

Are You Having Trouble Using the Phone Due to A Hearing or Speech Disability?

MINNESOTA RELAY is a free service that uses a specially trained communications assistant (CA) to facilitate the telephone conversation between a person who has a hearing loss or a speech disability and the person with which they wish to speak. 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.

EMERGENCY ASSISTANCE

TTY callers should dial 9-1-1 directly in 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
- Pre-paid calling card
- Carrier calling card
- Third-party billing

FILING A COMPLAINT

If you would like to file a complaint regarding Minnesota Relay, please call 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. To file a relay complaint with the Federal Communications Commission call toll-free at 1-888-225-5322 (voice) 1-888-835-5322 (TTY), or file online at fcc.gov/complaints.

For More Information on Minnesota Relay Services
1-800-657-3775 or
www.mnrelay.org

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.

For information on the TED Program go to their website at:
www.tedprogram.org or call:
1-800-657-3663 (voice)
1-888-206-6555 (TTY)

TO MAKE A MINNESOTA RELAY CALL JUST 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 (CapTel™)

CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). Requires a CapTel phone. If you wish to contact a person who uses a CapTel phone, dial: 1-877-243-2823.

Voice Carry Over (VCO): 1-877-627-3024

Allows a person who has difficulty hearing on the phone to voice their conversations directly to the other person on the call. The CA then types the other person's response to the VCO user. Requires a special telephone.

Two-Line VCO: 1-866-855-4611

Allows a VCO user to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls. Additional service and equipment requirements.

Hearing Carry Over (HCO): 1-800-627-3529

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/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

Text Telephone (TTY): 1-800-627-3529

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.

Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing, or speech disabled.

Speech-to-Speech (STS): 1-877-627-3848

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.

Computer (ASCII): 1-800-627-3529

Computer users can also 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.

Spanish Relay: 1-877-627-5448

Allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

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

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

TELE U WHAT

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email: info@paulbunyan.net
online: paulbunyan.net



BEMIDJI

1831 Anne St. NW
Bemidji, MN 56601
Phone (218) 444.1234
Toll Free (888) 586.3100
Monday - Friday 7:30 am - 6:00 pm
Saturday 10:00 am - 2:00 pm

Paul Bunyan Net

Monday - Friday 8:00 am - 7:00 pm
Saturday 8:00 am - 4:30 pm
NOTE: No walk-in customers after 6:00 pm, phone support only

GRAND RAPIDS

Grand Square
1220 S. Pokegama Ave.
Grand Rapids, MN 55744
Phone (218) 999.1234
Toll Free (888) 586.3100
Monday - Friday 7:30 am - 6:00 pm
Saturday 10:00 am - 2:00 pm

BOARD OF DIRECTORS

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Bemidji, MN 56601

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TELE U WHAT

COOPERATIVE NEWS AND INFORMATION MARCH 2015



NCAA MARCH MADNESS
ON TNT, CBS, TBS, AND TRUTV
MARCH 17 - APRIL 6
WITH PBTv AND **EVERYWHERE**

DON'T MISS A SINGLE SHOT!

Don't miss a single shot on TNT, CBS, TBS, and truTV on Paul Bunyan Television, in high definition with PBTv HD, or on the go with PBTv Everywhere. PBTv Everywhere allows our TV customers access to various network shows, music, and even some live TV from their computer, tablet, or smart phone.

NCAA® March Madness Live® on PBTv Everywhere will provide an unlimited viewing experience throughout CBS Sports and Turner Sports' coverage of the entire tournament. Fans will have access to all games on TNT, TBS, and truTV on the digital device of their choice, by signing up and logging in to PBTv Everywhere, and all games broadcast on CBS with no registration required.

Whether viewing on a big-screen TV or a computer, tablet, or smart phone, PBTv subscribers can enjoy the excitement of March Madness anywhere they are and however they choose. With Turner's commitment to TV Everywhere, passionate fans can use NCAA March Madness Live® as either a first- or second-screen interactive experience to enjoy all 67 tournament games.

PBTv EVERYWHERE IS FREE TO ALL PBTv SUBSCRIBERS
VISIT PAULBUNYAN.NET AND LOOK FOR THE
PBTv EVERYWHERE ICON TO GET STARTED

stop writing checks with

easy pay

Easy Pay will automatically pay your bill directly from your bank account each month, so you don't have to send a check in the mail.

Call us to find out how to enroll in this free service from Paul Bunyan Communications.

DECEMBER

Paul Bunyan Communications Board of Directors conducted its monthly meeting on December 5, 2014. Also present were CEO and General Manager Gary Johnson, CFO Dave Schultz and Administrative Assistant Elaine Iverson.

- The Manager updated the board on our CLEC projects. Construction and new member sign-ups in the rural Park Rapids and Trout Lake areas were discussed. Construction is complete in Bemidji Fiber 1 where GigaZone will be offered in that area beginning in January. Access lines for the ILEC were reviewed.
- Digital video was discussed. PBTV Fusion and PBTV Lite were discussed. Network contracts up for renewal were discussed. Digital Services Supervisor Leo Anderson reviewed the specification of a software upgrade. A motion was made, seconded and carried to accept a bid for the software upgrade.
- The Manager updated the Board on data services.
- Topics and plans for the upcoming board/management strategic planning session were discussed.
- Network Operations Manager Rob St. Clair reviewed quotes for the purchase of fiber drop cable for construction in 2015. A motion was made, seconded and carried to accept the low quote as presented.
- The Manager reviewed available State and Federal opportunities to apply for.
- A motion was made, seconded and carried to approve a 2013 Federal Excise Tax Refund claim.
- Directors were designated to attend the MTA Legislative Day in St. Paul.
- Directors were designated to attend the MTA Convention in Minneapolis.

JANUARY

Paul Bunyan Communications Board of Directors conducted its monthly meeting on January 12, 2015. Also present were CEO and General Manager Gary Johnson, CFO Dave Schultz and Administrative Assistant Elaine Iverson.

- The Manager updated the board on our CLEC projects. New member sign-ups in the rural Park Rapids and Trout Lake areas were discussed. GigaZone service in Bemidji Fiber 1 is expected to be launched on January 22, with a press release distributed to the media. GigaZone service will be turned up in Trout Lake in February, followed by rural Park Rapids. Offering integrated, advanced WiFi with our GigaZone service offering was discussed. Access lines for the ILEC were reviewed.
- Digital video was discussed. PBTV Fusion and PBTV Lite were discussed. The recently completed three-year retransmission consent agreements with broadcast networks were discussed. Future subscriber rate increases were discussed.
- The Manager updated the Board on data services.
- Topics and plans for the upcoming board/management strategic planning session were discussed.
- Establishing a scholarship to the Leech Lake Tribal College was discussed. A motion was made, seconded and carried to establish a scholarship in the amount of \$500 per year to the Leech Lake Tribal College.
- The employee company Christmas party for 2015 was discussed.
- The Manager reviewed the current status of available State and Federal opportunities that we applied for.

Gigabit Internet service has come to Itasca County

Paul Bunyan Communications has activated its newly constructed network in the Trout Lake Township making it the first area of the GigaZone in Itasca County

“The GigaZone provides Internet capabilities unsurpassed by any other rural provider or region in the country. It not only provides the capacity to handle current communication technologies quickly and efficiently, it also meets the increasing demands of the next generation of broadband innovations,” said Gary Johnson, Paul Bunyan Communications CEO/General Manager.



“We started expansion of our communications network into the Trout Lake Township last summer. It is the first area in Itasca County to gain access to our Gigabit network and our additional GigaZone service options. This is only the start. As we continue to upgrade our existing network many more areas will also have GigaZone services made available to them,” added Brian Bissonette, Paul Bunyan Communications Marketing Supervisor.

Most current wireless routers cannot support GigaZone Internet speeds. To help, the cooperative is offering GigaZone Integrated Wi-Fi that uses the latest in advanced Wi-Fi technologies to maximize the in-home wireless experience. This service is free to all new GigaZone customers for the first six months, with a minimal charge thereafter.

GigaZone services are expected to be made available in March in the cooperative’s Park Rapids exchange which also includes the areas of Two Inlets, Dorset, and Emmaville. Additional GigaZone upgrades in 2015 are planned for Lake George, Big Falls, as well as more areas in and around Bemidji, Cohasset, and Grand Rapids. Ultimately the GigaZone will encompass the cooperative’s entire 5,000 square mile service area.

“We know that many of our members will want access to GigaZone services and we will make it available as quickly as we can. It will take us a few construction seasons to get it everywhere we serve but once done it will be one of the largest Gigabit networks in the United States.” added Bissonette.

GigaZone service options including Broadband Internet speeds of up to 1000 Mbps – a Gigabit. Members who subscribe to GigaZone Broadband can also add PBTV Fusion and/or low cost unlimited local and long distance GigaZone voice service. All current service options also remain available to cooperative members within the GigaZone.



Win a Trip to Washington D.C. Youth Tour Essay Contest

Area High School Juniors are encouraged to enter the Paul Bunyan Communications Essay Contest for a chance to attend the 2015 Youth Tour in Washington, D.C. May 30 - June 3, with all expenses paid by Paul Bunyan Communications.

Students interested in attending the Youth Tour need to submit a short essay, no more than 500 words in length, on why they would like to attend the Youth Tour. Students must be a junior in high school with their parent/guardian a member of Paul Bunyan Communications Cooperative.

The trip features a comprehensive overview of the telecommunications industry, including careers in telecom, the critical role telecommunications plays in rural America, and how legislative and regulatory decisions affect the industry. The tour allows youth to meet with members of Congress who represent rural constituents. They also participate in educational sessions about the Federal Communications Commission (FCC). Students visit some of the nation’s most historic sites, including Mount Vernon, the Smithsonian Museums, and a beautiful night tour of our Washington D.C.

“We hope that by providing our youth with telecommunications services comparable to those found in urban areas, as well as exposing them to cultural and educational opportunities, such as

the FRS Youth Tour, our youth will remain in and become active members in their rural communities,” said Brian Bissonette, Paul Bunyan Communications Marketing Supervisor.

The Foundation for Rural Service is dedicated to informing and to improving the quality of life throughout rural America. Each year, it organizes the Youth Tour, designed to educate rural youth about the telecommunications industry and the federal political process. The FRS is a subsidiary of the National Telecommunications Cooperative Association (NTCA), of which Paul Bunyan Communications is a member.

This is the 19th consecutive year that Paul Bunyan Communications has participated in sending a local high school junior to the Youth Tour.

Entries can be dropped off at our office in Bemidji or Grand Rapids, or they can mailed to:

**Paul Bunyan Communications Essay Contest
1831 Anne St. NW
Bemidji, MN 56601**

The deadline for entries is Friday, March 20

PBTV Adds 6 New HD Networks



	CH
KLVY HD (NBC Fargo)	511 ¹
WUCW HD (CW Mpls)	523 ¹
ESPN News HD	552
FXX HD	655
RFD TV HD	676 ²
OWN HD	692

¹ Broadcast networks only available to subscribers in Beltrami, Hubbard, and Cass County

² Requires subscription to PBTV Extra

KLVY HD is on channel 511 and is available to all PBTV HD subscribers in Hubbard, Cass, and Beltrami County. KLVY is the NBC broadcast affiliate out of Fargo, ND.

ESPN News is on channel 552. ESPNEWS is the definitive 24-hour sports news network from ESPN, the worldwide leader in sports. In conjunction with ESPNET SportsZone, the most-visited content site on the Internet, ESPNEWS will provide continuous scores, highlights, analysis, statistics and breaking news...making it “the” source for up-to-the-minute sports news.

FXX HD is on channel 655. FXX is a high-quality, engaging, versatile and forward-thinking network. FXX is a cable powerhouse for original comedy series like The League and It’s Always Sunny in Philadelphia. This August, FXX will be the exclusive cable home to over 530 episodes of The Simpsons.

RFD-TV HD is on channel 676. RFD-TV is the nation’s first 24-hour television network dedicated to serving the needs and interests of rural America with programming focused on agriculture, equine and the rural lifestyle, along with traditional country music and entertainment.

OWN HD is on channel 692. The network of self-discovery, connecting people to each other and to their greatest potential. We tell real-life stories that are emotional and entertaining and give you the tools to fuel your own self-discovery and live your best life.

Be the hero. Fight hunger.



March is National Food Share Month

March is National Foodshare Month and Paul Bunyan Communications is proud to continue our tradition of donating to every food shelf within or near our service territory again this year. Minnesota FoodShare’s March Campaign generates half of all the groceries distributed at Minnesota food shelves each year. The food and money that are received in the month of March are partially matched by Minnesota Foodshare. We encourage you to make a donation this month to your local food shelf too and help those less fortunate right here in northern Minnesota.

TO FIND YOUR LOCAL FOOD SHELF VISIT
www.MNHungerPartners.org