



Serving you since 1921

With employees who live and work in your community

HAPPY NEW YEAR

2021

Lincoln Login

January

December Round Up amount of
\$207.65 went to the
Lincoln Ambulance.
Thank you to all who participate!

We are doing our part to stop
the spread of COVID.
Our office doors are closed. Please
use the drive thru window. If your
business can't be handled through the
window you can call to set up an
appointment. Masks will be required.
Thank you for understanding!

**GO FULL SPEED
AHEAD**

**START THE NEW YEAR WITH NEW
INTERNET FOR YOUR NEW DEVICES.
CONTACT US FOR DETAILS.**

Comerstone Group © 2020

**Lincoln Telephone will be closed
Friday, January 1st for
New Years Day!**

The FUSC rate will go up to 31.8% on January 1, 2021.

***Did you know you can now pay your bill
online??***

Be sure to set up your online account through
SmartHub where you can pay your bill online,
through a mobile
device or set up autopay.

- Go to www.lincotel.net
- Click on the Smarthub link.
- Click New User Sign up to access our self service site.

You will need your account number and last bill amount.

Call 362-4216 if you have any questions.

Did you know LincTel offers Lifeline assistant for low-income customers? You may qualify if you participate in SNAP, Medicaid, Federal Public Housing Assistance, Supplementary Security Income, the Veterans and Survivors Pension Benefit or are at or below 135% of the Federal Poverty Guidelines. You can view the lifeline information at <https://www.usac.org>. Click on lifeline and it will take you to the links to see if you qualify, and to sign up for this assistance. If you sign up, don't forget to contact us so we can get the credit on your bill! If you need a paper copy to send in to USAC, we have those available at our office drive through window. Please call the office at 362-4216 if you have questions.

This institute is an equal opportunity provider.



Important Information Regarding Montana Relay

Montana Relay:

Montana Relay is a public service that guarantees all citizens access to prompt, professional and accurate communication through a 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. The helps ensure the ability to connect with family, friends or businesses with ease.

How Montana Relay works:

Dial 711 or the toll-free number listed below to connect with Montana Relay. A qualified Communication Assistant (CA) will ask for the area code and the 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.

Specialized Services:

Montana Relay offers specialized services for individuals who have difficulty speaking, including Spanish-speaking residents. Specially trained CAs are on hand to assist in these types of calls by dialing the associated number provided on this page. Since Montana Relay offers a variety of services please refer to the website listed or call Montana Relay Customer Care for more detailed instruction on how a particular call is processed.

Captioned Telephone:

Captioned Telephone is ideal for any individual that has a loss of hearing but are still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows users to listen to their phone conversations while reading word-for-word captions of what's said to them.

Access to Services:

Both 711 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 711 when trying to reach Montana Relay, please call Montana Relay Customer Care.

All TRS and English Captioned Telephone services are available 24 hours a day, seven days a week. Spanish Captioned Telephone is available daily from 6:00 a.m. to 10:00 p.m. MST. Consumers may place relay calls to English-speaking and Spanish-speaking people within Montana, across the United States and even internationally. Each conversation is handled with strict confidentiality.

**To place a call using Montana Relay,
dial 711 or one of the toll-free numbers below:**

TTY: 800-253-4091

Voice: 866-253-4090

VCO: 877-826-7161

Spanish: 866-225-1866

Speech-to-Speech: 877-253-4613

Customer Care Information:

800-833-8503 V/TTY

1006 12th Street

Aurora, NE 68818

relay@mt.gov

www.dphhs.mt.gov/detd/mtap

Captioned Telephone

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:
711 or 877-243-2823

Special points of interest:

Equipment Distribution Program

If you want to learn about the Montana Telecommunications Access Program, please call 800-833-8503. You may also visit <http://dphhs.mt.gov/detd/mtap/mtapequipment>.

Emergency Calls

Please note that 711 can only be used to reach Montana Relay. In an EMERGENCY you should continue to use 911. For emergencies, call 911 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Montana Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.