

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
Website: 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: mn.gov/commerce/consumer/telecom/mnrelay
Voice/TTY: 1-800-657-3775
E-mail: 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

AFFORDABLE CONNECTIVITY PROGRAM HELPS LOW-INCOME HOUSEHOLDS PAY FOR BROADBAND SERVICE

The Affordable Connectivity Program (ACP) is a Federal Communications Commission program that helps connect families and households struggling to afford internet access. It provides a discount of up to \$30 per month toward broadband service for eligible households.

There are two steps to enroll: 1) Go to getinternet.gov to apply or print out a mail-in application. 2) Contact your preferred participating provider, such as Alliance Communications, to select a plan and have the discount applied to your bill.

Visit getinternet.gov for details and eligibility criteria.

2023 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

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.

Battery backup units will display a battery light when the battery needs replaced.

Alliance Communications does not supply any warranty on the battery

(BACKUP POWER CONTINUED ON PAGE 2)

BACKUP POWER (CONTINUED)

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.

LIFELINE

Lifeline is a federal program that helps lower the monthly cost of your phone or Internet service. If eligible, you can receive \$9.25 off your service.

The Universal Service Administrative Company (USAC) administers the Lifeline program. USAC is responsible for helping you apply for the program, understand eligibility requirements, and keep your benefit current through an annual recertification process.

INDIVIDUAL ELIGIBILITY

You qualify for a discount if:

- You participate in any ONE of these government benefit programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Federal Public Housing Assistance (FPHA)
 - Veterans Pension and Survivors Benefit
 - Supplemental Security Income (SSI)

— OR —

- Your income is at or below 135% of the federal poverty guidelines for 2023.
- 1 person: \$19,683
- 2 people: \$26,622
- 3 people: \$33,561
- 4 people: \$40,500
- 5 people: \$47,439
- 6 people: \$54,378
- 7 people: \$61,317
- 8 people: \$68,256
- For each additional person, add: \$6,939

HOUSEHOLD ELIGIBILITY

A household is a group of people that share income and expenses.

- You are only allowed to get one Lifeline discount per household.
- If you share housing, complete the Household Worksheet.
- The worksheet is available on our website, LifelineSupport.org. You can also ask your Lifeline service provider.

THREE WAYS TO APPLY

1. **APPLY ONLINE** Find the online application at lifelinesupport.org.
2. **MAIL YOUR APPLICATION** Print an application from LifelineSupport.org. Fill out and mail it with proof of eligibility to: Lifeline Support Center PO Box 9100 Wilkes-Barre, PA 18773
3. **CONTACT A PHONE OR INTERNET COMPANY** Find a company that provides Lifeline at LifelineSupport.org. Click Companies Near Me

HOW TO SHOW YOU ARE ELIGIBLE

You may need to show proof that you qualify for Lifeline, such as:

- A copy of your SNAP or program letter OR
- A copy of your pay stub or tax return to prove your income is at or below 135% of the federal poverty guidelines.

If you have a disability and need assistance with your application, contact the Lifeline Support Center.

LIFELINE SUPPORT CENTER
(800) 234-9473
9 a.m. - 9 p.m. ET
7 DAYS PER WEEK LifelineSupport@usac.org
www.LifelineSupport.org

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, 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: 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

Email: customer@iub.iowa.gov

Phone: 877.565.4550

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

Fax: 515.725.7398

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

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

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

All services are available in Spanish.

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.