

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

Minnesota Relay is a free telephone service that uses a specially trained communications assistant (CA) to facilitate telephone calls between a person with hearing and speech disabilities and other individuals. 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 7-1-1! Once connected to the service, tell the Communications Assistant 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.

Captioned Telephone Service (CAPTEL)

CapTel 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 CA transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

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 CA then types the other party's response, which is displayed on the VCO user's text telephone.

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 CA to read to the other person, and listen directly to the other person's response.

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. The relay CA reads your typed words to the other person and types the other person's words for you to read. Individuals who are deafblind can use a TTY equipped with a braille display or large visual display.

Hearing User

1-800-627-3529

A hearing person may use a standard telephone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

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 CA re-voices your words so that the other person on the call can understand them, and the other person speaks directly to you. No special equipment is needed though some people may find beneficial to use a speaker-phone or hands-free telephone equipment.

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. Dial the Spanish Relay toll free number and tell the CA the type of relay call you wish to make. Para Relay en español, 1-877-627-5448.

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.

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.

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.

WebCap Tel

WebCapTel is a web-based form of captioned telephone service that allows you to listen to the other party on the call using your phone (landline or wireless), while reading word-for-word captions on a computer or laptop. For more information, go to: www.captel.com/webcaptel.

Mobile Captioned Telephone Service

Software apps make it easy to get captioned telephone service on select smartphones and tablets. For more information, search "captioned telephone" in your device's app store/marketplace.

PHONE & INTERNET SERVICE DISCOUNT PROGRAMS

Telephone Assistance Plan & Lifeline Programs

Having trouble paying for phone or internet service? If you are a low-income household or are enrolled in government programs, like SNAP or Medical Assistance, you may qualify for the Telephone Assistance Plan or for the federal Lifeline credit. Program eligibility is based on income. Minnesota's Telephone Assistance Plan (TAP) offers a monthly credit of \$7.00 on your landline telephone service plan. You may receive the TAP credit on one landline per household.

The Federal Lifeline Program offers a monthly discount of \$7.25 on some landline telephone service plans. Lifeline also offers discounts on some wireless telephone service plans and some broadband internet service plans. You may receive the Landline discount on one service per household. The definition of a "household" is anyone living at an address including children, relatives, people not related to you, etc. who share income(s) and household expenses. Lifeline recipients will automatically be enrolled in the TAP program.

If applying for the TAP discount, mail the [TAP application](#) and documents to the address below. If applying for the Lifeline discount, mail the [Lifeline application](#), [Lifeline Household Worksheet](#) and documents to the address listed below:

Crosslake Communications
PO Box 70
35910 County Road 66
Crosslake, MN 56442

Tap Application:

https://mn.gov/puc/assets/2019%20TAP%20App_tcm14-371427.pdf

Lifeline Application:

https://www.usac.org/_res/documents/li/pdf/nv/LI_Application_UniversalForm.pdf

Lifeline Household Worksheet

https://www.usac.org/_res/documents/li/pdf/nv/LI_Worksheet_UniversalForm.pdf

If you do not participate in any of the programs listed above, you may qualify if your income is at or below 135% of the 2019 Federal Poverty Income Guidelines.

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

www.mn.gov/puc/telecommunications/telephone-discounts

For more information or to request an application, please contact our office at 218-692-2777.

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 website at:

<https://mn.gov/dhs/people-we-serve/adults/services/deaf-hard-of-hearing/programs-services/telephone-equipment.jsp>

IMPORTANT INFORMATION

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.

FILING A COMPLAINT: To file a complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY) or Email: mn.relay@state.mn.us. You will need to provide the date and time of the Relay call, the calling from and to numbers, the CA's identification number and the nature of your complaint. You may also file a complaint with the Federal Communications Commission, call toll-free at 1-888-225-5322 (voice), 1-888-835-5322 (TTY), ASL via VP, 1-844-432-2275 or file online at www.fcc.gov/complaints.

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

ANNUAL NOTICE OF CUSTOMER RIGHTS

Complaint Procedures:

If you have a complaint about your telephone service with Crosslake, a Customer Service Representative will work with you to solve any problems you have. Call Crosslake at 218-692-2777 or 1-800-992-8220 between 8:00 am and 4:30 pm, Monday through Friday.

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/
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147
1- (800) 657-3782
TTY: 651-297-1200
E-mail: consumer.puc@state.mn.us

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 or 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 insure that the proper provider is issuing the credit. You may request up to three credits. You will need to inform the provider what listing was incorrect, so that the correction can be made. A credit equal to the incorrect charge will appear on your bill.

Price and service options: Please contact our office for current pricing and service options available to you.

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 noon on the 15th of the month.

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 noon on the fifteenth 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.

Customers who are behind on the telephone bills may be eligible for Telephone Assistance Plan (TAP) discounts. Contact our office for more information.

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.

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 218-692-2777 or by email to cpni@crosslake.net.

Due to the 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 218-692-2777 or 1-800-992-8220 or by email at csr@crosslake.net



Annual Customer Notification

Updated 11-1-2019

218-692-2777 or 800-992-8220

35910 County Road 66
PO Box 70, Crosslake, MN 56442
www.crosslake.net