

# The Broadband Buzz

News from your local provider to keep you connected.

March 2024

## GoTo>TV is Now Available!

- ▶ Local Service & Support
- ▶ All Channels in HD
- ▶ Local Programming
- ▶ DVR & Restart TV
- ▶ Streaming Options
- ▶ Over 100 Channels Available



Check out our website [gototv.us](http://gototv.us) for a list of channel line-ups and pricing!

## Privacy Notice

MiBroadband respects your privacy and observes the privacy rules established by the Federal Communications Commission. MiBB will never sell your account information or provide details of your telephone calls to other parties, unless required by law enforcement. From time to time, we would like to notify you of additional products available from us outside the existing business relationship we have with you. However, you have the right to be excluded from these marketing campaigns. If it is acceptable to receive information about additional products and services, you need to do nothing. If you prefer to be excluded from these marketing efforts from MiBB, please complete, sign and return the form below and we will screen you from all targeted marketing programs. Your MiBroadband services are not impacted by this notification. Please do not hesitate to call our office with any questions.

*I have read this notice and prefer to opt out of MiBroadband's marketing of products and services outside of my existing scope of service.*

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## 2024

## Directory Cover

Thank you to Todd for submitting the winning 2024 directory cover photo!



"My name is Todd and I am a photographer located in Harmony, MN along with my wife Emily and our four children. I am an avid outdoor enthusiast and enjoy being out in nature. Outside of what I do day to day for work I recently started my photography business named Flying Squirrel Aerial Photography. With the support and motivation from my amazing wife, I continue to work on building my business. I hope you take the time to look at some of my work at: [flyingsquirrelphotography.myportfolio.com](http://flyingsquirrelphotography.myportfolio.com)"

## Call before you dig!

Digging without knowing the approximate location of underground utilities can result in damage to gas, electric, communication, water and sewer lines which can lead to service disruptions, injuries, and costly repairs. Remember to always call before you dig!

Minnesota - Call 811 or go to [www.gopherstateonecall.org](http://www.gopherstateonecall.org)

Iowa - Call 811 or go to [www.iowaonecall.com](http://www.iowaonecall.com)



## Your Local Technology Experts

507-886-6422 - [support@mibroadband.com](mailto:support@mibroadband.com) - [www.mibroadband.com](http://www.mibroadband.com)

*This institution is an equal opportunity provider and employer*

## 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](http://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](mailto: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](http://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](http://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.