

The Communicator

Annual Notices to Keep Customers Informed

July 2020



**Know what's below.
Call before you dig.**

Be Smart & Call Before You Dig!

Whether you are a professional excavator or homeowner, it is the Minnesota State law, you must contact Gopher State One Call (GSOC) before starting any excavation project. This includes but is not limited to installing a new mailbox or planting a tree. Whatever the project may be, contact GSOC before starting your project to avoid costly damages to underground facilities.

Privacy Notice

Spring Grove Communications respects your privacy and observes the privacy rules established by the Federal Communications Commission.

SGC will never sell your account information or provide details of your telephone calls to other parties, unless required by law enforcement.

From time to time, we would like to notify you of additional products available from us outside 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 Broadband and digital TV

services. However, you have the right to be excluded from these marketing campaigns.

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 marketing efforts from SGC, please complete, sign and return the card below and we will screen you from all targeted marketing programs.

Your SGC services are not impacted by this notification. Please do not hesitate to call our office with any questions at 498-3456.

Thank you for being a SGC customer

I have read this notice and prefer to **Opt Out** of Spring Grove Communication's marketing of products and services outside of my existing scope of service.

Name: _____

Billing Address: _____

Telephone Number: _____

Signature/Date: _____

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National Do Not Call

Stop telemarketer calls by registering your landline or cellphone number with the National Do Not Call Registry. You can do this by calling 1-888-382-1222 or by going to www.donotcall.gov. Most telemarketers should stop calling within 31 days of registering your number. If you register online you will need to provide an active email address. A confirmation email will be sent, and you need to verify your registered number. You can register up to 3 numbers at one time. If you continue to receive telemarketer calls after your number has been registered for 31 days, you can file a complaint with the FTC (Federal Trade Commission) by going to www.donotcall.gov or by calling 1-888-382-1222. You will need to know the company's name and phone number you are filing the complaint against.

If you are not sure your number is registered with the National Do Not Call Registry you can call or visit their website to verify your number is registered. Once your number is registered it will stay registered until that number is disconnected.

Closed Captioning Concerns

If you have Closed Captioning concerns on SGC-TV service, such as unintelligible or missing captions, please contact Spring Grove Communications.

To report a concern by telephone:
Call 507-498-3456

To report a concern in writing:
Spring Grove Communications
Attn: Closed Captioning Concerns
PO Box 516
Spring Grove, MN 55974
Email: sgc@springgrove.coop



Your Local Technology Headquarters
507-498-3456 • sgc@springgrove.coop • www.yourlocal.coop

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
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

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
www.fcc.gov/complaints
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
Voice: 1-800-657-3663
ASL via VP: 1-866-635-0082

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.

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 are able to make your relay call using a computer, laptop, tablet, or smartphone.

Go to: www.sprintrelay.com.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to 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.

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.