

## **ANNUAL NOTICE OF CUSTOMER RIGHTS**

### Complaint Procedures:

If you have a complaint about your telephone service, please discuss the problem with an Emily Co-Op Telephone Co. customer service representative. They are available during our business hours 8am – 4:30pm at  
218-763-3000 or 1-800-450-1036.

You may also contact the Minnesota Public Utilities Commission for further review of unresolved complaints or disputes. To reach the commission, call or write:

Consumer Affairs Office/MN Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St Paul, MN 55101-2147  
1-800-657-3782  
TDD: 651-297-1200

### Your telephone bill:

Over the past several years, Minnesotans have complained about unauthorized and unrelated charges that have mysteriously appeared on their local telephone bills, often as a result of "cramming" from third-party billing companies. The best protection against unwanted charges is to carefully scrutinize your bill. Look every month for charges that you do not recognize. Most indications of trouble can be found on the first page of local telephone bills in a billing summary. If you find something unfamiliar or suspicious, please contact us, or for further information you may contact:

Minnesota Attorney General's Office  
Citizen Assistance  
1400 NCL Tower  
445 Minnesota Street  
St. Paul, MN 55101  
651-296-3353  
1-800-657-3787  
TTY: 1-800-366-4812

### Notice of right to incorrect directory assistance credit:

Immediate credit for incorrect Directory Assistance information will be issued. You must use the same dialing pattern when requesting credit as when you requested Directory Assistance. Example: If you dialed 411 for Directory Assistance, you need to dial 411 for Directory Assistance credit. If you dialed 1+ area code+555-1212 you must dial this same number to request credit. This will ensure that the proper provider is issuing the credit. You will need to attach proof of your income to your application. Guideline table is available at either office or on line.

[www.puc.state.mn.us/consumer/assist/tsd1.htm](http://www.puc.state.mn.us/consumer/assist/tsd1.htm)

### Payment of bills:

Statements are mailed out the first week of each month. They cover local service charges for one month in advance and long distance charges for one month preceding. Payments are due by the 15<sup>th</sup> of the month.

Price and service options: Please contact our offices for current prices and service options available to you.

## **Disconnection of service:**

You will need to contact our business office to request disconnecting service and to make arrangements to return any leased equipment. We will need a forwarding address (& phone number if available) from you.

### **Failure to pay for service:**

#### Regular Monthly Bills

A customer is considered to be delinquent in the payment of a regular monthly bill when the sum due is not received on or before the tenth calendar day following the day the bill is either mailed or delivered by other means.

When a customer is delinquent in the payment of a regular monthly bill, the Company may disconnect the service not sooner than five days after mailing or delivery of written notice of intention to disconnect.

**Privacy:** Information concerning customers and their accounts is confidential and shall not be discussed outside of the Business Office.

**Deposits:** A deposit is required from any customer who has not established good credit or has been disconnected for failure to pay for service. Please contact our office for more information regarding our deposit procedures.

#### Blocking options:

You can block 900 calls from your home or business telephone. We also offer collect call and third-party blocking for your telephone line. Please contact our office for further information.

#### Quality Standards:

*"TO PROVIDE OUR CUSTOMERS QUALITY SERVICE AT AFFORDABLE PRICES."*

### **CPNI INFORMATION**

Recent changes in federal law allow us to use information from your current records to market and advise you of new products and services that may satisfy your communications needs, unless you notify us otherwise. This information is called "Customer Proprietary Network Information or CPNI" relating to your telecommunications services you currently are buying from us. This information can only be used to advise you about innovative communications services or new communications technology and products. WE DO NOT sell or in any way provide this information to any other company other than the 911 records we are required by law to provide if you are a telephone customer. You have the right and we have the duty under federal law to protect the confidentiality of this information. No action on your part is necessary. If you do not contact us and indicate that we may not use the information to continue providing you with marketing and educational mailings, we will continue to do so. You may withdraw your approval of our use of your CPNI by contacting us at 218-763-3000 or 1-800-450-1036 or by email to [emilytel@emily.net](mailto:emilytel@emily.net).

Due to CPNI FCC rules, we can only discuss certain account information and call detail with authorized contacts. Pursuant to FCC rules regarding Customer Proprietary Network Information (CPNI), a form needs to be completed and returned to our office. The form can be obtained at our office or requested by phone at 218-763-3000 or 1-800-450-1036 or by email at [emilytel@emily.net](mailto:emilytel@emily.net).



**Emily Cooperative Telephone Company**

# ANNUAL CUSTOMER NOTIFICATION

**218-763-3000 OR 800-450-1036**

**40040 Hwy 6 No**

**PO Box 100**

**Emily, MN 56447**

**[www.emily.net](http://www.emily.net)**

## Having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free service that uses a specially trained communications assistant (CA) to relay the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak with. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

**Now it is easier than ever to make a Minnesota Relay call. Just dial 711!** Once connected to the service, tell the CA the type of relay call you want to make. Or, dial the specific toll-free number for the type of relay call you want to make.

### TYPES OF RELAY SERVICES AVAILABLE

#### CAPTIONED TELEPHONE

**(CAPTEL™):** CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact someone who uses a CapTel phone, dial 1-877-243-2823.

#### VOICE CARRY OVER (VCO)

**1-877-627-3024:** Allows anyone who has difficulty hearing on the phone to voice conversations directly to a hearing person. The CA then types the hearing person's response to the VCO user. Requires a special phone.

#### STANDARD TELEPHONE

**1-800-627-3529:** A hearing person uses a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

#### 2 LINE VOICE CARRY OVER

**(VCO) 1-866-855-4611:** Allows a VCO user to use one phone line for speaking directly to the other person, while the second line to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line. Additional service and equipment requirements.

#### HEARING CARRY OVER (HCO)

**1-800-627-3529:** Allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special telephone.

#### TEXT TELEPHONE (TTY)

**1-800-627-3529:** Allows anyone who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

#### SPEECH-TO-SPEECH (STS)

**1-877-627-3848:** Allows a person who has difficulty speaking or being understood on the phone to communicate using his/her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

#### COMPUTER (ASCII) 1-800-627-3537:

Computer users can also access Minnesota Relay. Set 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.

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

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

#### 900 PAY-PER-CALL SERVICES

**1-900-230-3324:** Allows a relay user to connect to any pay-per-call service.

### TELEPHONE SERVICE DISCOUNT PROGRAMS

As a Minnesota consumer, you may qualify for two programs that provide assistance with paying your telephone bill. Data shows that many Minnesota consumers are not aware of their eligibility for these programs.

This is a federally funded program that will provide a discount each month on your bill. (Exact credit may vary slightly by carrier.) To be eligible, you must be enrolled in one of the following programs:

- Medicaid (Medical Assistance)
- Food support (food stamps)
- Minnesota Family Investment Program (MFIP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program.

Individuals that do not qualify under the above criteria but live on a federally recognized reservation may qualify if the applicant receives benefits from one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only for those meeting its income qualifying standard)
- National School Lunch Program's free lunch program.

If you are not on one of the above programs, but your income is at or below 135% of the Federal Poverty Guidelines, you may also apply for and receive the discount.

You will need to attach proof of your income to your application. Guideline table is available at either office or on line.

[www.puc.state.mn.us/consumer/assist/tsd1.htm](http://www.puc.state.mn.us/consumer/assist/tsd1.htm)

#### Telephone Assistance Plan (TAP)

This program offers an additional monthly discount on your phone bill. Eligibility requirements are above.

### IMPORTANT INFORMATION

**EMERGENCY ASSISTANCE:** TTY callers should dial 911 directly in an emergency. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

#### BILLING OPTIONS FOR LONG DISTANCE RELAY CALLS:

- Direct
- Collect
- Third Party billing
- Pre-paid or carrier calling card

**FILING A COMPLAINT:** To file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the Relay call, the CA's identification number and nature of your complaint. To file a relay complaint with the Federal Communications Commission, call toll-free at 1-888-225-5322 (voice), 1-888-835-5322 (TTY) or file on line at <http://esupport.fcc.gov/complaints.htm>.

**For More Information on Minnesota Relay Services:** [www.mnrelay.org](http://www.mnrelay.org) or 1-800-657-3775 (voice/TTY)

#### 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. For information on the TED Program go to their Web site at: [www.tedprogram.org](http://www.tedprogram.org) or call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY)