

**Relay Calls Using Public Payphones:** Minnesota Relay users can make local relay calls from payphones free of charge. Long distance relay calls can be charged to a calling card or prepaid card, by calling collect, or billed to a third party. Coins cannot be used to pay for a long distance relay call from a payphone.

**Long Distance Calls:** The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a Minnesota Relay Customer Preference form. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call. If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

**Billing Options for Long Distance Relay Calls:** Direct, collect, pre-paid calling card, carrier calling card and third-party billing.

**Customer Preference Form:** The Customer Preference form allows you to customize your relay call. Completing this form allows your relay calls to be set up quickly and ensures that your preferred carrier is used for long distance calls. Call 1-800-657-3775 to request a Customer Preference form, or download the form at [www.mnrelay.org](http://www.mnrelay.org).

**Complements or Complaints:** If you would like to file a complement or complaint, call 1-800-657-3775 (voice/TTY). Provide the date and time of the relay call, the CA's identification number and the nature of your complement or complaint. To file a relay complaint with the Federal Communications Commission, call 1-888-225-5322 (voice) / 1-888-835-5322 (TTY) or file online at [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html).

**Specialized Telecommunications Equipment**

If you meet certain eligibility requirements, you may qualify to receive telecommunications equipment at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. If you do not qualify, TED Program staff can provide you with a directory of vendors where equipment can be purchased. Call 1-800-657-3663 (voice) / 1-888-206-6555 (TTY), or visit [www.tedprogram.org](http://www.tedprogram.org).

**SOUTH DAKOTA RELAY**

Relay South Dakota provides telephone accessibility to people who are deaf, hard-of-hearing or speech-disabled. Relay South Dakota is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed. Relay South Dakota provides state-of-the-art technology; a full range of features and highly trained, professional Communication Assistants (CAs) to ensure that users are able to communicate easily and effectively every time they place a relay call. All calls are strictly confidential and no records of any conversations will be maintained.

**What Equipment Do I Need to Use Relay?**

The most common telephone device used to make a relay call is a TTY (text telephone). There are other telephone devices available, depending on the type of relay services used. South Dakota residents who are deaf, hard of hearing, deaf-blind or speech-disabled are eligible to receive specialized telephone equipment through the Equipment Distribution Program at CSD at minimal or no cost. For more information on how to obtain specialized telephone equipment in your area, call toll free 866-246-5759 (v/tty).

**How to make a relay call?**

1. Dial 7-1-1 from anywhere inside South Dakota, or dial toll-free (800) 877-1113 from anywhere outside the state.
2. Ask the communication assistant to dial the area code and telephone number you are calling.
3. The communication assistant will type the spoken words to the TTY user and voice the typed words back to the standard phone you are calling.
4. Speak slowly and directly to the person you are calling, not to the relay operator.
5. Remember to say "go ahead" (typed "GA" on the TTY) each time you finish your part of the conversation to let the other person know to respond.

**Make a Relay Call Today**

- (800) 877-1113 TTY
- (800) 877-1113 Voice
- (800) 877-1113 ASCII
- (877) 981-9744 STS
- (877) 981-9743 Spanish
- (900) 230-3301 (TTY/Voice/ASCII/Spanish)
- (877) 981-2117 VCO Direct

**Telecommunication Equipment Distribution Program**

TEDP is for people who are deaf, hard of hearing, deaf-blind or speech-impaired or have difficulty communicating on the telephone. Special equipment is available at no cost to enhance telephone communication.

**To be eligible for equipment:**

- You must be a resident of South Dakota
- You must have difficulty communicating on the telephone because of a severe hearing or speech impairment. (A severe hearing loss requires the use of a TTY or volume amplifier to communicate effectively on the telephone. Severe speech impairment means a speech condition that requires the use of a TTY to communicate effectively on the telephone.)
- You have existing telephone service in your home.

To get an application and certification form for TEDP, call CSD at (605) 367-5759 (V/TTY) or toll free (866) 246-5759 (V/TTY) or go to [www.sdrelay.com](http://www.sdrelay.com).

**RELAY IOWA**

**What is Relay Iowa?**

Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

**How does relay work?**

Dial 7-1-1 or the appropriate toll-free number provided below to connect

with Relay Iowa. A Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TTY user. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

**Captioned Telephone**

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window. To call a Captioned Telephone user, dial 1-877-243-2823.

**How do I apply for specialized equipment?**

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/) or call 1-800-606-5099 V/TTY.

**Access Numbers:**

- Dial 7-1-1 or
- TTY/ASCII: 1-800-735-2942
- Voice: 1-800-735-2943
- VCO: 1-800-735-4313
- Spanish: 1-800-264-7190
- Speech-to-Speech: 1-877-735-1007
- HCO: 1-800-735-2942
- CapTel: 1-877-243-2823

**Customer Service Information:**

- Voice/TTY/ASCII: 1-888-516-4692
- [iarelay@hamiltonrelay.com](mailto:iarelay@hamiltonrelay.com)
- [www.relayiowa.com](http://www.relayiowa.com)

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board. There is no charge to access Relay Iowa, although standard long distance charges apply.

**2015 Annual Notices**



**Dial 611 from any phone with Alliance service or call 605-594-3411**  
**[www.alliancecom.net](http://www.alliancecom.net)**

**CALLER ID SPOOFING GIVES SCAM ARTISTS A NEW ADVANTAGE**

The number on your caller ID says the person calling you lives in your area, but he could be halfway across the world. A scam called caller ID spoofing manipulates the number appearing on your caller ID display. Scammers know you will hesitate to reveal personal information if an 800 number, for example, appears on your caller ID display.

Always be suspicious, especially when you're asked to provide personal information. Ask the caller for his name, telephone number and the organization he is representing and then hang up. Do not provide any information at this time. Call the organization back using the customer assistance number listed in the phone book, your account statement or bill. Do NOT use the number the caller gives you.

**LOW-INCOME TELEPHONE ASSISTANCE**

Once a year, Alliance Communications is required to notify all residential customers about low-income assistance programs for telephone service.

**What types of discounts are available?**

- **The federal Lifeline program and Minnesota Telephone Assistance Plan** programs provide monthly telephone service discounts on one telephone line or wireless telephone per household to eligible low-income consumers to help them establish and maintain telephone service by lowering the cost of basic, monthly local telephone service. The federal Lifeline monthly discount is typically between \$8 and \$10.
- The Minnesota Telephone Assistance Plan provides an additional \$2.50 monthly discount on local telephone service. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.

**Long distance blocking** (either toll limitation or toll blocking) prevents the placement of all long distance calls. Blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit for local phone service.

**How do I know if I'm eligible?** Consumers are eligible for Lifeline if they, one of their dependents or their household participate in one of the following qualifying assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP/Food Stamps)
- Medicaid/Medical Assistance

**LOW-INCOME TELEPHONE ASSISTANCE (CONTINUED)**

- National School Lunch Program’s Free Lunch Program
- Supplemental Security Income (SSI)
- Minnesota Family Investment Program (MFIP)/Temporary Assistance for Needy Families (TANF)

Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Acceptable documentation of program-based eligibility includes: current or prior year’s statement of benefits from a qualifying state, federal or tribal program; notice letter of participation in a qualifying state, federal or tribal program; program participation documents; or another official document evidencing the consumer’s participation in a qualifying state, federal or tribal program.

**Can I qualify based only on my income?** Yes. Consumers are eligible for Lifeline if their household income is at or below 135% of the federal poverty guidelines.

**2015 Federal Poverty Guidelines – 135%**

Household Size	Income	Household Size	Income
1	\$15,890	6	\$43,970
2	\$21,506	7	\$49,586
3	\$27,122	8	\$55,202
4	\$32,738	Each extra person	\$5,616
5	\$38,354		

Acceptable documentation of income eligibility includes: prior year’s state, federal or tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; veterans administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen’s compensation statement of benefits; federal or tribal notice of letter participating in general assistance; or a divorce decree or child support award or other official document containing income information.

**What services do I receive through the Lifeline program?** Lifeline service includes unlimited *local* minutes within the toll-free calling area. Lifeline does not include any long distance minutes. Long distance minutes are billed at the standard rate depending on which interexchange carrier the consumer subscribes to for long distance service. As part of the Lifeline service, toll blocking is available to eligible consumers at no cost.

Subscribers may receive the Lifeline credit on telephone service offered in a bundle. Advertised rates do not include any applicable taxes or surcharges.

**Will I need to recertify my Lifeline eligibility every year?** Lifeline recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient’s continued eligibility for the Lifeline program will result in termination of the Lifeline recipient’s monthly Lifeline discount and de-enrollment from the Lifeline Program.

**Are there any other restrictions in the Lifeline Program?** The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live

together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

Lifeline enrollment forms are available at [www.alliancecom.net/phone/local-phone](http://www.alliancecom.net/phone/local-phone), or dial 611 from any phone with Alliance service or call 605-594-3411.

**NATIONAL DO-NOT-CALL REGISTRY**

The National Do-Not-Call Registry has been established to offer you a choice about receiving telemarketing calls at home. Registering will stop most telemarketing calls, but it will not stop calls from certain non-profit and political organizations and calls from organizations with which you have established a business relationship.

Consumers can register their residential telephone numbers, including wireless numbers, on the National Do-Not-Call Registry by telephone or by Internet at no cost. The number will be on the Do-Not-Call list the day after registration; however, telemarketers have up to 31 days to remove the number from their call lists. You may register up to three numbers at one time if registering on the Internet. If registering via telephone, you can register only one number at a time, and you must call from the telephone number you are registering. A number can be removed from the Do-Not-Call Registry at any time.

To register or remove a number from the Do-Not-Call Registry, call 1-888-382-1222, for TTY call 1-866-290-4236 or register on the Internet at [www.donotcall.gov](http://www.donotcall.gov). Additional information can be obtained at [www.donotcall.gov](http://www.donotcall.gov).

**PRIVACY NOTICE**

Your privacy matters to us. We pledge to protect your privacy and keep your trust. As we provide services to you, we gather information about the quality, technical configuration, type, destination, and amount of products and services you use. We also gather data during application processes. This information is known as Customer Proprietary Network Information (CPNI) and “Non Public Personal Information.”

Under federal law, you have a right and Alliance Communications has a duty, to protect the confidentiality of your CPNI. Alliance Communications will not disclose or sell this information, unless required to do so by law, or upon receipt of an affirmative written request by a customer. Alliance Communications may share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors (billing and technical support vendors) that assist us in providing services. They share a duty to protect your CPNI. Know that we limit access to your personal information to employees, agents or contractors who must use the information to provide products and services to you. Our employee handbook, non-disclosure agreements and the law restrict further sharing of this information in order to guard your personal information.

From time to time, we would like to notify you of additional products available from us outside of the existing business relationship we have with you. For example, if you have our local voice service, you may be interested to learn about specials on our cable television service. You have the right, under federal law, to be excluded from these special notifications.

If it is acceptable to receive information about additional products and services, you need to do nothing. However, if you prefer to be excluded

from these notifications, please call the business office by dialing 1-888-271-0717 and leave a message or e-mail us at [cpni@alliancecom.net](mailto:cpni@alliancecom.net) within 30 days of your receipt of this notice, and we will screen you from all targeted notifications for the next two years. Your Alliance Communications service is not impacted by this notification.

**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](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 by mail to 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](mailto:program.intake@usda.gov).

**CUSTOMER SERVICE ANNOUNCEMENT TO IOWA RESIDENTS**

Alliance Communications is committed to providing quality service. We are here to answer any questions you may have regarding the services we provide. In addition we hope that you’ll bring any concerns or issues to our attention so that we may find solutions.

If Alliance Communications does not resolve the complaint, the service may be subject to state regulation. You may request assistance from the Iowa Utilities Board, Customer Service, 1375 E. Court Avenue, RM 69, Des Moines, Iowa 50319-0069, toll free (877) 565-4450 or email [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov). Please ensure that you place “Customer Service” in the subject line.

**MINNESOTA RELAY**

Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, deaf/blind, hard of hearing or speech disabled. A specially trained communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and a hearing person. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year, with no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

**Dial 7-1-1 to make a relay call:** You may dial 7-1-1 from anywhere in the country and be connected to the relay service in the state you are calling from. Once connected to the relay service, inform the CA of the type of relay call you wish to make (i.e. HCO, VCO, STS, Spanish, etc.). Dialing the toll-free number specific for the type of relay call you wish to make may result in faster call set-up, as your call will not need to be transferred.

**Standard Phone (hearing user) and TTY 1-800-627-3529:** This service allows telephone calls between a TTY (text- telephone) user and a hearing person. The CA reads the TTY user’s words to the hearing person, and types the hearing person’s words for the TTY user to read.

**Hearing Carry Over (HCO) 1-800-627-3529:** HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type his/her response to the CA, who voices the response to the other person. To use HCO relay you must have a TTY and a telephone.

**Voice Carry Over (VCO) 1-877-627-3024:** VCO is an option for people who can speak clearly, but have hearing loss significant enough to prevent them from hearing and understanding conversations over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. The CA types what is spoken by the other person for the VCO user to read. To use VCO relay you must have a TTY and a telephone, or a specially designed VCO phone. Two-line voice carry over is also available.

**Captioned Telephone (CapTel™):** CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their conversation on a display window built into the CapTel phone, while also listening to what is being said using their residual hearing. The CapTel user speaks directly to the other person on the call, and the CA transcribes everything the other person says into written text. To use CapTel relay you must have a CapTel phone. Two-Line CapTel is also available.

**Speech-to-Speech (STS) 1-877-627-3848:** STS allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. The CA re-voices the words of the person with a speech disability so the other person on the call can understand them. No special telephone equipment is needed to use STS, though some people may find it beneficial to use a speakerphone or hands-free telephone equipment.

**Computer (ASCII) 1-800-627-3529:** Computer users can access Minnesota Relay directly. Set your telecommunications software to the following protocols at speeds ranging from 300 to 2400 baud: 8 Bits; No Parity; 1 Stop Bit; Full Duplex. It may be helpful to set your “time out” to 100 seconds. When calling at a rate of 300 or below, follow the above using Half Duplex.

**Spanish Relay 1-877-627-5448:** Allows a Spanish speaking person to use Minnesota Relay.

**International Calls:** Allows relay users to place and receive calls from anywhere in the world (using English or Spanish languages only). Callers within the US can dial 7-1-1.

**CALLING FEATURES AVAILABLE THROUGH MINNESOTA RELAY:**

**Emergency Assistance:** TTY callers should dial 9-1-1 or other existing emergency numbers directly in emergency situations. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

**Directory Assistance:** You can use Minnesota Relay to place calls to directory assistance (DA). DA is often subject to charges by the caller’s local service provider.

**Voice Mail/Answering Machine Retrieval:** Allows relay users to retrieve voice messages on their answering machine or voice mail.

**Deaf-Blind Transmission Speed:** Minnesota Relay users with low vision who use a TTY equipped with a telebraille or large visual display typically prefer slower typing speeds. During this type of relay call, the text will come across at a rate of 15 words per minute, allowing for a more readable transmission speed. Users may request to increase or decrease the transmission speed in increments of 5 words per minute.