

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/ 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

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

Minnesota Relay is a free program that allows individuals who are deaf, deaf/blind, hard of hearing, or speech disabled to place and receive telephone calls. A communications assistant (CA) facilitates the conversation. All calls are confidential.

Minnesota Relay Telephone Numbers: Dial 7-1-1 to be connected to Minnesota Relay, and tell the CA the type of relay call you wish to make (i.e. TTY, HCO, VCO, STS, Spanish, etc.). Dialing the direct toll-free number for a specific type of relay call may result in faster connections because the call does not need to be transferred.

Standard Phone (hearing user) and TTY: 1-800-627-3529

Hearing Carry Over (HCO): 1-800-627-3529

Voice Carry Over (VCO): 1-877-627-3024

Two-Line Voice Carry Over: 1-866-855-4611

Speech-to-Speech (STS): 1-877-627-3848

Computer (ASCII): 1-800-627-3529

Spanish Relay: 1-877-627-5448

International Calls: Callers within the US can dial 7-1-1. Callers outside the US can dial 1-605-224-1837.

Calling features available to 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). When a relay user requests to call DA, the CA will contact the appropriate DA operator. After obtaining the number, the caller may choose to place the call through Minnesota Relay or to dial the number directly. (Note: DA is often subject to charges by the caller's local service provider.)

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. By completing and submitting a Minnesota Relay Customer Preference form, the relay is able to store your call preferences in their database. This will allow 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.

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. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled. If you do not qualify, TED Program staff can provide you with a directory of vendors where equipment can be purchased. To contact the TED Program, call 1-800-657-3663 (voice) / 1-888-206-6555 (TTY), or visit their web site at www.tedprogram.org.

2017 Annual Notices



Dial 611 from any phone with Alliance service or call (605) 582-6311 from your cell phone.

www.alliancecom.net

LOW INCOME ASSISTANCE AVAILABLE

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 \$18.00/month and includes:

- Voice grade access to the public telephone network
- Single-party flat-rated local service free of per minute charges
- Dual tone multi-frequency signaling (touch-tone) service
- Access to directory assistance service
- Access to other operator services
- Access to 911 emergency services
- Access to interexchange (long distance) services
- Toll limitation for 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

(LOW-INCOME TELEPHONE ASSISTANCE CONTINUED ON PAGE 2)

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. 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.

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, 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 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.

STATEMENT OF NONDISCRIMINATION

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 www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer 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.

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 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. Please ensure that you place "Customer Service" in the subject line.

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.

How do I use Relay South Dakota? Dial 711 to connect to a trained CA (Communication 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? The 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? Income guidelines may apply to some devices offered through the program.

How to get a FREE phone

Step 1. Apply by going to relaysd.com. You can apply online or print an application.

Step 2. Get certified by printing a certification form at relaysd.com. Then use this form to show certification of your speech or hearing diagnosis.

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

How to reach South Dakota Relay

Relay SD Dedicated Customer Service Number:
877-866-8950

Email: Sprint.TRSCustServ@sprint.com

Espanol: 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