




STANDBY POWER DISCLOSURE

Fiber Telephone Customers

Milaca Local Link (the Company) has deployed a State of the Art network which includes Optical Fiber to the Premises. Service via this network requires and is conditioned on connection to customer provided AC and Includes standby batteries for continued service during temporary commercial power outages. Expected service availability utilizing the standard battery provided by the Company is 8 hours under normal use conditions. **Service is limited to Voice telephony during power outages** to preserve the capability for emergency calling. Standby service availability is also impacted by talk time and service is not guaranteed. **If your telephone device requires electricity, this battery will not provide power to that device and service will not work.**

The Optical Network Unit and standby battery are the property of the Company. The Company will handle all battery replacements to avoid possibility of damage to its network components. The Company monitors its batteries and has a replacement practice when their expected life of 5-7 years is exhausted. It is not possible for a customer to test the battery. An Extended Outage battery is also available per customer request for a fee. It will provide an expected service availability of 24 hours based on typical usage which is impacted by talk time and is not guaranteed.

This information is provided in compliance with FCC Order 15-98.



Returned Check Fee:

A returned check charge is a non-recurring charge that is applicable when a check is presented in payment for services and is subsequently returned by the bank unpaid. A service charge of \$30 will be imposed on any dishonored check.

Billing Information:

When are phone bills due? Milaca Local Link issues bills the 1st of each month that are due on the 20th of the same month. To protect your credit, please pay by due date. Please note, monthly charges are billed one month in advance.

Tips:

Always check your phone bill before paying it and call us if you have questions.

To ensure proper credit, please enclose the bottom portion of your bill along with payment.

Call us if you need to make special payment arrangements *before* the due date to avoid disconnection for non-payment.

Ways to make your payment:

1. By mail with the return envelope enclosed in your bill.
 2. After hours, using the drop box located at our office in Milaca.
 3. **By Automatic Payment Plan.**
 4. **By Electronic Bill**
- Payment online at www.milaca.net.



Milaca Local Link 2020 Notices

Available Service

Milaca Local Link offers the following local exchange telecommunications services to all consumers throughout its defined service area:

- Voice grade access to the public switched network;
- Local exchange service including an amount of local usage free of per minute charges under a flat rated local service package;
- Dual tone multi-frequency signal
- Single party service
- Access to emergency service
- Access to operator services
- Access to interexchange services
- Access to directory assistance; and
- Toll blocking without charge to qualified low income customers

Basic, local exchange residential monthly service rates, excluding EAS rates, are as follows: \$15.09

Subsidized discounts are available to customers meeting certain low-income criteria. Information concerning these plans is available from a Milaca Local Link representative at (320) 982-1000.

Milaca Local Link offers service within the city limits of Milaca.



Phone: 320-982-1000

CPNI Information from Milaca Local Link

Milaca Local Link strives to meet the needs of customers by introducing new telecommunications and communications related services and products and by making improvements to existing offerings. Your account information is **Customer Proprietary Network Information (CPNI)**, contained within our database, that helps us identify customers who might benefit from these new services and enhancements. Sometimes we would like to make you aware of additional products or services available from us outside the existing business relationship. For example, if you have our local exchange voice service, you may be interested in our long-distance package. However, per the FCC rules on CPNI, you have the option of being excluded from such internal targeted marketing services. CPNI is information created by virtue of the relationship between a carrier and a customer, including the quantity, technical configuration, type, destination, location, and amount of use of a customer's purchased telecommunications services (including specific calls a customer makes and receives) and related local and toll billing information. It does not include published information such as one's name, address or telephone number. Milaca Local Link will not share this data with any outside source except as necessary to provide the service(s) to which you already subscribe or if legally required to do so. You have the right under federal law to protect the confidentiality of your account information and CPNI and to restrict the use of this data, and we have responsibility to protect your data. To restrict the use of CPNI data identified in this notice, you must call or write to the business office. A denial for Milaca Local Link to use CPNI data will not affect the provision of any services to which you subscribe. Your approval or denial of our use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

Annual Notice to Residential Customers for Telephone Assistance Plan (TAP)

You may be eligible for assistance in paying your telephone bill if you receive benefits from certain low-income assistance programs. For more information or an application, contact **Milaca Local Link at 320-982-1000**.

Minnesota's Telephone Assistance Plan (TAP) offers a monthly credit on your landline telephone service. You may receive the TAP credit on one landline per household.

The telephone 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 living on Tribal lands
- Food Distribution Program on Indian Reservations (FDPIR) living on Tribal lands
- Tribally-administered Head Start (for those meeting income-qualifying standards) living on Tribal lands
- Tribally-administered Temporary Assistance for Needy Families (TTANF) living on Tribal lands

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 **2020 Federal Poverty Income Guidelines**:
(The federal poverty guidelines are typically updated at the end of January.)

Household Size	Income
1	\$17,226
2	\$23,274
3	\$29,322
4	\$35,370
5	\$41,418
6	\$47,466
7	\$53,514
8	\$59,562
For each additional person, add	\$6,048

For more information and to request an application, please contact Milaca Local Link at 320-982-1000.

Minnesota Relay

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 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. For more information and direct numbers on Minnesota Relay Services see www.mnrelay.org, Milaca Local Link Telephone Directory or call 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, this may delay the response to your call.

To file a Complaint Regarding Minnesota Relay

1-800-657-3775 or 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

www.fcc.gov/complaints

Voice: 1-888-225-5322

TTY: 1-888-835-5322

Telephone Equipment Distribution (TED)

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to hearing, speech or physical disability.

mn.gov/dhs/ted-program

Voice: 1-800-657-3663

ASL vis VP: 1-866-635-0082