

IN THE LOOP

MARCH/APRIL 2024

In This Issue

- Business Profile 2
- Financial Assistance 2
- Battle in the North 3
- Directory Assistance Credit 3
- Exemptions from Directory Assistance Charges 3
- Office Closed 4
- 2024 Phone Books 4
- Telephone Relay Service 4

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Gardonville is an equal opportunity provider and employer.

Annual Meeting
& Pork Chop Dinner

FRIDAY,
MAY 3

gardonville
cooperative telephone association

Join Us! Pork Chop Dinner and Annual Meeting

Join us on Friday, May 3, 2024, for our FREE customer appreciation pork chop dinner and annual meeting!

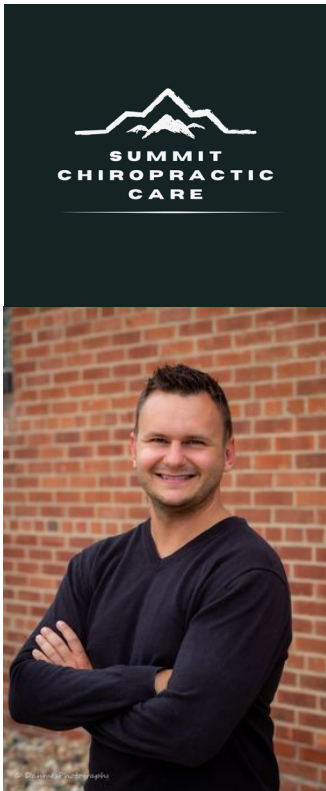
Pork chops and fixings will be served from 4:30 PM to 6:15 PM at our headquarters in Brandon. Following the meal, we'll shift gears into our annual meeting and prize drawings for kids and adults. Every household that attends will also receive a gift to say THANK YOU for supporting your cooperative.

Serving: 4:30 PM - 6:15 PM
Annual Meeting: 6:30 PM - 7:30 PM
Headquarters: 800 Central Ave N, Brandon, MN



Business Profile

Summit Chiropractic Care



Dr. Stuart Rubner of Summit Chiropractic Care is taking new patients! Join the hundreds of people he has helped by providing high quality care to get you in peak health and performance.

Being born and raised near the Alexandria area, Dr. Rubner was eager to come back to the area after attending Minnesota State University. He earned his degree in Biology with an emphasis in Health and Medical Science in 2012 and then went on to Northwestern Health Sciences University in 2019 to become a Chiropractor. Dr. Stuart has been practicing in the area since January 2020 and started his own practice in May 2023.

His services include traditional chiropractic adjustments, manual therapy and acupuncture. He is also certified to perform Department of Transportation (DOT) exams and sports physicals.

Patients often see Dr. Rubner for sciatic pain, headaches, migraines, fibromyalgia, and the list goes on. He has also had success with adjusting pregnant women to get their babies out of the breech position! Some of Dr. Rubner's favorite patients to treat are children and infants. He finds it very rewarding to adjust a colicky baby and watch them instantly have relief and calm down after an adjustment.

Also on the Summit care team is Certified Massage Therapist, Brittany Bjerketvedt. Brittany offers deep tissue and relaxation massages ranging from 30 minutes to 2 hours. Same week appointments are available too!

Dr. Rubner makes booking appointments easy and can often treat patients same day. Quickly book online or give them a call. Mondays and Thursdays he is open until 6:30 PM, making it convenient to stop by after work.

To get in touch with Dr. Stuart Rubner or schedule an appointment, go to: www.summitchiropracticcare.com

Summit Chiropractic Care | 324 Broadway St. #218 Alexandria, MN | 320-391-0499

Programs to Help Pay Your Bill

Lifeline Program

Lifeline is a federal program that lowers the monthly cost of phone or internet service. Eligible consumers can get up to \$9.25 off the cost of phone, internet, or bundled services. There are two ways to qualify for Lifeline:

Income-Based Eligibility

If your household's income is at or below 135% of the federal poverty guidelines, you may be eligible for a Lifeline Program benefit.

135% of the 2023 Federal Poverty Income Guidelines:

Household Size:	Income:
One	\$19,683
Two	\$26,622
Three	\$33,561
Four	\$40,500
Five	\$47,439
Six	\$54,378
Seven	\$61,317
Eight	\$68,256

For each additional person, add \$6,939

Program-Based Eligibility

If someone in your household participates in one of these federal programs, you may be eligible for a Lifeline Program benefit:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid (Medical Assistance)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA) or Section 8
- Veterans Pension and Survivors Benefit
- Tribal Programs (and live on federally-recognized tribal lands)

Telephone Assistance Program

The Telephone Assistance Program offers an additional monthly discount on your phone bill. Eligibility requirements are the same as Lifeline.

Battle in the North

Our First Ever eSports Tournament

The inaugural Battle in the North eSports Tournament was an epic show-down of gaming skills held on February 17th and 18th at the Alexandria Technical and Community College. Six eSports teams from high schools across Minnesota battled it out for glory in VALORANT by Riot Games. The participating schools included Lakeville, Osakis, Park Rapids, Perham, Alexandria and Little Falls.

Gardonville sponsored the event, awarding the first place winners, the Perham Yellowjackets, a \$5,000 donation to grow their eSports program. The team was also given a \$1,000 ATCC scholarship for each team member, providing an opportunity for students to continue their eSports career at Alexandria College. Gardonville also proudly awarded Park Rapids, who took second place, a \$2,500 donation to grow their eSports program.

Over 100 spectators came out to watch the event in person and around 1,000 additional viewers tuned in from the live stream on Twitch. We couldn't have pulled off this rewarding and successful event without our partnership with our friends at Alexandria Technical and Community College.

"The coolest part of this weekend was getting to watch the students compete - the intensity on their faces when they had to make a big play and the way they'd work together as a team."

- Brian Potter, Gardonville



First Place Winners - Perham Yellowjackets



Second Place Winners - Park Rapids



Directory Assistance Credit

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.

Exemptions for Directory Assistance Charges

Gardonville customers with visual, physical or mental disabilities may be eligible for an exemption from directory assistance and local operator assistance charges.

For more details or to apply for this program, call or stop by our office. The application must be filled out and signed by both the customer applying for the program and a certifying authority as described on the form. The application can either be mailed or dropped off at our office.

800 Central Ave N
Brandon, MN
(320) 834-5151

Download and print
the application
gctel.com/notices-policies

Office Closed

Our offices will close at noon on Friday, March 29th in recognition of Good Friday.



2024 Phone Books

The 2024 Vikingland Regional Directory will be in your mailbox soon! If you haven't received one yet, pick one up at either of our offices!

Remember to bring in your old directory so we can recycle it for you.

Brain Buster

How many people named Brian are on Gardonville's team?
(*hint: check out the Our Team page on our website*)

Answer

Name - Please Print

Jan/Feb Brain Buster

How many megabits per second is data transferred over 1 gig internet?

1,000 Megabits

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

Telephone Relay Service

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 7-1-1. 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.

Types of Relay Services Available

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: 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: 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: 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.

Important Info About the Relay

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: Email your complaint to mn.relay@state.mn.us or call 1-800-657-3775. When filing your complaint please 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

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 more information on the TED Program:

- mn.gov/deaf-hard-of-hearing
- Voice: 1-800-657-3663
- ASL via VP: 1-651-964-1514