

IN THE LOOP

MARCH/APRIL 2026



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Gardonville is an equal opportunity provider and employer.

Annual Meeting Held on Thursday, April 30th

You're invited to Gardonville's Annual Meeting on Thursday, April 30 at our headquarters in Brandon (held in our shop).

We'll kick off the evening with a customer appreciation meal served from 4:30-6:15 p.m. Enjoy pork chops and all the fixings as our way of saying thank you for being a valued cooperative member.

After dinner, we'll transition into our Annual Meeting, where you'll hear updates about your cooperative and what's ahead. We'll also have door prizes for kids and adults, plus a special gift for every household to show our appreciation for your continued support.

We look forward to seeing you there!



Watch Twins Baseball on Stream TV



Baseball season is almost here, and the excitement is building as the Minnesota Twins gear up for their season opener on March 26th! Fans can catch every pitch and play on their very own channel on our Stream TV lineup—tune in to Channel 37 with our Expanded package for full game coverage all season long. Never miss a game and cheer on the Twins from the comfort of home.

Be sure to follow our Facebook page for Twins ticket giveaways throughout the season!

Financial Assistance Available

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 2025 Federal Poverty Income Guidelines:

Household Size:	Income:
One	\$21,128
Two	\$28,553
Three	\$35,978
Four	\$43,403
Five	\$50,828
Six	\$58,253
Seven	\$65,678
Eight	\$73,103

For each additional person, add \$7,425

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.

WiFi Beyond Your Front Door

- Stay secure with WiFi-enabled surveillance cameras to keep an eye on your pets and property
- Work from your patio or backyard without interruptions
- Stream music, podcasts, and video anywhere on your property
- Connect your smart home devices from garage doors to irrigation systems
- Game, video call, and browse the web from anywhere in your yard

Outdoor WiFi - \$4.95/Month

**Whole Home WiFi required to add on Outdoor WiFi*



Business Profile

Premier Esports & Gaming: Leveling Up Friendships

When Travis Shaw, owner of Premier IT Consultants, saw his own kids struggling with social isolation, he felt called to do something about it. Like many families, his children loved video games, but Travis noticed that gaming at home often meant playing alone. He began to imagine a space where kids could connect over what they love while building real friendships and social skills.

That vision became Premier Esports and Gaming.

Travis and his wife poured their savings into launching what he calls his "passion project." And while video games are the draw, Travis is quick to say:

"It's not about the games. It's about relationships, camaraderie, and creating a safe place where kids can belong."

- Travis Shaw, owner of Premier Esports & Gaming

For just \$10 per hour per player, families can enjoy access to a high-quality gaming environment designed with affordability in mind. The center is open Wednesday through Friday from 4–9 p.m., Saturday from 12–9 p.m., and Sunday from 2–9 p.m. Walk-ins are welcome, and the space is also available for private birthday parties.

What sets Premier apart from gaming at home is its strong focus on safety and supervision. With a professional background in network security, Travis has implemented advanced firewalls that filter inappropriate websites and block potential online predators.

Players compete only against other gamers in the Midwest, adding another layer of security. The facility is equipped with cameras, parental controls, and



monitored systems so Travis knows exactly what is being accessed on every computer. Parents can feel confident their kids are in a protected environment.

Premier features 20 high-performance gaming PCs. With a dedicated high-speed fiber internet connection averaging an impressive 7ms ping at 180+ FPS, the experience rivals professional-level setups. Popular games include Fortnite, Rocket League, Valorant, Roblox, Fall Guys, Rivals, Minecraft, Call of Duty, League of Legends, and Siege X. They also have driving simulators, VR headsets, darts, board games, puzzles, a pool table, and foosball—encouraging kids to interact face-to-face and unplug between matches.

Fun fact: more than 170 colleges now offer Esports scholarships. For many students, gaming isn't just a hobby. It can open doors to real opportunities.

Premier Esports and Gaming is also home to Kalon Prep's Esports team and plans to host tournaments and special events throughout the year. Be sure to follow their Facebook page for updates.

At the heart of it all, Travis keeps his priorities clear: family, security, and strengthening the social dynamic for kids in our community.

Office Closed

Our offices will close at noon on Friday, April 3rd in recognition of Good Friday.



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

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.

Brain Buster

You receive the following suspicious email. Highlight or circle at least three red flags.

Subject:
URGENT: Account Suspension

From:
support@gardonville-security.com

"We detected unusual activity. Click [here](#) immediately to verify your password or your service will be suspended within 24 hours."

Name - Please Print

Jan/Feb Brain Buster

I have keys, but no locks. I have space, but no room. You can enter, but you can't go outside. What am I?

Keyboard

Last month's winner is Joyce Hausmann. Stop in at either our Alexandria or Brandon office to get your prize!

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 repeats 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 Information 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

Minnesota Access to Communication Technology (MN ACT)

The MN ACT Program, formerly known as the Minnesota Telephone Equipment Distribution (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 MN ACT Program:

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