

CUSTOMER GUIDE QUICKCHECK INDEX

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GENERAL INFORMATION

Richmond Central Office

Telephone: 698-2255 (Option 5-Billing, Option 6-Orders)
Fax: 698-3101
Hours: By appointment only
Address: 1416 State Rd., Richmond, MA 01254
Email: info@richmondtelephone.com

Trouble After Hours, Weekends or Holidays

For Emergency Service Call 698-2255, Option 1

Local Calling Area Exchanges

Richmond 698

Pittsfield 212, 236, 242, 249, 281, 329, 344, 347, 358, 365, 395, 418, 441, 442, 443, 445, 446,
447, 448, 449, 457, 464, 494, 496, 499, 553, 629, 692, 769, 770, 841, 997

Long Distance Calling (Your Area Code is 413)

Station-to-Station Calls

Within the 413 Area: Dial 1 + 413 + the number

Outside the 413 Area:

Dial 1 + the area code + the number

International Dialing:

Dial 011 + Country Code + Local telephone
number

All Calls from Coin Telephone:

See instructions on each telephone.

After you dial the number, an operator will
answer and request the details necessary to
complete your call.

Directory Assistance

Numbers in the 413 Area: 1 + 413 + 555-1212

Outside the 413 Area: 1 + Area Code + 555-1212

To Reach WATS Directory Assistance:

1 + 800 + 555-1212

Person-to-Person, Collect, Credit Card, and Bill to Third Number Calls

Within the 413 Area: Dial 0 + 413 + the number

Outside the 413 Area:

Dial 0 + the area code + the number

LOCAL NUMBERS FOR QUICK REFERENCE

Fire Department

Fire & Ambulance Emergency Only **911**
 Fire Station Non-Emergency **698-3366**

Fire Chief & Emergency Management Director

Chief Traver **698-3366**

Police

Emergency Only **911**
 Police Dept. Non-Emergency **442-3693**

Police Chief

Chief Bullett **692-2691**

Library 2821 State Rd **413-553-7795** ~~**698-3834**~~

Town Of Richmond –

Main Line **413-553-7793** ~~**698-3355**~~
 Monday-Friday 9:00am -3:00pm

Animal Control Officer

Brian Hoskeer **695-7565**

Board of Assessors

413-553-7473 ~~**698-2525**~~

Board of Health

John Olander **230-4941**

Building Inspector

Paul Greene, Zoning **446-0964**

Cemetery Superintendent

Stephen Parsons **446-2264**

Community Health Assoc.

232-0122

Conservation Agent

Shep Evans **298-0044**

Department of Public Work

Peter Beckwith, Superintendent **413-553-7794** ~~**698-3833**~~

Town Administrator & Selectmen's Office

413-553-7803 ~~**698-3882**~~

Tax Collector/Treasurer

413-553-7804 ~~**698-3356**~~

Town Clerk

413-553-7409 ~~**698-3355**~~

A

ABRAMOWITZ, SUSAN • 144 SHORE RD	698-2160
ABRAMOWITZ, LESLIE • 913 SUMMIT RD	698-3482
ACKLEY-MAZUR, LORINDA 1188 STATE RD	698-3333
ADAMS, MARK • 587 CANAAN RD	698-2341
ADAMS, DONALD • 220 YOKUN RD	698-3240
ALDERMAN, JON • 33 EAST BEACH RD.....	698-2101
ADLER, DENNIS • 1740 SWAMP RD	698-2192
ALLEN, LEONARD • 64 LAKE RD EXT	698-3146
ANZEL, KEITH • 161 PINE GROVE DR	698-3260
APPALACHIAN CONTRACTORS	
1350 DUBLIN RD	698-8111
ARNOLD, GENIE • 995 DUBLIN RD	698-2614
ASSESSORS, RICHMOND • 159 STATE RD.....	698-2525
AURSWALD LL • 279 SHORE RD	698-2698
AYLING • ADRIANE • 21 LAKE RD	698-2205

B

BAEHR, RICK • DUBLIN RD	698-2117
BAITY, SGT JOSEPH • 687 SUMMIT RD	698-2760
BAKER, JAMES • 2507 STATE RD	698-2030
BALDWIN, ARTHUR • 630 DUBLIN RD	698-3566
BALDWIN, MARJORIE • 2819 STATE RD	698-2506
BALDWIN III, ARTHUR • 630 DUBLIN RD	698-2885
BARAK, MITCHELL • 493 LENOX RD..	698-3815
BARBER, LEAH • 2546 SWAMP RD.....	698-3345
BARBOUR, MARGARET • 199 FURNACE RD.....	698-2311
BARDFELD, NERISSA • 1921 DUBLIN RD	698-2124
BARNES, ROBERT L. • 3086 STATE RD	698-3172
BARRON, RON • 180 CHEEVER RD	698-2801
BARTINI, COLLEEN • 510 DEAN HILL RD	698-2013
BARTLETT, DIANA • 526 STATE RD.....	698-2814
BARTLETT, PHYLLIS • 100 JOLINDY RD.....	698-2625
BARTLETT, RICHARD • 81 YOKUN RD	698-2549
BARTLETT, RONALD J • 12 YOKUN RD	698-3324
BASILE, RICHARD • 41 EAST RD	698-3143

BASS, R.H. • 209 VIEW DR	698-2271
BAUER, MEREDITH • 371 FURNACE RD	698-8041
BEAUCHAMP, RICHARD • 160 ROSSITER RD	698-3805
BEAUREGARD, JAMES • 820 WEST RD.....	698-2875
BECK, MICHAEL • 810 SWAMP RD.....	698-3287
BELL, RICHARD • 99 JOLINDY RD.....	698-3497
BELMAN, ALEC • 65 DEAN HILL RD.....	698-2099
BEMIS, KENNETH • 1867 DUBLIN RD.....	698-3328
BENEDICT, NANCY • 2044 STATE RD	698-2224
BENNER, SUSAN • 39 LAKE RD EXT	698-2583
BENOIT, SUSAN • 586 CONE HILL RD	698-3118
BERKSHIRE ARC	
615 SWAMP RD	698-3182
BERKSHIRE COMMUNITY CHURCH	
45 CEMETARY RD.....	698-3838
BERKSHIRE COUNTY SHERIFF	
239 VIEW DR	698-2847
BERKSHIRE EQUESTRIAN CENTER	
802 STATE RD	698-3200
BERKSHIRE MORTGAGE COMPANY	
401 OSCEOLA RD	698-3096
BERKSHIRE MUSIC	
2533 SWAMP RD	698-2197
BERMAN, PETER • 28 OSCEOLA NOTCH RD	698-3884
BINDER, GORDON • 311 SUMMIT RD.....	698-8096
BLAFIELD, ROBERT • 58 CHURCH RD	698-2343
BLAIR, MARY • 2533 SWAMP RD	698-2213
BLAUER, JOANNE • 106 SHORE RD.....	698-2263
BLIWISSE, MATTHEW • 95 EAST RD.....	698-2295
BLUM, HERBERT • 161 TURKEY TROT RD.....	698-2861
BLYTH, CHARLES • 164 LENOX BRANCH RD.....	698-3244
BLYTH, (GUEST HOUSE) • 164 LENOX BRANCH RD	698-3258
BORDEN, DONNA • 2683 STATE RD	698-2079
BOXER, LOUIS & MOLLY • 1921 STATE RD	698-3436
BRENTANO, AMY • 576 STATE RD	698-2294
BREWSTER, GEORGE O. W. • 140 SHORE RD	698-3185
BROWN, PAUL D. • 36 BRIDGE RD	698-3847
BRUCE, LUCY • 1666 DUBLIN RD.....	698-2191

BRUGGEMAN, E. • 103 PATTON RD	698-2587
BRUZZI, ELIZABETH • 407 SUMMIT RD	698-3483
BULLETT, WILLIAM • 329 DUBLIN RD	698-2691
BURATTO, MIKE • 651 DUBLIN RD	698-8099
BURBANK, JOHN JR • 35 WEST RD	698-2618
BUTTENWIESER, PAUL • 330 BRANCH RD	698-2354

C

CADORETTE, BARBARA • 2738 STATE RD	698-2588
CADORETTE, JOHN • 350 STATE RD	698-2872
CAIN • SANDRA • 11 JOLINDY RD	698-3352
CAINE, DEBORAH • 1691 DUBLIN RD	698-2254
CAINE, REBECCA • 1305 SWAMP RD	698-3528
CALIGARI, JEFFREY • 165 PERRY'S PEAK RD	698-2649
CAMPBELL, EDGAR • 165 EAST RD.....	698-3266
CARDILLO, CHARLES J. • 309 EAST SLOPE RD.....	698-3441
CARDILLO, VALENTINO J. SR. • 63 ORCHARD CIR	698-3831
CAERTAKING, BOB KINGSLEY • 727 EAST RD	698-2008
CARMELL, WILLIAM • 101 MONUMENT RD	698-3491
CARUSOTTO, ANTHONY • 1730 SWAMP RD	698-3274
CASE, MAX • 51 STEVENS GLEN RD.....	698-2853
CASEY, THOMAS • 311 YOKUN RD	698-8641
CASSAVANT, WILLIAM • 112 DUBLIN RD	698-2555
CASTAGNA, FIORINDO • 1750 SWAMP RD	698-2770
CATALANO, ARTHUR • 311 SWAMP RD	698-3148
CERVEIRA, GEORGE • 1817 DUBLIN RD.....	698-8038
CHAMBERLAND, JASON • 571 DUBLIN RD.....	698-3092
CHAMPLIN, DONALD • 105 LAKE RD.....	698-2646
CHAPMAN, DOUGLAS • 1420 DUBLIN RD.....	698-3130
CHARLAND, WILLIAM R. • 2394 STATE RD	698-2628
CHARLES, BRUCE & MARILYN • 150 VIEW DR	698-3041
CHASE, TIMOTHY • 749 OSCEOLA RD	698-8135
CHAVARRY, SALLY • 78 DUBLIN RD	698-2240
CHRISTIE, ALEX • 111 PINE GROVE DR	698-3128
CHRISTIE, AMY • 111 PINE GROVE DR.....	698-2924
CLARK, CHERYL M • 1645 DUBLIN RD	698-3313
COCO, LOUIS JR. • 660 WEST RD	698-3388

COHEN, PETER C. • 60 CONE HILL RD.....	698-8076
COHEN, LAURENCE D • 61 PERRYS PEAK RD.....	698-8012
COLE, SCOTT • 1385 STATE RD.....	698-8100
COLL, RACHEL • 1048 WEST RD	698-2046
COLLINS, KATHERINE • 330 SWAMP RD	698-2139
COLVIN, ROSEMARY • 20 PILGRIM ST	698-3307
COLVIN, BERNARD JR. • 87 FURNACE RD	698-3124
COWAN, DOUGLAS M. • EAST RD	698-3320
COWL, JOHN • 241 EAST SLOPE RD	698-2120
CRANE, CAMERON • 444 CANAAN RD	698-2659
CREIGHTON, DEAN • 2399 SWAMP RD	698-3475
CRERAR, SUZANNE • 532 CONE HILL RD	698-2337
CUMMIS, ANN • 460 LENOX RD.....	698-2010
CUMMIS, ANN • 460 LENOX RD.....	698-2012
CUNNINGHAM ROBERT E • 48 CEMETARY RD	698-2511
CUNNINGHAM, JAMES JR. • 1712 DUBLIN RD	698-2293

D

DALY, CHRISTOPHER • 117 ORCHARD CIR.....	698-2537
DAN BROOK, FRED MERRITT &	698-8707
D'ASCANIO, RICHARD • 65 SCACE BROOK RD.....	698-3267
DAVIS, DR KAREN A. • 1339 LENOX RD.....	698-2413
DAVIS, GAIL • 465 SWAMP RD	698-2413
DAWSON, THOMAS • 1974 SWAMP RD	698-3338
DE SANTIS, KATHERINE • 425 STATE RD.....	698-2185
DEAN, AMY • 1151 EAST RD	698-2268
DEE, DAVID • 1271 LENOX RD.....	698-3484
DeFELICE, ANTHONY • 126 ORCHARD CIR	698-2009
DEMPSEY, DANIEL • 188 CANAAN RD	698-3242
DIAMOND, JEFF • 720 WEST RD	698-3432
DINICOLA, MICHAEL & TERRY • 40 MAPLE RD.....	698-3163
DiSILVA, TIMOTHY & TRACY • 1750 DUBLIN RD	698-8642
DOMBROWSKI, SM • 1030 LENOX BRANCH RD	698-3362
DONALD, DAVID JR • 600 DUBLIN RD	698-3188
DONALD, MATTHEW G. • 797 STATE RD.....	698-2266
DONFRIED, PAUL & LISA • 591 CONE HILL RD	698-3135
DONOVAN, DOREEN • 50 SPRUCE RD.....	698-3893
DONOVAN. ROBERT.....	698-2261

DORSEL, VIVIAN P. • 205 SUMMIT RD.....	698-2282
DURGIN, PETER • 47 DEAN HILL RD	698-8034

E

EDWARDS, WILLIAM F • 932 STATE RD.....	698-3458
EISENSTEIN, JANET • 1210 LENOX RD	698-2899
ELLIS, JEFFREY • 886 SLEEPY HOLLOW RD	698-2475
ESPOSIRO, PAULA • 411 LENOX RD	698-3440
ERENBURG, STEVEN • 2722 SWAMP RD.....	698-2038
EVANS, JAMES • 98 ORCHARD CIR.....	698-2535

F

FABIANO, DANIEL • 1040 WEST RD.....	698-2187
FABRIZIO, K.M. • 96 EAST SLOPE RD	698-3335
FARLEY, JAMES R. • 21 FURNACE RD.....	698-3459
FARRELL, JOHN E. • 217 OSCEOLA NOTCH RD	698-3194
FASANO, MICHAEL & THERESA • 915 LENOX RD ..	698-8085
FEBBO, AL & HELEN • 1488 STATE RD	698-3168
FEUER, JONATHAN • 2562 SWAMP RD	698-2000
FEZZIE, CHARLES • 280 OSCEOLA RD	698-3195
FIEGEL, HARVEY • 252 YOKUN RD	698-2731
FILKINS, PETER • 2101 SWAMP RD	698-2119
FIRE, HEIRLOOM • 2089 STATE RD	698-2155
FISCHER, CRAIG W. D.MD. • 530 OSCEOLA RD	698-3280
FISHER, ANDREW • 494 DEAN HILL RD	698-8074
FLANNERY, WILLIAM & SANDRA • 945 LENOX RD ..	698-2975
FLECK, PALMA • 365 SWAMP RD.....	698-3835
FOGGON, HEATHER • 219 SHORE RD	698-3860
FOLEY-GREEN, LORI • 7 BRIDGE ST	698-2156
FREADMAN, HOLLY • 425 ROSSITER RD.....	698-2231
FRELINGHUYSEN, LINDA • 155 ORCHARD CIR.....	698-2632
FRIEDERICH, LEWIS • 160 CHEEVER RD	698-3488
FRIEDER, EDITH • 8 OAK RD	698-2552
FRIERI, ROSANNE • 175 CHESTNUT RD.....	698-2283

G

GAMBERONI, CATHERINE & JOHN • 430 LENOX RD .	698-2882
GARDNER, THOMAS • 2171 STATE RD.....	698-2765
GARLAND, MARGARET • 600 DEAN HILL RD	698-3477
GAROFOLI, MAURICE • 1568 DUBLIN RD	698-3454
GARSTANG, J. & E. • 92 BAKER.....	698-2113
GICHIENGO, GRAHAM • 888 STATE RD	698-2468
GILBERT, WARD & JOANN • 115 EAST SLOPE RD.	698-3802
GILMORE, WILLIAM J. • 215 ORCHARD CIR.....	698-3417
GNIADEK, ROBERT • 741 SUMMIT RD	698-3853
GODLIN, PAUL • 1310 LENOX RD	698-3113
GOLDSTEIN, ROBERT • 79 VIEW DR	698-2800
GONDEK, JOHN • 83 CONE HILL RD	698-2592
GORDON, LAWRENCE G. • 2055 DUBLIN RD	698-3407
GORDON, PETER • 2700 SWAMP RD	698-3047
GRAF, BONNIE • 210 EAST SLOPE ST	698-2110
GRANT, ELAINE • 937 SUMMIT RD	698-2525
GREENE, DOROTHEA • 161 ROSSITER RD	698-2915
GREENFIELD, JAMES • 120 OSCEOLA NOTCH	698-8030
GRIEN, ROBERT • 811 DEAN HILL RD	698-2144
GRIZEY, THOMAS G. • 1 WILLOW RD.....	698-2570
GROSS, MARK • 341 LENOX RD	698-2857
GROUP, BURNETT • 1061 LENOX RD ...	698-2299
GUACHIONE, ROGER • 87 HEMLOCK RD	698-3867

H

HAAS, DAVID W. • 80 BIRCH LN	698-2779
HAAS, J.C. • 371 DEAN HILL RD	698-2669
HALE, AMANDA • 243 ROSSITER RD.....	698-3625
HAMILTON, JOHN • 186 VIEW ST	698-3316
HANSON, ALAN B. • DUBLIN RD.....	698-2507
HANSON, JOHN R. & MARY • FURNACE RD	698-3140
HANSON, RAY D. • 169 LENOX RD	698-2653
HARRINGTON, THOMAS • 2176 SWAMP RD.....	698-3855
HARRISON, ROBERT • 629 STATE RD.....	698-3010
HARTFORD, HARRY • 3050 STATE RD.....	698-3808
HARTFORD, ROBERT E. • 29 OSCEOLA NOTCH RD	698-3133

HAYES, MARY • 130 SHORE RD	698-2383
HENNESSEY, JOSEPH • 2815 STATE RD.....	698-2164
HENSEL, MARGARET • 2900 STATE RD	698-2291
HERRICK, JIM • 60 OSCEOLA RD EXT	698-8021
HERTZBERG, STEVEN & BARBARA • 885 EAST RD	698-2790
HERTZBERG, BARBARA • 229 WEST RD.....	698-3487
HICKS, CURTIS • 675 EAST RD	698-3296
HIGGINS, RICHARD C. • 71 CHEEVER RD.....	698-3145
HOCHBERG, ANDREW • 271 VIEW DR	698-3883
HOELLERICH , DEBRA • 905 DUBLIN RD.....	698-3376
HOFSTETTER, BILL & EILEEN • 1105 LENOX RD.....	698-2608
HOLDEN, KEVIN TREE TRIMMING & REMOVAL INC.	
800 WEST RD	698-2696
HOPPE, WILLIAM. JR. • 752 STATE RD	698-2747
HOROWITZ, RENDEE. • 750 WEST RD RD	698-2015
HOULD, FRED • 115 SHORE RD.....	698-2562
HURWIT, LAWRENCE • 1344 LENOX RD.....	698-2700
HUTCHINGS, CHARLOTTE • 2922 STATE RD.....	698-8014
HYATT, GENE • 2312 STATE RD	698-2894

I

IWANOWICZ, STANLEY • 551 SUMMIT RD.....	698-2772
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J

JANELLI, JEFFREY • 280 WEST RD.....	698-2290
JANSSEN, JOSEPHINE • 329 SWAMP RD	698-2863
JARRETT • LONNY 416 OSCEOLA RD.....	698-2672
JERVAS, T.J. • 29 ELM RD	698-2167
JOY, LAUREN • 161 CHEEVER RD	698-2105

K

KAHN, KAREN • 1292 LENOX RD.....	698-2060
KAISER, DONALD • 109 SHORE RD.....	698-3116
KATSIR MARIS, • 187 SWAMP RD	698-2004
KATZ, EZRA & TATI • 230 LENOX RD.....	698-2111
KAY, LINDA • 39 CHERRY RD	698-2516

KAY, STEPHEN B. • 319 EAST RD.....	698-2530
KAY, STEPHEN B. • 301 EAST RD.....	698-2554
KEENUM, JOHN • 2225 STATE RD	698-3898
KEISCH, MARIE • 197 VIEW DR	698-2623
KELLOGG, SALLY & BARRY • 248 SHORE RD	698-2576
KELLOGG, MARC • 2128 SWAMP RD	698-2576
KELLY, MICHAEL • 181 WEST RD.....	698-2222
KELSO, MARK & ARTI • 1270 STATE RD	698-2884
KEYES, KENNETH & LINDA • 100 RESERVOIR RD.	698-2727
KILLEEN, PETER • 316 BRANCH HILL RD	698-3418
KILMER, DIANE. • 2715 STATE RD	698-3237
KIMPLE, L. • 1834 DUBLIN RD.....	698-3801
KIMPLE, SANDRA J. • 1012 WEST RD	698-3816
KING, SUSANNE • 1012 WEST RD	698-2795
KINGSLEY, GEORGE • 730 EAST RD.....	698-3329
KINGSLEY, ROBERT • 727 EAST RD	698-8631
KINGSLEY, JAMES & LINDAAE • 572 OSCEOLA NOTCH RD	698-2617
KINGSLEY, HAROLD • 167 YOKUN RD	698-2722
KIRBY, WILLIAM B. • 31 GRISTMILL RD	698-3193
KIRPENS, WILLIAM • 99 DUBLIN RD	698-2836
KLAGSBRUN, JOAN • 426 CONE HILL RD.....	698-3382
KNIGHT, RICHARD • 983 STATE RD	698-3350
KNIGHT, RICHARD • 983 STATE RD	698-3425
KONOWITCH, JEFF • 140 DUBLIN RD	698-3415
KRAUSE, PETER • 851 LENOX RD	698-3430
KRAUT, ALLEN • 2050 SWAMP RD	698-3452
KRAVITZ, JOSEPH • 212 DUBLIN RD	698-2116
KRONLEY, ANN ROSEWATER & ROBERT 618 OSCEOLA NOTCH RD	698-2849
KRUPP, MICHAEL • 715 WEST RD.....	698-2644
KRUVANT, J. KENNETH • 2276 SWAMP RD	698-8670
KURZWEL, RAYMONE • 178 PERRYS PEAK RD	698-2175
KUZNICK, ALISSA • 27 EAST BEACH RD	698-8083

L

LAFRANCE, JAMES • 300 SWAMP RD	698-3162
LARKIN, GRANT • 937 SUMMIT RD.....	698-2599

LARKIN, RICHARD • 420 EAST RD	698-2543
LARKIN, VIRGINIA • 497 DUBLIN RD	698-2881
LATIMER, ERIC • 135 CHURCH LN.....	698-2749
LAVIOLETTE, DAVID&CECELIA • 255 STATE RD.....	698-2856
LAZENBY, MARGARET • 200 VIEW DR	698-2122
LEANDER, HENRY • 96 ROSSITER RD	698-3494
LECHTMAN, B. • 424 CONE HILL RD.....	698-2621
LEDBETTER, STEVEN • 1110 LENOX RD.....	698-2769
LECCO, JUDY • 125 DUBLIN RD	698-2140
LEE, ROBERT • 670 WEST RD	698-2767
LEIBOWITZ, IVY & ALAN • 20 FURNACE LN	698-2323
LESTER, PAUL & LOIS • 421 SWAMP RD	698-2820
LEVIN, DANIEL • 490 ROSSITER RD	698-2235
LEVITAN, JOEL • 170 OLD POST RD	698-3437
LEVITAN, KATHERINE • 58 LAKE RD	698-2619
LEVITT, JOY • 97 CUNNINGHAM HILL RD.....	698-2082
LIEBLIEN, KENITH • 475 ROSSITER RD	698-2434
LIN, LUCY • 95 LAKE RD	698-3439
LINDE, ED • 484 ROSSITER RD	698-2061
LINDE, JOYCE • 519 ROSSITER RD	698-3159
LLC, DAVER LLC • 131 TURKEY TROT RD	698-8105
LOCKWOOD, SUSAN • 1590 SWAMP RD.....	698-3318
LOVE, FRANK • 3116 STATE RD	698-3226
LOWENBACH, RALPH • 1994 SWAMP RD	698-3405

M

MACKEY, RICHARD • 170 CONE HILL RD	698-3251
MAGEE, CHRISTOPHER • 751 EAST RD	698-3526
MAGNER, JAMES • 30 CHEEVER RD.....	698-2661
MAHON, BRUCE G. • 125 LENOX RD	698-3850
MALINOWSKI, CATHERINE • 474 CANAAN RD	698-3265
MALNATI, BARBARA • 1064 EAST RD	698-4472
MALNATI, FRANCIS • 2042 STATE RD	698-3317
MALNATI, MARTIN • 222 MARCH HARE RD	698-3371
MALUMPHY, KATHLEEN • 1020 STATE RD	698-3221
MANZOLINI, ROGER • 725 CANAAN RD	698-2791
MARCEL, LOUIS W., JR • 157 WEST RD	698-2574

MARCUS, ELLEN • 8 CUNNINGHAM HILL RD	698-4117
MARION, MELVIN • 1772 SWAMP RD	698-2763
MARON, DR LOUISE • 336 STEVENS GLEN RD	698-2130
MARRONE, MAUREEN A. • 39 ORCHARD CIR	698-3295
MARTIN, EILEEN • 2215 DUBLIN RD	698-3278
MARTIN, WILLIAM • 115 OSCEOLA NOTCH RD.....	698-2174
MARZOTTO, WAYNE • 660 OSCEOLA NOTCH RD .	698-2189
MASDEA, MELANIE • 40 SUMMIT RD	698-2891
MASON, JOHN • 621 EAST RD	698-3141
MASON, TIMOTHY • 3136 STATE RD	698-3552
MASON, TIMOTHY • 3136 STATE RD	698-3554
MASSIMIANO, JOHN M • 40 CROSS RD	698-3176
MATUREVICH, JOHN • 95 DEAN HILL RD	698-2173
MAY, CHRISTOPHER • 85 PINE GROVE DR	698-2702
MAY, VICTORIA • 37 PINE GROVE DR	698-2370
MAYER, ROBERT J LRREV TRT-JANE B TRT • 209 DEAN HILL RD.....	698-2011
McAVEENEY, DIANE • 2015 DUBLIN RD	698-2033
McCONNELL, NANCY • 1276 LENOX RD	698-2835
McDONOUGH, TIMOTHY • 131 SCACE BROOK RD .	698-3277
McFEELY, JOHN R • 572 DEAN HILL RD.....	698-2092
McKINNIE, DOUGLAS • 38 ELM RD.....	698-3871
McMAHON, MARTYN • 20 CONE HILL RD	698-2682
McMAHON, EDWARD & GLORIA • 401 OSCEOLA RD	698-3210
MELILLO, MARIE • 278 SHORE RD	698-2211
MENKIS, JONATHAN • 24 LENOX RD	698-2827
MERLINI, LEIGH • 208 STEVENS GLEN RD	698-2693
MERMAN, ELFRIEDE • 196 DEAN HILL RD	698-3829
MERRICK , JAYNE • 251 EAST RD.....	698-3212
MEYERS, LYNN • 278 YOKUN RD.....	698-3169
MICHAELS, BASIL • 380 EAST RD	698-2626
MICHAELS, BASIL • 380 EAST RD	698-2670
MICK, LAURA • 1730 STATE RD	698-2955

MORAN, MARY • 2871 STATE RD	698-3824
MOROWITZ, EVAN • 281 STATE RD	698-2188
MORRISON, DAVID • 291 VIEW DR	698-3836
MORSE, CHARLES • 2040 STATE RD	698-2560
MORSE, JEFFREY B. • 240 PERRYS PEAK RD	698-3804
MOUNTAIN, JOHN • 1448 DUBLIN RD	698-3864
MULLEN, DENISE & MARTIN • 157 CUNNINGHAM HILL RD	698-8646
MUNSON, DOROTHY • 501 CONE HILL RD.....	698-2738

N

NARDACCI, ALEX • 70 LAKE RD	698-3878
NESIS, BARBARA & LEON • 42 LAKE RD	698-3839
NICHOLAS, HELLEN L. • 1649 STATE RD	698-2237
NICHOLS, DIANE • 70 HEMLOCK RD	698-8606
NORTH, JOHN E. • 2221 SWAMP RD	698-3134
NOVAK, GLENN • 199 FURNACE RD	698-3849
NURSE, COUNTRYSIDE • 1045 WEST RD	698-2706

O

OLANDER, JOHN • 49 CONE HILL RD	698-3112
O'MALLEY, STEVE • 239 OSCEOLA NOTCH RD	698-2609
O'NEIL, JEROME M. • 30 FURNACE LN	698-3114
ORBACH, DARREN • 91 DEER HILL RD	698-2373
ORTENZIO, JAMES A. • 470 DEAN HILL RD	698-3427
ORTH, DEBORAH • 105 OAK RD	698-8060
OZERKIS, MARK • 2100 SWAMP RD	698-3403

P

PADRUSCH, ELLEN • 477 SWAMP RD	698-2039
PALARDY, DAVID • 399 ROSSITER RD	698-3186
PANG, JUNE • 7 TRURAN LN	698-3520
PATRICK, DIANE • 245 FURNACE RD	698-2461
PATTERSON, STEVAN & PAULA • 132 SHORE RD..	698-2806
PAUL, LILLIAN • 1229 LENOX RD	698-3830
PENNIMAN, GARRETT MORAN & MARY • 2871 STATE RD	698-3824

PERGOLA, LOUIS A • 2088 SWAMP RD	698-3167
PERRY, DOANE • 1666 DUBLIN RD	698-3164
PERSILY, LAURA • 193 STATE RD	698-2250
PETRICCA, RICHARD T • 73 SWAMP RD	698-2393
PFEIFFER, RICHARD • 135 DEAN HILL RD.....	698-3004
PHELPS, H.A. SCOTT • 121 SLEEPY HOLLOW RD...	698-2242
PHILBRICK, WENDY • 1055 LENOX RD	698-3042
PIACENTINI, ARNOLD • 78 SCACE BROOK RD	698-2057
PIAZZA, RONALD • 38 EAST SLOPE RD	698-2215
PILSON, NEAL • 499 EAST RD	698-8057
PITNEY, BARLETT & EMMA • 213 YOKUN RD	698-2678
PLANTIER, THOMAS • 11 OAK RD	698-2641
PLOSS, KEVIN • 128 SCACE BROOK RD	698-2804
POORVU, JONATHAN & AMY • 128 TURKEY TROT RD	698-3025
PORITZKY, SANDY • 9 BOAT LN	698-3103
POWELL, ELENA • RESERVOIR RD	698-2680
PRINTZ, E. WOODWARD • 1048 WEST RD	698-2686
PRYOR, MILLARD H. JR. • 76 STEVENS GLEN RD ..	698-3311

R

RAGUSA, PHYLLIS • 42 BRIDGE ST.....	698-3858
RAINFORTH, RICHARD • 83 PATTON RD	698-2063
RANDO, PETER • 62 EAST SLOPE RD	698-2811
RANDOLPH, TED • 549 CONE HILL RD	698-2944
RATCLIFF, WILLIAM • 2 MARCH HARE RD	698-3171
RAWSON, ARTHUR • 670 DUBLIN RD.....	698-2605
RAWSON, DAVID • 350 DUBLIN RD	698-3273
RAWSON, FRANK • 105 YOKUN RD	698-3322
RAWSON, TERESA • 237 STATE RD.....	698-3380
RAWSON, RICHARD A. • 143 DUBLIN RD	698-2758
RAWSON, MARJORIE • 143 DUBLIN RD	698-3229
RENCHNER, MIMI • 171 OSCEOLA NOTCH RD	698-3472
RENTON, THOMAS JR. • 50 OSCEOLA RD	698-3252
RENZI, DEBORAH • 701 SWAMP RD.....	698-3220
RENZI, FAY • 701 SWAMP RD	698-2382
REYNOLDS, DAVID • 73 ROSSITER RD	698-2890
REYNOLDS, VALERI • 351 WEST RD	698-3895
RICH, BETTY • 123 STATE RD	698-8055

RICHMOND CONGREGATIONAL CHURCH

1515 STATE RD 698-2575

RICHMOND FIRE DEPARTMENT-NON-EMERGENCY ONLY

35 FIRE HOUSE RD 698-3366

RICHMOND HIGHWAY DEPT OF PUBLIC WORK

413-553-7794

53 FIRE HOUSE RD 698-3833

RICHMOND HIGHWAY DEPT-FAX

53 FIRE HOUSE RD 698-2077

RINALDI, TONY & WENDY • 175 EAST SLOPE RD .. 698-2813

RINGLER, JACK • 604 WEST RD698-3461

RITROSKY, MYRON • 84 VIEW DR 698-3803

ROACH, STEPHEN • 253 LENOX RD698-2830

ROBERTSON, JANET • 274 EAST SLOPE RD698-3381

ROCHA, LOUIS A. • 2381 STATE RD698-2223

RODBELL, DONALD • 392 YOKUN RD698-2276

ROLFS, THOMAS • 400 STEVENS GLEN RD 698-2455

ROLLER, MICHAEL & MELISSA • 700 WEST RD 698-8078

ROSENBERG, MARC • 292 SHORE RD 698-2782

ROSENBLUM, ALEX • 311 SHORE RD 698-2198

ROSENFELD, DR R S • 326 SLOPE RD..... 698-3377

ROTH, MICHAEL M.D. • 685 DUBLIN RD 698-3191

RUBIN, DR ROBERT • 510 LENOX RD 698-3232

RUDIN, M. • 140 SWAMP RD

RUDIN, ROBERT E • 168 SWAMP RD 698-2540

RUDMAN, EDWARD • 291 STEVENS GLEN RD 698-2912

RUEL, JOHN J. • 84 DUBLIN RD 698-3490

RUFFING, THOMAS •26 WOOD LOT RD 698-8618

RUFO, GEORGE F. • 754 CANAAN RD 698-3807

RUFO, GEORGE F. • 754 CANAAN RD 698-3450

RUSSELL, CAMP • 341 BOYS CLUB RD 698-2714

RUSSELL, CHARLES • 2099 STATE RD 698-2006

S

SABO, ALEX • 2490 SWAMP RD 698-3152

SADIGHI, DONNA • 149 EAST SLOPE RD 698-2533

SAUPE, PATRICIA • 60 DEER HILL RD 698-3502

SAYMAN, DR WYNN A • 10 ROSSITER RD 698-2272

SCARBRO, DENNIS • 105 CHEEVER RD	698-2746
SCHAEFER, JOHN A. • 310 EAST SLOPE RD	698-3419
SCHAIN, RONALD & SUSAN • 391 CONE HILL RD .	698-2503
SCHERZI, HOLLY • 350 LENOX RD	698-2565
SCHIMKE, BRENT • 87 LAKE RD	698-2916
SCHMIER, ALBERT • 484 LENOX RD	698-3530
SCHMIER, ALBERT • 484 LENOX RD	698-3532
SCHMIER, ALBERT • 484 LENOX RD	698-3534
SCHNEIT, ALAN & FRAN • 56 LAKE RD	698-2929
SCHOOL, RICHMOND • 1416 STATE RD	698-2207
SCHUBERT, FREDERICK W. • 462 EAST RD	698-2258
SECKLER, PATRICK J • 151 CANAAN RD	698-2675
SEEFELDT, RICHARD • 1699 DUBLIN RD	698-2633
SEELEY, RICHARD • 150 TURKEY TROT RD	698-3777
SEGAL, ANTHONY • 1220 LENOX RD	698-2305
SEIGEL, HARVEY • 291 OSCEOLA NOTCH RD	698-2829
SELIGMAN, SHIRLEY • 200 SHORE RD	698-3346
SERKIN, PETER & REGINA • 201 ROSSITER RD	698-2690
SET, SARA • 120 LENOX RD	698-2042
SHAPSHAY, RUTH • 160 TURKEY TROT RD	698-2963
SHARP, HOLLY • 2785 STATE RD	698-2939
SHEFFER, PETER C. • 55 OSCEOLA NOTCH RD	698-3241
SHELDON, EILEEN • 48 CEMETARY RD	698-3556
SHERIDAN, MICHAEL F • 69 DEER HILL RD	698-2819
SHOEMAKER, MARY E. • 2240 SWAMP RD	698-2043
SHUGRUE, PAMELA A • 885 STATE RD	698-8637
SHUSTER, HERBERT V • 780 WEST RD	698-3890
SINKOFF, JAMES • 165 YOKUN RD	698-2754
SKLAR, NANCY • 293 STEVENS GLEN RD	698-3880
SMALL, ROLAND • 1849 DUBLIN RD	698-2134
SMITH, DAVID • 531 CONE HILL RD	698-2121
SMITH, DAVID • 531 CONE HILL RD	698-3522
SMITH, PETER • 1380 DUBLIN RD	698-2478
SMITH, OLIVIA • 148 SLEEPY HOLLOW RD	698-3446
SMITH, ERIC & KARA • 2805 STATE RD	698-2604
SOBILOFF, DAVID • 89 ORCHARD CIR	698-2508
SOLOMON, DON • 60 PATTON RD	698-2020
SOULIER, DONALD & MARY • 140 OSCEOLA RD ...	698-2127

SPAR, LAURIE • 2365 SWAMP RD	698-8645
SPENCE, CATHERINE & EDWARD • 21 SUMMIT RD	698-2775
SPENCE, CATHERINE & EDWARD • 21 SUMMIT RD	698-2776
SPRAGUE, STEVEN & JUDY • 111 SWAMP RD	698-4275
ST MARY'S SCHOOL	
115 ORCHARD CIR	243-1022
STARKS, CHARLES • 858 DEAN HILL RD	698-3480
STEELE, JOHN & DOROTHEA • 1058 WEST RD	698-3386
STEPHENS, JARRETT • 199 ORCHARD CIR	698-2210
STEPHENS, ROBIN • 2771 STATE RD	698-3093
STEPHENS, STEDMAN • 2010 STATE RD	698-2568
STORIE, DAVE • 429 LENOX RD	698-3111
STOVER, RICHARD & JENNIFER • 495 SWAMP RD	698-8644
STOVER, RICHARD K JR • 705 EAST RD	698-2673
SUDOCK, RICHARD • 161 RESERVOIR RD	698-2212
SULLIVAN, SEAN • 399 STATE RD	698-2170
SUMMER, HALEY • 101 PATTON RD	698-3700
SUTHERLAND, MARGARET • 77 CUNNINGHAM HILL RD	698-8007
SWAWITE, I DAVID • 887 LENOX RD	698-2141

T

TAYLOR, BRUCE • 281 DUBLIN RD	698-2137
TEUTSCH, ERICH • 488 SUMMIT RD	698-2873
THERRIEN, SANDRA • 274 DUBLIN RD	698-2146
THOMAS, LOUIS JR • 2200 SWAMP RD	698-3310
TILL, MICHAEL • 56 HEMLOCK RD	698-3431
TOWER, VERNE • 68 FIRE HOUSE RD	698-2158
TOWN COUNTRY UPHOLSTERY	
2080 STATE RD	698-3131
TREMBLAY, SUSAN • 50 VIEW RD	698-2440
TRIGOBOFF, JOSEPH • 101 SHORE RD	698-3325
TRURAN, MARIE • 800 LENOX RD	698-2637
Tucker Welch Properties	
350 West RD	698-4444
TURCZAK, RICKY • 3136 STATE RD	698-4258
TURNER, ABBY • 44 CANAAN RD	698-2494

U**US POSTAL SERVICE**

2089 STATE RD 698-3121

V

VAGNINI, THOMAS • 58 ANTHONY RD 698-2526
VALLEE, MARIANNE • 140 SWAMP RD 698-3406
VEILLETTE, RON • 111 SUMMIT RD 698-3411
VINCENT JR., HARRY • 90 PATTON RD 698-2157
VIOLA, MICHAEL • 257 SHORE RD 698-8853
VITTO, ANTHONY • 1238 STATE RD 698-8852
VOSBURGH, DONALD B. • 22 MEADOW VIEW LN .. 698-2521

W

WALSH, GERI B. • 57 LAKE RD 698-3479
WANG, THOMAS • 1414 LENOX RD 698-2356
WEBER, JAMES • 248 OSCEOLA NOTCH RD 698-3222
WEISS, JERRY • 1404 LENOX RD..... 698-3207
WELDON, GEORGE T. • 10 CHEEVER RD 698-2251
WENDLING, RALPH • 57 LAKE RD 698-2739
WENDLING, MELINDA • 49 OSCEOLA NOTCH RD .. 698-3473
WESTIN, AVRAM • 630 DEAN HILL RD 698-3889
WESTIN, AVRAM R. • 630 DEAN HILL RD 698-3189
WHITE HORSE HILL..... 698-2054
WHITEHEAD, PATRICA • 1371 SWAMP RD 698-2728
WHITNEY, JOHN • 251 YOKUN RD 698-2971
WICHERN, JANE • 256 CONE HILL RD..... 698-2589
WIGGLESWORTH, FRED A. • 608 LENOX RD 698-3142
WILLIAMS, PETER • 81 OSCEOLA RD..... 698-3290
WILLIAMSON, ALEX • 1379 SWAMP RD 698-2732
WOJTKOWSKI, ANDY • 149 RICHMOND RD 698-2498
WOJTKOWSKI, RICHARD • 10 DUBLIN RD 698-3336
WOLLEMAN, TODD & DEBBIE • 1707 STATE RD 698-2321
WOOLVERTON, WARD • 601 DUBLIN RD 698-3395

Y

YANOFSKY, SUSAN • 70 WOOD LOT RD	698-2052
YARMOSKY, STEVEN & MARY • 101 VIEW DR	698-3205
YOHALEM, JENNIFER • 185 YOKUN RD	698-3023
YOUDELMAN, ROBERT • 765 CANAAN RD	698-2640
YURFEST, JOSHUA T. • 346 CANAAN RD	698-2145

Z

ZAHN, KATHERINE M. • 935 DUBLIN RD.....	698-2603
ZIKAN, THOMAS F. • 31 JOLINDY RD	698-2721
ZIMMERMANN, RONALD & SUSAN • 897 SUMMIT RD..	698-3127



EQUIPMENT INFORMATION

Responsibility of Customer

You are responsible for preliminary testing to determine whether the problem is in your equipment or wiring or in the Telephone Company's facilities. If you request the Telephone Company to make a Repair Visit and the problem has been found to have been caused by your equipment or wiring, a fee will be assessed.

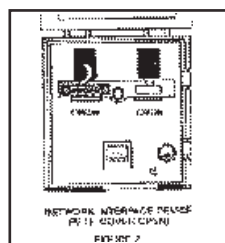
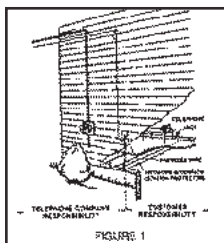
How to Check Your Phones

1. Modular phones are easy to check. Try these four steps before calling the Telephone Company for a Repair Visit.
2. Determine if it is one phone or all phones that don't work. Unplug all phones and test separately.
3. If the problem is with only one phone, test that phone in another jack. If it still doesn't work, that phone is probably bad.
4. If the phone works in a different jack, go back to the jack where the trouble started and test with a different phone. If neither phone works, then there may be a problem with the wiring to the jack.
5. If none of the phones work after testing each phone and jack separately, the problem may be in your wiring. (See: How to Check Your Wiring)

How to Check Your Wiring

If you have determined that there may be a problem with your wiring, follow these easy steps to determine if the trouble is your responsibility or the Telephone Company's.

1. Go to the Network Interface Device (NID) normally located on the outside of your home (See Figure 1).
2. Disconnect modular plug from the "Test Jack" (See figure 2). This disconnects your inside wire from the Telephone Company's facilities.
3. Plug a working phone with a modular cord into the "Test Jack". If you receive a dial tone, the problem is with your wiring or equipment.
4. If you do not receive a dial tone the problem is probably with the Telephone Company's facilities and you should call Richmond Telephone Company at: **698-2255, Option 3**, or go to **Help.Magna5global.com**.



If You Do Not Have a NID

If you follow the test instructions and determine that there may be a problem with your wiring, but do not have a Network Interface Device (NID) installed at your house yet, you should call Richmond Telephone Company and explain the situation.

A repair person will come to your house, determine where the problem is and install a Network Interface Device.

The repair person will then advise you where the problem is and, if it is in the Telephone Company's facilities, fix it. If it is determined that the problem is in your equipment or wiring, you may perform the repair work yourself or have Richmond Telephone Company do the repair work. To repair the equipment or wiring, it is \$40 an hour (chargeable in 1/2 hour increments) plus materials.

Richmond Telephone Company is open from 8:00 a.m. to 4:30 p.m. Monday through Friday (not including holidays). For emergency service after hours, on weekends or holidays, dial 698-2255

Test Instructions

1. Locate proper Test Jack (1 or 2).
2. Remove boot with a gentle pull from Test Jack.
3. Press Retainer Clip and gently remove plug by pulling forward on plug.
4. Plug working phone into Jack.
5. (A) If phone operates, your house wiring is defective. Repair house wiring,
6. (B) If phone does not operate, notify Telephone Repair Service.
7. Replace plug and boot after repair is completed.

VOICE MAIL

VOICE MAIL service is a simple, convenient and cost-effective way to keep in touch with friends, family and business associates. Think of it as your personal message service 24 hours a day, 7 days a week and gives you the ability to save up to 30 messages for 7 days. Callers can leave detailed messages 2 minutes in length.

A stutter or broken dial tone is the signal that there are messages waiting for your attention. When you hear the stutter dial tone follow these instructions:

To retrieve messages from home:

1. Dial 698-9100
2. Enter your password.
3. The system tells you how many messages are in your mailbox.

To retrieve messages away from home:

1. Dial 698-9100 or (1 + area code 413 when necessary).
2. After the system greeting message, dial the #, then enter your telephone number and your password.
3. The system tells you how many messages are in your mailbox.

While listening to your messages you may press:

- 3 to delete message, 4 to skip message, 5 to save message,
7 to repeat message or 9 to exit.

CLASS FEATURES

Caller I.D. with Name and Number

Caller I.D. allows you to identify the origin of your incoming calls before you answer or allows you to answer with a personal greeting. Caller I.D. requires the purchase of a display unit that connects to your phone or a special display telephone set.

Caller I.D. Blocking

All Richmond Telephone Company customers may receive Caller I.D. Blocking free of charge. Per Call Blocking allows you to selectively “block” your telephone number before each call, so that your number does not appear on the called party’s Caller I.D. unit for that particular call. Line Blocking allows you to “block” all calls made from your line so that your number does not appear on the called party’s Caller I.D. display unit. With this feature you still have the ability to selectively “unblock” your calls.

Repeat Dialing — *66

This feature allows automatic redial of the last outgoing number placed when activated.

Call Return — *69

Allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you.

Call Trace — *57

By simply dialing a code, the number of the offending caller will be recorded in Richmond Telephone Company’s central office switch. Once the number has been recorded, this information will only be made available to law enforcement agencies for follow up at the customer’s request.

Caller I.D.

To Use Caller I.D.:

1. When you receive a call, wait until your telephone starts the second ringing signal.
2. The telephone number and name of the person calling you will automatically appear on your display.

Note: Subscription to Caller I.D. requires the purchase of a display telephone or an add-on display unit. If “private” or “anonymous” appears on your screen, the caller may have blocked the display of their number placing the call. If “out of area” or “unknown” appears, the caller is in an area that does not support Caller I.D. services.

CLASS FEATURES

Call Return * 6 9

Allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you.

To Use Call Return:

1. Lift handset and listen for dial tone.
2. Press: *69 (1169 for rotary phones).
3. Listen for ringing and wait for answer.

If the line is busy:

1. Listen for announcement telling you the number is busy.
2. Hang up.
3. You will hear a short-short-long ring when the line is free.
4. Your call will automatically be made when you lift the handset.

CLASS FEATURES

To Cancel Call Return:

1. Press ***89** (1189 for rotary phones) and listen for tone or announcement.

Note: Repeated attempts to establish the call will occur for a 30 minute period upon customer activation. Feature is disabled if the telephone number of the most recent incoming call is blocked. Feature cannot be activated for a telephone number that is call forwarded to another number.

Repeat Dialing * 6 6

To Use Repeat Dialing:

1. Hang up, then lift the receiver and listen for dial tone.
2. Press ***66** (1166 for rotary phones).

If the line is busy:

1. Listen for an announcement telling you the number is busy.
2. Hang up. You will hear a short-short-long ring when the line is free.
3. Your call will automatically be made when you lift the handset.

If the line is not busy:

1. Listen for ringing and wait for an answer.

To Cancel Repeat Dialing:

1. Press ***86** (1186 for rotary phones) and listen for an announcement.

Per Call Blocking * 6 7

To Use Per Call Blocking:

2. Pick up your handset and listen for the dial tone. Press ***67** and then the number you wish to dial.

Selective Line Blocking * 8 2

To Selectively Remove Line Blocking:

1. Pick up handset and listen for dial tone. Press ***82** (1182 for rotary phones).

Call Trace * 5 7

To Use Call Trace:

1. Immediately after receiving a harassing call depress the hookswitch to receive dial tone.
2. Press ***57** (1157 from rotary phones). You will then hear the recording: "The last incoming call has been traced." The subscriber should then write down the day and exact time the call was received.
3. Consult with your local law enforcement agency as soon as possible as to how to proceed.

Note: call Trace should be used immediately after you hang up on the call you wanted traced. **Call Trace is not intended for casual use.**

CUSTOM CALLING FEATURES

Call Waiting with Cancel Call Waiting

Cuts down on missed calls and helps relieve the frustration of others who call you and hear a constant busy signal because it lets you take a second call when you're already on the line. Need to make an important call and do not want to get interrupted? All you need to do is dial 7-0-# to cancel your Call Waiting. When you hang up from your call your Call Waiting is back in service.

Call Forwarding

Going away and you do not want to miss any phone calls or you don't want your caller to reach a recorder? With the ease of Call Forwarding, your phone can direct all incoming calls to another location like your car, home or business.

Distinctive Ringing

Are you tired of answering the telephone and the call is for someone else in the house? Would you like to know if the call is from your office or agent? Then this service is for you. Distinctive Ringing allows you to have two directory numbers for one telephone line. Each number will have its own distinctive ring to let you know who is calling.

Three-Way Calling

Are you calling your family members or business partners back and forth to confirm meeting, parties, or just to see how everyone is doing? With ease, you will eliminate a lot of telephone tag by adding Three-Way Calling to your line. This service will allow you to talk with three different people at the same time, near or far away.

Speed Dialing

Are your children forgetful? Do you make a lot of business calls? With Speed Dialing, your children only need to remember 1 or 2 numbers, for your business you will be able to program the phone numbers you frequently dial to your suppliers or business partners.

Call Waiting with Cancel Call Waiting

If someone tries to call you while you're using the phone,

1. A short beep signals you that another call is waiting on your line. (One additional reminder beep will sound in 10 seconds if you did not respond to the first signal.)
2. Depress the switchhook* for about one second to place the first call on "hold" and answer the second call.
3. Return to the first call by depressing the switchhook* for one second again, leaving the second party on "hold."
4. Alternate between two calls as often as necessary by depressing the switchhook* for one second to make each change.
5. To end either call just hang up. When your telephone rings, the remaining party will be back on your line. If the party you are talking with hangs up, depress the switchhook* for one second. You will then be reconnected to the party on hold.

CUSTOM CALLING FEATURES

If you have a call to make that cannot be interrupted, take the following steps to Cancel your Call Waiting:

1. Dial 7-0-# and listen for a special dial tone. (On a rotary dial phone dial 7-0 and wait four seconds.)
2. Dial the number you wish to call. When you hang up from your call, CALL WAITING is automatically reactivated.

To cancel CALL WAITING during a call

1. You must have THREE-WAY CALLING to cancel CALL WAITING during a call.
2. Place your current call on hold by depressing the switchhook* for one second.
3. Listen for the dial tone, then dial 7-0-#. (On a rotary dial phone, dial 7-0 and wait four seconds.)
4. Listen for a special “beep-beep” tone, then depress the switchhook* for one second and return to your call.
5. When you hang up from your call, CALL WAITING is automatically reactivated.

*The switchhook is that round, flat, or square button the handset pushes down when you hang up the phone. Your phone is “off the hook” when that button is up.

Call Forwarding

With this service, you may arrange to have your incoming calls transferred automatically to another telephone while you are away. You may forward your calls to any telephone number you can dial. However, your number will be billed for all applicable local and long distance message charges for each call forwarded from your telephone to the telephone receiving your calls.

To forward calls:

1. Dial activation code 72#. After a four second pause, you'll hear a second dial tone.
2. Dial the telephone number to which your calls are to be forwarded. Pick up call.

The distant telephone will ring. When the called party answers, advise them of calls being forwarded to their number, HANG UP, service is now activated.

If the called number is busy or doesn't answer, hang up and immediately repeat steps 1 and 2. When you hear two beeps the service is in effect. No answer is necessary on the second attempt. If the second attempt is made after two minutes have passed, it will be treated as a first attempt.

*Second dial tone is three short bursts of tone followed by regular dial tone.

To restore normal service:

1. Dial Cancel Code 73#. After a four second pause,* two beeps will indicate the Call Forwarding arrangement has been canceled.

CUSTOM CALLING FEATURES

Some things to remember about Call Forwarding:

As a reminder signal that your line is in a Call Forwarding mode, your telephone will ring one short ring each time an incoming call is forwarded. The call cannot be answered at your telephone.

Your telephone can still be used to place outgoing calls, even though your incoming calls are being forwarded.

If the telephone to which your calls are being forwarded is in use, the incoming caller will receive a busy signal.

If your telephone is also equipped with Speed Calling, you may use a Speed Calling Code in place of a telephone number when establishing Call Forwarding.

All Calls will continue to be forwarded until cancelled from your telephone.

***Note—** If you have a Touch-Tone telephone, you may depress the # button to eliminate the four second pause. Dial 7-2-# to set up forwarding. Dial 7-3-# to restore normal service.

CUSTOM CALLING FEATURES

Distinctive Ringtone

This service allows you to have two different directory numbers, each with their own distinctive ring, on a single access line. A separate directory listing is required for each number.

If Call Waiting and Call Forwarding services are provided on the customer's main telephone number, they are provided automatically on the Distinctive Ringing number.

Three-Way Calling

This service allows you to add a third party, local or long distance, to an existing conversation as follows:

1. Depress the handset button once for one second, this places the first call on "hold".
2. Listen for several rapid beeps followed by a dial tone.
3. Dial the number of the person you want to add to the conversation. When that party answers, you may talk to them privately before completing the three-way conversation.
4. Depress the handset button once for one second after the third party has answered. This returns the first party to the line and establishes the three-way call.
5. If the third party is busy or does not answer or if you have misdialed, cancel that call by depressing the handset button twice. This will stop the signal and return you to the original party.
6. To remove either person from the connection, ask them to hang up. You will automatically be connected with the remaining party.
7. When you hang up, the other two parties are disconnected.

Some things to remember about Three-Way calling: after the Three-Way connection is established, you may remove the added person at any time by depressing the handset button once. If your telephone is also equipped with Speed Calling, you may dial a Speed Calling Code in place of a telephone number when adding a third party.

CUSTOM CALLING FEATURES

Speed Calling

This service lets you program your phone to dial frequently called local or long distance numbers by using just one or two digits.

To enter or change a number:

1. Dial 74 for Speed Calling 8 or 75 for Speed Calling 30— after a four second pause*, you'll hear a second dial tone.
2. Dial a 1-digit code from 2 through 9 for speed Calling 8, or a 2-digit code from 20 through 49 for Speed Calling 30.
3. Dial the telephone number you wish to associate with the code number.
4. Two short beeps will confirm that the code and telephone number have been recorded.

*Note: If you have a Touch-Tone telephone, you may depress the # button to eliminate the four second pause. Dial 7-4-# and continue with instructions.

DSL

Call customer service for information: 698-2255, Option 4.

ZIP CODES FOR NEARBY COMMUNITIES

Adams	01220	Lenoxdale	01242
Ashley Falls	01222	Monterey	01245
Becket	01223	Mount Washington	01258
Berkshire	01224	No. Adams	01247
Cheshire	01225	No. Egremont	01252
Dalton	01226	Pittsfield	01201
Glendale	01229	Richmond	01254
Great Barrington	01230	Sandisfield	01255
Hancock	01237	Savoy	01256
Hinsdale	01235	Sheffield	01257
Housatonic	01236	So. Egremont	01258
Lanesboro.	01237	Stockbridge.	01262
Lee	01238	Tyringham	01264
Lenox	01240	W. Stockbridge	01266

CUSTOMER INFORMATION

Customer Information

How to Handle Obscene or Harassing Calls

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

1. Hang up at the first obscene word or if the caller doesn't say anything after the second time you say "hello." Do not slam the receiver—it will only give the caller satisfaction.
2. Do not give the caller any information such as your name, address, or whether you are home alone. Advise your children and babysitters not to provide any information to callers either.
3. See Call Trace on page 7 of this directory.
4. As an option, you may consider changing your telephone number to unlisted.
5. If you are threatened over the telephone, call the police.

It is a crime under federal law for anyone to make obscene or harassing phone calls.

Telephone Safety

Overall, the telephone is safe. It is, however, connected to extensive indoor and outdoor wiring. During electrical storms, telephone lines are sometimes struck by lightning. Although the telephone lines contain many protective devices, it is remotely possible for lightning to travel through telephone lines and cause injury or even death.

You should avoid using the telephone during an electrical storm in your immediate area. If an emergency call is necessary, make it brief.

Never use a telephone in or near water, including your bath, shower or pool. You could receive an electrical shock.

Also, do not use a telephone in the area of a gas leak. The electrical contacts in the telephone could generate a spark and trigger a gas explosion.

Never pick up loose or dangling telephone, cable TV, or electric wires.

Before engaging in telephone repair work, remove the telephone receiver from its hook before working on an inside wire. This will prevent incoming calls and the possibility of an electrical shock. Unplugging the phone from its outlet will not prevent calls from getting transmitted through the inside wire.

CUSTOMER INFORMATION

Telemarketing Calls

Many legitimate businesses use direct sales or telemarketing calls to contact customers about their product or service. The following information may be helpful:

1. Find out who is calling.
2. If you think you may be interested but want to know more, ask the caller to mail you information about the offer.
3. If you are not interested, firmly interrupt the caller and tell them you want to end the conversation. If they continue, consider hanging up.
4. Be cautious about disclosing your credit card number particularly over cordless and cellular telephones. Because these phones use airwaves, your conversation can be picked up by scanners.
5. If you do not want to receive additional calls from the company, ask the caller to add your name to the company's do-not-call list. (They are required by law to maintain lists of people who do not wish to be called.) However, telemarketers are allowed to contact people on their do-not-call list at least once a year. If a company has done business with you in the past, they do not have to add your name to the do-not-call list. Legally, telemarketers can only call between 8 am and 9 pm.

If you want to reduce the number of solicitations you receive, write to the Telephone Preference Service, Direct Marketing Association, P.O. Box 9014, Farmingdale, NY 11735.

CUSTOMER INFORMATION

Rules for 900 Calls

Charges for 900 calls are identified separately from local and long distance charges on your telephone bill. Richmond Telephone reminds all customers that free blocking of access to 900 calls is available. Please call our business office to request this free service. These consumer rights are provided under the federal Telephone Disclosure and Dispute Resolution Act.

If you use 900 Pay-Per-Call Services

- You have 60 days after receiving a bill to dispute 900 pay-per-call errors. While the errors are in review, you have the right to withhold payment for the disputed charges and no collection activity will be brought against you for those charges. If the charges are found to be legitimate the long distance carrier may start a collection process against your account, however.
- Your local and/or long distance service cannot be disconnected if you fail to pay your 900 charges. If you do not pay legitimate 900 charges, the long distance carrier has the right to block your access to 900 numbers.
- You should not be billed for pay-per-call services that do not comply with federal laws and regulations.
- If you verbally communicate an allegation of a billing error to a Richmond Customer Service Representative, it will be considered sufficient notification.

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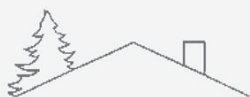
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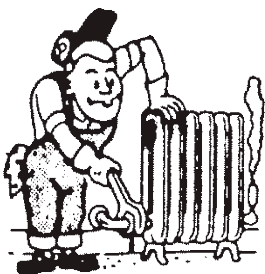
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