

# C.R.S.T Telephone Authority

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June 9, 2005

**RECEIVED**

**JUN 13 2005**

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

Rolayne Ailts Wiest  
South Dakota Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501

Dear Ms. Wiest:

The C.R.S.T. Telephone Authority is responding to your letter dated June 07, 2005 regarding Docket TC05-058, In the Matter of the Review of Implementation of FCC Requirements for Lifeline and Link-Up Programs and the Development of Additional Outreach Efforts.

- 1) The ETC's lifeline and link-up forms and promotional material – see enclosures.
- 2) A description of how the ETC advertises lifeline and link-up, including the form of advertisement and how often it advertises –

See enclosed marketing list.

- 3) How the ETC is implementing the new certification procedures –
- 4) How the ETC is implementing the new verification procedures –

C.R.S.T. Telephone Authority has signed an agreement with NECA Services, Inc. (NSI) who will administer the Federal Lifeline/Link-Up program for our company. See attached Service Description.

C.R.S.T. Telephone Authority will be filing the verification sampling and number of outstanding replies to USAC by the June 22, 2005 deadline.

Sincerely,

JD Williams  
General Manager

**Lifeline/Link-Up marketing list (posters, information brochures, applications)**

**Eagle Butte**

- \*Post Office
- \*Social Service-BIA
- \*Social Service-CRST
- \*WIC-State/Tribal
- \*Indian Child Welfare
- \*Community Clinic
- \*IHS
- \*Local Business-COOP, Eagle Stop, Mni Mart, LTM, Deans Corner Market Telephone Authority
- \*C.R.S.T. Support Services

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**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

**Dupree**

- \*Social Service
- \*Post Office
- \*Local Business-Webb's General Store, Highway Cenex

**Isabel**

- \*Post Office
- \*Community Clinic
- \*C-Store

**Cherry Creek**

- \*Post Office
- \*Cherry Creek Clinic

**Red Scaffold**

- \*Red Scaffold Clinic

**Howes**

- \*C-Store
- \*Post Office

**White Horse**

- \*White Horse Clinic
- \*Post Office

**Swiftbird**

- \*Swiftbird Clinic

**Ridgeview**

- \*Post Office

Eagle Butte News, West River Progress, Isabel Dakotan  
Run Lifeline/Link-Up advertisement the last week of every month.

Runs twice an hour on two local channels (22 &30) 24 hours a day.

## Appendix A

### Service Description

On behalf of the Company, NECA Services (NSI) will administer the Federal Lifeline/Link-up Program rules in accordance with 47 C.F.R. Part 54. NSI will perform its obligations as set forth in the following:

#### Initial Company Set-up and Application Requests

NSI will:

Assign the Company a password for accessing its company specific Lifeline information via a secure FTP site.

Initially populate a Company specific Lifeline database with the Company's existing Lifeline customers.

Assign the Company a unique Toll Free access number to NSI's Call Center for it to direct all subscribers that want to apply for the Lifeline/Link-up benefit. Ensure availability to the Call Center 24hours/day, seven (7) days/week.

Provide trained call center representatives who will:

- Field and respond to questions regarding Lifeline/Link-up assistance and eligibility.
- Incorporate the subscriber's name, address, telephone number, and Social Security Number into the Company's specific Lifeline database and pre-populate a Lifeline/Link-up application.

Print customized Lifeline/Link-up applications and mail them along with non-postage paid return envelopes to the subscriber.

#### Initial Certification

NSI will:

Process returned applications within seven (7) business days of receipt.

Ensure that the subscribers have accurately completed and signed the applications and provided the required documentation.

Enter all application information into the Company specific Lifeline Database.

For applications rejected because of insufficient documentation, NSI will:

- Print and mail a customized rejection/status letter to the subscriber to inform them of documentation needed to resubmit the application.

For applications rejected because they do not meet the eligibility requirements, NSI will:

- Print and mail a customized rejection letter to the subscriber to inform them that they do not meet the Lifeline/Like-up qualifications.

For approved applications, no further correspondence will be sent to the subscriber.

Post a daily enrollment/rejection file to a secure FTP site for the Company.

Return certain documents, checks, cash and other items accidentally enclosed with an application to the subscriber.

### **Verification Process**

NSI will perform the following functions so the Company can report the results of the verification process to USAC by June 22, 2006 and each year following:

Work with the Company to determine the size of the verification, which will be at a minimum, a statistically valid sample of Lifeline consumers. The statistically valid sample will be based upon the guidelines as described in Appendix J of Report and Order FCC 04-87.

Determine the date of each annual verification process.

Print customized verification letters with return forms and mail them along with non-postage paid return envelopes to the selected subscribers.

Process returned verification requests and ensure that the selected subscribers have accurately completed and signed the verification documents and provided the required documentation.

Post a verification file to a secure FTP site for the Company.

Until further clarification from the FCC, NSI will work with the Company to determine the steps to be taken regarding subscribers that do not respond to the verification requests.

### **Record Storage**

NSI will:

Retain all Lifeline/Link-up documentation for as long as NSI administers the Federal Lifeline/Link-up Program for the Company.

## **Audit Support**

NSI will:

For an additional fee, assist in Company audits required by regulators.

## **Business Continuity & Disaster Recovery**

NSI has business continuity and disaster recovery procedures in place to assure continued service.

## **Note**

The service described above and pricing is provided for English language only. Documents and services requiring multi-language and region specific dialects will be priced separately.

NSI's performance of the services detailed below is contingent upon the Company providing to NSI all necessary data and information within the required format and timeframes.

## Link-Up Program

Link-Up provides telephone subscribers with a reduction up to \$100 (50% of the first \$60 and 100% of charges between \$60 and \$130) for connection and line extension charges for basic home telephone service.

## Lifeline Program

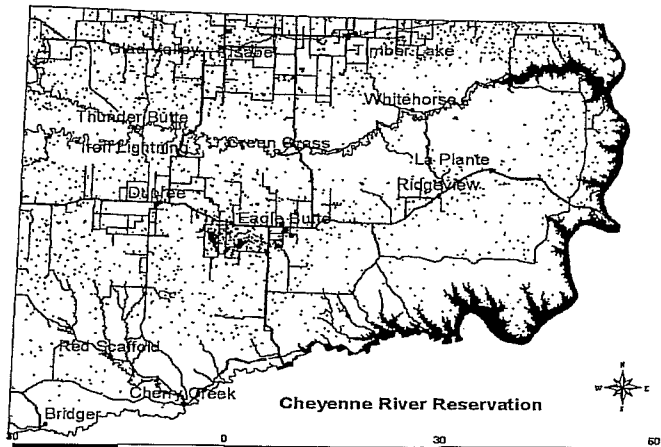
Deferred payments of connection charges, without interest, may be arranged for Link-Up subscribers. Lifeline support may reduce an eligible subscriber's basic local residential rate to \$1 per month. Lifeline subscribers may also receive long distant blocking on their telephone without charges.

## Qualifications & Application Instructions

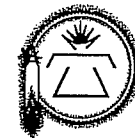
People who are currently participating in at least one of the following programs would qualify for Link-Up and Lifeline programs.

- (Medicaid (e.g., Title XIX/Medical, State Supplemental Assistance)
- (Food Stamps
- (Supplemental Security Income
- (Federal Public Housing Assistance
- (Low Income Energy Assistance
- (BIA General Assistance
- (Tribally Administered Temporary Assistance for Needy Families
- (Head Start (meeting income qualifying standards)
- (National School Lunch Program's Free Lunch Program

"Tribal land" for purposes of the Lifeline and Link-Up Assistance Programs includes the BIA definitions of "reservation". The term "*reservation*" means any federally recognized Indian Tribe's reservation, Pueblo, or Colony, and Indian Allotments.



## Enhanced Lifeline/ Linkup Programs for Eligible Residents Living on Tribal Lands



## C.R.S.T. Telephone Authority

100 Main Street  
P.O. Box 810

Eagle Butte, SD 57625

Phone: (605)964-2600

Fax: (605)964-1000

# Lifeline and/or Link-Up Assistance Application for Eligible Residents of Tribal Lands

Name: \_\_\_\_\_  
(Last) (First) (Middle)

Address: \_\_\_\_\_  
(Street) (City) (State) (Zip)

Telephone Number (if existing service): \_\_\_\_\_

Telephone Number where you can be reached or receive messages: \_\_\_\_\_

**Please answer the following questions (check appropriate lines):**

1. I am applying for: \_\_\_\_\_ Lifeline monthly telephone service discount  
\_\_\_\_\_ Link-Up telephone connection charge discount

Note: Telephone service must be in applicant's name.

2. I am an individual living on "Tribal Land" : \_\_\_\_\_

"Tribal land" for purposes of the Lifeline and Link-Up Assistance Programs includes the BIA definitions of "reservation." This means any federally recognized Indian Tribe's reservation, Pueblo, or Colony, and Indian Allotments.

Questions concerning this requirement should be directed to your local Bureau of Indian Affairs (BIA) Office.

3. I am currently receiving assistance benefits from at least one of the following program (s):  
Check all that apply.

- \_\_\_\_\_ Medicaid (e.g., Title XIX/ Medical, State Supplemental Assistance)
- \_\_\_\_\_ Food Stamps
- \_\_\_\_\_ Supplemental Security Income (SSI)
- \_\_\_\_\_ Federal Public Housing Assistance
- \_\_\_\_\_ Low-Income Home Energy Assistance
- \_\_\_\_\_ Bureau of Indian Affairs (BIA) general assistance program
- \_\_\_\_\_ Tribally administered Temporary Assistance for Needy Families
- \_\_\_\_\_ Head Start (meeting income qualifying standards)
- \_\_\_\_\_ National School Lunch Program's free lunch program

I agree to notify my local telephone company when I am no longer participating in any of the above qualifying public assistance programs.

I certify under penalty of perjury that the above information is true. I have read the information on this application and understand that I must meet the above qualifications to receive Lifeline and/or Link-Up assistance on my primary residential phone line.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Date

Social Security Number \_\_\_\_\_

# DO YOU QUALIFY FOR DISCOUNTED TELEPHONE RATES?

**C.R.S.T. Telephone Authority  
offers Enhanced Lifeline/Link-Up  
to qualifying customers who reside on or  
within the boundaries of the Cheyenne  
River Sioux Indian Reservation.**

**This program may decrease  
your monthly telephone bill by  
\$22.75 per month for residential  
customers and \$26.00 for  
farmers & ranchers.**

## **Eligibility Requirements**

**\*Medicaid** (e.g., Title XIX/Medical, State Supplemental Assistance)

**\*Food Stamps**

**\*Supplemental Security Income (SSI)**

**\*Federal Public Housing**

**\*Low-Income Home Energy Assistance**

**\*Tribally Administered Temporary Assistance For Needy Families (TANF)**

**\*Head Start** (meeting income qualifying standards)

**For More Information Contact:  
C.R.S.T. Telephone Authority  
605-964-2600  
Eagle Butte, SD 57625**



# **We aim to provide our customers with the most dependable service at the lowest possible costs!**

You may be eligible for discounted telephone service with C.R.S.T. Telephone Authority and the Enhanced Lifeline/Link-Up program.

Qualifying customers who reside within the boundaries of the Cheyenne River-Stoux Indian Reservation

This program can decrease your local monthly telephone service by as much as \$22.75 per month.

## **Eligibility Requirements:**

Medicaid (e.g. Title XIX, Medical, State Supplemental Assistance)

Food Stamps

Supplemental Security Income (SSI)

Federal Public Housing

Low-Income Energy Assistance

Tribally Administered Temporary Assistance for Needy Families (TANF)

Head Start (meeting income qualifying standards)

Household income is at or below 135% of the Federal Poverty Guidelines

For more information on Enhanced Lifeline Link-Up  
or to obtain an application please call

# **1-888-587-7035**