

(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

Hamilton Relay provides telecommunications relay services for the state of Iowa including TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Visually Assisted Speech-to-Speech (VA STS), Spanish and CapTel®. When you connect with Iowa Relay, a Communication Assistant (CA) will connect on the phone with you. Simply give the CA the number you wish to call and your call will be processed promptly, professionally and accurately.

#### How To Connect - Dial 711

Dial 711 to use Hamilton Relay in Iowa or call one of the toll-free numbers below:

- TTY: 800-735-2942
- Voice: 800-735-2943
- VCO (Voice Carry Over): 800-735-4313
- Speech-to-Speech: 877-735-1007
- Visually Assisted Speech-to-Speech (VA STS): 800-855-8440
- Spanish: 800-264-7190 (includes Spanish-to-Spanish and translation from English to Spanish)

If you are traveling out of State or you are in a State that is not served by Hamilton Relay, you can place interstate calls by calling:

- TTY: 800-833-5833 (toll-free)
- Voice: 800-833-7833 (toll-free)

#### Relay Iowa Customer Care

Hamilton Relay  
1006 12th Street  
Aurora, NE 68818  
Voice/TTY: 888-516-4692  
Spanish Voice/TTY: 866-744-7471  
Fax: 402-694-5110  
Email: [iarelay@hamiltonrelay.com](mailto:iarelay@hamiltonrelay.com)  
Website: [hamiltonrelay.com/iowa](http://hamiltonrelay.com/iowa)

#### MINNESOTA RELAY

Minnesota Relay is a free, federally mandated Telecommunications Relay Services (TRS) program that allows individuals who are deaf, deafblind, hard of hearing, or speech disabled to place and receive telephone calls.

A specially trained communications assistant (CA) facilitates the telephone conversation between the person with a hearing or speech disability 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.

Minnesota Relay is administered by the Telecommunications Access Minnesota (TAM) program within the Minnesota Department of Commerce, and is funded by a monthly surcharge on each wired and wireless telephone access line, and a fee on each pre-paid wireless retail transaction, in the state.

The state contracts with Sprint Communications Company, LP to provide Minnesota Relay services. The Minnesota Relay call center is located in Moorhead, MN.

To learn more about Minnesota Relay Services:

Website: [www.mnrelay.org](http://www.mnrelay.org)  
Voice/TTY: 1-800-657-3775  
E-mail: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

You may dial 7-1-1 and be connected to Minnesota Relay. Once connected to the relay service, tell the CA the type of relay call you wish to make (i.e. TTY, HCO, VCO, STS, Spanish, etc.). While the 7-1-1 access number is easy to remember, 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.

- **TTY, Voice, ASCII, Hearing Carry Over**  
1-800-627-3529
- **CapTel (single-line)**  
To contact a person who uses a single-line CapTel, dial 1-877-243-2823 and then enter the telephone number of the CapTel user.
- **Speech-to-Speech**  
1-877-627-3848
- **Voice Carry Over**  
1-877-627-3024
- **Two-Line Voice Carry Over**  
1-866-855-4611
- **Spanish Relay**  
1-877-627-5448

## 2020 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 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 611 from any phone with Alliance service or call (605) 582-6311 from your cell phone.

## LOW INCOME ASSISTANCE AVAILABLE FOR QUALIFIED RESIDENTS

Lifeline is a federal government program that assists qualified low-income residents by providing a monthly reduction of \$5.25/month on phone service or \$9.25/month on broadband Internet service. (*Low income programs aren’t available in all areas.*\*)

**What is Lifeline?** Lifeline is a federal benefit that lowers the monthly cost of phone or internet service for eligible low-income subscribers.

**How do I know if I’m eligible?** To be eligible for Lifeline assistance, you must meet income-based criteria currently defined as at or below 135 % of the Federal Poverty Guidelines (see table) OR participate in at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance, and Veterans and Survivors Pension Benefit

### 135 percent of federal poverty guidelines (As of January 2020)

1 person: \$17,226	2 people: \$23,274	3 people: \$29,322
4 people: \$35,370	5 people: \$41,418	6 people: \$47,466
7 people: \$53,514	8 people: \$59,562	

For each additional person, add \$6,048

### Lifeline Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both. If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both. If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both. If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company. You are only allowed to get one Lifeline benefit per household, not per person. If more than one person in your household gets Lifeline, you are breaking the FCC’s rules and will lose your benefit.

**What is a household?** A household is a group of people who live together and share income and expenses (even if they are not related to each other).

**Do not give your benefit to another person.** Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

**Be honest.** You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

**You may need to show other documents.** You may need to show an official document from one of the government qualifying programs or to prove your annual income. If you qualify through a government program: copies of your state ID card and an official document from the programs you are qualifying through. (The document must contain your name.) If you qualify through your income: copies of your state ID card and pay stubs for 3 consecutive months (or other accepted documents). Visit [lifelinesupport.org](http://lifelinesupport.org) to see the full list of accepted documents.

### How to Apply for Lifeline

#### Option 1: Apply online through the Lifeline National Verifier

Visit [www.checklifeline.org](http://www.checklifeline.org) from any computer or mobile device. You most likely will need to upload verification documents to the website if you don’t qualify under the Federal Public Housing Assistance. If you’re deemed eligible for benefits, contact Alliance Communications at 1-800-701-4980. The Lifeline National Verifier does not notify the provider.

#### Option 2: Apply in Person

Visit one of our business offices. Please call ahead to make sure our office isn’t closed due to Covid-19 concerns:

Brandon: 1400 E. Aspen Blvd.  
Garretson: 612 Third St.  
Baltic: 501 Second St

An Alliance representative will enter your information and enroll you if you’re eligible. Please bring documentation that proves you’re eligible to receive Lifeline benefits.

#### Option 3: Apply by Mail

Complete FCC Form 5629. Then mail the application and a copy of documentation that proves you’re eligible to receive Lifeline benefits to USAC at the address listed on the application.

For more information, dial 611 from any Alliance phone, (605) 582-6311 from your cell phone or 1-800-701-4980.

*\*The Lifeline program isn’t available in the communities of Beaver Creek, Hardwick, Jasper, Kanaranzi, Kenneth, Magnolia and rural Luverne.*

## 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, 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](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, visit [www.usda.gov/non-discrimination-statement](http://www.usda.gov/non-discrimination-statement) and complete the USDA Program Discrimination Complaint Form, 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: 515.725.7300

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](http://relaysd.com/contact-us/apply-now/#sioux-falls) or call