

## How to reach South Dakota Relay

Dedicated customer service number: 877-866-8950

Email: Sprint.TRSCustServ@sprint.com

Español: 800-676-4290 (TTY/ASCII/HCO/Voz/VCO)

## IOWA RELAY

**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/ta](http://www.relayiowa.com/ta) 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.

## MINNESOTA RELAY

Are you having trouble using the telephone due to a hearing or speech disability? Minnesota Relay is a free telephone service that uses specially trained communications assistants to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a relay call dial 7-1-1. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

**Captioned Telephone Service (CTS)** uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

**Internet Protocol Captioned Telephone Service (IP CTS)** Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. Go to: [www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service).

**Computer (ASCII):** 1-800-627-3529 Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

**Hearing Carry Over (HCO):** 1-800-627-3529 HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person, and listen directly to the other person's response.

**Hearing User:** 1-800-627-3529 A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

**Internet Protocol (IP) Relay** combines text-based relay service with the ease of the Internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or smartphone. Go to: [www.sprintrelay.com](http://www.sprintrelay.com).

**Spanish Relay:** 1-877-627-5448 Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a

translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

**Speech-to-Speech (STS):** 1-877-627-3848 STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

**Text Telephone (TTY):** 1-800-627-3529 This service allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

**Video Relay Service (VRS)** allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an Internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: [www.fcc.gov/consumers/guides/video-relay-services](http://www.fcc.gov/consumers/guides/video-relay-services).

**Voice Carry Over (VCO):** 1-877-627-3024 VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The communications assistant then types the other party's response, which is displayed on the VCO user's text telephone.

### For More Information on Minnesota Relay Services

[www.mnrelay.org](http://www.mnrelay.org)

1-800-657-3775

### Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

### To file a complaint regarding Minnesota Relay

1-800-657-3775

Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

You will need to provide the date and time of the relay call, the calling from and to phone numbers, the CA's identification number, and the nature of your complaint. You may also file a complaint with the Federal Communications Commission: [www.fcc.gov/complaints](http://www.fcc.gov/complaints) Voice: 1-888-225-5322 or TTY: 1-888-835-5322

### Telephone Equipment Distribution Program

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

[mn.gov/dhs/ted-program](http://mn.gov/dhs/ted-program)

Voice: 1-800-657-3663

ASL via VP: 1-866-635-0082

# 2018 Annual Notices



**Dial 611 from any Alliance phone or call (605) 582-6311 from your cell phone. All notices to Alliance customers are available at [www.alliancecom.net/notices](http://www.alliancecom.net/notices)**

## BACKUP POWER FOR HOME PHONE SERVICE DURING POWER OUTAGES

A backup power supply (battery) is required for your digital voice service to be in service in the event of a power outage. A backup battery, such as what Alliance Communications offers, will allow regular corded land line phones to work during a power outage and to maintain the ability to connect to 911 emergency services. When a power outage occurs, you should ensure that you have one CORDED single-line touchtone phone connected directly to your wall jack and the Optical Network Terminal connected directly to the Battery Backup Unit. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

### What Your Battery Can and Can't Do for You

Our backup battery allows you to continue to use your home voice service during a power outage. Without a backup battery, you will not be able to make any calls, including emergency calls to 911. Our backup battery does not provide power to any service other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

### Purchase and Replacement Options

Backup batteries are available directly from Alliance Communications. Please dial 611 from any phone with Alliance service, call (605) 582-6311 from your cell phone, or send an email to [email@alliancecom.net](mailto:email@alliancecom.net).

### Expected Backup Power Duration

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon battery age, usage, and environment. The estimated life expectancy for the battery is 2-4 years depending on power outage frequency and environment.

### Instructions for Proper Care and Use of Your Battery

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored in locations under normal room temperatures.

You should periodically remove and test your battery to verify both

*BACKUP POWER CONTINUED ON PAGE 2)*

operation of the backup battery and its condition. The battery backup unit can be tested by unplugging it from the power outlet. If it is working correctly, the Optical Network Terminal will remain powered and regular corded landline phones will still work in the house. Make sure to plug the unit back in at the end of testing.

Battery backup units will display a battery light when the battery needs replaced. Please refer to the battery backup unit's instruction manual for details on the warning indicator lights and the battery replacement procedure.

Alliance Communications does not supply any warranty on the battery backup unit. If you have additional questions, please contact us by dialing dial 611 from any phone with Alliance service or call (605) 582-6311 from your cell phone.

## LOW INCOME ASSISTANCE AVAILABLE TO COOPERATIVE CUSTOMERS

Financial assistance through the federal Lifeline program is available to help qualified customers afford and maintain basic telephone or broadband Internet service. Lifeline provides a monthly bill credit of \$9.25 on either one telephone service (home or wireless) or one Internet service (home or mobile) per qualified household.

Lifeline telephone service includes unlimited local minutes within the toll-free calling area. Local residential and business telephone service costs \$18/month and includes:

- Voice grade access to the public switched network or its functional equivalent
- Minutes of use for local service provided at no additional charge to end users
- Access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems
- Have toll limitation services available to qualifying low-income consumers

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.

Subscribers may receive the Lifeline credit on service offered in a bundle. Advertised rates do not include any applicable taxes or surcharges. Toll blocking at no charge and reduced deposits are also available.

The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A 2018 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. Households currently receiving more

than one Lifeline service must select a single Lifeline service provider and de-enroll from the program with any other provider(s).

Households must verify eligibility through proof of participation in Medicaid, the Supplemental Nutrition Assistance Program (SNAP or food stamps), Supplemental Security Income Program (SSI), Federal Public Housing Assistance Program, or Veteran's Pension or Survivor Benefits. Consumers may also qualify if they can provide proof of income below 135 percent of the federal poverty level. A Lifeline application form is available at [www.alliancecom.net/phone/local-phone/lifeline](http://www.alliancecom.net/phone/local-phone/lifeline). To apply, simply complete the application form and then return it to your chosen participating provider.

Re-certification forms are sent to all Lifeline subscribers each year. In order to continue receiving Lifeline assistance, these forms must be completed and returned to the subscriber's telephone or Internet provider within 60 days. If the re-certification form is not returned, the telephone or Internet provider will discontinue the subscriber's Lifeline assistance.

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.

The basic services described above are offered to all consumers in Alliance Communications' cooperative service area. If you have questions, please call 1-800-701-4980.

## NATIONAL DO NOT CALL REGISTRY

You can register your home or mobile phone for free at [www.donotcall.gov](http://www.donotcall.gov). After you register, other types of organizations may still call you, such as charities, political groups, debt collectors and surveys. To learn more, read the FAQs section. If you received an unwanted call after your number was on the National Registry for 31 days, report it to the FTC.

## CALLER ID SPOOFING

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, an official online directory, your account statement or bill. Do NOT use the number the caller gives you.

## 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 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 1-800-701-4980 or e-mail us at [cpni@alliancecom.net](mailto:cpni@alliancecom.net) within 30 days of your receipt of this notice. Ask us to limit your CPNI, and include your name and Alliance account number or Alliance phone number. We will screen you from all targeted notifications for the next two years. Your Alliance service is not impacted by this notification.

## NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or

letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). USDA is an equal opportunity provider, employer, and lender.

## CUSTOMER SERVICE ANNOUNCEMENT TO IOWA RESIDENTS

We're committed to providing you with quality service, and we hope that you'll bring any concerns to our attention so that we may find solutions. Below is a notice that the Iowa Utilities Board requires us to send to customers every year:

If you are unable to resolve issues with your utility service provider or have questions about utility service rules and requirements, the Board's Customer Service staff is here to assist you weekdays from 8 a.m. – 4:30 p.m., not including official state holidays.

Electronically: [iub.iowa.gov/complaint-form](http://iub.iowa.gov/complaint-form)

Email: [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov)

Phone: 877.565.4450

Mail or in person: 1375 E. Court Avenue, Des Moines, Iowa 50319

Fax: 515.725.7399

## SOUTH DAKOTA RELAY

Relay South Dakota makes it possible for deaf, hard-of-hearing or speech disabled people to communicate over the phone. Service is available 24 hours a day, 365 days a year and calls are confidential. There are no restrictions on the length or number of Relay calls you make. The best part is that if you qualify, we'll provide a FREE phone based on what's best for your unique situation

**How do I use Relay South Dakota?** Dial 711 to connect to a trained CA (Communications Assistant, who can facilitate your call depending on your needs. The only instruction you need to know is, "GA" or "Go Ahead," which indicates it's the other caller's turn to speak.

**Need a FREE phone?** Telecommunication Equipment Distribution program puts phones into the hands of those with hearing loss or speech disabilities. A TED Specialist will perform a quick evaluation to find out the best equipment for you. You'll qualify for a FREE phone if you answer "yes" to these questions: 1) Are you a South Dakota resident? 2) Do you have difficulty communicating on the phone due to hearing loss or speech disability? 3) Do you have existing phone service in your home?

## How to get a free phone

**Step 1.** Go to [relaysd.com](http://relaysd.com) and either apply online or print an application

**Step 2.** Print a certification form at [relaysd.com](http://relaysd.com). Then use it to show certification of your speech or hearing diagnosis. No certification is needed if you're already wearing hearing aids, cochlear implants or using ASL to communicate.

**Step 3.** Relay SD will deliver and install your new phone and train you how to use it.