



Ashtabula County windstream Western Reserve Customers

Extend Your Local Calling Area

What is the Extended Local Calling Plan?

In some areas of Ohio, consumers making telephone calls to local schools, county seats and even neighbors incur hefty toll (long distance) charges. Plans have been developed and implemented to help consumers avoid these burdensome charges and expand their local calling areas.

Customers of windstream Western Reserve in Ashtabula County can participate in the Modified Extended Local Calling Plan which can reduce the cost of calls to contiguous exchanges, county seats, school districts and neighbors.

Where can I call?

The plan allows customers in Ashtabula, Austinburg, Dorset, Geneva, Kingsville, Pierpont, Rock Creek and Trumbull to call selected exchanges.

How much does it cost?

Customers are billed a measured rate of five cents per minute when calling locations within the Extended Local Calling Plan. Residential customers also may enroll in a flat rate option which allows unlimited calling within these areas for \$6 per month.

What if I currently participate in an extended local calling plan?

This calling plan will not affect telephone exchanges which currently have flat rate or measured rate extended local calling.

Customers calling from:	Can call these exchanges:
Ashtabula.....	Andover, Conneaut, Dorset, Rock Creek, Trumbull
Austinburg	Jefferson
Dorset.....	Ashtabula, Kingsville, New Lyme
Geneva.....	Jefferson, Rock Creek
Kingsville	Dorset, Jefferson, Pierpont
Pierpont	Andover, Kingsville
Rock Creek.....	Ashtabula, Colebrook, Geneva, New Lyme, Windsor
Trumbull.....	Ashtabula, Jefferson

Tips to select a calling plan

- **Evaluate your telephone bill.** Are there exchanges that you call more frequently than others? How many calls do you make per month? Do you need a plan that allows unlimited calling at a fixed price?
- **Evaluate your household needs.** Do you have children who call school friends or neighbors? Do you make a number of calls to family and friends?
- **Inform your household.** Talk about the calling plans with other household members. Once you have selected a plan make sure everyone knows what the plan permits.

Common terms

Extended Area Service: a customer's ability to place and receive calls from another telephone exchange without incurring toll (long-distance) charges.

Exchange: the geographical area for telephone service.

Flat rate calling: an unlimited number of calls at a fixed monthly charge.

Measured rate calling: priced by the number of calls made or the number, duration, distance and time of day or day of the week.

For more information on the Modified Extended Local Calling Plan, contact windstream Western Reserve or call the Office of the Ohio Consumers' Counsel toll free at 1-877-742-5622.

The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

For additional information from the Office of the Ohio Consumers' Counsel:

Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574
Write: 10 West Broad Street, 18th Floor, Columbus, Ohio 43215-3485
E-mail: occ@occ.state.oh.us • Internet Address: www.pickocc.org