

GRM NETWORKS® MONTHLY NEWS

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WELCOME!

Welcome to the new monthly newsletter from GRM Networks®! grm.mail is now GRM Networks® Monthly News. This monthly newsletter will be included with your bill, and will provide you with information and news you need to know.

OFFICE CLOSING

All GRM Networks® offices will be closed on March 25, 2016 for Good Friday.

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National Do-Not-Call List Deters Most Telemarketers Register online or call toll free today!

Residential subscribers have the right to object to receiving commercial solicitations. If you receive an unwanted call from a person or entity making a commercial telephone solicitation, you can request to be put on their no-call list. The calling person or entity must add your name and telephone number to their do-not-call list at the time of request. A do-not-call request must be honored for 10 years from the time the request is made. You may revoke this objection at any time. A more effective way to stop telemarketing calls is the National Do-Not-Call Registry.

Residential subscribers can register their number in the National-Do-Not-Call Registry to avoid receiving commercial telephone solicitations. You can register your home and cell phone numbers for free. Telemarketers covered by the National-Do-Not-Call Registry will have up to three months from the date you register to stop calling you.

Placing your number on the National-Do-Not-Call Registry will stop most, but not all, telemarketing calls. You may still receive calls from political organizations, charities, telephone surveys or companies with which you have an existing business relationship.

If your number has been on the National-Do-Not-Call Registry for at least three months and you receive a call from a telemarketer that you believe is covered by the National-Do-Not-Call Registry, you can file a complaint. To file a complaint, you must know either the name or telephone number of the company that called you, and the date the company called you. Telemarketers who are found to be in violation of the Do-Not-Call rules may be fined for each violation.

Consumers can register online today for the federal telemarketing Do-Not-Call list at <https://www.donotcall.gov>. You can also register by phone at 1-888-382-1222. For access via TTY, call 1-866-290-4236. Consumers signing up by phone must call from the number they want to register.

YOU MAY BE ELIGIBLE FOR ASSISTANCE WITH YOUR PHONE BILL

The **LIFELINE PROGRAM** is a federal government program which assists qualified low-income applicants with reductions in their monthly local exchange service rates. The applicant applies for a single telephone line at the applicant's principal place of residence. Qualified applicants shall have their monthly local exchange service rate reduced by \$9.25. Toll blocking is available at no charge to all **LIFELINE** customers.

To be eligible for **LIFELINE**, an applicant must participate in one of the following:

1. Medicaid (e.g. Title XIX/Medical, state supplemental assistance)
2. Supplemental Nutrition Assistance Program (SNAP)
3. Supplemental Security Income (SSI)
4. Federal Public Housing Assistance
5. Low-Income Home Energy Assistance Program (LHEAP)
6. Temporary Assistance to Needy Families (TANF)
7. National School Lunch Program (NSL) Free Lunch Program
8. Have an income at or below 135% of the Federal Poverty Guidelines

If you feel you qualify for **LIFELINE**, call 777 and ask your customer service representative to explain the application process.

**YOU MAY
ONLY RECEIVE
LOW-INCOME
ASSISTANCE FROM
ONE WIRELINE OR
WIRELESS
TELEPHONE
PROVIDER PER
HOUSEHOLD.**

4TH QUARTER 2015 GRM COMMUNITY IMPROVEMENT GRANT WINNERS

GRM Networks® has announced the 4th Quarter 2015 GRM Networks® Community Improvement Grant Program recipients.



The Decatur County Young Guns 4H Shooting Sports Club of Leon, IA was awarded \$250 to purchase two recurve bows.



Girl Scout Troop #494 of Princeton, MO is currently working on their Silver Award and they will use their \$250 grant to purchase supplies needed to make cage mats that will be donated to the Green Hills Animal Shelter.



The SCIT Theater Two of Leon, IA has been awarded \$500 for supplies needed to replace the surface of the stage.

The North Mercer Parents as Teachers program in Mercer, MO will use their \$250 grant towards the purchase of a laptop computer to be used during home visits within the district.



Since 1999, GRM Networks® has awarded 220 grants to deserving community organizations in its serving territory. To apply for a GRM Networks® Community Improvement Grant, visit www.grm.net or stop by any GRM Networks® business office and pick up an application. Questions should be directed to Cindy Roy, Marketing Representative, at (660) 748-2117. The deadline for 1st quarter grant applications is March 31, 2016.

RELAY SERVICE FOR THE HEARING/ SPEECH IMPAIRED

What is Relay Iowa?

Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the appropriate toll-free number provided below to connect with Relay Iowa. A Communication Assistant (CA) will ask for

the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their

phone conversations while reading word-for-word captions of what's said to them. To call a Captioned Telephone user, dial 1-877-243-2823.

How do I apply for specialized equipment?

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to www.relayiowa.com/tai/ or call 1-800-606-5099 V/TTY.

Access Numbers:

Dial 711 or
TTY/ASCII: 1-800-735-2942
Voice: 1-800-735-2943
VCO: 1-800-735-4513

Spanish: 1-800-264-7190
Speech-to-Speech: 1-877-735-1007
CapTel: 1-877-243-2823
Customer Care:
V/TTY: 1-888-516-4692

iarelay@hamiltonrelay.com
www.relayiowa.com

There is no charge to access Relay Iowa, although standard long distance charges apply.

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

GRM Networks® is an equal opportunity provider and employer.