

# The Communicator

News from your local coop to keep you connected.

May 2022

## 2022 Directory Cover Winner

Gary Gimble is our 2022 Directory Cover Winner! "This picture was taken Nov 1st during the rut. Seldom do you get the opportunity to see trophy bucks like this during the day except during that rut period of time. I can't give the exact location of the deer. Hunters keep secrets you know but I will say it was very close to Spring Grove. This animal probably is more than five years old. Not many deer make it to that age. I never heard of anyone taking this animal during the hunting season so he is probably still around which is an exciting thought. Notice his swelled neck and very healthy appearance. We have it made to live amongst all the great animals in the Spring Grove area!" -Gary. Gary will receive \$50 in Spring Grove Dollars for submitting the winning photo!



Remodeling or building a new home? Remember to keep us in mind! Think about where you want phone, TV, or internet connections - or where you might want them someday. It is much easier to wire at the beginning of the process rather than years down the road.



## Severe Weather Reminder

Storm season will soon be upon us, so we want to remind everyone that Spring Grove Communications requires that our equipment in your home is protected by a surge protector. This includes your router and set top boxes. We highly recommend you protect your own equipment as well, including your desktop computer, laptops and tablets. These devices may be on the counter charging and should be unplugged before the storm or make sure they are plugged into a surge protector. SGC has surge protectors in stock if you are in need.

## Telemarketer Call Screening

Telemarketer Call Screening does more than block pesky telemarketers. This service is an intelligent call screening manager. It defeats RoboCalls, includes a Do Not Disturb Service and you can add numbers to a blocked list so those numbers can't call you.



## Your Local Technology Headquarters

507-498-3456 • [contactus@sgc-coop.com](mailto:contactus@sgc-coop.com) • [www.yourlocal.coop](http://www.yourlocal.coop)

*This institution is an equal opportunity provider and employer*

## 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.

### 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 [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)  
Voice: 1-888-225-5322  
TTY: 1-888-835-5322  
ASL via VP: 1-844-432-2275

### TELEPHONE EQUIPMENT DISTRIBUTION (TED) 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/deaf-hard-of-hearing](http://mn.gov/deaf-hard-of-hearing)  
Voice: 1-800-657-3663  
ASL via VP: 651-964-1514

#### Captioned Telephone Service (CTS)

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

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You can make your relay call using a computer, laptop, tablet, or smartphone.

Go to: [www.tmobileaccess.com/services/iprelayinfo](http://www.tmobileaccess.com/services/iprelayinfo).

#### Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability can 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)

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.