

Captioned Telephone Customer Service

English: 888-269-7477

Spanish: 866-670-9134

E-mail: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: www.fcc.gov.

Equipment Distribution Program

The Iowa Equipment Distribution Program called Telecommunications Access Iowa (TAI) helps pay for specialized equipment for Iowa residents 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 for specialized equipment online, visit www.relayiowa.com/tai or contact: Telecommunications Access Iowa

6925 Hickman Road

Des Moines, IA 50322

TTY: 515-282-5130

Voice: 515-282-5099

Voice/TTY: 800-606-5099

Fax: 515-237-3917

E-mail: teleiowa@aol.com

Pay Phones: The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 711 or the toll-free number for Relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls: In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay Iowa will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

MINNESOTA RELAY

Minnesota Relay is a free service providing telephone accessibility to people who are hard of hearing, deaf, deafblind, or speech disabled.

Dial 711 to Make a Relay Call: 711 is a toll-free, nationwide relay access number. You may dial 711 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 communications assistant of the type of relay call you wish to make (i.e. HCO, VCO, STS, Spanish, etc.). The 711 access number is easy to remember. However, 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.

The 711 dialing access does not work for Video Relay Service (VRS), Internet Protocol (IP) Relay, or IP Captioned Telephone Service (IP CTS) calls. To initiate a call to a VRS, IP Relay, or IP CTS user just dial the party's 10-digit telephone number directly.

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

CapTel™ Captioned Telephone 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.

Voice Carry Over (VCO): 1-877-627-3024 VCO is an option for a person who can speak clearly, but has hearing loss significant enough to prevent them from hearing and understanding conversations over the telephone.

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.

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.

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 and receive phone calls.

Spanish Relay: 1-877-627-5448 Relay services are also available to Spanish speaking individuals with a hearing or speech disability. This is not a translation service. A communications assistant relays the call between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person. Dial the Spanish Relay toll-free number and tell the CA the type of relay call you wish to make. Para Relay en español, llama 1-877-627-5448. No es un servicio traducción.

Internet Protocol (IP) Relay is a text-based form of relay service that uses the internet, rather than a traditional telephone line and TTY, for the leg of the call between the person with a hearing or speech disability and the relay communications assistant. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. For more information go to www.sprintrelay.com/services/sprint-ip-relay.

Video Relay Service (VRS) allows a person who uses American Sign Language to place phone calls by signing instead of typing. For more information regarding VRS go to www.fcc.gov/consumers/guides/video-relay-services.

Internet Protocol Captioned Telephone Service (IP CTS) uses a relay communications assistant to allow people who are hard of hearing to see captions of their telephone conversation on a display screen built into a specialized CTS phone, while also listening to what is being said using their residual hearing. Go to www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

WebCapTel is a web-based form of captioned telephone service that allows you to listen to the other party on the call using your phone (landline or wireless), while reading word-for-word captions on a computer or laptop (internet access required). For more information go to: www.captel.com/webcaptel.

Mobile Captioned Telephone Service apps make it easy to get captioned telephone service on select smartphones and tablets. For more information search "captioned telephone" in your device's app store/marketplace.

Compliments or Complaints: If you would like to file a complement or complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the calling to and from telephone numbers, the CA's identification number, and the nature of your complement or complaint.

You may also file a relay complaint with the Federal Communications Commission:

Online: www.fcc.gov/complaints

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

Deafblind 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. The communications assistant will type at a normal speed, but 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.

Emergency Assistance: TTY callers should dial 911 or other existing emergency numbers directly in emergency situations. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in your call getting through.

International Calls: Relay users are able to place and receive calls from anywhere in the world (using English or Spanish languages only). Different requirements apply for international calling for internet-based relay calls. Ask your internet-based relay provider for their policy.

- Callers within the US can dial 711.
- Callers outside the US can dial 1-605-224-1837.

Public Payphones: Minnesota Relay users can make relay calls from payphones free of charge. Just dial 7-1-1 on most payphones and give the relay communications assistant the phone number that you wish to call.

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

Telephone Equipment Distribution (TED) Program: If you meet certain eligibility requirements, you may qualify to receive telecommunications equipment at no cost.

Website: mn.gov/dhs - search for "TED Program"

Voice: 1-800-657-3663

VP: 1-866-635-0082

TTY: 1-888-206-6555

National Deaf-Blind Equipment Distribution Program (iCanConnect): If you have significant combined vision and hearing loss and meet federal income guidelines, iCanConnect can provide you with free communication equipment and software.

Website: www.icanconnect.org

Voice: 612-990-3834

Fax: 866-844-4689

Discounts for Telephone or Internet Service Costs: The federal Lifeline and state Telephone Assistance (TAP) programs provide monthly discounts on landline or wireless telephone service, or on internet (broadband) service, for eligible low-income customers. Only one Lifeline/TAP service discount is allowed per household.

Website: mn.gov/puc - search for "telephone assistance"

Voice: 651-296-0406 or 1-800-657-3782

E-mail: consumer.puc@state.mn.us

To learn more about Minnesota Relay Services:

Website: www.mnrelay.org

Voice/TTY: 1-800-657-3775

E-mail: mn.relay@state.mn.us

2019 Annual Notices



ALLIANCE
COMMUNICATIONS™

wired differently

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

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.

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 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.

(BACKUP POWER CONTINUED ON PAGE 2)

BACKUP POWER (CONTINUED)

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 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 \$7.25 on either one telephone service (home or wireless) or \$9.25 on 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 2019 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).

For more information on how to apply, visit www.alliancecom.net/phone/local-phone and select your state. Lifeline participants are required to recertify their eligibility on a yearly basis. 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. 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, nondisclosure 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 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, audiotope, 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, visit www.usda.gov/non-discrimination-statement and 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. 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

Email: 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 is a FREE public service that provides telephone accessibility to people who are deaf, hard-of-hearing or speech disabled. Simply dial 711 to be connected any time of the day or night.

- You can make calls 24 hours a day, 7 days a week, 365 days a year – with no restrictions on length or number of calls placed.
- A Communications Assistant will translate between the two different phones, speaking aloud whatever is typed, so the standard phone user can hear it, and typing whatever is said, so the text telephone user can read it.
- Service is available in English and Spanish.
- Calls can be made through a range of devices from caption phones

and TTYs (Text Telephones) to computers, tablets, mobile phones and even ordinary phones using amplifier devices. Free equipment is available upon request to eligible South Dakotans. Visit relaysd.com/contact-us/apply-now/#sioux-falls or call (866) 246-5759 Voice/TTY or (605)-362-2912 Voice/TTY

According to federal law, all conversations are kept private and confidential. No records of any conversations are maintained.

Relay Numbers To Know

All Services: 711

Customer Service: 877-866-8950

TTY: 800-877-1113

Voice: 800-877-1113

ASCII: 800-877-1113

Speech-to-Speech (STS): 877-981-9744

Spanish Service: 877-981-9743

Voice Carry Over (VCO): 877-981-2117

Hearing Carry Over (HCO): 800-877-1113

IOWA RELAY

Relay Iowa Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

Relay Iowa is available at no cost*, 24-hours a day, every day – making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Iowa can be found online at www.RelayIowa.com.

When you connect with Relay Iowa, a Communication Assistant (CA) will facilitate your call – promptly, professionally and accurately. Whether you're connecting with family, friends or businesses, all relay calls are confidential and there are no records kept of relay conversations.

Relay Iowa Customer Care

P.O. Box 285

Aurora, NE 68818

Voice/TTY: 888-516-4692

Fax: 402-694-5110

E-mail: iarelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, please submit your concern in writing and mail to:

Iowa Utilities Board

1375 E. Court Ave., Rm. 69

Des Moines, IA 50319-0069

Voice: 877-565-4450

Fax: 515-725-7398

E-mail: customer@iub.iowa.gov

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Iowa para obtener más información sobre el servicio de retransmisión en español.

• Voz/TTY: 866-744-7471

• Fax: 402-694-5110

• Correo Electrónico: spanish@hamiltonrelay.com

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