



City of Windom Customer Proprietary Network Information (CPNI) Policy

The City of Windom has a policy of safeguarding personal customer information. When the City of Windom (WindomNet) provides service to you, we may collect certain information that is made available to us solely by virtue of our relationship with you. This information and related billing information is known as Customer Proprietary Network Information (CPNI). Such information includes details regarding the telecommunications services you purchase, including the type, destination, technical configuration, location and amount of use of such services. The Federal Communications Commission and other regulators require the City of Windom (WindomNet) to protect your Customer Proprietary Network Information (CPNI).

The protection of your information is important to us. We acknowledge that you have a right and we have a duty, under federal and state law, to protect the confidentiality of your CPNI. The City of Windom (WindomNet) will not use CPNI in any of its marketing efforts, and will not permit the use of or access to customer CPNI (other than information included in our directories and directory assistance service) by our affiliates or any third parties. We will use, disclose or permit access to CPNI only for the purposes permitted under 47 U.S.C. Section 222 (c) (1) and (d). The City of Windom will only disclose CPNI when the identity of the customer or an authorized person has been validated.

What will this mean for you?

Certain information regarding your telephone account cannot be released until we have validated your identity. When you call the office or stop in requesting telephone account information or changes to your account, the City of Windom Telecommunications (WindomNet) must confirm that you are the authorized person to receive the account information or make changes to the account. Only the person(s) whose name is on the account or authorized user(s) may have access to information on the account.

To validate your identity the customer service representative will ask you for one of the following items:

- Password
- Government Issued ID

This may seem inconvenient and unnecessary when living in a small town where most of us know each other. However, **we are required by Federal law to comply** with CPNI procedures.

What information requests require identity validation?

Only information regarding telephone accounts, such as:

- Questions regarding call detail.
- Services or features you receive from us.
- Any change to your telephone services including feature services. (When a change is made to your account, written notification will be mailed to you to confirm the transaction.)

The City of Windom Telecommunications (WindomNet) will continue to offer you the personal service you have come to expect and now we will take extra measures to ensure the protection of your privacy. If you have any questions, please do not hesitate to call us at 831-6129.

Qualifiers Receive Monthly Discount on Local Landline Telephone Service

YOU MAY BE ELIGIBLE FOR MONTHLY DISCOUNTS ON YOUR TELEPHONE BILL IF YOU RECEIVE BENEFITS FROM CERTAIN LOW-INCOME ASSISTANCE PROGRAMS OR MEET CERTAIN INCOME LIMITS.

Telephone Assistance Plan Program (TAP)

Under Minnesota's Telephone Assistance Plan (TAP), you can receive a monthly credit of \$10.00 which applies only to your landline telephone service plan and must be in the subscriber's name. There is one monthly credit per household.

Who is eligible?

Telephone service must be in your name and you must show proof you receive benefits under one or more of the following programs:

- Federal 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
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally-administered Head Start
- Tribally-administered Temporary Assistance for Needy Families (TTANF)

If you do not participate in any of the above programs, you may still qualify if you prove your income is at or below 135% of the federal poverty income guidelines:

Family of 1 = \$20,331
Family of 2 = \$27,594
Family of 3 = \$34,857
Family of 4 = \$42,120
Family of 5 = \$49,383

Attach any one of the following documents to your application to prove your income is at or below 135% of the federal poverty income guidelines:

- Last year's State, Federal or Tribal Tax Return
- Social Security Benefits Statement
- Current annual income statement from employer
- Retirement/Pension Benefits Statement
- Three consecutive months of most recent paycheck stubs
- Divorce Decree
- Veterans Administration Benefits Statement
- Child Support Document
- Unemployment/Workman's Compensation Statement

How do I apply?

Complete and sign an application which is available by contacting WindomNet at 831-6129 or online at:

<https://mn.gov/puc/consumers/telephone/>

Attach proof of income and mail it with the application to
WindomNet
PO Box 38
Windom, MN 56101

Could I become ineligible?

When you no longer participate in any of the qualifying programs listed above, you are no longer eligible for TAP. You are obligated by law to notify WindomNet at 831-6129 and advise us that you are no longer eligible for TAP.



For more information on TAP...

If you have questions about the TAP program or the application process, please contact

Windomnet at 831-6129

Complete the application, attach proof of income, and mail it to:

City of Windom
PO Box 38
Windom, MN 56101



Sign-up is easy for the Do Not Call Registry

WindomNet Telephone Customers can register their phone numbers for free, and the number will remain on the list until you remove them or discontinue service – there is no need to re-register numbers.

The Do Not Call Registry does not prevent all unwanted calls.

It Does Not cover the following:

- Calls from organizations with which you have established a business relationship;
- Calls for which you have given prior written permission;
- Calls which are not commercial or do not include unsolicited advertisements;
- Calls by or on behalf of tax-exempt non-profit organizations.

Rules for Telemarketers

- Telephone solicitation calls to your home before 8 am or after 9 pm are prohibited.
- Anyone making a telephone solicitation call to your home must provide his/her name, the name of the entity on whose behalf the call is being made, and a telephone number or address at which you may contact that entity.
- Company-specific do-not-call lists are available to consumers who wish to avoid telemarketing calls only from specific companies. For more information go to www.fcc.gov/cgb/donotcall
- If you have Caller ID, you should know when a telemarketer is calling you. Telemarketers are required to transmit Caller ID information and may not block their numbers.

Customers can register on-line for the national Do Not Call Registry by going to www.donotcall.gov.

To register by telephone, consumers may call 1-888-382-1222; for TTY call 1-866-290-4236.

You must call from the phone number you wish to register.

Go to the Website to...

- X** Register your home or mobile phone for free.
- X** Verify that you have registered your phone numbers
- X** File a complaint



Register a Phone Number



Verify a Registration



Submit a Complaint

Most telemarketers should not call your number once it has been on the registry for 31 days.

Scammers have been making phone calls claiming to represent the National Do Not Call Registry. The calls claim to provide an opportunity to sign up for the Registry. These calls are not coming from the Registry or the Federal Trade Commission, and you should not respond to these calls.

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 711. 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 911 directly in an emergency. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the 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 consumercomplaints.fcc.gov
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/deaf-hard-of-hearing
Voice: 1-800-657-3663
ASL via VP: 651-964-1514

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: <https://www.fcc.gov/ipcts>.

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 can make your relay call using a computer, laptop, tablet, or smartphone. Go to: <https://www.fcc.gov/ip-relay>.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability can 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: <https://www.fcc.gov/vrs>.

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.



443 10th Street, PO Box 38 Windom, MN 56101 **Phone:** 507-832-8000 **Fax:** 507-832-8010

Windomnet Fiber Telephone Service - Battery Backup Notice

We want to make sure you stay connected even during power outages. If your home is connected to Windomnet's fiber network, here's what you need to know about your phone services:

1. Backup Battery Power:

- To keep your phone working during power outages, you'll need a backup battery.
- If you have cordless phones, they also need a backup power source like an Uninterruptible Power Source (UPS).

2. No Backup, No Calls:

- Without a backup battery or alternative power source, you won't be able to make any calls, including emergency calls to 911.

3. Alarm System Users:

- Windomnet will no longer monitor your phone service's battery status for alarm systems.
- It's crucial to regularly test and replace your backup battery for reliable alarm system operation.

4. Options for Backup Power:

- You can purchase a Battery Back-up Power Supply or opt for Battery Back-up Power Service.
- Prices: 8-Hour System: \$75.00 + Tax; 24-Hour System: \$150.00 + Tax; Monthly Service Options also available.

5. What the Backup Battery Powers:

- The backup battery only supports voice services. Other devices like home security systems won't run on it.

6. Battery Lifespan and Conditions:

- Standard 8-hour batteries last about 8 hours. 24-hour option available.
- Environmental factors may affect battery life. Technicians will install it in a suitable location.

7. Proper Care Instructions:

- Follow detailed instructions for proper use, storage, and care to ensure the battery works during outages.
- Batteries are not rechargeable; replace them when testing shows low or dead battery.

8. Purchase, Replacement & Testing:

- Order directly through Windomnet at 507-832-8000.
- Battery Type: Sealed Lead-Acid, Estimated Lifespan: 3-5 years

9. Testing Recommendations:

- Periodically test your battery after professional installation to ensure it's operational.

10. Replacement Costs:

- Battery: \$50-\$150; - Professional Installation: \$50; - Batteries must be recycled, return them to Windomnet.

Remember, all timeframes are estimates, and conditions may vary. Windomnet is not responsible for lost, stolen, or damaged batteries. Take charge of your connectivity – it's your responsibility. Stay connected, Windomnet
