.

TO PLACE A CALL TO THE BAHAMAS, BERMUDA, CANADA,MEXICO,* PUERTO RICO AND THE VIRGIN ISLANDS

Calls to these points and most other Caribbean 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. International rates apply.

*Mexico City and certain border points.

INTERNATIONAL CALLING BLOCK AVAILABLE

An international call block is available to block international calls from being dialed from your phone. To implement this free service, call our business office and speak to our customer service representatives. You must also call your long distance provider to implement the block.

INTERNATIONAL CALLING CODES

To find listings for Country and City Codes you can access many different online sources* such as: **www.the-acr.com/codes/cntrycd.htm**

*Baldwin LightStream is not responsible for the accuracy or content of online sources.

INTERNATIONAL CALLING

CUSTOMER RIGHTS

BILLING ERROR RIGHTS

Telephone numbers that begin with 900 or 976, allow customers to access certain information and entertainment services including sports scores, stock quotes and live group conversations. There is always a charge for accessing these services.

In response to public concern over possible misuse of these services, customers have certain rights and obligations with respect to charges for 900 or 976 calls. To avoid problems, you may want to consider 900/976 Call Blocking. This service enables your phone to automatically block all calls to 900 and 976 numbers. Please contact our office to receive this service.

Charges for 900 and 976 pay-per-call services appearing on your phone bill are for non-communication services and should not be billed for any such service that does not fully comply with the appropriate federal laws and regulations. If you are charged for 900 or 976 calls, and you feel these charges are erroneous, there is a procedure to dispute these charges.

If you think you have been incorrectly billed for a 900 or 976 pay-per-call service, you must notify your local telephone company within 60 days of the bill date and request an investigation of the charge. There is no need to write: a phone call is sufficient.

During an investigation, you are not required to pay the disputed amount, nor will you be charged for the investigation. If you were incorrectly billed, or your claim was not handled properly, an adjustment will be made to your account. If, after an investigation, it is determined that you were properly billed, you will be responsible for the charges and actions may be taken to collect any outstanding sums.

900 & 976 NUMBERS

INFORMATION AND ENTERTAINMENT LINES

Companies called information providers offer sports updates, stock quotes, live group conversations, horoscopes, legal advice, and other entertainment or information services for a fee. 900 numbers are advertised on television, in magazines and newspapers and passed around by word of mouth. 900 services are created by program sponsors that determine the message content and set the charges for each call. These services can be reached by dialing telephone numbers that begin with 1-900, 1-976, or 1-700. Baldwin LightStream is not affiliated with these companies.

900 & 976 CALL BLOCKING SERVICES

For those customers concerned about message content or possible excessive use of 900 lines, Baldwin LightStream offers 900/976 Call Blocking at no initial charge to you.

This Call Blocking Service allows you to block ALL calls to 900 and 976 numbers. We cannot selectively block some of these calls while allowing others to be completed. To arrange for Call Blocking, call our business office at 715-684-3346.

**Baldwin LightStream offers many custom calling services.
Please call us if you would like to subscribe.**

Home Intercom
Turn your phone into a home communications system.

How it works:
Use your phone to talk with someone in another part of the house, garage, workshop, or barn-wherever there's an extension. A special ring lets you know it's an intercom call.

To Use:
1. Lift the handset and listen for the dial tone.

2. Dial your own phone number. You'll hear a confirmation tone or a recorded message indicating that you've dialed your own number.

3. Hang up.

4. Listen for the phone to ring, You'll hear a special ring for a Home Intercom call. The phone will stop ringing when someone picks up an extension.

5. Lift the handset and you'll be connected.

Call Forwarding
Let your call follow you to another number.

How it works:
You can program your calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. It can still be used to make outgoing calls.

To "turn on" the service:
1. Lift the handset and listen for the dial tone.

2. Press *72. (On a rotary phone, dial 1172.)

3. Listen for the dial tone.

4. Dial the number where you want your calls forwarded.

5. When the phone is answered, your Call Forwarding is in effect.

If the line is busy, or there is no answer:
6. Hang up.

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

To "turn off" the service:
1. Lift the handset and listen for the dial tone.

2. Press *73. (On a rotary phone, dial 1173.)

3. Listen for the confirmation tone, then hang up. Your Call Forwarding is now "off" and calls will ring normally on your phone.

To change the "forward to" number:
1. Turn off Call Forwarding.

2. Repeat steps 1-5 above to turn on Call Forwarding, entering the new "forward to" number.

Note: Dial the number exactly as if you are calling directly. For all calls, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes instead.

CALLING SERVICES

CALLING SERVICES

Call Waiting
You'll know when another caller is trying to reach you.

How it works:
You can use your telephone without missing other calls. A special tone alerts you to a waiting call; the person calling you hears normal ringing.

To answer a waiting call:
1. When you're on the phone, a special tone tells you a second call is waiting.

2. Simply press and quickly release the "switchhook" on your telephone. Your first caller is automatically placed on hold, while you're connected with the second caller.

If you choose not to answer the incoming call:
1. You'll hear a special tone to remind you of the waiting call.

To alternate between callers:
1. Simply press and quickly release the "switchhook." While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:
1. Hang up.

2. Your phone will ring.

3. When you answer; you'll be connected with the remaining caller.

Cancel Call Waiting

To "turn off" Call Waiting before making a call:
1. Lift the handset and listen for the dial tone.

2. Press *70. (On a rotary phone, dial 1170.)

3. Listen for the confirmation tone.

4. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal.

5. After you hang up, Call Waiting automatically "turns on" again.

To "turn off" Call Waiting during a call:
1. Press and release the "switchhook."

2. Press *70. (On a rotary phone, dial 1170.)

3. Listen for the confirmation tone. You'll automatically be reconnected to your call.

4. After you hang up, Call Waiting automatically "turns on" again.

Note:
- *You must have Three-Way Calling to "turn off" Call Waiting during a call.*

- *The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.*

Warm Line
Be Prepared for emergency situations

How it works:
Help is not far away-even when you can't dial the phone. Your telephone can automatically dial an emergency number for you.

To use:
1. Lift the handset and wait 30 seconds.

2. The pre-designated number is automatically dialed. This number is: _____

To prevent automatic dialing:
1. Begin dialing within 30 seconds after lifting the handset.

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

Teen Line/Distinct Ring
Know who the call is for-as soon as it rings!

How it works:
Two different phone numbers can be assigned to your home telephone line. Use one number for the adults...a separate number for the children. You can answer the phone differently for different callers.

To use:
1. When someone dials your main telephone number, you'll hear normal ringing (one long ring).

2. When someone dials the other telephone number, you'll hear a special ring that identifies that number (such as two short rings).

3. Wait until the full ring pattern is complete before answering. You'll know whether the call is for you-and how you should greet the caller.

If you also have Call Waiting:
1. If someone dials your main number while you're on the phone, you'll hear a normal Call Waiting tone.

2. If someone dials one of the other numbers, you'll hear a special Call Waiting tone that identifies that particular number (such as two short tones).

Note:
Only one conversation can be held at a time. Although you have more than one telephone numbers you still have just one line.

Three-Way Calling
Talk with two people in different places-at the same time.

How it works:
When you're talking with someone, you can add a third person to the call. It's easy to co-ordinate family schedules or hold a telephone conference with business colleagues.

To add a third person to the call:
1. Press and quickly release the "switchook" to place the first person on hold.

2. Listen for the dial tone.

3. Dial the third person's phone number. (If you have speed calling, you may dial one of your codes instead.)

4. When the third person answers, you can talk privately before making it a three way conversation.

5. To make the three-way connection, press and quickly release the "switchhook." You can now talk with both people at the same time.

To cancel the three-way connection:
1. If the third person did not answer or you wish to disconnect them, just press and quickly release the "switchhook." You'll be reconnected to the person holding.

2. Or, either of the two people hang up, you can continue talking with the remaining person.

To end the call completely:
1. Simply hang up.

Note:
*The "switchhook "is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

CALLING SERVICES

CALLING SERVICES

Speed Calling 8
Quickly dial eight of your most frequently called numbers.

How it works:
You can enter up to eight telephone numbers-local or long distance-into your Speed Calling list. Then, you can reach those people by dialing just one digit.

To program your Speed Calling list:
1. Lift the handset and listen for the dial tone.

2. Press *74. (On a rotary phone, dial 1174.)

3. Listen for the dial tone.

4. Dial a one-digit speed code. (Choose any number, 2 through 9.)

5. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code.

6. Press the # key. (On a rotary phone, wait four seconds after dialing.)

7. Listen for the confirmation tone.

To call someone on your Speed Calling List:
1. Lift the handset and listen for the dial tone.

2. Dial the one-digit speed code, then press the # key. (On a rotary phone, wait four seconds after dialing.)

To change your Speed Calling list:
1. Lift the handset and listen for the dial tone.

2. Press *74. (On a rotary phone, dial 1174.)

3. Listen for the dial tone.

4. Dial the one-digit speed code you wish to change.

5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7 above to program your Speed Calling list.

Speed Calling 30
Quickly dial 30 of your most frequently called numbers.

How it works:
You can program up to 30 telephone numbers-local or long distance-into your Speed Calling list. Then, you can reach those people by dialing just two digits.

To program your Speed Calling list:
1. Lift the handset and listen for the dial tone.

2. Press *75. (On a rotary phone, dial 1175.)

3. Listen for the dial tone.

4. Dial a two-digit speed code. (Choose any number, 20 through 49.)

5. Dial the telephone number you wish to assign to that speed code. (For all calls be sure to include "1" plus the area code.)

6. Press the # key. (On a rotary phone, wait four seconds after dialing.)

7. Listen for the confirmation tone.

To call someone on your Speed Calling list:
1. Lift the handset and listen for the dial tone.

2. Dial the two-digit speed call then the # key. (On a rotary phone, dial the two-digit speed code, and wait four seconds.)

To change your Speed Calling list:
1. Lift the handset and listen for the dial tone.

2. Press *75. (On a rotary phone, dial 1175.)

3. Listen for the dial tone.

4. Dial the two-digit speed code you wish to change.

5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7 above to program your Speed Calling list.

Speed Calling "8" Reference List

Name	Telephone Number	Speed Calling Access Code
		"8"
		2
		3
		4
		5
		6
		7
		8
		9

Speed Calling "30" Reference List

Name	Telephone Number	Speed Calling Access Code
		"30"
		20
		21
		22
		23
		24
		25
		26
		27
		28
		29
		30
		31
		32
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		41
		42
		43
		44
		45
		46
		47
		48
		49

CALLING SERVICES

CALLING SERVICES

Call Return
Easily dial your last caller - even if you didn't answer.

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

How to Use:

1. Lift the handset and listen for a normal dial tone.

2. If you were already on the phone and ignored a call waiting tone, press and quickly release the "switchhook."

3. Press *69. (On a rotary phone, dial 1169.)

If the line is busy:

4. Hang up. Your phone will keep trying the line for up to 30 minutes.

5. A special callback ring alerts you if the line becomes free. (Some phones ring normally.)

6. Lift the handset to automatically place the call.

To cancel your Call Return request:

1. Press *89. (On a rotary phone, dial 1189.)

2. Listen for the confirmation tone or announcement. Hang up.

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

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

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

How to Use:

1. When you hear a busy signal, press and release the "switchhook." Listen for a special tone.

2. If you've already hung up, lift the handset and listen for a normal dial tone.

3. Press *66. (On a rotary phone, dial 1166.)

4. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.

5. A special callback ring alerts you if the line becomes free. (Some phones ring normally.)

6. Lift the handset to automatically place the call.

To cancel your Callback request:

1. Depress the "switchhook" and release. Listen for a special dial tone.

2. If you've already hung up, lift the handset and listen for a normal dial tone.

3. Press *86. (On a rotary phone, dial 1186.)

4. Listen for the confirmation tone or announcement. Hang up.

Note:
- *To start the 30-minute clock, repeat steps 1-4 under "How to Use."*
- *Repeat dialing can check as many as 31 busy lines at once for you. To know which is being completed, you must subscribe to Caller I.D. service.*
- *The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.*

Private Call Rejection
Refuse calls from those who have blocked their numbers.

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

To "turn on" the service:
1. Lift the handset and listen for the dial tone.

2. Press *77. (On a rotary phone dial 1177.)

3. Listen for the confirmation tone or announcement. Hang up.

To "turn off" the service:
1. Press *87. (On a rotary phone, dial 1187.)

2. Listen for the confirmation tone or announcement. Hang up.

Note:
• You will not be notified when or how many calls have been rejected.

Selective Call Acceptance
Decide which calls you'll take.

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

To "turn on" service:
1. Lift the handset and listen for the dial tone.

2. Press *64. (On a rotary phone, dial 1164.)

3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list.

4. Follow the voice instructions and dial 3 to turn the feature ON. (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your acceptance list:
1. Press #01#. (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:
1. Dial 1.

2. After the list is read, voice instructions will follow.

To add a number to your list:
1. Press #. (On a rotary phone, dial 12.)

2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:
1. Press *. (On a rotary phone, dial 11).

2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:
1. Dial 0.

Notes:
• *You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

• *The list you create here is separate from any other lists you may be using for Priority Ring-ing, Preferred Call Forwarding, Call Rejec-tion, and similar services.*

CALLING SERVICES

CALLING SERVICES

Call Rejection
Don't let unwanted calls disturb you.

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

How to use:
1. Lift the handset and listen for the dial tone.

2. Press *60. (On a rotary phone, dial 1160.)

3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.

4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your rejection list:
1. Press #01#. (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:
1. Dial 1.

2. After the list is read, voice instructions will follow.

To add a number to your list:
1. Press #. (On a rotary phone, dial 12.)

2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:
1. Press *. (On a rotary phone, dial 11.)

2. Follow the voice instructions to remove any or all of those numbers from your rejection list.

To hear instructions again:
1. Dial 0.

Notes:
• *You will not be notified when or how many calls have been rejected.*

• *You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

• *The list you create here is separate from any other lists you may be using for Priority Ringing, Selective Call Acceptance, Preferred Call Forwarding, and similar services.*

Priority Ringing
You'll know when someone special is calling.

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

How to use:
1. Lift the handset and listen for the dial tone.

2. Press *61. (On a rotary phone, dial 1161.)

3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your list.

4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your forward list:
1. Press #01#. (On a rotary phone dial 1201.)

To hear the phone numbers on your list:
1. Dial 1.

2. After the list is read, voice instructions will follow.

To add a number to your list:
1. Press #. (On a rotary phone, dial 12.)

2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your VIP list.

To remove a number from your list:
1. Press *. (On a rotary phone, dial 11.)

2. Follow the voice instructions to remove any or all of those numbers from your list.

To hear instructions again:
1. Dial 0.

Notes:
- *You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

- *The list you create here is separate from any other lists you may be using for Selective Call Acceptance, Preferred Call Forwarding, and similar services.*

CALLING SERVICES

CALLING SERVICES

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

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

To "turn on" the service:
1. Lift the handset and listen for the dial tone.

2. Press *90. (On a rotary phone, dial 1190.)

3. Listen for the dial tone.

4. Dial the number where you want your calls forwarded.

5. When the phone is answered, your Call Forward is in effect.

If the line is busy, or there's no answer:
6. Hang up.

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

To "turn off" the service:
1. Lift the handset and listen for the dial tone.

2. Press *91. (On a rotary phone, dial 1191.)

3. Listen for the confirmation tone, then hang up. Your Call Forward Busy is now "off".

To change the "forward to" number:
1. Turn off Call Forward Busy, (see prior directions).

2. Repeat the previous steps to turn on Call Forward Busy, entering the new "forward to" number.

Note:
• *Dial the number exactly as if you are calling directly. For all calls, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes instead.*

Call Forward No Answer
*Whenever you can't answer,
forward your calls to someone who can.*

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

To "turn on" the service:
1. Lift the handset and listen for the dial tone.

2. Press *92. (On a rotary phone, dial 1192.)

3. Listen for the dial tone.

4. Dial the number of rings (from 2 to 9) to be allowed before the call is forwarded. Then dial the number where you want your calls forwarded.

5. When the phone is answered, your Call Forward No Answer is in effect.

If the line is busy, or there's no answer:
6. Hang up.

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

To "turn off" the service:
1. Lift the handset and listen for the dial tone.

2. Press *93. (On a rotary phone, dial 1193.)

3. Listen for the confirmation tone, then hang up. Your Call Forward No Answer is now "off".

To change the "forward to" number:
1. Turn off Call Forward No Answer, (see prior directions).

2. Repeat the previous steps to turn on Call Forward No Answer, entering the new "forward to" number.

Note:
• *Dial the number exactly as if you are calling directly. For all calls, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes instead.*

CALLING SERVICES

CALLING SERVICES

Preferred Call Forwarding
Decide which callers should follow you to another number.

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

How to use:
1. Lift the handset and listen for the dial tone.

2. Press *63. (On a rotary phone, dial 1163.)

3. Listen for an announcement telling you whether the feature is currently in your forward list.

4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your forward list:
1. Press #01#. (On a rotary phone, dial 1201.)

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

2. If the current number is correct, dial 1.

3. If you wish to change the current "forward-to" number, dial 0 then follow the voice instructions.

To hear the phone numbers on your list:
1. Dial 1.

2. After the list is read, voice instructions will follow.

To add a number to your list:
1. Press #. (On a rotary phone, dial 12.)

2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:
1. Press *. (On a rotary phone, dial 11.)

2. Follow the voice instructions to remove any or all of those numbers from your list.

To hear instructions again:
1. Dial 0.

Notes:
• *You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.*

• *The list you create here is separate from any other lists you may be using for Priority Ringing, Selective Call Acceptance, Call Rejection, and similar services.*

• *This service can work with Call Forward (all calls). Numbers on your preferred list will follow you to your Preferred Call Forward number. All other calls will be routed to your regular Call Forward number.*

Caller ID
See the number calling before you answer the phone.

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

How to use:
1. When you receive a call, wait until your telephone completes the first ringing signal.

2. The telephone number of the person calling you will automatically appear on your display screen.

3. If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Note:
• *Subscription to Calling Number requires the lease or purchase of a display telephone or an add-on display unit.*

• *If the letter "P" or "Private" appears on your screen, the caller may have blocked the display of their number by pressing *67 (or dialing 1167 on a rotary phone) before placing the call. You can choose whether or not to answer the call.*

• *If "unknown name", "unknown number", "out of area", or "0" appears, the caller is in an area that does not support Calling Number services.*

Call ID on Call Waiting

This service is an enhancement you may add to your current service. When your call waiting "beeps", you will be able to see who is calling on your Caller ID box. You must subscribe to both Caller ID and Call Waiting to use this feature. Some Caller ID boxes may not be compatible with this service.

Caller ID W/Name
See who's calling you before you answer the phone.

How it works:
When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen.

How to use:
1. When you receive a call, wait until your telephone completes the first ringing signal.

2. The telephone number calling you-and the name associated with that number in telephone company records-will automatically appear on your display screen.

3. If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Note:
• *Subscription to Calling Name and Number service requires the purchase of a display telephone or an add-on display unit.*

• *If a letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name and number by pressing *67 (or dialing 1167 on a rotary phone) before placing the call. You can choose whether or not to answer the call.*

• *If "unknown name", "unknown number", "out of area", or "0" appears, the caller is in an area that does not support Calling Number services.*

CALLING SERVICES

CALLING SERVICES

Per Line Blocking

Certain customers can request to have their line automatically block the transmission of their number to Caller ID users. This service is available upon request to victims of domestic abuse, law enforcement agencies, fire departments, social service agencies and similar organizations.

Per Call Blocking
Block your number from being displayed to others
(No Charge To Use)

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

How to use:
1. Lift the handset and listen for the dial tone.

2. Press *67. (On a rotary phone, dial 1167.)

3. Dial the number you're calling as usual.

4. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "Private" will be displayed.

Note:
• *You must dial *67 before each call you place. Otherwise, your phone number will be released to the person receiving your call.*

Call Transfer
Easily transfer a call to someone else

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

To transfer a call:
1. Press and quickly release the "switchhook" to place the person you are talking with on hold.

2. Listen for the dial tone.

3. Dial the third person's phone number. (If you have speed calling, you may dial one of your codes instead.)

4. When the third person answers, you can talk privately before making it a three way conversation.

5. To complete the transfer, press and quickly release the "switchhook". You can now talk with both people at the same time.

6. Hang up. The other two people can continue their conversation.

To cancel the transfer:
1. You can cancel the transfer at any time-If the third person did not answer, you receive a busy signal or recording, or you wish to cancel the transfer after talking to the third person. Just press and quickly release the "switchhook" twice. You'll be reconnected to the person holding.

Note:
• *Any chargeable or long distance calls you place for the transfer or three-way conversation will be billed to your number.*

• *The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.*

Voice Mail

Dial *98 or the voice mail access number is **715-684-MAIL (715-684-6245)** from your home phone to get into voicemail system. Your mailbox number is the telephone number for which the mailbox has been set up. When setting up your mailbox, the technician will assign a default password of **1234**. You may program your own password once your mailbox has been established. We do encourage you to use your own password for security reasons.

To find out if you have new messages in your voice mailbox, simply lift the handset of your phone and listen to the dial tone. If you hear a "stuttered" dial tone and then a regular dial tone, you have new messages. If you listen and just hear the regular dial tone, you have no messages in your mailbox.

To hear your messages from your own phone, dial **715-684-MAIL** and select from the menu options given.

To hear your messages from another phone, dial **715-684-MAIL**. Enter your **mailbox number** (your telephone number), followed by "#". Then enter your **password**, followed by "#".

If you are calling for your messages from a phone within our exchange area that also has voice mail, follow these instructions. Dial your home phone number. When the voice mail answers, press"*". Then enter your **password**, followed by "#".

Voicemail to Email: Baldwin LightStream is now offering voicemail to email service. The price is only $2 a month and the customer provides Baldwin LightStream with an email address. The messages will still be accessible from your telephone, but you can listen to them anytime you log onto your email. Please contact Baldwin LightStream for more information on this service.

Reset Number of Rings

To change the number of rings, listen for dial tone then:
1. ***93** then hang up. Lift receiver again.

2. ***92** Pause 3 seconds.

3. Number of desired rings (such as 3 or 4).

4. **715-684-6245.**

For Further Assistance
If you have trouble programming your voice mailbox, or think you have missed a step when entering the codes, you may call **715-684-7775** for a review of the above procedures.

New Web Portal Feature

Used for configuring and managing calls and calling features by logging onto the Internet. Contact Baldwin LightStream for more information on this new feature or visit:
www.baldwinlightstream.com

Call Forward Busy

If your line is busy, other calls can automatically be forwarded to your voice mailbox.

To turn this feature on, take your phone off the hook and press the following keys:

*90-715-684-6245

Or

*90-715-698-6245

To turn this feature off, take your phone off the hook and press the following keys: ***91**

CALLING SERVICES

CALLING SERVICES

Call Forward- No Answer

You may program your voice mailbox to answer calls after a certain number rings (similar to an answering machine). When your phone rings that many times without being answered, calls will automatically be forwarded to your voice mailbox. When choosing the number of rings, please consider the following things:
1. The number of rings chosen must be greater than 1.

2. Many callers will hang up after about 5 rings.

3. If you allow for three or four rings, you can leave this feature on at all times and still allow yourself enough time to answer incoming calls when you want.

4. If you want to call from one extension to another extension in your home (e.g. from the house to the barn or vice versa), you must make sure this feature is off. If the feature is on, your call will automatically go to your voice mailbox.

To turn this feature on, take your phone off the hook and press the following keys:
1. ***92** Pause 3 seconds.

2. Number of desired rings (such as 3 or 4).

3. **715-684-6245.**

To turn this feature off, take your phone off the hook and press the following keys: ***93**

PrePay/Budget Toll

If you are tired of surprises in your monthly phone bill, PrePay/Budget Toll is the answer. This service allows you to budget your monthly long distance bill. Customers prepay the amount they want to spend each month. When your minutes run out, just stop in and prepay to add more minutes to your account. PrePay/Budget Toll is a great budget helper. Call our office today for more details.

Non-Verified Account Code Billing
Take Your Long Distance Calls at a Glance

Non-Verified Account Code Billing from Baldwin LightStream can help your company manage its long distance costs, automate cost accounting of long distance charges, and increase the ability to monitor the long distance calling of employees.

Non-Verified Account Code Billing allows organizations, particularly professional firms who charge clients on a time and expense basis. The system is flexible to meet your organization's needs. To maintain accurate records of long distance charges, codes can be set up by client, employee or project.

The minutes of use and subtotal of charges for each account code is provided on the monthly long distance bill each month.

Verified Account Code Billing
Take Control of Your Long Distance Costs

Account Code Billing allows businesses, schools, hospitals and families to maintain accurate records of long distance charges by department, employees, project or family member.

Account Code Billing limits access to your long distance service by requiring authorized users to enter an access code before dialing. This service is perfect for:

• Preventing teens from calling long distance

• Keeping babysitters/visitors from making unauthorized long distance calls

• Businesses that want to keep accurate calling records

Call our office today for more information.

Telemarketer Call Screening

How it works:
This popular service allows you to block tele-marketer calls that are delivered as "Private" or "unknown." It also allows you to add the last caller's number to your "Blocked" list. Take control of your phone with Telemarketer Call Screening.

How to use:
1. Lift the handset and listen for the dial tone.

2. Press *94.

3. **Select From the Menu Options:**

   Press **1**
   to **ADD** a number to your "Blocked" list.

   Press **2**
   to **REMOVE** a number from your "Blocked" list.

   Press **3**
   to **REMOVAL ALL** numbers from your "Blocked" list.

   Press **4**
   to a **ADD** number to your "Known" list.

   Press **6**
   to turn the Entire service **ON**.

   Press **7**
   to turn the Entire service **OFF**.

Note:
• *If you wish to add the last caller's number to your "Blocked" list, simply hang up after the call is answered and immediately pick up the phone again and dial *95.*

Wake Up Service

How it works:
Wake Up Service allows you to schedule up to two wake up calls every 24 hours. Stop over sleeping with your own personal wake up call system.

How to use:
1. Lift the handset and listen for the dial tone.

2. Dial 715-6-8-8-U-R-U-P
   715-688-8787

3. Follow the Voice Instructions.

   Dial **1**
   to **SCHEDULE** a wake up call.

   Dial **2**
   to **DELETE** a wake up call.

   Dial **3**
   to **CHECK** on a scheduled wake up call.

   Dial **0** to EXIT.

Note:
• *Wake Up Service is NOT compatible with Call Forwarding or Telemarketer Call Screening.*

If you sleep through the alarm clock,
schedule a wake up call
from your telephone!

CALLING SERVICES

Baldwin, WI

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Incoming Calls Ring to
the Numbers on Your List

Up to 4
Numbers

CALLING SERVICES
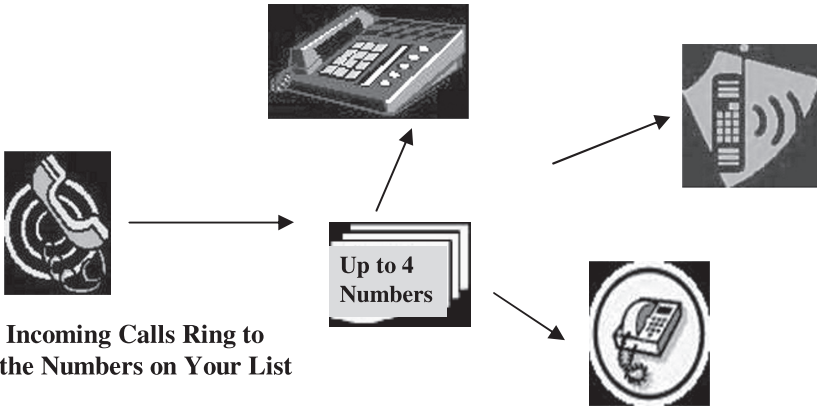
It's important for people to be able to reach you! But do you want to give out all of the numbers where you might be? Simultaneous Ringing, is the solution many customers need to simplify their communications. SimRing allows customers to program up to four additional phone numbers that ring simultaneously when the primary phone number is called. The business advantages are obvious as clients who call your office could be connected to you directly via your cell phone. The residential applications are great too. One example: the kids need to be picked up after an event, but the times aren't concrete. Instead of waiting by the phone, you are free to run your errands. Program the phone to your cell phone numbers, grandma's house, etc. Now when the kids call home, they'll get you... no matter where you are. Now that's peace of mind.

Simultaneous Ringing User Instructions

Press the following keys to access SimRing features:

[*] [5] [5] For the Menu

[3] To Turn the Service ON or OFF

[#] To ADD a Number to Your List

[*] To REMOVE One or More Numbers

[1] To Hear the Numbers on Your List

[0] To Hear the Instructions Repeated

Baldwin, WI

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INTERNET TROUBLESHOOTING

High Speed Internet

Try the following steps (in order) to reset your **High Speed Internet:**

• Unplug modem from power

• Unplug router/turn off computer

• Power modem back on (wait for all identifying lights to come back on)

• Power on your router/computer

• Check Internet connectivity

• Help Desk: 715-684-INET

Internet Help Desk

**Open 7 days a week /
24 hours a day
1-800-680-2641
Or
715-684-INET (715-684-4638)**

Call the Help Desk for connectivity issues and email settings/troubles.

Call the Help Desk first to eliminate your online headaches!

Internet Help Desk

Incoming Mail Server:
mail.airstreamcomm.net

Outgoing Mail Server:
mail.airstreamcomm.net

News Server:
news.airstreamcomm.net

HTTP Server:
www.airstreamcomm.net

Baldwin LightStream Website:
www.baldwinlightstream.com

COMMUNICATIONS EQUIPMENT

Baldwin, WI

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EQUIPMENT
Customer Owned Equipment
You may choose to purchase your own telephone terminal equipment. You are responsible for maintenance or replacement of such equipment. In the event there is a service problem and a serviceman is dispatched to your home or business and finds the trouble is in your equipment, repairs will be made and a service charge will be billed to you.

TELEPHONE SAFETY
The telephone is one of the safest appliances in your home or office. There are, however, a few situations where a telephone user needs to be cautious.

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

Use of the Telephone During an Electrical Storm
You should avoid using a telephone or online modem during an electrical storm in your immediate area; calls of an urgent nature should be brief. Although Baldwin LightStream uses protective measures to limit abnormal electrical surges from entering your home, absolute protection is impossible. There is a remote risk of a dangerous electrical shock from lightning when using telephone equipment during a nearby electrical storm.

Use of the Telephone to Report a Gas Leak
If you think you've found a gas leak, you should **_NOT_** use a telephone in the vicinity of the leak until the leak is repaired. The telephone contains electrical contacts that could generate a tiny spark when you lift the handset and dial. While unlikely, it may be possible for this spark to trigger an explosion if the gas concentration is high enough.

Telephone Damage
Some telephones and communications equipment may be damaged due to uncontrollable electrical surges.

INSTRUCTIONS AND STANDARDS FOR SIMPLE INSIDE WIRING PROCEDURES ARE AVAILABLE FROM BALDWIN LIGHTSTREAM.

The Telephone Industry is in a constant state of change. Some changes affect how your local service is provided while other changes affect long distance service. Although Baldwin LightStream may be unable to notify you of all changes that could affect you, Baldwin LightStream personnel are always happy to answer questions you may have.

EQUIPMENT INFORMATION

WHO IS RESPONSIBLE FOR REPAIRS

REPAIR SERVICE INFORMATION

The Phone Company
Cable
Drop Wire
Network Interface Device

The Customer
CPE (**C**ustomer **P**remise **E**quipment)
ie. Telephone, Fax, Answering
Machine, Computer Modems,
Satellite Terminal Receiver, etc.
Jack
Inside Wiring

CUSTOMER'S RESPONSIBILITY   TELEPHONE COMPANY'S RESPONSIBILITY

Telephone
Telephone Jack
Test Point
Pedestal
Network Interface/ Protector
Telephone Inside Wiring
Outside Buried Telephone Service Wire
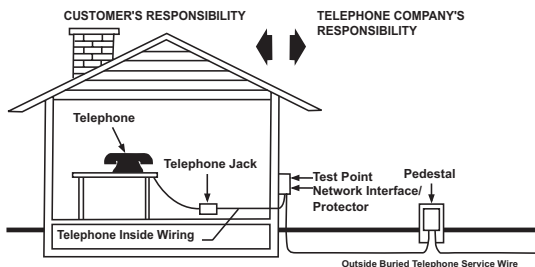
Before Calling for Repairs
Try to locate the problem before calling the Repair Service. Here are some tips to help determine the source of the problem, save time and help avoid a possible service charge. Please note: customer caused outages may result in charges, when a technician is dispatched after regular business hours.

Self Check
Use these simple tests to determine if the problem is in your phone or in the phone lines.

1. Unplug the phone, answering machines, satellite receiver or computer modem from the outlet and plug in a phone that is working correctly. If the problem goes away, it is a problem with your equipment.

2. If the problem continues, you can test the line by connecting directly to a Network Interface Device (NID) located where the telephone line enters your premises. A flat head screw driver will allow you to open the front cover of the NID to access the test jack. Unplug the test jack and wait five minutes for the system to rest. Then plug in your working phone into the test jack. If the phone operates, there is a problem with the wiring that runs from the NID to your telephone jacks. (Remember to put back the test jack plug when finished.) If

the phone does not work, please contact Baldwin LightStream Repair Service at 715-684-3400 to report the problem.

Service
When you have a service problem, we'll do our best to locate and clear up the trouble. Depending on the source of the problem, the following guidelines apply:

• **Outside Line:** Baldwin LightStream maintains the line that runs up to the NID as part of your basic monthly rate.

• **Inside Wire:** Inside wiring is any wire that runs from the NID to the telephone jacks. Most inside wire is run inside the walls, but may also be run on the outside of the house especially in older homes. You are responsible for the repairs to the inside wiring. You will be billed for the repairs or you may hire another vendor.

• **Telephone:** When you own your own telephones, you are responsible for repair of the phone and should follow the warranty instructions.

For information on testing, repairing & installing home telephone wiring please contact a customer service representative at Baldwin LightStream business office at 715-684-3346.

WARNING TO TELEPHONE CUSTOMERS

Unlawful Use of Telephone:
Harassing or Threatening Calls:
Making threatening, tormenting, obscene, harassing or nuisance calls including but not limited to improper debt collection is a violation of state (Wis. Stat. 947.01) and federal law (see, 47 U.S.C. 203, 233).

Wisconsin state law provides that anyone knowingly using their telephone or allowing their telephone to be used with the intent to frighten, intimidate, threaten, abuse or harass may be subject to fines or imprisonment or both. These same penalties apply to anyone making calls that threaten to inflict injury to persons or property, calls that use obscene or profane language or suggest lewd acts, or repeatedly making calls to a number, whether or not a conversation occurs.

Bomb Threats:
Bomb threats are prohibited and are subject to serious penalties including fines, imprisonment or both.

Telephone Fraud:
Obtaining telecommunications services by fraud or under a false name or charging long distance calls to a number other than your own are illegal and may be punishable by significant fines, imprisonment or both (See, Wis. Stat. 943.45).

Emergency Calls:
Wisconsin state law (Wis. Stat. 941.35) provides, in part, that a Party line subscriber must yield or surrender use of their line to another person in order for that person to report a fire, summon the police, medical or other aid on an emergency situation. Failure to surrender, the line will result in fines. It is also illegal to request the use of a Party line under the pretext that an emergency exists. The law (Wis. Stat. 941.35(1)(a) defines "emergency" as: a situation in which property or human life is in jeopardy and the summoning of aid is essential.

Statement of Nondiscrimination

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*, 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*.

RIGHTS & RESPONSIBILITIES

WISCONSIN ZIP CODES

Abbotsford 54405	Black River Falls . . 54615	Cleveland. 53015	Edgar. 54426
Abrams 54101	Blair 54616	Clinton 53525	Edgerton 53534
Adams 53910	Blanchardville 53516	Clintonville 54929	Edgewater 54834
Adell. 53001	Blenker 54415	Clyman 53016	Edmund 53535
Afton 53501	Bloom City 54634	Cobb 53526	Egg Harbor 54209
Albany 53502	Bloomer 54724	Cochrane. 54622	Eland 54427
Algoma 54201	Bloomington. 53804	Colby 54421	Elcho 54428
Allenton 53002	Blue Mounds 53517	Coleman 54112	Elderon 54429
Alma 54610	Blue River 53518	Colfax 54730	Eldorado 54932
Alma Center. 54611	Bonduel 54107	Colgate 53017	Eleva 54738
Almena 54805	Boscobel 53805	Collins 54207	Elk Mound 54739
Almond 54909	Boulder Junction . . 54512	Coloma 54930	Elkhart Lake. 53020
Altoona 54720	Bowler 54416	Columbus 53925	Elkhorn 53121
Amberg 54102	Boyceville 54725	Combined Locks . . 54113	Ellison Bay. 54210
Amery 54001	Boyd 54726	Comstock. 54826	Ellsworth 54011
Amherst. 54406	Branch 54247	Conover. 54519	Elm Grove 53122
Amherst Junction. . 54407	Brandon. 53919	Conrath 54731	Elmwood 54740
Aniwa. 54408	Brantwood 54513	Coon Valley 54623	Elroy 53929
Antigo 54409	Briggsville 53920	Cornell 54732	Elton 54430
Appleton* 54911	Brill. 54818	Cornucopia 54827	Embarrass 54933
Arcadia 54612	Brillion 54110	Cottage Grove 53527	Emerald 54013
Arena. 53503	Bristol. 53104	Couderay. 54828	Endeavor 53930
Argonne 54511	Brodhead 53520	Crandon. 54520	Ephraim 54211
Argyle 53504	Brokaw. 54417	Crivitz. 54114	Ettrick. 54627
Arkansaw. 54721	Brookfield. 53005	Cross Plains 53528	Eureka 54934
Arkdale 54613	Brooklyn. 53521	Cuba City 53807	Evansville 53536
Arlington 53911	Brooks 53952	Cudahy 53110	Exeland 54835
Armstrong Creek . . 54103	Brownsville 53006	Cumberland. 54829	Fair Water 53931
Arpin 54410	Browntown. 53522	Curtiss 54422	Fairchild. 54741
Ashippun 53003	Bruce 54819	Cushing 54006	Fall Creek 54742
Ashland 54806	Brule 54820	Custer 54423	Fall River 53932
Ashwaubenon 54304	Brussels. 54204	Cutler. 54618	Fence. 54120
Athelstane 54104	Bryant 54418	Dairyland 54830	Fennimore 53809
Athens 54411	Burlington 53105	Dale. 54931	Fenwood 54426
Auburndale 54412	Burnett. 53922	Dallas. 54733	Ferryville 54628
Augusta 54722	Butler. 53007	Dalton 53926	Fifield. 54524
Avalon 53505	Butte Des Morts. . . 54927	Danbury. 54830	Fish Creek 54212
Avoca. 53506	Butternut. 54514	Dane 53529	Florence. 54121
Babcock. 54413	Byron 53006	Darien 53114	Fond du Lac. 54935
Bagley 53801	Cable 54821	Darlington 53530	Fontana 53125
Baileys Harbor 54202	Cadott 54727	De Forest. 53532	Footville 53537
Baldwin 54002	Caledonia 53108	De Pere 54115	Forest Junction . . . 54123
Balsam Lake 54810	Cambria. 53923	De Soto 54624	Forestville 54213
Bancroft 54921	Cambridge. 53523	Deer Park 54007	Fort Atkinson 53538
Bangor. 54614	Cameron 54822	Deerbrook 54424	Fountain City 54629
Baraboo 53913	Camp Douglas. . . . 54618	Deerfield 53531	Fox Lake 53933
Barneveld 53507	Camp Lake 53109	Delafield. 53018	Foxboro 54836
Barron 54812	Campbellsport 53010	Delavan 53115	Francis Creek 54214
Barronett 54813	Canton 54868	Dellwood 53927	Franksville 53126
Bassett. 53101	Caroline 54928	Delta 54856	Frederic 54837
Bay City 54723	Cascade 53011	Denmark 54208	Fredonia 53021
Bayfield 54814	Casco 54205	Deronda. 54001	Freedom 54130
Bear Creek 54922	Cashton 54619	Dickeyville 53808	Fremont 54940
Beaver 54114	Cassville 53806	Dodge 54625	French Island. 54601
Beaver Dam. 53916	Cataract 54620	Dodgeville 53533	Friendship 53934
Beetown. 53802	Catawba 54515	Dorchester. 54425	Friesland 53923
Beldenville 54003	Cato 54230	Dousman 53118	Galesville. 54630
Belgium 53004	Cavour. 54511	Downing. 54734	Galloway 54432
Belleville 53508	Cazenovia 53924	Downsville 54735	Gays Mills 54631
Belmont 53510	Cecil. 54111	Doylestown 53928	Genesee Depot . . . 53127
Beloit 53511	Cedarburg 53012	Dresser 54009	Genoa 54632
Benet Lake 53102	Cedar Grove 53013	Drummond. 54832	
Bennett 54873	Centuria. 54824	Dunbar. 54119	
Benoit 54816	Chaseburg. 54621	Durand. 54736	
Benton 53803	Chelsea 54451	Eagle 53119	
Berlin 54923	Chetek 54728	Eagle River 54521	
Big Bend 53103	Chili 54420	East Ellsworth 54010	
Big Falls. 54926	Chilton 53014	East Troy 53120	
Birchwood 54817	Chippewa Falls . . . 54729	Eastman 54626	
Birnamwood. 54414	Clam Lake 54517	Eau Claire 54701	
Black Creek 54106	Clayton 54004	Eau Galle. 54737	
Black Earth 53515	Clear Lake. 54005	Eden 53019	

WISCONSIN ZIP CODES

Genoa City 53128	Hudson 54016	Lone Rock 53556	Monticello 53570
Germantown 53022	Humbird 54746	Long Lake 54542	Montreal 54550
Gile 54525	Hurley 54534	Loretta 54896	Moquah 54806
Gillett 54124	Hustler 54637	Lowell 53557	Morrisonville 53571
Gilman 54433	Independence 54747	Loyal 54446	Mosinee 54455
Gilmanton 54743	Ingram 54526	Lublin 54447	Mount Calvary 53057
Gleason 54435	Iola 54945	Luck 54853	Mount Hope 53816
Glenbeulah 53023	Irma 54442	Luxemburg 54217	Mount Horeb 53572
Glen Flora 54526	Iron Belt 54536	Lyndon Station 53944	Mount Sterling 54645
Glen Haven 53810	Iron Ridge 53035	Lynxville 54626	Mountain 54149
Glenwood City 54013	Iron River 54847	Lyons 53148	Mukwonago 53149
Glidden 54527	Ixonia 53036	**Madison*** 53703	Muscoda 53573
Goodman 54125	Jackson 53037	Maiden Rock 54750	Muskego 53150
Gordon 54838	Janesville 53545	Malone 53049	Nashotah 53058
Gotham 53540	Jefferson 53549	Manawa 54949	Navarino 54107
Grafton 53024	Jim Falls 54748	Manchester 53946	Necedah 54646
Grand Marsh 53936	Johnson Creek . . . 53038	Manitowish Waters 54545	Neenah 54956
Grand View 54839	Juda 53550	Manitowoc 54220	Neillsville 54456
Granton 54436	Junction City 54443	Maple 54854	Nekoosa 54457
Grantsburg 54840	Juneau 53039	Maplewood 54235	Nelson 54756
Gratiot 53541	Kansasville 53139	Marathon 54448	Nelsonville 54458
Green Bay* 54301	Kaukauna 54130	Marengo 54855	Neopit 54150
Green Lake 54941	Kellnersville 54215	Maribel 54227	Neosho 53059
Green Valley 54127	Kempster 54424	Marinette 54143	Neshkoro 54960
Greenbush 53026	Kendall 54638	Marion 54950	New Auburn 54757
Greendale 53129	Kennan 54537	Markeson 53946	New Franken 54229
Greenfield 53220	Kenosha 53140	Marquette 53947	New Glarus 53574
Greenleaf 54126	Keshena 54135	Marshall 53559	New Holstein 53061
Greenville 54942	Kewaskum 53040	Marshfield 54449	New Lisbon 53950
Greenwood 54437	Kewaunee 54216	Mason 54856	New London 54961
Gresham 54128	Kiel 53042	Mather 54641	New Munster 53152
Gurney 54559	Kieler 53812	Mattoon 54450	New Post 54828
Hager City 54014	Kimberly 54136	Mauston 53948	New Richmond . . . 54017
Hales Corners 53130	King 54946	Mayville 53050	Newald 54511
Hamburg 54411	Kingston 53939	Mazomanie 53560	Newburg 53060
Hammond 54015	Knapp 54749	McFarland 53558	Newton 53063
Hancock 54943	Knowles 53048	McNaughton 54543	Niagara 54151
Hannibal 54439	Kohler 53044	Medford 54451	Nichols 54152
Hanover 53542	Krakow 54137	Medina 54944	North Bend 54642
Harshaw 54529	La Crosse 54601	Mellen 54546	North Freedom . . . 53951
Hartford 53027	La Farge 54639	Melrose 54642	North Lake 53064
Hartland 53029	La Pointe 54850	Melvina 54619	North Prairie 53153
Hatley 54440	La Valle 53941	Menosha 54952	North Shore 53538
Haugen 54841	Lac du Flambeau . . 54538	Menomonee Falls . 53051	Northfield 54635
Haven 53083	Ladysmith 54848	Menomonie 54751	Northwoods Beach 54843
Hawkins 54530	Lafayette 54729	Mequon 53092	Norwalk 54648
Hawthorne 54842	Lake Delton 53940	Mercer 54547	Oak Creek 53154
Hayward 54843	Lake Geneva 53147	Merrill 54452	Oakdale 54649
Hazel Green 53811	Lake Mills 53551	Merrillan 54754	Oakfield 53065
Hazelhurst 54531	Lake Nebagamon . 54849	Merrimac 53561	Oconomowoc 53066
Heafford Junction . 54532	Lake Tomahawk . . . 54539	Merton 53056	Oconto 54153
Helenville 53137	Lakewood 54138	Middle Inlet 54411	Oconto Falls 54154
Herbster 54844	Lancaster 53813	Middleton 53562	Odanah 54861
Hertel 54845	Land O' Lakes 54540	Mikana 54857	Ogdensburg 54962
Hewitt 54441	Lannon 53046	Milan 54411	Ogema 54459
High Bridge 54846	Laona 54541	Milladore 54454	Ojibwa 54862
Highland 53543	Larsen 54947	Millston 54643	Okauchee 53069
Hilbert 54129	Leo Commercial	Milltown 54858	Omro 54963
Hillpoint 53937	Center 54843	Milton 53563	Onalaska 54650
Hillsboro 54634	Lebanon 53047	**Milwaukee*** 53202	Oneida 54155
Hillsdale 54733	Lena 54139	Mindora 54644	Ontario 54651
Hingham 53031	Leopolis 54948	Mineral Point 53565	
Hixton 54635	Lewis 54851	Minocqua 54548	
Holcombe 54745	Lily 54445	Minong 54859	
Hollandale 53544	Limeridge 53942	Mishicot 54228	
Holmen 54636	Linden 53553	Modena 54755	
Honey Creek 53138	Little Chute 54140	Mondovi 54755	
Horicon 53032	Little Suamico 54141	Monico 54501	
Hortonville 54944	Livingston 53554	Monona 53716	
Howard 54303	Lodi 53555	Monroe 53566	
Howards Grove . . . 53083	Loganville 53943	Montello 53949	
Hubertus 53033	Lomira 53048	Montfort 53569	

WISCONSIN ZIP CODES

Oastburg 53070	Rib Lake 54470	Spring Green 53588	Watertown 53094
Oregon. 53575	Rice Lake. 54868	Spring Valley 54767	Waubeka 53021
Orfordville 53576	Richfield. 53076	Springbrook 54875	Waukau 54980
Osceola 54020	Richland Center. . . 53581	Springfield 53176	**Waukesha*** 53186
Oshkosh* 54901	Ridgeland 54763	Stanley. 54768	Waumandee 54622
Osseo 54758	Ridgeway. 53582	Star Prairie. 54026	Waunakee 53597
Owen 54460	Ringle 54471	Star Lake 54561	Waupaca 54981
Oxford 53952	Rio 53960	Stetsonville 54480	Waupun 53963
Packwaukee 53953	Rio Creek. 54201	Steuben 54657	Wausau 54401
Palmyra 53156	Ripon 54971	Stevens Point 54481	Wausaukee 54177
Pardeeville. 53954	River Falls 54022	Stiles 54139	Wautoma 54982
Park Falls. 54552	Roberts 54023	Stitzer 53825	Wauwatosa 53213
Patch Grove. 53817	Rochester 53167	Stockbridge 53088	Wauzeka 53826
Pearson 54462	Rock Falls 54755	Stockholm 54769	Wayside 54126
Pelican Lake 54463	Rockfield 53022	Stoddard 54658	Webb Lake 54830
Pell Lake 53157	Rockland 54653	Stone Lake 54876	Webster 54893
Pembine 54156	Rock Springs 53961	Stoughton 53589	West Allis. 53214
Pence 54550	Rosendale 54974	Stratford. 54484	West Bend. 53095
Pepin 54759	Rosholt 54473	Strum. 54770	West Lima 54639
Peshtigo. 54157	Rothschild 54474	Sturgeon Bay. 54235	West Salem 54669
Pewaukee 53072	Royalton 54961	Sturtevant 53177	Westboro 54490
Phelps 54554	Rubicon 53078	Suamico 54173	Westby. 54667
Phillips 54555	Rudolph 54475	Sullivan 53178	Westfield 53964
Phlox 54464	St. Cloud 53079	Summit Lake 54485	Weyauwega. 54983
Pickerel 54465	St. Croix Falls 54024	Sun Prairie. 53590	Weyerhaeuser 54895
Pickett 54964	St. Germain 54558	Superior 54880	Wheeler 54772
Pigeon Falls. 54760	St. Nazianz 54232	Suring 54174	Whitehall 54773
Pine River 54965	Salem 53168	Sussex. 53089	White Lake. 54491
Pittsville 54466	Salvatorian Center. 53062	Taycheedah 54935	Whitelaw 54247
Plain. 53577	Sanborn 54806	Taylor 54659	Whitewater. 53190
Plainfield 54966	Sand Creek 54765	Theresa 53091	Wild Rose 54984
Platteville 53818	Sarona 54870	Thiensville 53092	Willard 54493
Pleasant Prairie . . . 53158	Sauk City 53583	Thorp 54771	Williams Bay 53191
Plover 54467	Saukville 53080	Three Lakes. 54562	Wilmot 53192
Plum City 54761	Saxeville 54976	Tiffany 53511	Wilson 54027
Plymouth 53073	Saxon 54559	Tigerton 54486	Wilton 54670
Polar 54418	Sayner 54560	Tilleda 54978	Winchester. 54557
Poplar 54864	Scandinavia 54977	Tisch Mills 54240	Wind Lake 53185
Port Edwards 54469	Schofield 54476	Tomah 54660	Windsor 53598
Port Washington . . 53074	Schultz. 53570	Tomahawk 54487	Winnebago 54985
Port Wing. 54865	Scott 54301	Tony 54563	Winneconne. 54986
Portage 53901	Seneca 54654	Townsend 54175	Winter 54896
Porterfield 54159	Sextonville 53584	Trego 54888	Wisconsin Dells . . . 53965
Poskin 54812	Seymour 54165	Trempealeau 54661	Wisconsin Rapids . 54494
Potosi. 53820	Sharon 53585	Trevor 53179	Withee 54498
Potter 54160	Shawano 54166	Tripoli. 54564	Wittenberg 54499
Pound 54161	Sheboygan 53081	Tunnel City 54662	Wonewoc. 53968
Powers Lake 53159	Sheboygan Falls . . 53085	Turtle Lake. 54889	Wood 54489
Poynette 53955	Sheldon 54766	Twin Lakes. 53181	Woodford 53599
Poy Sippi 54967	Shell Lake 54871	Two Rivers. 54241	Woodland 53099
Prairie du Chien. . . 53821	Sherwood 54169	Underhill 54124	Woodman 53827
Prairie du Sac 53578	Shiocton. 54170	Union Center 53962	Woodruff 54568
Prairie Farm. 54762	Shopiere 53511	Union Grove 53182	Woodville 54028
Prentice 54556	Shorewood 53211	Unity 54488	Woodworth 53194
Prescott 54021	Shullsburg 53586	Upson 54565	Wrightstown. 54180
Presque Isle. 54557	Silver Lake 53170	Valders. 54245	Wyeville 54660
Princeton 54968	Sinsinawa 53824	Van Dyne 54979	Wyocena 53969
Pulaski. 54162	Siren 54872	Verona 53593	Yellow Lake 54830
Pulcifer. 54124	Sister Bay 54234	Vesper 54489	Yuba 54634
Racine 53403	Slinger 53086	Victory 54624	Zachow 54182
Radisson 53403	Sobieski. 54171	Viola. 54664	Zenda 53195
Randall 54840	Soldiers Grove 54655	Viroqua 54665	
Randolph 53956	Solon Springs 54873	Wabena 54566	
Random Lake 53075	Somers 53171	Waldo 53093	
Readfield 54969	Somerset 54025	Wales. 53183	
Readstown. 54652	South Byron. 53006	Walworth 53184	
Redgranite. 54970	South Milwaukee . . 53172	Warrens 54666	
Reedsburg 53959	South Range 54874	Wascott 54890	
Reedsville 54230	South Wayne 53587	Washburn 54891	
Reeseville 53579	Sparta 54656	Washington Island . 54246	
Rewey 53580	Spencer 54479	Waterford. 53185	
Rhinelander 54501	Spooner 54801	Waterloo 53594	*** Multiple Zip Codes**