How to Reach Us at Richmond Central Office 1
Local & Long Distance Calling Information 1
Local & Community Numbers 2
Resident Listings
Equipment Repair & Test Information
Optional Telephone Services & Features
Zip Codes
Customer Information

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

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.

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

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
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 413-553-7795

Library 2821 State Rd 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 413-553-7793 -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 413-553-7794
Peter Beckwith, Superintendent 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
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239 VIEW DR ............................................................... 698-2847
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802 STATE RD ................................................................. 698-3200
BERKSHIRE MORTGAGE COMPANY
401 OSCEOLA RD .............................................................. 698-3096
BERKSHIRE MUSIC
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**TURCZAK, RICKY** • 3136 STATE RD .................. 698-4258
**TURNER, ABBY** • 44 CANAAN RD ...................... 698-2494
US POSTAL SERVICE
2089 STATE RD .......................................................... 698-3121

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

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 • 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
YOUEDELMAN, 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
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 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.
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.
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.
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.
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.
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.

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**DSL**

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

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**ZIP CODES FOR NEARBY COMMUNITIES**

<table>
<thead>
<tr>
<th>Community</th>
<th>ZIP Code</th>
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<tbody>
<tr>
<td>Adams</td>
<td>01220</td>
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<tr>
<td>Ashley Falls</td>
<td>01222</td>
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<tr>
<td>Becket</td>
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<td>Berkshire</td>
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<td>W. Stockbridge</td>
<td>01266</td>
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</table>
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.
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.

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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25 Main St Lenox ------------------------------------------ 413 445-3439
495 Pittsfield Rd Lenox----------------------------------- 413 997-6050
37 Main St N Adams ---------------------------------------- 413 664-4061
30 East Otis Rd Otis--------------------------------------- 413 269-7546
39 Cheshire Rd Pittsfield---------------------------------- 413 499-1068
43 East St Pittsfield--------------------------------------- 413 499-0150
66 West St Pittsfield-------------------------------------- 413 445-8365
99 North St Pittsfield------------------------------------- 413 445-3438
165 Elm St Pittsfield-------------------------------------- 413 447-1880
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