

Published by Paul Bunyan Rural Telephone Cooperative
An Equal Opportunity Employer

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

Apple Certified Repair

Monday - Friday 8:30 am - 5:30 pm

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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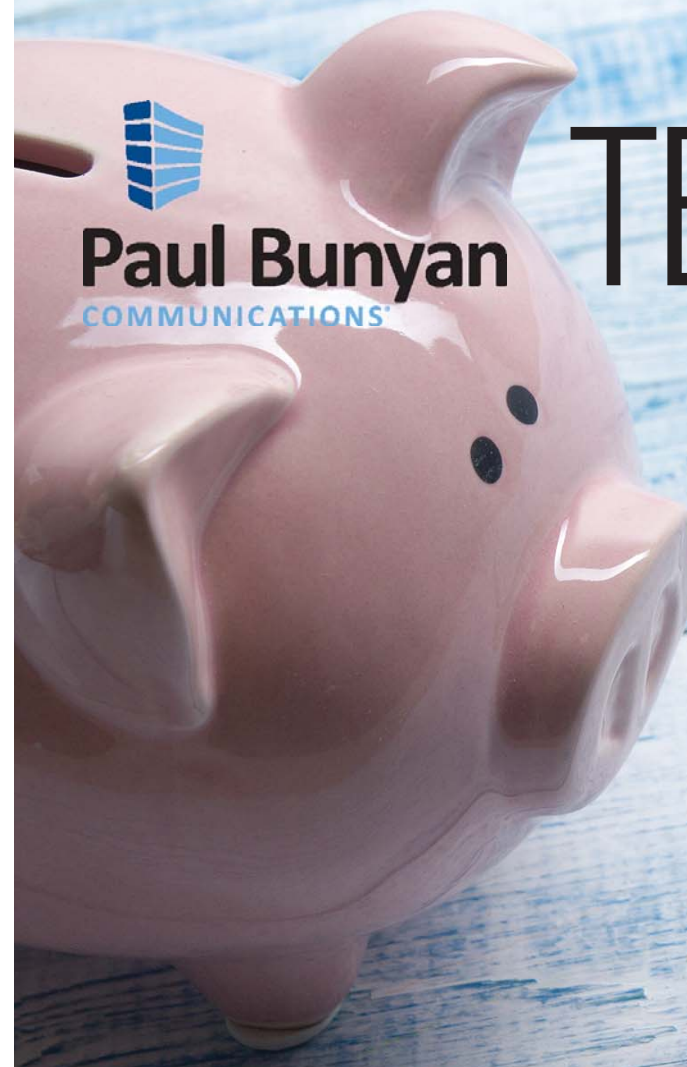
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City of Bemidji

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1831 Anne St. NW
Bemidji, MN 56601

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TELE U WHAT

THE COOPERATIVE ADVANTAGE

2018 Capital Credit Refund

Paul Bunyan Communications has returned over \$2.2 million to its members.

Paul Bunyan Communications is a not-for-profit company that strives to provide the highest quality service at the most affordable rates. As a cooperative, membership in Paul Bunyan Communications includes the opportunity to share in the financial success of the company. When profits are earned they are allocated to the members based on their proportional share of the allocable revenues. These allocations may then be returned to the individual members through capital credit retirements.

The state of our cooperative is very strong with over 22,000 members throughout our 5,500 square mile service territory. We have been very busy building one of the largest all-fiber optic rural Gigabit networks in the country, the GigaZone, which is revolutionizing the way members live, work, and play. It is rewarding to see all those efforts continue to pay off and return these profits to our membership.

For over 60 years we have been providing the latest in technology at cost. There is no membership fee to join Paul Bunyan Communications and there are no annual membership dues. All you need to do is subscribe to either one line of local phone or Broadband Internet service and you become a member. You get the latest in technology backed up by our talented team of over 130 local employees that all live and work here.

In a highly competitive industry with national competitors our cooperative has been successful because we put our region and our members first. We aren't worried about customers in Fargo, Denver, Minneapolis, or anywhere else. Our investments go here, back into our network, our services, and our communities.

If you were a member of the cooperative in 2002 and/or 2017 and accrued more than \$10 in total capital credit allocations, but do not receive a check by October 22, please contact us in Bemidji at (218) 444-1234 or Grand Rapids at (218) 999-1234.

YOU SHARE IN OUR SUCCESS

MANAGE YOUR ACCOUNT FROM ANYWHERE WITH SMARTHUB

- View/Pay your bill
- Add or change services
- Sign up for autopay or paperless billing
- Manage your notifications

Download on the App Store
GET IT ON Google Play

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 (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. 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.

For More Information on Minnesota Relay Services:
www.mnrelay.org
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, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

To file a Complaint Regarding Minnesota Relay
1-800-657-3775
Email: mn.relay@state.mn.us

You will need to provide the date and time of the relay call, 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
ASL via VP: 1-844-432-2275

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.

mn.gov/dhs/ted-program
Voice: 1-800-657-3663
ASL via VP: 1-866-635-0082

To make a relay call 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 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 (CA) 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 select smartphones. Go to: www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

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 and receive phone calls. Using a special text telephone, you type your conversation for the relay CA 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 are able to make your relay call using a computer, laptop, tablet, or select smartphones. Go to: www.sprintrelay.com.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to 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 CA 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, deaf-blind, 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 CA via an Internet-enabled device with a video camera. The CA 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/consumers/guides/video-relay-services.

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 CA then types the other party's response, which is displayed on the VCO user's text telephone.

GIGAZONE COMES TO AREAS OF CASS LAKE AND THE LEECH LAKE BAND OF OJIBWE RESERVATION SERVED BY PAUL BUNYAN COMMUNICATIONS

Areas of the Leech Lake Band of Ojibwe reservation and Cass Lake served by Paul Bunyan Communications now have access to Gigabit Internet speeds over an all-fiber optic network. Thanks to recent upgrades to the Cooperative's all-fiber optic communications network over 2,100 locations now have access to GigaZone services including Internet speeds up to a Gigabit per second.

"It's an exciting day for our cooperative members in the Cass Lake area and on the Leech Lake Reservation. The GigaZone will not only provide the capacity to handle current communication technologies quickly and efficiently, it will also meet the increasing demands of the next generation of broadband innovations. Our cooperative serves a portion of the Leech Lake Reservation

but we do not serve their entire geographic footprint. Working with the Tribal Council we anticipate expanding our network to even more locations on the reservation in the coming years." said Gary Johnson, Paul Bunyan Communications CEO/General Manager.

"We have been working on this as a team. We are very excited about the benefits it will bring to the Leech Lake Band members." said Leech Lake Tribal Chairman Faron Jackson.

The GigaZone is currently available to over 35,500 locations, making it one of the largest rural all-fiber optic networks in the United States!

Check out our online map at www.paulbunyan.net/gigazone/availability-map for current areas of the GigaZone as well as those that will be constructed/upgraded in the future



FREE ADMISSION / OPEN TO THE PUBLIC / FREE GAMING

GIGAZONE GAMING

CHAMPIONSHIP 2018

SATURDAY, OCTOBER 20TH

SANFORD CENTER - BEMIDJI

COMPETITIONS: MARIO KART 8, ROCKET LEAGUE, SUPER SMASH BROS., MADDEN NFL 2019, MAGIC THE GATHERING, **FORTNITE & OVERWATCH!**

OVER \$4,500 IN PRIZES!

FOR MORE INFO VISIT:
GIGAZONEGAMING.COM
FACEBOOK.COM/GIGAZONEGAMING

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