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LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2020**

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Company contact:

Study Area Code:

Lifeline/Tribal Link Up Advertising/Outreach Activities:

- Advertise in media of general distribution.* (See attached advertisement(s).)
- Letter to existing and new customers regarding the availability of Lifeline/Tribal Link Up within 1st 30 days of service.* (See attached letter.)
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- Company's information posted on USAC website.

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Sincerely,
Alliance Communications

wired differently

Boomsma one of 23 S.D. seniors selected as Presidential Scholar

Jamie Hult
Staff writer

Brandon Valley High School senior Lizzi Boomsma is one of 23 South Dakota seniors being recognized for academic excellence, leadership, and service through the U.S. Presidential Scholars program.

Presidential Scholars are current-year high school seniors who have earned a 30 or higher on the ACT. Boomsma scored a 34, and possesses a 3.85 GPA.

She considers being selected as a Presidential Scholar to be one of the highest honors she could earn as a high school student.

"A huge part of that is definitely certain teachers who've helped push me, showed me my potential and provided me with opportunities to fulfill it," she said.

Both academics and extracurriculars have been important parts of Boomsma's years at BVHS. She credits English teacher Matt Christensen with encouraging her to pursue her writing talent and winter drumline direc-

tor Cal Lipetzky for showing her how hard work pays off.

"I just think the culture and the work ethic that drumline instills in us definitely has helped me," she said.

Boomsma has been a member of the high school wind ensemble for three years and is active in the marching band and winter drumline. She's also a member of Math National Honor Society and participated in quiz bowl (2014-18) and volleyball (2013-18).

Brandon Valley High School administrators nominate students each year for the U.S. Presidential Scholars program.

"Lizzi has shown to be a driven and motivated student by her academics, involvement in activities, and within her community," said counselor Kara Likness. "(She) is goal-oriented and challenges herself. She looks for opportunities both academically and within her community involvement."

Boomsma has served as an Intern for Camp Invention, guiding youngsters through the creative experi-



Brandon Valley High School senior Lizzi Boomsma is one of 23 seniors in South Dakota to be selected as a Presidential Scholar.

ence, and worked with Girl Scouts to set up a neighborhood little library.

Another element of the Presidential Scholar award is that it's bestowed upon students who have overcome adversity while succeeding academically.

"I've encountered a lot of

personal challenges, but I think the one I'm comfortable sharing is my struggle with ADHD," Boomsma said. "I think the difficult part is most people don't know or can't understand. It's like I'm stuck on a unicycle, invisible to the rest of the world."

She also suffers from a genetic auto-immune disorder that causes fatigue and tendinitis.

She hasn't let either condition hold her back, however.

"I just want to change the way people see each other and the way people treat

each other," she explained. "I want to work towards turning hate into tolerance, tolerance into acceptance, acceptance into equanimity, and equanimity into love—towards building a supportive and safe society for every person."

Beyond high school, Boomsma would like to study sociology or policy analysis, and she's applied to a handful of colleges, including Harvard University and South Dakota State University.

She's also completed an internship with a law office, though she's more interested in the laws themselves than practicing it.

She has three siblings and is the daughter of Glenn and Jennifer Boomsma.

She will continue the Presidential Scholars application process in January to be one of 161 students across the country invited to an expense-paid trip to Washington, D.C., in June and the U.S. Presidential Scholars medalion at a ceremony sponsored by the White House, in commemoration of their academic achievements.

County detox center earns high marks, praise for accreditation

Dave Baumeister
County Correspondent

SIoux FALLS — Elizabeth Brown, director of the Minnehaha County Detox Center, delivered good news to commissioners at their Tuesday, Dec. 17 meeting.

Brown reported that the center received a 98 percent at their accreditation review, earning another three years of accreditation for the facility from the South Dakota Division of Behavioral Health.

All of the commissioners seemed very happy to learn the good news, and they told Brown so.

Commissioner Cindy Heiberger took the opportunity

to applaud the work of Brown and the center, while Commissioners Jeff Barth and Gerald Benings both pointed out the growth and improvement in the county's detox facility in past years.

Commissioner Dean Karsky compared the past detox facility to a "cave," and he commended Brown for the improvements and for helping people at the "lowest point in their existence."

In regular business, the commission voted unanimously to transfer \$303,662 from the county's general fund to emergency management fund.

This money represents a state grant that emergency management uses for its op-

erating budget.

Commissioners also voted to sign the 2020 agreement with Lutheran Social Services to provide for its Evening Report Center.

Juvenile Detention Center director Jamie Gravett spoke about the benefits of the program in providing an evening alternative for youth who may have a conflict or little supervision at home.

While this service is mainly for young people awaiting their court dates, Gravett said that because of the support they receive in this program, it can also have a positive effect on their lives.

Heiberger added that often kids would go there "post-adjudication,"

"They would ask the judge to let them stay there, because they were safe, and they were learning things," she said. "It was a much better situation for those kids."

She also explained that while the county funds the youth's time at the center pre-adjudication, the United Way pays for the services after any trial.

Because of the holiday, there was no commission meeting on Dec. 24, and the next meeting will be Tuesday, Dec. 31 beginning at 9 a.m. on the second floor of the county administration building at Sixth and Minnesota in Sioux Falls. As always, the meetings are open to the public.

BAND TRIP cont. from page 1



Some of them don't probably get a chance to travel, experience a bowl game, let alone performing and going to Universal."

The BVHS band takes a destination trip every four years. They had two criteria in mind when they began planning the trip last year: to travel over the holidays and land somewhere warm.

Once they settled on Florida over California, the group began looking for venues at which to perform. With its convenient location near Universal Studios and easy application process, the 2019 Camping World Bowl was soon deemed their destination.

After a day of thrill rides, they also plan to hit Cocoa Beach, about an hour's drive from Orlando, to see the Atlantic Ocean.

"I'm most excited to be able to use that break to be able to do something and not stay at home and be bored," said Elisabeth Klun, a senior member of the clarinet section. "To go get some sun. It's the middle of winter, South Dakota. To get nice and warm again, get to experience stuff, and get to play for a big crowd

in front of everyone, some really pretty music. I'm really pretty excited for it."

The drive will last 24 hours, plus stops. The band and chaperones plan to take three chartered busses from the high school parking lot at 9 p.m. on Christmas, drive overnight and through Thursday, and into Friday morning. They hope to return by midnight New Year's Eve.

"I think Frank Sinatra's pretty nice," Klun added. "I like his music and appreciate it a lot."

Seven chaperones are joining the students, plus Nettestad and assistant band director Cal Lipetzky. BVSD operations manager Ty Hentschel and his family will make the trip, too.

"If you're going to do it over Christmas break, you might as well go somewhere warm," Nettestad said, who's taken high school band groups to New York City in his previous director role. "It's not easy. It's hard to sleep on a bus."

The trip was coordinated in part through WorldStrides, which specializes in educational trips for students.

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Miner County Court News

Miner County Court Report
Cases Disposed 11/01/2019 - 11/30/2019

- Bilka-Skilbred, Amy Jo; Sioux Falls, SD**
Offenses:
 • Speeding on Other Roadways; Fine \$59.00; Court Costs \$40.00, Surcharges \$28.50
- Roti, Carson; Ramona, SD**
Offenses:
 • Unauthorized use of Vehicle by Restricted Licensee; Fine \$54.00, Court Costs \$40.00, Surcharges \$28.50
 • Failure to Make Proper Stop at Stop Intersection; Fine \$54.00; Court Costs \$40.00; Surcharges \$28.50
- Peer, Shilo; Artesian, SD**
Offenses:
 • Speeding on State Highway; Fine \$79.00; Court Costs \$40.00; Surcharges \$28.50
- Liebnow, Rodney Dean; Wolsley, SD**
Offenses:
 • Speeding on State Highway; Fine \$79.00, Court Costs \$40.00, Surcharges \$28.50
- Larsen, Teresa Ruth; Howard, SD**
Offenses:
 • Fail to Maintain Financial Responsibility; Dismissed - Motion by Prosecutor
- Vetter, Kristina Marie; Chelsea, SD**
Offenses:
 • Speeding on State Highway; Fine \$59.00, Court Costs \$40.00, Surcharges \$28.50
- Lewis, Mark; Clinton, NY**
Offenses:
 • Speeding on Other Roadways; Fine \$39.00, Court Costs \$40.00, Surcharges \$28.50
- Miller, Brett Timothy; Chicago, IL**
Offenses:
 • Hunt Within 660 ft of Dwelling/Livestock; Fine

- \$79.00, Court Costs \$40.00, Surcharges \$28.50
- Bartels, Ryan Bruce; Sioux Falls, SD**
Offenses:
 • Hunt Within 660 ft of Posted Dwelling; Fine \$129.00, Court Costs \$40.00, Surcharges \$28.50, License Revoked for 1 year
- Young, Chester Milburn; Lewisburg, KY**
Offenses:
 • Hunting from a Motor Vehicle; Fine \$129.00, Court Costs \$40.00, Surcharges \$28.50, License Revoked for 1 year
- Shumaker, Braydon Charles; Canova, SD**
Offenses:
 • Failure to Make Proper Stop at Stop Intersection; Fine \$54.00, Court Costs \$40.00, Surcharges \$28.50
- Langdeau, Lakota Spring; Sioux Falls, SD**
Offenses:
 • Impersonation to Deceive Law Enforcement Officer; Dismissed - Motion by Prosecutor
- Mentele, Andrew C. Howard, SD**
Offenses:
 • Hunt Within 660 ft of Dwelling/Livestock; Fine \$79.00, Court Costs \$40.00, Surcharges \$28.50
- Spader, John Anthony; Sioux Falls, SD**
Offenses:
 • Speeding on Other Roadways; Fine \$154.00, Court Costs \$40.00, Surcharges \$28.50
- Wernkedavis, Melissa Marie; Pierre, SD**
Offenses:
 • Speeding on Other Roadways; Fine \$59.00, Court Costs \$40.00, Surcharges \$28.50
- Wilson, Sierra Kyle; Pierre, SD**
Offenses:
 • Possession Controlled Substance in Schedules III or IV; Dismissed - Motion by Prosecutor
 • Use or Possession of Drug Paraphernalia; Fine \$204.00, Court Costs \$40.00, Surcharges \$28.50

- Moore, Colleen; Sauk Rapids, MN**
Offenses:
 • Speeding on Other Roadways; Fine \$154.00; Court Costs \$40.00; Surcharges \$28.50; Loudenburg, Dallas Eugene; Howard, SD
- Coughlin, Ramie R; Iroquois, SD**
Offenses:
 • Driving with Revoked (Not Suspended) License; Dismissed - Motion by Prosecutor
 • Fail to Maintain Financial Responsibility; Dismissed - Motion by Prosecutor
- Gerdes, Karen Michelle; Madison, SD**
Offenses:
 • Speeding on Other Roadways; Fine \$19.00, Court Costs \$40.00, Surcharges \$28.50
- Corbin, Debra E; Carthage, SD**
Offenses:
 • Speeding on Other Roadways; Fine \$154.00, Court Costs \$40.00; Surcharges \$28.50
 • Fail to Maintain Financial Responsibility; Dismissed - Motion by Prosecutor
- Schulz, Penny; Woonsocket, SD**
Offenses:
 • Speeding on Other Roadways; Fine \$39.00; Court Costs \$40.00, Surcharges \$28.50
- Schopp, Nicholas; Town and Country, MO**
Offenses:
 • Speeding on State Highway; Fine \$59.00, Court Costs \$40.00, Surcharges \$28.50
- Cavigielli, Ethan; Howard, SD**
Offenses:
 • Speeding on Other Roadways; Fine \$39.00, Court Costs \$40.00, Surcharges \$28.50

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Voice Grade Residential Service	\$18.00
Voice Grade Business Service	\$18.00
Federal Subscriber Line Charge - Single Line	\$6.50
Federal Subscriber Line Charge - Multi Line	\$9.20
Local Usage	Included
Dual Tone Multi-Frequency Signaling (Touch Tone)	Included
Single-Party Service	Included
Emergency 911 Services	Varies
Operator Service	Varies
Interexchange Service (Long Distance)	Varies
Directory Assistance	Varies

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Geographic areas where Alliance services are available: Alcester, Alvard, Baltic, Brandon, Carthage, Crooks, Garrytson, Howard, Hudson, Inwood, Larchwood, Lester, Lyons, Oldham, Ramona, Sherman, Valley Springs, and Rock County, MN (excluding inside Luverne city limits).

VETERANS AFFAIRS



Thinking About Health

By Trudy Lieberman, Rural Health News Service

Big Questions Underlie Debate About Making Health Care Accessible to All

In recent days, several tweets shared ominous news about the state of health insurance in the country. One tweeter said she bought an Affordable Care Act policy for a \$1,200 monthly premium and a \$7,500 deductible. By May, she said, she could no longer afford that premium.

Another tweeter said her 59-year-old friend would be paying \$900 a month in premiums with an out-of-pocket maximum of \$8,150. The friend has assets, but the insurance restricts where she can get care, a common policy feature.

A third tweeter was disgusted with his job-based coverage, which he told the world was his fifth insurance plan in four years. That's not an uncommon complaint among workers with employer-based coverage. The man's daughter has Type 1 diabetes, and the constant switching of doctors and plans was disruptive and hardly optimum for her health. It's time to disconnect health insurance from the job, he tweeted.

The tweeters were fed up with the price of coverage and were having trouble either paying for it or accessing care. Millions are in the same pickle. At the crux of their dilemma is the relentless rise in medical prices along with America's inability or unwillingness to provide health care to all its citizens and to establish a mechanism that can finally put the brakes on relentless price increases.

As Americans grow more

dissatisfied with their insurance arrangements, public discussion about the wisdom of switching to a system sometimes referred to as Medicare for All has grown. There's more press attention to this topic than I have ever seen. What's not been discussed, however, is how providing health care for everyone and controlling prices are interrelated.

New U.S. spending data show that the U.S. spent \$1 trillion more on personal health services in 2018 than in 2008. Hospital care accounted for 44 percent of the increase, physician services 23 percent and retail prescription drugs only 9 percent. With increases like those, dissatisfaction is bound to increase.

But in the current discussion of Medicare for All, which a few columnists are beginning to say should be put aside — one New York Times columnist argued that the moral and political case is now stronger for focusing on issues other than health care — the discussion has focused on why such a change won't work: how it will harm the big stakeholders; how much it would cost; and that Americans are satisfied with their current arrangements.

It is the fear of controls on prices, which other advanced countries have, that has kept the U.S. from changing its system for decades. If every American were in the system, including the 30 million who have no health insurance, it might make it easier for federal regulators to control

prices, which is what big stakeholders fear. It is the primary reason the idea of Medicare for All, or an equivalent plan, has never advanced very far.

There's another question that must be tackled before we can reach the point of providing coverage for everyone: Should America provide health insurance for every citizen?

The concept of solidarity — which loosely means a unity based on a community of interests, objectives, or standards — is the basis for the health systems in most European countries. It also undergirds our own Social Security retirement and disability programs, workers' compensation, and, of course, Medicare.

When it comes to health care, there is still no universal embrace of the concept of solidarity. But unless Americans agree that every citizen is entitled to medical care and a way to pay for it, this round of discussion about Medicare for All is as likely to fail as all the previous proposals.

But what about Obamacare, you might be thinking? Remember...

continued on pg. 10

SD Department of Veterans Affairs



SDDVA and Avera Partner to Enhance Veterans' End-of-Life Care

The South Dakota Department of Veterans Affairs and Avera have partnered to build a consortium of veteran volunteers to ensure that excellent care at the end of life is available for our veterans.

Avera@Home Hospice began a partnership with the We Honor Veterans program three years ago. The programs goals, while straightforward, require a collaboration between hospice professionals and leaders in veterans care. As Avera continues collaboration with the Department and partners, they will build a coalition of volunteers to provide veteran-to-veteran service.

"Veteran volunteers can share their training, history and common language," said Greg Whitlock, secretary of the South Dakota Department of Veterans Affairs. "Veterans never take off their uniforms, even when they retire or complete active service. Their core values of loyalty, duty, respect, selfless service, honor, integrity and personal courage are rooted in who they are."

Avera Hospice teams pro-

vide care in veterans' homes, long-term care facilities and rural hospitals.

"Whenever a physician recommends hospice care, we are there as a team to provide it," said Megan Enfield, lead social worker with Avera@Home. "When we provide it for a veteran, we now know how to make the experience more personal and relevant to their specific needs, as well as the needs of their families."

Whitlock said veterans have unique needs based on when and with which branch they served.

"When we can acknowledge their rank, and the facts about their enlistment and experiences, including those in combat or that led to injuries, we can make veterans realize we honor them," he said. "Veterans are more apt to open their doors and share their stories when we recognize their service. We can join them, as comrades, in remembrance as well as in celebration of accomplishments."

Whitlock said the voluntary commitment that Avera's care

continued on pg. 9

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Local Usage	Included
Dual Tone Multi-Frequency Signaling (Touch Tone)	Included
Single-Party Service	Included
Emergency 911 Services	Varies
Operator Service	Varies
Interexchange Service (Long Distance)	Varies
Directory Assistance	Varies

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Lifeline does not include any long distance. Long distance minutes are billed at the standard rate depending on which interexchange carrier the consumer subscribes to for long distance. Subscribers may receive the Lifeline credit on service offered in a bundle. Advertised rates do not include any applicable taxes or surcharges. Toll blocking at no charge and reduced deposits are also available.

The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A 2019 household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Households currently receiving more than one Lifeline service must select a single Lifeline service provider and de-enroll from the program with any other provider(s).

Lifeline participants must recertify their eligibility every year. Lifeline is a government program. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. The basic services described above are offered to consumers in Alliance's cooperative service area. If you have questions, call 1-800-701-4980 or visit www.alliancecom.net.

The Shopping Guide

PO Box 128, Canistota, SD 57012
 Phone: 605-321-9153 or 866-506-3244
 Fax: 605-296-3289
 Email: sg@andersonpublications.com
 Hours: Mon., Thurs., Fri. 9-4 Tues. 9am-1pm,
 (Closed Wed.) Meetings by appointment only. Call 605-321-9153
 for assistance.

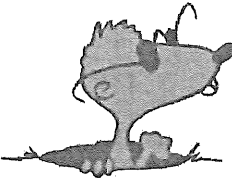
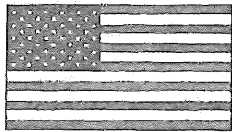
Your FREE Paper
 10,450+ Printed
 and Mailed Every
 Tuesday

RATES: Classified Ads - 35 words or less \$10.00 minimum - Additional words 10c Each PREPAID ONLY; 50-60 word Thank You - \$9.00 PREPAID ONLY. (if longer than 60 words, billed by the inch); 1 column x 3" Baby Shower, Bridal Shower, Wedding Dance, Birthday/Engagement/Anniversary Announcement Text Only - \$15.50, w/photo \$18.50; (if longer than 4" billed by the inch). Obituaries \$25.00 for 10 inches, longer obituaries have additional \$5 per inch charge. Send self addressed stamped envelope for photo return. 1 column x 2" Church Ad is \$9.00

Copy Deadline 4:00pm Fridays for printing the next week. Ads & Payments can mailed to Shopping Guide, PO Box 128, Canistota, SD 57012 or if you would like to pay by credit card please contact the main office at 605-296-3181 and ask for Donna.

Mailed directly to 10,450+ homes in the communities of Baltic, Chester, Colton, Crooks, Colman, Dell Rapids, Hartford, Humboldt, Garretson, Lyons, Rural Montrose, Renner, Sherman, Trent & Wentworth.

Kelly O'Gorman, Shopping Guide Manager (321-9153)
Randy Townsend, Area Sales Manager (595-2412)
Matt Anderson, Owner & Publisher (296-3181)



Alliance Communications

Universal Service Advertising Annual Rate Notice

Alliance Communications is a telecommunications provider who provides basic and enhanced services within its service territory. Basic services are offered at the following rates and charges:

Monthly Service Charges	
Voice Grade Residential Service	\$18.00
Voice Grade Business Service	\$18.00
Federal Subscriber Line Charge - Single Line	\$6.50
Federal Subscriber Line Charge - Multi Line	\$9.20
Local Usage	Included
Dual Tone Multi-Frequency Signalling (Touch Tone)	Included
Single-Party Service	Included
Emergency 911 Services	Varies
Operator Service	Varies
Interexchange Service (Long Distance)	Varies
Directory Assistance	Varies

Toll Blocking is available at no charge for low income customers that qualify. If you have any questions regarding the company's services and rates/charges, please contact us by visiting www.alliancecom.net or by calling 1-800-701-4980.

Geographic areas where Alliance services are available: Alcester, Alvord, Baltic, Brandon, Carthage, Crooks, Garretson, Howard, Hudson, Inwood, Larchwood, Lester, Lyons, Oldham, Ramona, Sherman, Valley Springs, and Rock County, MN (excluding inside Luverne city limits).

Classifieds

JORGENSEN REFINISHING
 Anything of wood. Also exterior house painting. Give Denny a call at 929-1852 for an estimate. Located at 305 E. 8th Street. Dell Rapids SD 57022. TFN

LOOKING FOR SOMEONE TO CLEAN a house in Colton. Please call Mark at 605-231-1342 122519-2lp

Chain Saw Sharpening Professional Grinding
 Bulk Oregon Chain Saw Chain in stock for most sizes. 605-428-5417
VIRG'S SERVICE Dell Rapids, SD

WANTED: USED CHRISTMAS TREES. Pick up available. Contact Brad 605-201-8177 1225119-2tc



Hartford Veterinary Clinic

For all your small animal needs.
 Veterinary Care. Pet Food. Supplies.

Mon. - Fri. 8am to 5pm
 Saturday 9am to noon
 Dr. Teri Michaels, DVM
605-528-3344
 903 N. Oaks, Hartford, SD

LOW INCOME ASSISTANCE AVAILABLE TO COOPERATIVE CUSTOMERS

Financial assistance through the federal Lifeline program is available to help qualified customers afford and maintain basic telephone or broadband Internet service. Lifeline provides a monthly bill credit of \$7.25 on either one telephone service (home or wireless) or \$9.25 on Internet service (home or mobile) per qualified household. Lifeline telephone service includes unlimited local minutes within the toll-free calling area. Local residential and business telephone service costs \$18/month and includes:

- Voice grade access to the public switched network or its functional equivalent
- Minutes of use for local service provided at no additional charge to end users
- Access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier's service area has implemented 911 or enhanced 911 systems
- Have toll limitation services available to qualifying low-income consumers

Lifeline does not include any long distance. Long distance minutes are billed at the standard rate depending on which interexchange carrier the consumer subscribes to for long distance. Subscribers may receive the Lifeline credit on service offered in a bundle. Advertised rates do not include any applicable taxes or surcharges. Toll blocking at no charge and reduced deposits are also available.

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Lifeline participants must recertify their eligibility every year. Lifeline is a government program. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. The basic services described above are offered to consumers in Alliance's cooperative service area. If you have questions, call 1-800-701-4980 or visit www.alliancecom.net.

Mail Your Classified Ad

FILL IN AND MAIL THIS FORM TO
 The Shopping Guide
 P. O. Box 128 - Canistota, SD 57012
 OR sg@andersonpublications.com
 OVER 29,000 READERS EVERY WEEK!
 PUBLISHED WEEKLY -- READ DAILY

Enclose Check with this form or add \$2 if we must bill you!
 This Form is for Classified Ads only.

\$10.00	\$10.10		
\$10.20	\$10.30	\$10.40	\$10.50
\$10.60	\$10.70	\$10.80	\$10.90

Include name and address if we must bill you.
 Enter your ad, 1 word to a blank, and last blank indicates your cost for one weeks insertion. Classified word ads only.
 This form is not for birthdays, anniversaries, engagements.
 35 words or less \$10.00 minimum - Additional words .10c Each

Friday 4 p. m. Deadline

Start Date _____ Number of weeks _____
 Total Remittance \$ _____

New Customer packet notice -mailed to customer w/in 30 days of new service

Captioned Telephone Customer Service

English: 888-269-7477
Spanish: 866-670-9134
E-mail: info@hamiltoncaptel.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: www.fcc.gov.

Equipment Distribution Program

The Iowa Equipment Distribution Program called Telecommunications Access Iowa (TAI) helps pay for specialized equipment for Iowa residents who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment.

To apply for specialized equipment online, visit www.relayiowa.com/tai or contact: Telecommunications Access Iowa

6925 Hickman Road
Des Moines, IA 50322
TTY: 515-282-5130
Voice: 515-282-5099
Voice/TTY: 800-606-5099
Fax: 515-237-3917
E-mail: teleiowa@aof.com

Pay Phones: The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Callers may simply dial 711 or the toll-free number for Relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

Emergency Calls: In the event of an emergency, call 911 or your local emergency services TTY number directly. Relay centers will make every effort to assist in emergencies. Note that relay centers are not 911 centers and do not assume responsibility for the call.

MINNESOTA RELAY

Minnesota Relay is a free service providing telephone accessibility to people who are hard of hearing, deaf, deafblind, or speech disabled.

Dial 711 to Make a Relay Call: 711 is a toll-free, nationwide relay access number. You may dial 711 from anywhere in the country and be connected to the relay service in the state you are calling from. Once connected to the relay service, inform the communications assistant of the type of relay call you wish to make (i.e. HCO, VCO, STS, Spanish, etc.). The 711 access number is easy to remember. However, dialing the toll-free number specific for the type of relay call you wish to make may result in faster call set-up, as your call will not need to be transferred.

The 711 dialing access does not work for Video Relay Service (VRS), Internet Protocol (IP) Relay, or IP Captioned Telephone Service (IP CTS) calls. To initiate a call to a VRS, IP Relay, or IP CTS user just dial the party's 10-digit telephone number directly.

Hearing User: 1-800-627-3529 A hearing person may use a standard telephone (wired or wireless) to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

CapTel™ Captioned Telephone 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.

Voice Carry Over (VCO): 1-877-627-3024 VCO is an option for a person who can speak clearly, but has hearing loss significant enough to prevent them from hearing and understanding conversations over the telephone.

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.

Speech-to-Speech (STS): 1-877-627-3848 STS allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer.

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 and receive phone calls.

Spanish Relay: 1-877-627-5448 Relay services are also available to Spanish speaking individuals with a hearing or speech disability. This is not a translation service. A communications assistant relays the call between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person. Dial the Spanish Relay toll-free number and tell the CA the type of relay call you wish to make. Para Relay en español, llama 1-877-627-5448. No es un servicio traducción.

Internet Protocol (IP) Relay is a text-based form of relay service that uses the internet, rather than a traditional telephone line and TTY, for the leg of the call between the person with a hearing or speech disability and the relay communications assistant. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. For more information go to www.sprintrelay.com/services/sprint-ip-relay.

Video Relay Service (VRS) allows a person who uses American Sign Language to place phone calls by signing instead of typing. For more information regarding VRS go to www.fcc.gov/consumers/guides/video-relay-services.

Internet Protocol Captioned Telephone Service (IP CTS) uses a relay communications assistant to allow people who are hard of hearing to see captions of their telephone conversation on a display screen built into a specialized CTS phone, while also listening to what is being said using their residual hearing. Go to www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

WebCapTel is a web-based form of captioned telephone service that allows you to listen to the other party on the call using your phone (landline or wireless), while reading word-for-word captions on a computer or laptop (internet access required). For more information go to: www.captel.com/webcaptel.

Mobile Captioned Telephone Service apps make it easy to get captioned telephone service on select smartphones and tablets. For more information search "captioned telephone" in your device's app store/marketplace.

Compliments or Complaints: If you would like to file a complement or complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the calling to and from telephone numbers, the CA's identification number, and the nature of your complement or complaint.

You may also file a relay complaint with the Federal Communications Commission:
Online: www.fcc.gov/complaints

Voice: 1-888-225-5322
TTY: 1-888-835-5322
ASL via VP: 1-844-432-2275

Deafblind Transmission Speed: Minnesota Relay users with low vision who use a TTY equipped with a Telebraille or large visual display typically prefer slower typing speeds. The communications assistant will type at a normal speed, but the text will come across at a rate of 15 words per minute, allowing for a more readable transmission speed. Users may request to increase or decrease the transmission speed in increments of 5 words per minute.

Emergency Assistance: TTY callers should dial 911 or other existing emergency numbers directly in emergency situations. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in your call getting through.

International Calls: Relay users are able to place and receive calls from anywhere in the world (using English or Spanish languages only). Different requirements apply for international calling for internet-based relay calls. Ask your internet-based relay provider for their policy.

- Callers within the US can dial 711.
- Callers outside the US can dial 1-605-224-1837.

Public Payphones: Minnesota Relay users can make relay calls from payphones free of charge. Just dial 7-1-1 on most payphones and give the relay communications assistant the phone number that you wish to call.

Voice Mail/Answering Machine Retrieval allows relay users to retrieve voice messages on their answering machine or voice mail.

Telephone Equipment Distribution (TED) Program: If you meet certain eligibility requirements, you may qualify to receive telecommunications equipment at no cost.

Website: mn.gov/dhs - search for "TED Program"
Voice: 1-800-657-3663
VP: 1-866-635-0082
TTY: 1-888-206-6555

National Deaf-Blind Equipment Distribution Program (iCanConnect): If you have significant combined vision and hearing loss and meet federal income guidelines, iCanConnect can provide you with free communication equipment and software.

Website: www.icanconnect.org
Voice: 612-990-3834
Fax: 866-844-4689

Discounts for Telephone or Internet Service Costs: The federal Lifeline and state Telephone Assistance (TAP) programs provide monthly discounts on landline or wireless telephone service, or on internet (broadband) service, for eligible low-income customers. Only one Lifeline/TAP service discount is allowed per household.

Website: mn.gov/puc - search for "telephone assistance"
Voice: 651-296-0406 or 1-800-657-3782
E-mail: consumer.puc@state.mn.us

To learn more about Minnesota Relay Services:

Website: www.mnrelay.org
Voice/TTY: 1-800-657-3775
E-mail: mn.relay@state.mn.us

2019 Annual Notices



Dial 611 from any Alliance phone or call (605) 582-6311 from your cell phone. All notices to Alliance customers are available at www.alliancecom.net/notices

BACKUP POWER FOR HOME PHONE SERVICE DURING POWER OUTAGES

A backup power supply (battery) is required for your digital voice service to be in service in the event of a power outage. A backup battery, such as what Alliance Communications offers, will allow regular corded land line phones to work during a power outage and to maintain the ability to connect to 911 emergency services. When a power outage occurs, you should ensure that you have one CORDED single-line touchtone phone connected directly to your wall jack and the Optical Network Terminal connected directly to the Battery Backup Unit. If you connect a cordless phone, it will not function without a separate battery backup, and not all cordless phones are so equipped.

What Your Battery Can and Can't Do for You

Your backup battery allows you to continue to use your home voice service during a power outage. Without a backup battery, you will not be able to make any calls, including emergency calls to 911. Our backup battery does not provide power to any service other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options

Backup batteries are available directly from Alliance Communications. Please dial 611 from any phone with Alliance service, call (605) 582-6311 from your cell phone, or send an email to email@alliancecom.net.

Expected Backup Power Duration

The battery backup is expected to last up to 8 hours in the event of a power outage depending upon battery age, usage, and environment. The estimated life expectancy for the battery is 2-4 years depending on power outage frequency and environment.

Instructions for Proper Care and Use of Your Battery

Please follow the instructions included with your battery for proper use, storage, and care. Batteries should be stored in locations under normal room temperatures.

You should periodically remove and test your battery to verify both operation of the backup battery and its condition. The battery backup unit can be tested by unplugging it from the power outlet. If it is working correctly, the Optical Network Terminal will remain powered and regular corded landline phones will still work in the house. Make sure to plug the unit back in at the end of testing.

(BACKUP POWER CONTINUED ON PAGE 2)

BACKUP POWER (CONTINUED)

Battery backup units will display a battery light when the battery needs replaced. Please refer to the battery backup unit's instruction manual for details on the warning indicator lights and the battery replacement procedure.

Alliance Communications does not supply any warranty on the battery backup unit. If you have additional questions, please contact us by dialing 611 from any phone with Alliance service or call (605) 582-6311 from your cell phone.

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For more information on how to apply, visit www.alliancecom.net/phone/local-phone and select your state. Lifeline participants are required to recertify their eligibility on a yearly basis. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. The basic services described above are offered to all consumers in Alliance Communications' cooperative service area. If you have questions, please call 1-800-701-4980.

NATIONAL DO NOT CALL REGISTRY

You can register your home or mobile phone for free at www.donotcall.gov. After you register, other types of organizations may still call you, such as charities, political groups, debt collectors and surveys. To learn more, read the FAQs section. If you received an unwanted call after your number was on the National Registry for 31 days, report it to the FTC.

CALLER ID SPOOFING

The number on your caller ID says the person calling you lives in your area, but he could be halfway across the world. A scam called caller ID spoofing manipulates the number appearing on your caller ID display. Scammers know you will hesitate to reveal personal information if an 800 number, for example, appears on your caller ID display. Always be suspicious, especially when you're asked to provide personal information. Ask the caller for his name, telephone number and the organization he is representing and then hang up. Do not provide any information at this time. Call the organization back using the customer assistance number listed in the phone book, an official online directory, your account statement or bill. Do NOT use the number the caller gives you.

PRIVACY NOTICE

Your privacy matters to us. We pledge to protect your privacy and keep your trust. As we provide services to you, we gather information about the quality, technical configuration, type, destination, and amount of products and services you use. We also gather data during application processes. This information is known as Customer Proprietary Network Information (CPNI) and "Non Public Personal Information." Under federal law, you have a right and Alliance Communications has a duty, to protect the confidentiality of your CPNI. Alliance Communications will not disclose or sell this information, unless required to do so by law, or upon receipt of an affirmative written request by a customer. Alliance may share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors (billing and technical support vendors) that assist us in providing services. They share a duty to protect your CPNI. Know that we limit access to your personal information to employees, agents or contractors who must use the information to provide products and services to you. Our employee handbook, nondisclosure agreements and the law restrict further sharing of this information in order to guard your personal information. From time to time, we would like to notify you of additional products available from us outside of the existing business relationship we have with you. For example, if you have our local voice service, you may be interested to learn about specials on our cable television service. You have the right, under federal law, to be excluded from these special notifications. If it is acceptable to receive information about additional products and services, you need to do nothing. However, if you prefer to be excluded from these notifications, please call the business office by dialing 1-800-701-4980 or e-mail us at cpni@alliancecom.net within 30 days of your receipt of this notice. Ask us to limit your CPNI, and include your name and Alliance account number or Alliance phone number. We will screen you from all targeted notifications for the next two years. Your Alliance service is not impacted by this notification.

NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or

administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, visit www.usda.gov/non-discrimination-statement and complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.

CUSTOMER SERVICE ANNOUNCEMENT TO IOWA RESIDENTS

We're committed to providing you with quality service, and we hope that you'll bring any concerns to our attention so that we may find solutions. Below is a notice that the Iowa Utilities Board requires us to send to customers every year:

If you are unable to resolve issues with your utility service provider or have questions about utility service rules and requirements, the Board's Customer Service staff is here to assist you weekdays from 8 a.m. - 4:30 p.m., not including official state holidays.

Electronically: iub.iowa.gov/complaint-form

Email: customer@iub.iowa.gov

Phone: 877.565.4450

Mail or in person: 1375 E. Court Avenue, Des Moines, Iowa 50319

Fax: 515.725.7399

SOUTH DAKOTA RELAY

Relay South Dakota is a FREE public service that provides telephone accessibility to people who are deaf, hard-of-hearing or speech disabled. Simply dial 711 to be connected any time of the day or night.

- You can make calls 24 hours a day, 7 days a week, 365 days a year - with no restrictions on length or number of calls placed.
- A Communications Assistant will translate between the two different phones, speaking aloud whatever is typed, so the standard phone user can hear it, and typing whatever is said, so the text telephone user can read it.
- Service is available in English and Spanish.
- Calls can be made through a range of devices from caption phones

and TTYs (Text Telephones) to computers, tablets, mobile phones and even ordinary phones using amplifier devices. Free equipment is available upon request to eligible South Dakotans. Visit relaysd.com/contact-us/apply-now/#sioux-falls or call (866) 246-5759 Voice/TTY or (605) 362-2912 Voice/TTY

According to federal law, all conversations are kept private and confidential. No records of any conversations are maintained.

Relay Numbers To Know

All Services: 711

Customer Service: 877-866-8950

TTY: 800-877-1113

Voice: 800-877-1113

ASCI: 800-877-1113

Speech-to-Speech (STS): 877-981-9744

Spanish Service: 877-981-9743

Voice Carry Over (VCO): 877-981-2117

Hearing Carry Over (HCO): 800-877-1113

IOWA RELAY

Relay Iowa Service makes telephone conversations possible for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking on the phone.

Relay Iowa is available at no cost*, 24-hours a day, every day - making it possible for individuals who are deaf, hard of hearing, deaf-blind, or have difficulty speaking to communicate over the telephone.

Several relay service options are available to accommodate the needs of various users. Primarily, calls are conducted through the use of an assistive communications device such as a TTY, deaf-blind communicator, or other specialized equipment. Details regarding the available relay services in Iowa can be found online at www.RelayIowa.com.

When you connect with Relay Iowa, a Communication Assistant (CA) will facilitate your call - promptly, professionally and accurately. Whether you're connecting with family, friends or businesses, all relay calls are confidential and there are no records kept of relay conversations.

Relay Iowa Customer Care

P.O. Box 285

Aurora, NE 68818

Voice/TTY: 888-516-4692

Fax: 402-694-5110

E-mail: iarelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, please submit your concern in writing and mail to:

Iowa Utilities Board

1375 E. Court Ave., Rm. 69

Des Moines, IA 50319-0069

Voice: 877-565-4450

Fax: 515-725-7398

E-mail: customer@iub.iowa.gov

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Iowa para obtener más información sobre el servicio de retransmisión en español.

• Voz/TTY: 866-744-7471

• Fax: 402-694-5110

• Correo Electrónico: spanish@hamiltonrelay.com

(CONTINUED ON PAGE 9)