

Annual Notice to Residential Customers Assistance Programs

The Federal Lifeline program, Minnesota's Telephone Assistance Program and GVT are working to make communication services more affordable for subscribers. We have programs and credits available for both your Telephone and Internet service.

Minnesota's Telephone Assistance Plan (TAP) and the Federal Lifeline program work together to make telephone service affordable to low-income subscribers. TAP offers a \$10.00 per month discount on home landline telephone service.

The Federal Lifeline program offers a **\$5.25** per month discount on home landline service or a **\$9.25** per month discount on Internet service. *(Voice-only service will be ending December 1, 2024)*

If you live on Tribal lands, you may qualify for additional discounts. Tribal Lands Link Up offers a one-time credit of up to **\$100** on installation or activation charges. Tribal Lands Lifeline offers a monthly credit of up to **\$34.25** on your landline or wireless telephone service plan.

How do I find out if I'm eligible?

You may be eligible for assistance in paying your GVT bill if your income is at or below federal guidelines or if you receive benefits from certain assistance programs.

The telephone or broadband service must be in your name. You must show proof that you or a member of your household participates in at least one of the following programs or is income eligible:

- Federal Public Housing Assistance (FPHA)
- Medicaid/Medical Assistance (MA)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension or Survivors Pension Benefit Programs
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally-administered Head Start (for those meeting income-qualifying standards)
- Tribally-administered Temporary Assistance for Needy Families (TTANF)

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 **2024 Federal Poverty Income Guidelines:** *(The federal poverty guidelines are updated at the end of January.)*

More information or to request an application you can go to lifelinesupport.org or call **800-234-9473**. Once you receive confirmation that you qualify call Garden Valley Technologies at 800-448-8260 to be enrolled and begin receiving the monthly discount.

Adaptive Telephone Equipment Available to Eligible Members

The Telephone Equipment Distribution (TED) Program provides telephone equipment to people who are deaf, hard of hearing, deafblind, speech impaired or have a physical disability and need adaptive equipment in order to use the phone. The equipment is loaned out at no cost as a long-term loan. Available equipment includes captioned phones, light flashing ring signalers, TTYs, amplified telephones, loud ringers, hands-free speakerphones and more. Minnesotans eligible for the Telephone Equipment Distribution (TED) Program can get a variety of equipment at no charge through statewide regional offices. The office serving our area is in Moorhead, Minnesota.

Household Size	Income
1	\$20,331
2	\$27,594
3	\$34,857
4	\$42,120
5	\$49,383
6	\$56,646
For each additional person, add	\$7,263

For more information or to request an application, go to: mn.gov/dhs/ted-program or call: 800-657-3663 ASL via VP: 866-635-0082 or call Garden Valley Technologies at 800-448-8260.

Toll Limitation Service

Toll Limitation Service support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking at no cost.

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 711. 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 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.

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
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
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: <https://www.fcc.gov/ipcts>.

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: <https://www.fcc.gov/ip-relay>.

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: <https://www.fcc.gov/vrs>.

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.