



**Phone Handbook**

Handbook is subject to change.

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## Phone

### Products and Services

RS Fiber has reliable local and unlimited long distance Phone service. With advanced features and multiple options to customize your service there is something for everyone!

### Additional Service Options

RS Fiber offers a full range of services that help make your home telecommunications easier. Add value-priced options to your basic service to meet all your calling needs. Call your local Customer Care Representative today to get connected to any or all of these services.

### 3-Way Calling

3-Way Conference Calling is great to use for coordinating events. This feature allows you to speak with two people at the same time.

### 900/976 Blocking

Prevent unwanted long distance charges by restricting calls that begin with 900 or 976 service!

### Account Codes

Account codes allow you to automatically assign costs to appropriate persons, departments, or projects. When dialing long distance, the caller is prompted to dial their code (from a list of valid codes you provide). If a valid code is entered, then the long distance call is connected, and the code and call information is included on your bill. This feature can also be used to prevent unauthorized persons from placing calls from restricted phones.

### Anonymous Call Rejection/Call Blocking

Block incoming calls from callers who block their identity or block incoming calls from specific telephone numbers.

### Automatic Callback

Return a call to the last party who called or attempted to call you. Automatic Callback remembers the number and will automatically redial it for you if possible.

-This service is available per use or as a monthly subscription.

### Call Forwarding

If you are away from your home, send your calls to wherever you are. Call Forwarding allows you to receive phone calls at any location.

### Call Forwarding-Busy Line

Forward your calls to another phone number when your line is busy.

### Call Forwarding-No Answer

Allow incoming calls to ring (you decide the number of rings) and if the call is not answered within set number of rings, the call will be forwarded to another number.

### Call Forwarding-Remote Activate

Access and change your call forwarding configuration from any phone.

### Call Forwarding-Selective/Preferred

Route specified incoming calls to an alternate number.

### Call Reminder

Schedule the telephone to ring at a predetermined time to remind you of something important.

### Call Screening

Block unwanted and harassing calls by automatically rejecting numbers from a pre-assigned list you determine. Blocked callers receive an announcement stating that their call is not accepted by the called party.

## Call Trace

Call Trace records a caller's phone number and other information. If you receive a phone call that is unwanted such as an obscene, threatening or harassing phone call, take action! Use Call Trace. RS Fiber will provide the call record to your local police authority if you request legal action to be taken. This feature is enabled on your line automatically.

-This service is billed per use. The trace you request will only be sent to official authorities such as the local police. The customer may not receive a copy of the trace.

## Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you to another incoming call with a beep. You can put the original call on hold while you answer the second call.

## Caller ID

Caller ID Name and Number allows you to view the name and the number of the person or company trying to reach you. (Caller ID requires a special phone or plug-in unit that is sold separately.)

## Caller ID on Call Waiting

Gives you the benefits of the Caller ID service you've selected, plus the added bonus of seeing who's calling when you're already on the phone. (Requires both Caller ID and Call Waiting services and a special phone or plug-in unit that is sold separately.)

## Directory Assistance - Dial 411

Rates and surcharges do apply for directory assistance calls. RS Fiber provides up to 50 free directory assistance calls to the blind.

## Distinctive Ring

Keep incoming calls organized with this handy feature that allows up to three different phone numbers to ring on a single line. A special ring pattern is assigned to each phone number that identifies which number is being called. Great for home-based businesses, teenagers, or sharing voice and fax lines.

## Find Me Follow Me

Allow incoming phone calls to be received at different locations, on different phones. "Find Me" refers to the ability to receive incoming calls at any location. "Follow Me" refers to the ability to receive calls at any number of designated phones, whether ringing all at once, or in sequence.

## Home Intercom

This feature is enabled on all lines. To operate the service, dial your own phone number and hang up the phone. After you hang up the phone, all phones on your line will ring. When the phones are answered by two or more people, conversation may begin.

## Long Distance

You may choose almost any long distance carrier you wish. However, there are certain benefits to choosing RS Fiber Long Distance Service. Most importantly, with RS Fiber Long Distance, your long distance charges will appear on your RS Fiber bill. If you select any other carrier, you will be billed separately. To sign up for RS Fiber Long Distance Service, simply contact your local Customer Care Representative.

If you choose a long distance carrier other than RS Fiber, you must contact that company directly. Once you've signed up for your service, please contact RS Fiber to notify us of your selection.

After you've established service, it's a good idea to verify your long distance carrier. For your InterLATA carrier, simply dial toll free **(700) 555-4141** and for your IntraLATA carrier dial your 3-digit area code (these are the first 3 digits of your 10-digit phone number) and then **555-4141** from your phone line. You will receive a recorded message stating which carrier is assigned to that line.

For example: Brownton customers dial **(320) 555-4141**; Winthrop customers dial **(507) 555-4141**.

## Casual Billing

No matter which long distance carrier you choose, it is very important that you select a calling plan. Your local Customer Care Representative will assign your long distance calls to whichever carrier you choose; however, if you do not sign up for a particular plan, you will be billed as a "casual user" and charged as much as three times the normal plan rates.

## Toll Restrictions

For those concerned with the potential abuse of their phone, several long distance blocking restrictions are available. Call your local Customer Care Representative for details.



### **Non-Listed Number**

A non-listed phone number is a number that is not listed under a directory assistance service, such as 411. If you choose to have your number removed from the directory service, please let your local Customer Care Representative know. Charges for non-listed numbers will apply.

### **Non-Published Number**

A non-published phone number is a number that does not appear in a published directory of phone numbers, such as White Pages. If you choose to have your number removed from the published directory, please let your local Customer Care Representative know. Charges for non-published number will apply.

### **Operator Services**

Rates and surcharges do apply for Operator assisted calls such as Person-to-Person, Collect and Third Party.

### **Per-Call Block for Caller ID**

Per-Call Block is enabled on every line. The feature must be activated before each outgoing call you would like to block.

### **Phone Directory and Listing**

As a customer of RS Fiber, you will receive a free issue of the local Yellow Pages directory for your area. Your primary listing will also be included in the directory free of charge. Charges will apply for additional directory listings.

### **Repeat Dialing**

Let your phone dial that busy number for you, over and over, until it gets through. When the line is free, you will be alerted with a special ring and the call will be connected.

### **Selective Call Acceptance**

Selective Call Acceptance gives you the privacy you want, whenever you want. Just turn on your Selective Call Acceptance, and only the people on your list of preferred callers can get through.

### **SimRing**

Allow incoming calls to have multiple destinations ring simultaneously. The first destination to be answered is connected.

### **Toll Blocking**

Prevent unwanted local toll or long distance charges by restricting calls with toll charges. A free service!

### **Virtual Phone**

With RS Fiber's Virtual Phone service, you get a local phone number with a listing in the phone book and advanced voicemail functionality, without the cost of a traditional phone line. Virtual Phone provides easy access for message retrieval through the VM2-Go (Voicemail 2-Go) online portal. Setup is fast and easy and no special equipment is needed! With Basic Virtual Phone, incoming calls go directly to your customized voicemail box. With Premium Virtual Phone, you can choose to forward your calls to a traditional landline, mobile phone, or voicemail box, and get advanced features including voicemail to email, call forwarding, call screening, and more!

For more information on Virtual Phone, please see the RS Fiber Virtual Phone guide which is available online at [rsfiber.coop/support/phone](http://rsfiber.coop/support/phone) or for pick up at your local office.

### **Voicemail**

Never miss another important call. RS Fiber Voicemail takes your messages anytime you can't answer the phone. The best part is you can access your messages from anywhere through an easy-to-use telephone interface!

### **VM2-Go (Voicemail 2-Go)-Included with Call Management Portal**

VM2-Go, a feature-rich system, allows you to access your messages via a telephone interface, voicemail to email, or listen and manage online. If you are not sure which Voicemail option you have, please call Customer Care at **(800) 628-1754**.

For more information on Voicemail and VM2-Go, please see the RS Fiber Voicemail and VM2-Go guides which are available online at [rsfiber.coop/support/phone](http://rsfiber.coop/support/phone) or for pick up at your local office.

## Voice Conferencing

Get reliable, user-friendly voice conferencing.

## Getting Started with your Phone Service

### Calling Feature Quick Reference

#### Features:

- To use Anonymous Call Rejection, press **\*77**.
- To cancel Anonymous Call Rejection, press **\*87**.
- To use Automatic Callback, press **\*69**.
- To use Call Forwarding, press **\*72**.
- To cancel Call Forwarding, press **\*73**.
- To use Call Forwarding-Busy Line, press **\*90**.
- To cancel Call Forwarding-Busy Line, press **\*91**.
- To use Call Forward-No Answer, press **\*92**.
- To cancel Call Forward-No Answer, press **\*93**.
- To use Call Trace, press **\*57**.
- To cancel Call Waiting, press **\*70**.
- To use Per-Call Block for Caller ID, press **\*67**.
- To cancel Per-Call Block for Caller ID, press **\*82**.
- To use Repeat Dialing, press **\*66**.
- To cancel Repeat Dialing, press **\*89**.

#### Features that Require Lists:

- Call Screening
- Selective Call Acceptance
- Selective Call Forwarding
- Distinctive Ring

#### Options:

- To repeat the instructions, press **0**.
- To review the numbers on your list , press **1**.
- To turn the service on or off press **3**.
- To add a number to your list, press **#**.
- To delete a number from your list, press **\***.
- To delete all numbers from your list, press **08**.
- To add the last incoming number to your list, press **\*01#**.

## Anonymous Call Rejection/Call Blocking

### To use Anonymous Call Rejection

1. Press **\*77** on the phone's keypad.
2. Listen for the confirmation announcement.
3. Once you have a confirmation announcement, hang up the phone.

### To Cancel Anonymous Call Rejection

1. Press **\*87** on the phone's keypad.
2. Listen for the cancellation announcement.
3. Once you have the cancellation announcement, hang up the phone.

-Once Anonymous Call Rejection is activated, it remains activated until you cancel it. Incoming calls from calling party numbers marked as public or without calling party number information are not affected by this feature.

## Automatic Callback

1. Press **\*69** on your phone's keypad.
2. Listen for an announcement that will tell you the phone number of the party who last called you.

-There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside the area served by call return, you will hear a recording advising you that the call cannot be made. After a call during which you heard a "Call Waiting" tone, you can use "Automatic Callback" to return a call to the call waiting number.



## **Call Forwarding**

### **To use Call Forwarding**

1. Press **\*72** on the phone's keypad, then listen for a tone and a steady dial tone.
2. Dial the phone number to which all calls will be forwarded.
3. Listen for the tone, then hang up the phone.

### **To Cancel Call Forwarding**

1. Press **\*73** on the phone's keypad, then listen for a tone.
2. Hang up the phone.

## **Call Forwarding-Busy Line**

### **To use Call Forwarding-Busy Line**

1. Press **\*90** on the phone's keypad.
2. After hearing a dial tone, dial the number to which calls are to be forwarded.
3. Listen for the tone, then hang up the phone.

### **To Cancel Call Forwarding-Busy Line**

1. Press **\*91** on the phone's keypad.
2. You will receive a confirmation tone.
3. Hang up the phone.

## **Call Forwarding-No Answer**

### **To use Call Forwarding-No Answer**

1. Press **\*92** on the phone's keypad.
2. After the dial tone, dial the number to which calls are to be forwarded.
3. Listen for the tone, then hang up the phone.

### **To Cancel Call Forwarding-No Answer**

1. Press **\*93** on the phone's keypad.
2. Listen for the tone, then hang up the phone.

## **To Change the Number of Rings**

1. Pick up the phone receiver and listen for the dial-tone.
2. Press **\*94** on the phone's keypad.
3. Listen for the tone.
4. Enter the desired number of rings (from 0-9).
5. Listen for the confirmation tone, then hang up the phone.

-Each ring is equivalent to approximately 6 seconds. Programmable Ringing may only be activated from your voicemail equipped phone line. The default number of rings is 4. Please check with your local Customer Care Representative for the availability of Programmable Ringing in your area. This service may not be available for customers that are using multi-line or consecutive hunt groups.

## **Call Forwarding-Remote Activate**

### **To use Call Forwarding-Remote Activate**

1. Dial **(855) 711-4422**.
2. After hearing the recording, enter the phone number you would like calls to be forwarded from and your assigned security PIN number.
3. Listen for the tone then press **\*72** on the phone's keypad.
4. At the dial tone, dial the number to which calls are to be forwarded.
5. Listen for acknowledgment tone, then hang up the phone.

### **To Cancel Call Forwarding-Remote Activate**

1. Dial **(855) 711-4422**.
2. After hearing the recording, enter the phone number that is being forwarded and your security PIN number.
3. Press **\*73** and listen for the tone, then hang up the phone.



## Call Screening

### To use Call Screening

1. Press \*60 on your phone's keypad.
2. Listen to the voice instructions to guide you through the steps on how to turn Call Screening off or make changes to your Call Screening list.

### Call Screening Options

- To repeat the instructions for the Screening feature, press **0**.
- To review the Call Screening list, press **1**.
- To turn Call Screening on or off, press **3**.
- To dial a number to add to the list, press **#**.
- To dial a number you would like deleted from the list, press **\***.
- To delete the last number you heard on the list, press **07**.
- To delete all numbers on the Call Screening list, press **08**.
- To delete private numbers from the list, press **09**.
- To add the last incoming number to the list, press **#01#**.
- After all of the options have been completed, hang up the phone.

## Call Trace

### To use Call Trace

1. Hang up the phone after receiving the annoying call.
2. Lift the receiver and listen for the dial tone.
3. Press \*57 on the phone's keypad and then listen for the tone or announcement.

-After requesting a Call Trace, please call RS Fiber before the end of the next business day if you want the call investigated. You can contact your local Customer Care Representative at the number in the front of this book. You will not receive the trace record. At your instructions, RS Fiber will forward the call record to the local police authority. It is important you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number. If a Call Waiting tone is received during a call being traced, tracing will occur on the Call Waiting call rather than the original calling number.

## Call Waiting

### To end an Existing call and Answer a Waiting call

1. Hang up the phone and then allow the phone to ring and answer it.

### To hold an Existing call and Answer a Waiting call

1. Pick up the phone and if you hear a tone, press the switch hook or press the call waiting/flash key (if available on your phone set). The original call will be placed on hold and you can speak with the second caller.

### To Cancel Call Waiting Before Making a call

1. Press \*70 on the phone's keypad and then listen for three beeps and a steady tone.
2. Dial the desired phone number.

## Caller ID

### Use Caller ID to:

- See who is calling before you answer the phone
- Enhance security and help eliminate harassing calls
- Store the numbers and names of people who have called you
- Review the information later and return the calls at your convenience

### To use Caller ID

1. Wait for the start of the second full ring of your phone to answer.
2. The number and name of the calling party will appear on your display unit.

-This service requires a special display device connected to or on your phone in order for you to see the calling information (equipment not included.)

## Caller ID on Call Waiting

### Use Caller ID on Call Waiting to:

- Determine who is calling while you're on another call so you can decide whether to interrupt your current conversation
- Save money by avoiding interruption of long distance calls to answer unwanted calls



- Return calls you may receive while you're on the phone, rather than interrupt calls
- Enhance security and help eliminate harassing calls

### **To use Caller ID on Call Waiting**

1. When a call comes in, you will hear two signals. First, you will hear the traditional Call Waiting beep that alerts you to an incoming call.
2. Following that, you will hear a short tone which lets you know that Caller ID data is being downloaded to your display unit. The person with whom you are speaking will not hear any tone.
3. The 2nd calling party's number and name will appear on your display unit.

-This service requires a Caller ID on Call Waiting capable display device connected to or on your phone in order to see the calling party information (equipment not included.) Caller ID on Call Waiting is only active on your line while you are engaged in a phone conversation. If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any signal. You may override the Caller ID on Call Waiting feature on a per-call basis by performing the Cancel Call Waiting procedure. Incoming calls then receive a busy signal or will be sent directly to your Voicemail box if you have this service. No calling information will be displayed.

### **Per-Call Block For Caller ID**

#### **To use Per-Call Block**

1. Press **\*67** on the phone's keypad.

#### **To Cancel Per-Call Block**

1. Press **\*82** on the phone's keypad.

-A Permanent Call Block is available for some professionals and government workers with proper documentation. To disable Permanent Call Block, press **\*82**. This will allow your name and number to be viewed on a per-call basis.

### **Repeat Dialing**

#### **To use Repeat Dialing**

1. Once you receive a busy signal, hang up the phone, then lift the receiver and listen for dial tone.
2. Press **\*66** on the phone's keypad.
3. Listen for an announcement telling you the number is busy.
4. Hang up the phone.
5. You will hear a short-short-long ring when the line is free.
6. Your call will automatically be made when you lift the handset.
7. Pick up the phone handset and listen for the ringing.
8. Wait for the receiving party to answer and begin your conversation.

#### **To Cancel Repeat Dialing**

1. Press **\*86** on the phone's keypad and listen for the tone or announcement.

-While Repeat Dialing is activated, you may still make and receive other calls. Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled. You can use this feature for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which of the numbers it is. If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

### **Selective Call Acceptance**

#### **To set up Selective Call Acceptance**

1. Select up to 15 important numbers you want on your Selective Call Acceptance list.
2. Press **\*64** on the phone's keypad.
3. Listen to the instructions as they guide you through setting up Selective Call Acceptance.
  - a. Follow voice prompts to turn Selective Call Acceptance on or off.
  - b. Enter the Selective Call Acceptance numbers from your list.
  - c. Make any changes necessary to your Selective Call Acceptance list.

#### **Selective Call Acceptance Options**

- To repeat the recorded instructions press **\*64**.
- To review the numbers on your list press **0**.
- To turn Selective Call Acceptance on or off press **3**.
- To add a number to your list press **#** and follow the instructions.
- To delete a number from your list press **\*** and follow the instructions.
- To clear your list press **\*08#** and follow the instructions.

- To remove private entries only press **\*09#** and follow the instructions.

### **To Remove a Number from your list**

1. Dial **1** on your phone's keypad to review your list of Selective Call numbers.
2. Dial **07** and a recording will read a list of numbers.
3. After the recording reads the number to you press **\*** to remove the number.

-If the number is in an area not served by Selective Call Acceptance, a message tells you that your call can't be made.

## **Selective Call Forwarding**

### **The First time you use Selective Call Forwarding**

1. Select up to 15 important numbers you want for Selective Call Forwarding.
2. Press **\*63** on the phone's keypad.
3. Listen to the instructions as they guide you through setting up Selective Call Forwarding.
  - a. Follow voice prompts to turn Selective Call Forwarding on or off.
  - b. Enter the Selective Call Forwarding numbers from your list.
  - c. Make any changes necessary to your Selective Call Forwarding list.

### **Selective Call Forwarding Options**

- To repeat the instructions press **0**.
- To review the numbers on your list press **1**.
- To remove a number from your list press **\*** then dial the number.
- To turn Selective Call Forwarding on or off press **3**.

### **To add Numbers to your Call Forwarding list**

1. Press **#** on the phone's keypad and follow the voice prompts.

### **To Remove a Number from your list**

1. Dial **1** on your phone's keypad to review your list of Selective Call Forwarding numbers.
2. Dial **07** and a recording will read a list of numbers.
3. After the recording reads the number to you press **\*** and follow the voice prompts.

### **To Clear your list**

1. Press **08\*** on your phone's keypad and follow the voice prompts.



## Policies and Procedures

### What is an Extended Area Service (EAS) Call?

Extended Area Service (EAS) refers to local calls. Local calls are calls that you can make by dialing a 7-digit number to predetermined areas near your home. Monthly charges for EAS may be applicable and will be billed as a separate line item. This fee is not included in your local service fee and the amount will vary by community. EAS calls for customers of RS Fiber include the following communities:

Rate Center	EAS
Arlington	Green Isle
Brownton	Glencoe, Stewart
Buffalo Lake	Hector, Stewart
Fairfax	Fairfax
Gaylord	New Sweden
Gibbon	Gibbon
Glencoe (New Auburn)	Brownton, Lester Prairie, Plato, and Silver Lake
Green Isle	Arlington
Hector	Buffalo Lake, Cosmos
Lafayette	New Sweden, New Ulm
Le Sueur	Twin Cities Metro
Norwood	Twin Cities Metro
Stewart	Brownton, Buffalo Lake
Winthrop	Winthrop

<b>Twin Cities Metro Includes:</b>	Big Lake	Cambridge	Cokato	Enfield	Hastings	Henderson
	Howards Lake	Kilkenny	Le Center	Le Sueur	Lindstrom	Lonsdale
	Maple Lake	Montgomery	Monticello	Montwave	New Prague	North Branch
	Northfield	Plato	Princeton	Scandia Marina	Stillwater	Taylor Falls
	Twin Cities	Winstead	Zimmerman			

### National Do Not Call Registry

The National Do Not Call list is database maintained by the federal government. Under federal law, you may elect to use the National Do Not Call database to register your objection to receiving phone solicitations.

To Register for the National Do Not Call Registry:

Phone: **(888) 383-1222**

TTY: **(866) 290-4236**

Website: [www.donotcall.gov](http://www.donotcall.gov)

### RS Fiber E911 Service Policy

As a new customer, you can expect to enjoy the many benefits of RS Fiber Cooperative (RS Fiber) telephone service. Among these services is RS Fiber's reliable and easy to use E911 service, which operates much like those provided by traditional telephone companies. RS Fiber hopes that the need never arises; but in the event that you ever need to access emergency services such as fire, police or ambulance, you can do so from your telephone by dialing 911. When you dial 911, your call will be routed directly to the nearest public safety operator, who will dispatch the appropriate emergency service. To help emergency services quickly find you, your telephone number and address will be electronically routed to the operator.

### RS Fiber's E911 service will not operate if RS Fiber service has been suspended for any reason.

You will not be able to use RS Fiber's E911 service if your RS Fiber telephone service has been suspended for any reason including, for example, non-payment. RS Fiber's E911 service may not operate if your RS Fiber broadband connection is disrupted.

### **RS Fiber E911 service may not operate during a power outage.**

Your RS Fiber telephone network is supported by a backup system that provides emergency power in the event of a power outage. This backup system is designed to ensure the full-time availability of E911 services, but if power is unavailable you still may not be able to make 911 calls.

### **RS Fiber Provided Telephone Equipment:**

To ensure that 911 calls are properly routed do not move or relocate the RS Fiber provided customer premises equipment installed by an RS Fiber technician, whether within or outside of your home. If you use RS Fiber's services from an address that is different from the address where the RS Fiber equipment is installed, RS Fiber's E911 service will not function properly. E911 service also will not function properly if the RS Fiber provided customer premises equipment becomes disabled or damaged. In the event that the RS Fiber provided customer premises equipment becomes disabled or damaged or you are moving and need to change your service address, you must contact RS Fiber at **(800) 628-1754** or stop in and see us at any of our local retail offices. Do not remove or move the RS Fiber installed customer premises equipment; RS Fiber has trained technicians for this purpose. You must maintain alternative means of contacting E911 services in the event of any of the above occurrences. You should inform all users or potential users of your telephone about the E911 service limitations.

### **Third Party Applications and Services:**

Certain third party applications, such as Magic Jack or Vonage that use an Internet connection may under certain circumstances, such as (1) if our network or facilities are not operating or (2) if normal electrical power to the cable modem is interrupted would prohibit the use of 911 services. You also understand and acknowledge that the performance of a battery backup is not guaranteed. If the battery backup does not provide power, the cable modem will not function until normal power is restored.

For that reason, RS Fiber is not responsible for compatibility of third party application products.

### **Caller ID Spoofing tips**

If you have caller ID, you probably assume whatever shows up on the display is accurate and reliable. That could be a big mistake—and a costly one.

### **How Spoofing Works**

For tech savvy scam artists, caller ID is a favorite tool. Caller ID spoofing, where the caller manipulates the information that shows up on caller ID, making it seem like they are calling from anywhere they choose, is increasingly common. Scammers use it to trick victims into handing over their money or personal information. (Most recently has been Caller ID Spoofs by fake disaster recovery agencies.) Caller ID spoofing doesn't require a computer genius. In fact, it's easier than you might think. There are lots of web sites that sell spoofing "calling cards" which make spoofing as simple as just punching in some numbers. Other sites enable spoofing via a web-based system. "It's as easy as making a phone call," says Robert Siciliano, **IDTheftSecurity.com** CEO. "Most caller ID spoofing services only require a credit card to sign up and don't care or police how the service is used."

### **Scams Involving Spoofing**

In one common spoofing scenario, the unwitting victim gets a call from what appears to be the local courthouse or law enforcement agency. The caller claims the person has missed jury duty, failed to pay their taxes or otherwise gotten in trouble. Naturally, the person receiving the call becomes upset and disputes this, at which point the caller helpfully offers to clear up the mistake—once the victim provides their Social Security number and other personal info. Other variations of this scam involve crooks who appear to be calling from Western Union, a sweepstakes company (like those Publishers Clearing House scammers) or a bank.

Be warned: Spoofing can also be used by legit debt collectors and telemarketers. Although in the latter case, this violates federal regulations. The FCC prohibits telemarketers from blocking or disguising their caller ID information.

### **How you can Protect Yourself**

The first step in guarding against caller ID spoofing is to know it exists and not simply take what the callers ID says for granted. Scammers will say anything to get you to divulge data. If you feel you are being swindled, it is always suggested to hang up and call back. Don't call back the number they give you. Call a number that you get online or in the phone book.

### **For more Information Relating to The National Do Not Call Registry**

- Visit [www.fcc.gov/cgb](http://www.fcc.gov/cgb) to access the FCC's website.
- Visit [rsfiber.coop/about-us/policies](http://rsfiber.coop/about-us/policies) to access RS Fiber's website.

### **Minnesota Telephone Assistance Plan (TAP)**

TAP provides eligible persons with a monthly credit off their phone bill. For more information call your local Customer Care Representative.



## Phone Equipment Distribution Program

This program provides assisted phone devices to people who are hearing impaired, speech impaired and physically disabled. To make a relay call dial 7-1-1 or (800) 627-3529.

For more Information Relating to TAP:

Phone: (800) 657-3663

TTY: (888) 206-6555

Email: [ted.program@state.mn.us](mailto:ted.program@state.mn.us)

Website: [tedprogram.org](http://tedprogram.org)

## MN Relay System

The Minnesota Relay System (MRS) is a telecommunications service for speech and hearing-impaired customers.

### Communicate with Anyone who has a Phone

To use the Minnesota Relay System, the call you're making must begin or end in Minnesota and direct dial service (dialing one plus the area code and number) must be available on the phone you're using. The MRS allows you to make calls anywhere in the world. MRS allows Telecommunications Device for the Deaf (TDD) users to communicate directly to the person they called. By dialing the MRS 800 number, the TDD user will be connected to a Communications Assistant who then translates the TDD messages. Similarly, TDD users who would like to listen to the person they called may ask for Hearing Carryover. This allows them to listen to the person's voice and type a reply on the TDD. Again, the Communications Assistant will translate the TDD message.

### Your Calls are Private

Calls you make through the MRS are confidential. Communications Assistants are professionally trained to follow the strictest code of ethics and regulations.

### How to make Emergency Calls

1. Dial 9-1-1 from your phone.
2. TTY callers should dial 9-1-1 directly or other existing emergency numbers in emergency situations. All 9-1-1 centers are now equipped to handle TTY calls.
3. After 9-1-1 dispatchers answer the call, pressing the space bar may help to inform the dispatcher this is a TTY call.
4. Dial 9-1-1 directly, as using Minnesota Relay for 9-1-1 calls may result a delay in getting your urgent message through.

### How to Place a call

1. Dial 7-1-1 from your phone.

### Phone Numbers for Minnesota Relay

- TTY/Voice/HCO/ASCII (800) 627-3529
- VCO Direct (800) 627-3024
- STS (877) 627-3848
- Spanish Relay (877) 627-5448

For more Information on Minnesota Relay:

Minnesota Relay Consumer Relations

Phone: (651) 602-9005

TTY: (800) 657-3775

## Stop Yourself from Being Slammed

Slamming occurs when your local or long distance service is switched without your consent. You should always carefully check your monthly phone bill to verify that your service has not been switched without your authorization. At your request, RS Fiber can put a Local or Long Distance Carrier Freeze on your line for no additional charge. This precaution ensures your service will not be switched without your consent. If you would like a Carrier Freeze put on your line, please complete both sides of the attached form and return it with your RS Fiber bill payment.

## Phone Number Porting

If you are switching your telephone provider within the same geographic location and want to keep your current number, we will contact your previous telephone provider and "port" (or move) your number to RS Fiber service. When you move to a new geographic location, it is not always possible to keep the same number. Please contact RS Fiber at (800) 628-1754 to find out if you can keep your current number. The ability to port your phone number is protected under the Federal Communications Commission's "local number portability" rules.