

# GRM NETWORKS® MONTHLY NEWS

## CONTACT US

GRM Networks®  
Princeton Business Office

1001 Kentucky Street  
Princeton, MO 64673

Phone: 800-451-2301

Hours: M-F, 8 am - 12 pm &  
1 pm - 5 pm

GRM Networks®

Bethany Business Office

3406 Miller Street  
Bethany, MO 64424

Phone: 800-551-1930

Hours: M-F, 8 am - 5 pm

GRM Networks®

Leon Business Office

600 NW Church Street  
Leon, IA 50144

Phone: 800-551-1940

Hours: M-F, 8 am - 12 pm &  
1 pm - 5 pm

24/7 After Hours Support

800-721-2577

## 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.

## CONNECT WITH US!

 [facebook.com/grm.net](https://www.facebook.com/grm.net)

 @GRMnetworks

 [www.grm.net](http://www.grm.net)



## 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

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

An additional \$6.50 in monthly support is available to qualified **LIFELINE** customers through the Missouri Universal Service Fund (MoUSF). Disabled customers or customers with a disabled dependent may qualify for \$6.50 in monthly support through the MoUSF.

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

# 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](http://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

### Relay Missouri Service & How it Works

Missourians with hearing/speech impairments using a telecommunications device for the deaf (TDD) will be able to communicate with people using standard telephone equipment. Missourians without hearing/speech impairments using standard telephone equipment can call a TDD user. Relay Missouri will utilize specially trained agents located at the Relay Missouri Center to relay conversations between parties.

### Relay Missouri Service Center

This center will operate and handle calls 24 hours a day, seven days a week. The center relay assistants can instruct you in making long distance calls. To place a call using Relay Missouri, Dial 7-1-1. Or dial one of the toll free numbers below:

TTY/ACSII: 1-800-735-2966

Voice: 1-866-7435-2460

Spanish: 1-800-520-7309

Voice Carry Over: 1-800-735-0135

Speech to Speech: 1-877-735-7877

Customer Service Info.: 1-800-676-3777

PO Box 29230,

Shawnee Mission, KS

66201-9230

Email: [sprint.trscustserv@sprint.com](mailto:sprint.trscustserv@sprint.com)

Web: [www.relaymissouri.com](http://www.relaymissouri.com)

GRM Networks® is an equal opportunity provider and employer.