

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 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 response to your call.

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 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
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

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/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 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 are able to make your relay call using a computer, laptop, tablet, or smartphone.

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

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

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

Kathy Peterson, District 3
Inger-Wirt, Squaw Lake, Deer River, Dora Lake, Kelliher, Northome, Blackduck, Ash River, Big Falls

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Paul Bunyan
COMMUNICATIONS

1831 Anne St. NW
Bemidji, MN 56601

PRSRT STD
U.S. POSTAGE
PAID
PERMIT NO. 27
BEMIDJI, MN



TUESDAY	WEDNESDAY	TUESDAY	WEDNESDAY
DECEMBER	DECEMBER	DECEMBER	JANUARY
24	25	31	1
CLOSED AT 2:00 PM	CLOSED ALL DAY	CLOSED AT 2:00 PM	CLOSED ALL DAY

Emergency 24 hour repair will remain available and can be reached at 1-800-475-8309.

Paul Bunyan
COMMUNICATIONS™

COOPERATIVE NEWS AND INFORMATION • DECEMBER 2019

TELE U WHAT

Merry
CHRISTMAS
AND HAPPY
New Year



PLAY THE 5TH ANNUAL PAUL BUNYAN COMMUNICATIONS

PICK-IT BOWL CHALLENGE

PICK THE WINNING TEAMS OF THIS YEARS COLLEGE BOWL GAMES AND YOU COULD WIN A CREDIT ON YOUR PBC ACCOUNT

VISIT PAULBUNYAN.NET TO GET STARTED GAMES START DECEMBER 20TH

1ST PLACE \$500 CREDIT	2ND PLACE \$250 CREDIT	3RD PLACE \$100 CREDIT
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Must be 18 years of age or older. Limit one entry per person. Prizes not redeemable for cash. Void where prohibited. Some restrictions may apply. See Pick It Bowl Challenge website for complete contest rules.

SEPTEMBER

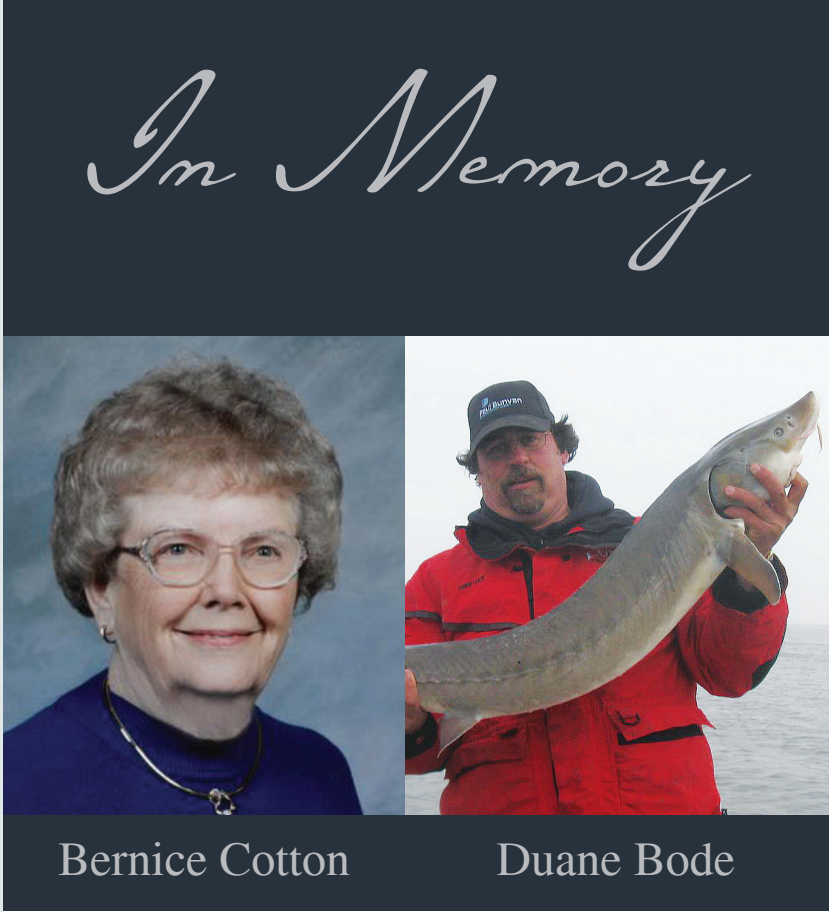
Paul Bunyan Communications Board of Directors conducted its monthly meeting on September 6, 2019. Also present were CEO and General Manager Gary Johnson, CFO Dave Schultz and Administrative Assistant Kalsie Vanasse.

- Financial reports, delinquent accounts, member lists, and other service reports were reviewed and approved.
- The CEO updated the Board on our voice, video, and data services. He provided customer counts and highlights related to our various lines of business and services. He discussed Internet speed changes that will be effective November 1. Speed will be increased on the lower tier services automatically at no additional cost.
- Marketing Supervisor Brian Bissonette joined to review the Economy/Lite package. He also discussed upcoming content negotiations.
- Director Glenda Martin gave an update on the Red Lake Business Fee.
- Board training opportunities were discussed.
- IT & Development Manager Steve Howard presented an overview of the broadband expansion grant applications for both the State of Minnesota's Border to Border Grant Program and IRRRB's Broadband Grant Funds. A motion was made, seconded and carried accepting the Board resolutions required by the application process which documents Steve Howard's authority to apply on PBC's behalf.
- The CEO gave his monthly report. He reviewed meetings he attended and upcoming meetings. He shared the retirement news of Vern Dosch from NISC. He gave an update on Bemidji Alliance. He discussed current construction projects in the Technology Park and the new Grand Rapids office.

OCTOBER

Paul Bunyan Communications Board of Directors conducted its monthly meeting on October 7, 2019. Also present were CEO and General Manager Gary Johnson, CFO Dave Schultz and Administrative Assistant Kalsie Vanasse.

- Financial reports, delinquent accounts, member lists, and other service reports were reviewed and approved.
- The CEO updated the Board on our voice, video, and data services. He provided customer counts and highlights related to our various lines of business and services. He discussed current construction and upcoming 2020 construction plans.
- The recent NTCA Fall Conference was discussed. Future roundtable topics were suggested.
- The CFO and representatives from CoBank reviewed refinance opportunities available.
- The CFO reviewed the most recent financials compared to budget.
- The 2020 Strategic Planning Retreat is planned for January 23-24.
- NTCA's 2020 Rural Telecom Industry Meeting will be held February 16-19 in Phoenix, AZ. Attendees and voting delegates were designated.
- The CEO gave his monthly report. He reviewed meetings he attended and upcoming meetings. He discussed current construction projects in the Technology Park and the new Grand Rapids office.



Bernice Cotton

Duane Bode

We mourn the recent passing of our friends and co-workers Bernice Cotton and Duane Bode.

Bernice Cotton, age 93, passed away on August 9, 2019. Bernice started working at the cooperative in 1964 in customer service and billing and she retired as supervisor of the department in 1987.

Duane Bode, age 57, passed away after a courageous battle with cancer on October 1, 2019. "Bode" worked at Paul Bunyan Communications from June of 1996 to July of 2017 in our outside plant department working on the construction of our network facilities and later transitioning to an install repair technician.

NEW OFFICE HOURS

New office hours for our Bemidji and Grand Rapids offices will begin on January 1, 2020. As always, emergency repair services will be available 24 hours a day, 7 days a week.

MON - FRI
7:30 AM - 5:30 PM

SAT
10:00 AM - 2:00 PM

APPLE® SERVICE CENTER
(BEMIDJI ONLY)

MON - FRI
7:30 AM - 5:30 PM

PB TV 5 NETWORKS ADDED



GRIT 177 / HD 677

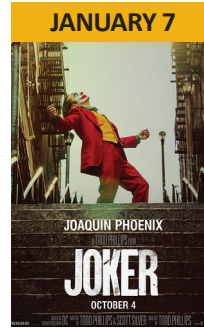
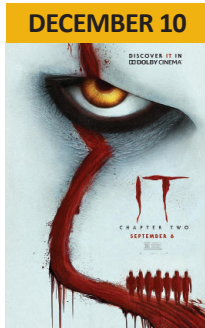
Featuring a lineup of western and action/adventure movies and series.

COURT TV 273 / HD 773

Court TV is devoted to live, gavel-to-gavel coverage, in-depth legal reporting and expert analysis of the nation's most important and compelling trials.

LAFF CH 167 / HD 667

Laff is comedy around-the-clock, presenting contemporary popular movies and off-network sitcoms such as Home Improvement, Night Court, That '70s Show, 3rd Rock from the Sun, and more.



FORMER DEER RIVER RESIDENT WINS 70" TV AT THUNDERHAWKS HOCKEY GAME

Brett Carlson won the TV on just the 2nd shot of the contest season

For the first time in the contest history, there was a winner of the Paul Bunyan Communications Hockey Hot Shots Promotion during the first Grand Rapids Boys Thunderhawks home hockey game of the season!

Brett Carlson, formerly of Deer River, made his shot at center ice at the Thunderhawks first game of the season Saturday, November 23 against Benildes St. Margaret during a period intermission. Brett was a graduate of Grand Rapids High School, was the Thunderhawks mascot for four years, and currently resides in Willmar.

"I was home for Thanksgiving so my family went to check out the Thunderhawks first game of the season. Ironically my dad had won Hockey Hot Shots back in 2012 so I figured I'd sign up to see if I could get a shot at it. I couldn't believe my name got called to play and then to make the shot was unreal." said Carlson.

COURT TV MYSTERY 196 / HD 696

Court TV Mystery's line-up is anchored in stories of crime and mystery and includes the long-running, top-rated crime series The First 48, Forensic Files, American Greed, FBI Files, Crime Watch Daily, Unsolved Mysteries and more.

BOUNCE 359 / HD 859

Bounce is the fastest-growing African-American network on television and features a programming mix of original series and movies, off-network series, theatrical motion pictures, specials, live sports and events and more.



CHAMP HUNTER BRANSON



CHAMP DOMINICK MCCLELLAN



FROM LEFT - 2ND BRANDON MILLER, CHAMP EMERY SKINAWAY, 4TH ZACH ANDERSON, 3RD MICHAEL MCGINNIS



1ST PLACE
CLEAN UP CREW
THOMAS BERG, EWAN NEWBOLD, TRISTAN JOURDAIN



2ND PLACE
SOME LUCK INVOLVED
JASON GORSKI, RYLEY LAVENTURE, DYLAN CLEVELAND



3RD PLACE
THE UNGENTLEMEN
RYAN KNIGHT, NATHAN GRAY, AARON AYUB

COSPLAY CONTEST



1ST PLACE
HANNAH SETHER



2ND PLACE
KHORI VAERCONUM



3RD PLACE
AARON GRUBICH

JR. COSPLAY CONTEST



1ST PLACE
VIVI ALLISON



2ND PLACE
WILLIAM COPENACE



3RD PLACE
CLEMENTINE POMP



ALEX LAWLOR
NOLAN KUCK



MATT RENGSTORF



MS. PAC-MAN
JAKE SCHAEFER

GALAGA
JASON BRAMA

DONKEY KONG
KENNETH CROCKER