



121 South 17th Street, Mattoon, IL 61938-3987
www.consolidated.com
Tel 217 235 3311

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CONTACT: Laura ZuHone
(217) 234-5965

Consolidated technicians continue to work to restore telephone service

MATTOON – Consolidated Communications employees continue to work around the clock to restore telephone and data services to several hundred customers in the western portion of its service region. Some Consolidated aerial lines and equipment sustained considerable damage from ice and falling tree limbs, and some customers are without dial tone.

Ryan Whitlock, Senior Manager of Area Operations, said additional resources are helping Consolidated employees remove debris and repair lines. “We have called upon several outside crews to aid our employees and expedite service restoration.” Whitlock said. “Our employees and contractors are working as quickly as possible, and customer patience during this time is greatly appreciated.”

Residential customers who are experiencing service issues can contact the Residential Customer Care Center at 800-553-9981. Business customers should call the Business Customer Care Center at 800-500-9000.