

IN THE LOOP

MARCH/APRIL 2017

In This Issue

- Hey Dave 2
- Do Not Call Registry 2
- Business Profile 3
- Directory Credit Assistance Info 3
- Managed WiFi 3
- Directories Are Here 3
- Go Paperless & Save 3
- Welcome New Members 4
- Office Closed 4
- Telephone Relay Service 4

800 Central Ave N, Brandon, MN
218 3rd Ave E, Ste 101, Alexandria MN
Office: (320) 834-5151
Toll Free: (888) 236-3574
Help Desk: (320) 834-5155
Fax: (320) 524-2785
Email: gardon@gardonville.net
Hours: Monday-Friday
8:00 am-4:30 pm

www.gctel.com



Gardonville is an equal opportunity provider and employer.

gardonville
cooperative telephone association

YOU'RE INVITED!

Pancakes, Pop Up Play & Annual Meeting

Gardonville will be having our 74th Annual Meeting and Pancake Breakfast on Saturday, April 29, 2017. The pancake breakfast will begin at 7:30 AM and the meeting will follow at 9:30 AM. Join us at our headquarters in Brandon for great food and prizes!



for kids on Gardonville's lawn. Be sure to dress accordingly!

What is a Pop Up Playground anyway?

A pop up playground is composed of loose parts such as cardboard boxes and tubes, tires, gutters, balls and cable reels. They are de-



signed to encourage creative and imaginative play for children of all ages.

True to the mission of Little Peeps, a pop up play adventure allows children time, space, materials and freedom to explore.

HEY DAVE!

By Dave Wolf, CEO/General Manager

I was recently asked by several cooperative members: "Hey Dave, why do I need to have a telephone line with our DSL Internet service?"

The short answer is economics. Gardonville recovers the cost of the fiber optic cable or copper cable feeding your home through reimbursements from various government programs that are, for the most part, linked to landline voice service. Selling data-only broadband service would lead to forfeiting those revenues. Data-only broadband, or naked DSL (Internet only, no voice line) monthly service fees would need to be raised **well above** the current monthly cost of landline voice, plus DSL.

If you look deeper into this subject, you'll see that Gardonville is one of the thousands of telephone companies across the country that rely on funding sourced through the \$10 billion Universal Service Program. As I mentioned above, a requirement of these programs is that customers have telephone service. The single step of removing telephone service would eliminate the thousands of dollars per month the cooperative receives to provide all of our service offerings. For every dollar collected from cooperative members for local voice service, this fund matches 71 cents. This match adds up to hundreds of dollars per year, per landline which ultimately offsets the extraordinary cost of delivering voice and broadband service to coop members living in rural Minnesota.

I have made the assumption that most coop members would not want to pay more than what they currently pay for Internet service, therefore any additional increase to a

"naked DSL" monthly rate would be a negative impact to both you, the customer and the overall cooperative. Multiply this cost by all the customers that would drop their landline and the price of "naked DSL" would quickly be more than most people could afford.

Another complicating factor is the cost of upgrading each coop member's home to fiber optic or VDSL service costs approximately \$6,000 to \$20,000. Building, maintaining and supporting this network is quite an undertaking. Each year additional cooperative locations are connected to the fiber optic plant, typically with **no additional** costs incurred by the cooperative member.

Keep looking for updates though, because things are changing. Regulations are being rewritten and modernized each year. In 2017, the first program to fund a data only service called the "Consumer Broadband Only Loop" (CBOL) was created. It allows for a small portion of the local service support to be shifted to a data only broadband (DOBB) service, however, it would require a mandated rate increase to our DSL services in order to receive support and by comparison the fund would only match 8 cents for every dollar received above a monthly rate of \$42.

Gardonville is continually reviewing the ability to provide a naked DSL service and as soon as it is economically feasible, we plan to add this as one of our key deliverables toward enhanced customer satisfaction.

Thank you for sending me this question, I appreciate any feedback and thank you for your continued patronage.



NATIONAL DO NOT CALL REGISTRY

A national Do Not Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers with the exception of businesses you have an existing relationship with, certain non-profit groups and political organizations. Consumers can register their home phone number, including wireless numbers, by calling: 1.888.382.1222 (TTY call 1.866.290.4236) or at their

website: www.donotcall.gov. To register by phone you must call from the number you wish to register.



The Do Not Call Registry will be effective within 31 days of your registration and will remain on it unless the number is disconnected. You can also remove your name from the list at any time by calling toll free 1.888.382.1222 from the phone number you want removed.

BUSINESS PROFILE

Anderson Florist Garden Center and Greenhouse

There's nothing like the smell of fresh dirt and plants to get you in the mood for spring. Anderson Florist Garden Center and Greenhouse is just the place to start the gardening season off right. They've been a staple in the Alexandria community for 100 years! It was first founded by the Anderson family. Today the baton has been passed to Rod and Lori Schultz.

Since purchasing the business in 2002, Rod and Lori have expanded. They offer full service floral for birthdays, weddings, funerals and special occasions. They also have really cute home decor and gift items!



Their greenhouse is the first home to tiny seedlings. All of their bedding plants and edibles are grown in-house from seeds. As soon as planting season arrives, you'll have a lush variety to choose from. They pride themselves on the unique variety of plants they have to offer. Some of their specialties include hanging baskets, celery, giant kohlrabi, dozens of tomatoes, sweet

potatoes, extremely hot peppers and asparabroc (a combination of asparagus and broccoli).



Take a stroll outside once the weather is warm and you'll find rows and rows of lovely trees and shrubs, plus, bulk rock and mulch.

They are open year round and also host several fun events and classes throughout the year. Mark your calendar for their upcoming Palm Sunday Open House. They'll be giving tours, teaching about plants, and bring the kids to the petting zoo!



Anderson Florist Garden Center and Greenhouse is located at 1610 6th Avenue East, in Alexandria. Email Lori@andersonflorist.org to sign up for the newsletter to find out about special events and promotions.

Directory Assistance Credit Information

If you receive an incorrect telephone number from Directory Assistance, you are entitled to a credit for that Directory Assistance charge. You must use the same dialing pattern to request the credit that you used to make the call. For example, if you dialed 411 for Directory Assistance, you need to dial the same number to request the credit. This

will ensure that the proper provider issues the credit.

You may request up to three credits. You will need to inform the provider which listing was incorrect, so the correction can be made. A credit equal to the incorrect charge will appear on your bill.

NEW SERVICE! Managed WiFi

Managed WiFi service is taking the guess work and frustration out of your Internet router (the device that allows multiple devices to connect to the Internet wirelessly).

Key Benefits of Managed WiFi Service:

- We monitor the connection. If we see your router is "down" before you do – we'll create a trouble ticket and give you a call!
- We keep the router's software up-to-date to make sure it's running at peak performance.
- We replace the router if it fails, even if it gets hit by lightning.
- Have a question? Forgot your wireless password? Give us a call! Phone support for your router is included in our Managed WiFi service.

**\$4.95
month**



It's Directory Time

The 2017 Vikingland Regional Directory is here! If you haven't received one yet, pick yours up at either of our offices!



Go Paperless & Save

Thinking of switching to paperless statements? Sign up now and get a \$5 credit!

Welcome New Members!

BRANDON

Barsness, Tawnya524-2297
Larson, Johnathan.....524-2032
Marcuson, M.....524-2009
Hynes, Lisa M.....524-2360
Nelson, Kyle.....524-2036

EVANSVILLE

Devries Dylon & Brittany.....948-2046
Stark, T.....948-2047

GARFIELD

Kjersten, Kyle & Vanessa834-2039
Affeldt, T834-2016
Johnson, C.....834-2721
Davidson, D834-2162
Froemming, Aaron & Tammy
.....834-2325
Central Mn Excavating834-5398

MILLERVILLE

Schmidt, Evan876-2038
Gilmore, A876-2032

Office Closed

Our offices will close at noon on Friday, April 14th in recognition of Good Friday.

Brain Buster

What is a flock of crows called?

Answer

Name - Please Print

Jan/Feb Brain Buster

Where was the first Herberger's store opened? **Osakis, MN**

Last month's winner is Diane Gustafson. Stop in at either our Alexandria or Brandon office to get your goody bag, Diane!

Telephone Relay Service

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people 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.

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Types of Relay Services Available

Captioned Telephone Service (CTS): CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS): There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service

Computer (ASCII): 1-800-627-3529. Computer users can also 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 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 other person, and listens directly to the other person's response. Requires a special telephone.

Internet Protocol (IP) Relay: www.sprintrelay.com. IP Relay combines text-based relay service with the ease of the Internet - no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device.

Spanish Relay: 1-877-627-5448. This service allows Spanish speaking persons to use Minnesota Relay. 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 own voice or voice synthesizer. The CA voices the words of the person with a

speech disability so the other person on the call can understand them. No special telephone is required.

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

Text-to-Voice (TTY): 1-800-627-3529. This service allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS): VRS allows a person whose primary language is American Sign Language (ASL) to use a television or Internet-enabled device with a video camera to communicate with the CA in ASL. The CA speaks what is signed to the called party and signs the called party's response back to the caller. www.fcc.gov/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 CA then types the other party's response, which is displayed on the VCO user's text telephone. Requires a special telephone.

900 Pay-Per-Call Services: 1-900-230-3324. This service allows a relay user to connect to any pay-per-call service.

Important Info About the Relay

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

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.

Billing Options for Long Distance Relay Calls: Direct, Collect, Pre-paid or Carrier Calling Card.

Filing a Complaint: 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. You may also file a complaint with the Federal Communications Commission: 888-225-5322 (voice). 888-835-5322 (TTY). 844-432-2275 (ASL via VP). www.fcc.gov/complaints

Telephone Equipment Distribution

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. 1-800-657-3663 (voice). 1-888-206-6555 (TTY). mn.gov/dhs/ted-program/