

# The Communicator

News from your local coop to keep you connected.

September 2015

## Back to School

Getting ready to go back to school isn't always about new clothes, shoes, pencils and notebooks it's also about making sure your computer is in tip top shape and you have the Internet speed you need to get your homework done. Spring Grove Communications can help clean up your computer, make sure your virus protection is up-to-date and set up a wireless router if needed. We also have on hand keyboards and mice. Cables for your printer, networking and HDMI to connect to your TV. We have USB drives for backing up your files or for saving files to take with you. We have wireless routers on hand as well. Need a new computer or tablet? We can assist you in

purchasing any electronics you need. Just give us a call and we will sit down with you and order equipment that is right for you.

The more devices using your internet connection at the same time the slower your speed may become. Once school starts this could become an issue in your home. Give us a call if you think your internet seems sluggish and we will help evaluate what the issue may be. We offer a range of affordable packages to fit your family's needs. We are here for you Monday, Tuesday, Thursday & Friday 8:00am – 4:30pm and Wednesday from 8:00am – 6:30pm. Stop in or call us at 498-3456.

## HAPPY HAPPY HAPPY!

Post a birthday, anniversary or upcoming event on our electronic sign and on SGC-TV Yourlocal Channel 4. Call 498-3456 for details.

## Independent Living

Have you wondered what would happen if you were to fall and not be able to get back up? Maybe you become ill and could use some help. Spring Grove Communications offers a Medical Alert System with a two-way voice pendant to allow peace of mind with independent living. The two-way voice pendant gives you the comfort of talking to the call center without having to be next to the base. The call center will assist you in contacting an Ambulance, family member or neighbor. The Medical Alert System through Spring Grove Communications is the perfect solution for those with the desire to stay at home and have the peace of mind help is just a push of a button away. For more information please call our office at 498-3456.

## New Residential Subscribers

Gary Bjerke	129 Maple Dr Apt 302	498-5175
Darrel Publitz	309 3rd Av SE	498-5360
Dean & Vicky Dehning	405 W Main St	498-3906
Dawn Erickson	107 4th Av NW Apt 3	498-5381
Sean Howard	140 2nd Av NE	498-3655
Laura Moen	15151 Moen Rd	498-3037
Spenser Oestreich	139 1st St NW	498-3588
Andy Otterness	420 3rd Av NW	498-5571
Lance & Jolene Peterson	227 2nd Ave SE	498-3776
Stephanie Phillips	121 W Main St Apt 1	498-5081
Tony Stoen	18239 Truman Dr	498-3545
Quentin & Darcy Thorson	144 1st St SW	498-5005
Kya Vickerman	121 W Main Apt 2	498-5773

## New Business Subscribers

Spring Grove Auction Company	410 3rd Av SE	498-9000
VanMinsel Bros. Construction LLC	115 S Division Av	498-3999
Virginia's Beauty Spot	105 W Main St	498-5254



**Your Local Technology Headquarters**  
507-498-3456 • [sgc@springgrove.coop](mailto:sgc@springgrove.coop) • [www.yourlocal.coop](http://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 (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.

## For More Information on Minnesota Relay Services:

[www.mnrelay.org](http://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.

## Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-party Billing
- Carrier Calling Card
- Pre-paid Calling Card

## To file a Complaint Regarding Minnesota Relay Services

1-800-657-3775

You will need to provide the date and time of the relay call, the CA's identification number, a brief description of your complaint, and the resolution you are seeking.

You may also file a complaint with the Federal Communications Commission:

[www.fcc.gov/complaints](http://www.fcc.gov/complaints)

888-225-5322 (voice)

888-835-5322 (TTY)

844-432-2275 (ASL via VP)

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

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.

## 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](http://www.fcc.gov/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: 8 Bits; No Parity; 1 Stop Bit; Full 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 or 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](http://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

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 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.

## 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](http://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 specialized text telephone.

## 900 Pay-Per-Call Services: 1-900-230-3324

This service allows a relay user to connect to any pay-per-call service.