



*Serving you for 100 years*

*With employees who live and work in your community*



# Lincoln Login

## January 2024

December Round Up amount of \$194.53 went to the Lincoln Ambulance. Thank you to all who participate!

**Internet Problems....**  
Call our **FREE** Tech Support at 406-368-5505.  
They are available 24/7.  
This is considered a local call.

### Lifeline/ACP Discounts

Did you know LincTel offers Lifeline /ACP assistance 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 and sign up for these programs at [www.lifelinesupport.org](http://www.lifelinesupport.org). If you qualify for lifeline, you also qualify for the \$30 ACP broadband credit. You can access this application on the same website.

Don't forget to contact us with the acceptance code so we can get this credit applied to your bill!

If you need paper copies to send in to USAC, we have those available at our office.



*Please call us at 362-4216 if you have questions.*



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

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

You can pay your LincTel bill online, through a mobile device or set up autopay.

- Go to [www.linctel.net](http://www.linctel.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.**

**Don't forget to sign up for paperless billing—you will receive a one time \$10 bill credit!**

*Call 362-4216 with any questions.*



## 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.

May this year be full of hope in our eyes and love in our hearts.

### Christmas Trivia Answers

- 1) egg nog
- 2) four
- 3) Macy's
- 4) Blue Christmas
- 5) Paris
- 6) An angel got his wings
- 7) Tom Hanks
- 8) England
- 9) Treat every day like Christmas