

May 16, 2005

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

RE: Docket No. TC05-058

RECEIVED
MAY 17 2005
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Dear Commissioners:

Golden West Telecommunications Cooperative, Inc. and its subsidiary companies, in response to the Commission's Order dated April 15, 2005, submit the following as its answer to the request for information with respect to the implementation of FCC requirements for Lifeline and Link-Up Programs and the development of additional outreach efforts.

REQUEST FOR INFORMATION

1. **Golden West Telecommunications (The Company)
lifeline and link-up forms and promotional material
Including the following companies:**
 - Armour Independent Telephone Company**
 - Bridgewater-Canistota Independent Telephone Company**
 - Golden West Telecommunications Cooperative, Inc.**
 - Kadoka Telephone Company**
 - Sioux Valley Telephone Company**
 - Union Telephone Company**
 - Vivian Telephone Company**

The forms of outreach utilized by The Company to publicize the (Tribal) Lifeline/Link-up Programs and supporting materials are described below and also available on-line at <http://www.goldenwest.com/second.asp?ID=lifeline-marketing>

Note: New applications and forms are being developed with assistance from NECA Services. Copies of these forms are attached.

2. **Description of how The Company advertises lifeline and link-up, including the form of advertisement and how often it advertises**

The various outreach methods used by The Company and the dates of those outreach attempts were as follows:

LIFELINE AND LINK-UP ONGOING ADVERTISING		
Advertising	Details on Advertising	Date
TV Guide and The Weather Channel	The Company periodically runs a scrolling message on the TV Guide Channel and The Weather Channel on the cable television systems it operates. The message informs people about the savings available through the Lifeline/Link-up Programs.	Ongoing
Billing Message	A monthly billing message on the standard and enhanced (Tribal) Lifeline/Link-Up Programs is included on customer bills encouraging qualified applicants to enroll in the Lifeline/Link-up Programs.	Oct. 2000 through present
Golden West Telephone Directory	The Golden West Regional Telephone Directory contains an application form for the standard Lifeline Program in addition to a form for the Enhanced (Tribal) Lifeline Program.	2001 to 2005 directories
The Company Web Site	The Company includes information on the Lifeline/Link-up Programs along with application forms on its website at www.goldenwest.com .	Oct. 2000 through present
Welcome Packets	Lifeline/Link-Up Information and Applications are included in the new customer packets mailed to new telephone subscribers.	Oct. 2000 through present
Artwork in the Business Office	Wall art in the business office features a lifeline customer and her testimonial promoting the safety and savings available through the Lifeline Program.	Oct. 2002 through present
Customer Service Contacts	CSR's have been asked to make customers aware of the Lifeline/Link-up Programs when applying for service or when making arrangements on bill payment.	Oct. 2000 through present
Technician Contacts	Technicians have been asked to make customers aware of the Lifeline/Link-up Programs whenever the opportunity presents itself.	Ongoing
The Company Newsletter	The Company newsletter that went to all existing customers contained articles on the (Tribal) Lifeline/Link-Up Programs along with an application form that could be completed and returned to the business office.	Sept. 2000

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
South Dakota Public Radio	A Company representative provided information to South Dakota Public Radio about the (Tribal) Lifeline/Link-Up Programs and asked that it be included on the station's National Native American News Update.	Oct. 2000
Employee Meeting with CSR's	A Company representative met with CSR's in the Wall and Hot Springs offices to make sure they understood and could better inform customers about the availability of the Lifeline/Link-Up Programs.	Oct. 2000
Meeting at CAP office	A Company representative met with residents of the Wanblee area at the local Community Action Program (CAP) office to answer questions about The Company and to make customers and potential customers aware of the (Tribal) Lifeline/Link-Up Programs. Those in attendance were encouraged to complete and return the application form if they were eligible and to also help their Elders and others complete the application form so they could also benefit from the Programs.	Oct. 2000
Inside Employee Workshop	The Company incorporated Cultural Awareness Training as part of its Inside Employee workshops with a guest speaker from the Pine Ridge Reservation.	Oct. 2000
Newsprint	A (Tribal) Lifeline advertisement ran in the Lakota Journal.	Oct. 2000
Public Service Announcement	A public service announcement on the (Tribal) Lifeline/Link-Up Programs was provided to KILI Radio on the Pine Ridge Reservation.	Oct. 2000
Letter to Reservation Customers	A letter was mailed to customers who were on the existing Lifeline Program making them aware of the (Tribal) Lifeline Program. The letter encouraged customers to complete and return an enclosed application form that would make them eligible for the \$1 a month rate and if applicable, a reduced installation rate.	Oct. 2000

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
Social Services Program	The BIA office in Aberdeen was contacted for the names of the department heads of the Social Service programs on the Pine Ridge Indian Reservation. A letter outlining the (Tribal) Lifeline/Link-Up programs was then mailed to those individuals along with several copies of the application form asking for their help in making their clients more aware of the program.	Oct. 2000
News Release	News releases were mailed to several area newspapers outlining the benefits of the new (Tribal) Lifeline/Link-up Programs.	Oct. 2000
Classified Section	In the event people didn't read the news release on the (Tribal) Lifeline/Link-up Programs, a teaser ad was developed for the classified section of newspapers encouraging people to enroll in the programs.	Oct. 2000
Employee Meeting in Kyle	A company official met with technicians from the Kyle area to update them on the new (Tribal) Lifeline/Link-up Programs and to provide them with copies of the application form. Employees were encouraged to share the information with new connects or while doing service work, etc.	Oct. 2000
District Coordinator's Office	Several (Tribal) Lifeline/Link-up application forms were mailed to the District Coordinator's Office for distribution to (Tribal) members.	Oct. 2000
Direct Mail Piece	A direct mail piece with bounce back card was mailed to all current telephone customers on the Pine Ridge Reservation.	Dec. 2000
Radio Promotion	The Company agreed to the sponsorship of an extensive winter sports package on KSDZ radio and used the ads to promote enrollment in the (Tribal) Lifeline Program.	Dec. 2000
Radio Advertising	The Company ran Seasons Greetings ads advertising the (Tribal) Lifeline Program on KILI radio during the 2000 Holiday Season.	Dec. 2000
Newsprint	The Company ran Season Greetings ads in local newspapers during the 2000 holiday season promoting the (Tribal) Lifeline Program.	Dec. 2000

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
Newsprint	The Company ran an ad in the Lakota Journal during the Lakota Nation Invitational Tournament promoting the (Tribal) Lifeline Program.	Dec. 2000
Welfare to Work Program	A Company representative met with the staff of the Welfare to Work Program and asked for their help in making more people aware of the (Tribal) Lifeline/Link-up Programs. Several application forms were left along with a quantity of self-addressed stamped envelopes in which to return the completed forms to The Company.	Jan. 2001
Direct Mail Piece	A second direct mail piece, identical to the one mailed in December 2000, was mailed to all box-holders on the Pine Ridge Reservation.	Jan. 2001
Mailing Application Forms	100 (Tribal) Lifeline/Link-up application forms were delivered to the Oglala Sioux Tribe (OST) Housing Office for distribution to their clients.	Jan. 2001
Newspaper Ad	An ad promoting the (Tribal) Lifeline Program was submitted to Indian Country Today to be used in their 2001 Pow-Wow Magazine.	Feb. 2001
Red Cloud Sports Calendar	An ad promoting the (Tribal) Lifeline Program was submitted for inclusion on the 2001-2002 Holy Rosary Red Cloud High School Sports Calendar.	Feb. 2001
Newsletter	The February 2001 Company newsletter had a follow-up article on the Lifeline/Link-up Programs.	Feb. 2001
Office Banners	Three 36 inch x 72 inch banners were made utilizing the same \$1 visual that was used on the previous direct mail pieces. Banners were used to promote the (Tribal) Lifeline Program in the Wall Business Office and other locations.	Feb. 2001
Magazine Article	The Company participated in a National Magazine to create more awareness among other telephone companies of the (Tribal) Lifeline and Link-Up Programs.	April 2001
Newsprint	The (Tribal) Lifeline Program was advertised in the Lakota Nation Journal.	April 2001

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
KILI Talk Show	Information on the (Tribal) Lifeline/Link-up Programs was provided to OST VP Teresa Two Bulls for use in one of her weekly radio broadcasts on KILI radio.	April 2001
Global Email	A global e-mail was sent to all Internet accounts on the Pine Ridge Reservation reminding them about the availability of the (Tribal) Lifeline/Link-up Programs and directing them to the Company website for more information.	Aug. 2001
Foster Grandparents Meeting	The Cooperative's director from District VI along with its member services manager and two customer service representatives attended a meeting with the Foster Grandparents Program in Pine Ridge. Employees explained the benefits of the (Tribal) Lifeline/Link-up programs to existing and potential customers and helped those in attendance complete the self-certifying application forms.	Aug. 2001
Magazine Article	The Company participated in a National Magazine article to create more awareness within the telephone industry of the (Tribal) Lifeline and Link-Up Programs.	Oct. 2001
Direct Mail Piece	A direct mail piece featuring OST VP Theresa Two Bulls was mailed to all box holders on the Pine Ridge Reservation. The piece encouraged people to take advantage of the savings of the (Tribal) Lifeline/Link-up Programs.	Oct. 2001
Sponsorship Red Cloud School	The Company sponsored megaphones for Red Cloud School that included a message on the side about the (Tribal) Lifeline Program. The megaphones were filled with popcorn and were used as a megaphone once the popcorn was gone. The megaphones were also reusable at later sporting events.	Oct. 2001
Radio Advertising	The (Tribal) Lifeline Program was advertised on KSDZ radio.	Oct. 2001
Sponsorship Thorpes Sports	The Company co-sponsored, water bottles promoting the Pine Ridge Thorpes sports and the availability of the (Tribal) Lifeline Program.	Jan. 2002

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
Direct Mail Piece	The Company mailed a direct mail piece featuring OST VP Theresa Two Bulls on the cover to all existing telephone customers not currently enrolled in the (Tribal) Lifeline Program.	Jan. 2002
Door-to-Door Canvassing	The Company contracted with two Pine Ridge (Tribal) members to do door-to-door canvassing and telemarketing.	Jan. 2002
Radio Advertising	The Company continued sports coverage sponsorship for Bennett County Schools highlighting the (Tribal) Lifeline Plan as part of the seven game sponsorship.	Jan. 2002
School Sports Calendar Crazy Horse	The Company approved a (Tribal) Lifeline ad on the fall 2002 sports calendar for Crazy Horse School.	March 2002
School Sports Calendar Pine Ridge	The Company approved a (Tribal) Lifeline ad on the fall 2002 sports calendar for Pine Ridge High School.	March 2002
School Sports Calendar Little Wound	The Company approved a (Tribal) Lifeline ad on the fall 2002 sports calendar for Little Wound High School.	March 2002
Pocket Sports Schedule Crazy Horse	The Company approved a (Tribal) Lifeline ad on the fall 2002 pocket schedule for Crazy Horse High School.	March 2002
Pocket Sports Schedule Pine Ridge	The Company approved a (Tribal) Lifeline ad on the fall 2002 pocket sports schedule for Pine Ridge High School.	March 2002
Pocket Sports Schedule Little Wound	The Company approved a (Tribal) Lifeline ad on the fall 2002 pocket sports schedule for Little Wound High School.	March 2002
School Sports Calendar Red Cloud School	The Company approved a (Tribal) Lifeline ad on the full year sports calendar for Red Cloud School.	June 2002
Bill Stuffer	A bill stuffer promoting the (Tribal) Lifeline/Link-up Programs was inserted into the billing statement of all customers who live on the Pine Ridge Reservation.	June 2002
Direct Mail Piece	A direct mail piece promoting the (Tribal) Lifeline/Link-up Programs was mailed to all customers who live on the Pine Ridge Reservation.	June 2002

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
Newspaper Advertising	Ads promoting the (Tribal) Lifeline Program were run in several newspapers with circulation on the Pine Ridge Reservation.	June 2002
Radio Advertising	Radio ads promoting the (Tribal) Lifeline Program were aired on KILI radio.	June 2002
Global Email	A global email with information on the (Tribal) Lifeline/Link-up Programs was sent to all customers in exchanges on the Pine Ridge Reservation.	June 2002
Newsprint	The Company ran a one page Back to School ad in the Lakota Nation Journal promoting the (Tribal) Lifeline program.	Aug. 2002
Annual Report	The Company included a message and visual on the Lifeline/Link-up Programs in the 2003 Golden West Annual Report that was mailed to all members of the Cooperative.	Sept. 2002
Yearbook Ad	The Company ran a (Tribal) Lifeline ad in the Bennett County School yearbook.	Oct. 2002
Pine Ridge Chamber Talk-Show	A Company representative appeared on KILI Radio and encouraged people to sign up for the (Tribal) Lifeline/Link-up Programs.	Dec. 2002
School Sports Calendar Crazy Horse	Approved a Lifeline ad to run spring 2003 in the Crazy Horse School Sports Calendar	Jan. 2003
OST Healthy Start Meeting	A Company representative met with the director of the OST Healthy Start Program, reviewed the Lifeline/Link-up Programs and contracted with the Agency to help sign up eligible Tribal Members.	Jan. 2003
School Sports Calendar Little Wound High School	The Company approved a (Tribal) Lifeline ad to run spring 2003 in the Little Wound High School Sports Calendar.	Jan. 2003
Direct Mail Piece	A letter promoting the (Tribal) Lifeline/Link-up Programs was sent to all customers on the Pine Ridge Reservation.	April 2003
School Sports Calendar Red Cloud High School	The Company approved a (Tribal) Lifeline ad in the Red Cloud Indian School Sports Calendar.	April 2003

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
Rural Telecommunications	The Company participated in an article for the Rural Telecommunications Magazine -- the article was on affordable telecom services to Tribal residents and included information on the (Tribal) Lifeline Program.	April 2003
Radio Advertising	The Company ran 30 second Lifeline spots during State and Regional Basketball Tournament Games.	June 2003
Newsprint	The Company wrote and ran a Lifeline/Link-up advertorial in all Golden West area newspapers.	July 2003
Radio Advertising	Ran Lifeline ad on KYNT for the Springfield Fourth of July Celebration	July 2003
Back to School Flyer	Mailed (Tribal) Lifeline/Link-up flyers to schools on Tribal land for students to take home to their parents or guardians.	Sept. 2003
Newsletter	Included a story in the June 2004 company-wide newsletter reminding people of the Regular and (Tribal) Lifeline/Link-up Programs	June 2004
Pow Wow at Rapid City Civic Center	Used home show booth to promote Lifeline/Linkup	Oct. 8-9, 2004
Newspaper Advertising	Placed ad with Sicangu Sun Times for Native American Heritage Week	Oct. 14, 2004
School Calendar Advertising	Placed ad for the St. Francis High School Spring Calendar	Oct. 29, 2004
School Calendar Advertising	Placed ad for the Todd County Winter Calendar	Oct. 29, 2004
Direct Mail Piece	Direct mail piece to all customers living on Pine Ridge, Rosebud, and Cheyenne River Reservations	Nov. 5, 2004
Radio Advertising	Radio Campaign to accompany direct mail. Aired on KILI and KINI for 6 weeks	Nov. 9. 2004
School Calendar Advertising	Placed ad with Todd County Spring Calendar	Dec. 9. 2004
Newspaper Advertising	Placed ad for Lakota Invitation Basketball Tournament. Placed in Lakota Nation Journal and Lakota Times	Dec. 12, 2004
Direct Mail Piece	Direct mail piece to all customers living in Pine Ridge, Rosebud, and Cheyenne River Reservations	Mar. 10, 2005
Radio Advertising	Radio Campaign to accompany direct mail. Aired on KILI and KINI for 6 weeks	Mar. 13, 2005

LIFELINE AND LINK-UP ADVERTISING YEAR 2000 - 2005		
Advertising	Details on Advertising	Date
Direct Mail Piece	Direct mail piece to all customers living in Pine Ridge, Rosebud, and Cheyenne River Reservations	Mar. 28, 2005
Lower Brule Sioux Tribe "Lunch & Learn" Meeting	Meeting with the employees of the Lower Brule Sioux Tribe. One of the topics covered was the (Tribal) Lifeline Program.	Mar. 31, 2005
Advertising	Ad placed for Oglala Rodeo	Apr. 22, 2005
School Sports Calendar Advertising	Ad placed for Pine Ridge Sports Calendar	Apr. 22, 2005

3. How The Company is implementing the new certification procedures

NECA Services (NSI) will administer the Federal Lifeline/Link-up Program rules on behalf of Golden West and its subsidiary companies in accordance with 47 C.F.R. Part 54, effective June 15, 2005. NSI will assist The Company in developing new applications and forms (See attached).

NSI will field and respond to questions regarding Lifeline/Link-up assistance and eligibility.

NSI will process applications ensuring that the subscribers have accurately completed, signed and provided the required documentation.

NSI will enter all application information into a Company specific Lifeline Database.

NSI will post a daily enrollment/rejection file to a secure FTP site for The Company.

4. How The Company is implementing the new verification procedures

NSI will 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.

NSI will print and mail verification letters and return forms to the selected subscribers (See attached).

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

Verifications will be posted to a secure FTP site for The Company.

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

The Company will send a letter to the Universal Service Administrative Company certifying that verification procedures are in place (see attached).

Respectfully submitted,

Golden West Telecommunications Cooperative, Inc.
Armour Independent Telephone Company
Bridgewater-Canistota Independent Telephone Company
Kadoka Telephone Company
Sioux Valley Telephone Company
Union Telephone Company
Vivian Telephone Company


Gwen Davis, Administrative Assistant

Enclosures (5)

LIFELINE / LINKUP ASSISTANCE APPLICATION
Self-Certification Form

Please verify your eligibility:

1. Complete Section A Personal Information
2. Complete Section B and/or Section C
3. Sign and date the form in Section D
4. Attach copy of most recent telephone bill
5. Attach documents to support the income reported in Section C
6. Mail the application to Lifeline/Link-Up Administrator, 80 S. Jefferson Rd. Room S2004, Whippany, NJ 07981

A. PERSONAL INFORMATION

The person below **MUST BE** the same person listed on the telephone bill. Please remember to sign your application below in Section D.

Smith, Bob
123 Main St.
Anywhere USA 12345

XXX-XXX-XXXX
XXX-XX-XXXX

Office Use Only

Application ID _____
Company Name _____
Company Code _____

B. PROGRAM-BASED ELIGIBILITY

Check all current program(s) the person in Section A is enrolled. For the National School Lunch and Head Start programs, a household dependant enrolled in the program satisfies the enrollment requirement.

- | | |
|---|---|
| <input type="checkbox"/> Food Stamps | <input type="checkbox"/> I am an individual living on tribal land (any federally recognized Indian Tribe's reservation, Pueblo, or Colony, and Indian allotments) |
| <input type="checkbox"/> Medicaid | If you checked the above box, please also indicate if you participate in any of the following programs: |
| <input type="checkbox"/> Temporary Assistance to Needy Families (TANF) | <input type="checkbox"/> Tribal Head Start (those meeting the income qualifying standard) |
| <input type="checkbox"/> National School Lunch Program's Free Lunch Program | <input type="checkbox"/> Bureau of Indian Affairs (BIA) general assistance programs |
| <input type="checkbox"/> Federal Public Housing Assistance (FPHA) | <input type="checkbox"/> Tribally administered Temporary Assistance to Needy Families (TTANF) |
| <input type="checkbox"/> Low-Income Energy Assistance Program (LIHEAP) | <input type="checkbox"/> Tribal National School Lunch Program's Free Lunch Program |
| <input type="checkbox"/> Supplemental Security Income (SSI) | |

C. INCOME-BASED ELIGIBILITY

Calculate **TOTAL** household income by reporting the income of all adult persons residing in your home in the appropriate category:

Income Source	Amount	Household Size	Yearly Income
Prior year's State, Federal or Tribal tax return OR		You must	@ 135 % of Federal
Social Security		Circle One	Poverty Guidelines
Retirement Income		1	\$12,920
Alimony or Child Support		2	\$17,321
Unemployment or Worker's Compensation		3	\$21,722
Bureau of Indian Affairs General Assistance		4	\$26,123
Veterans Administration		5	\$30,524
All Other earnings (salary)		6	\$34,925
		7	\$39,326
		8	\$43,727
		Other	
Total Household Income			

You must attach proof of income as reported above, examples include:

- Prior year's State, Federal or Tribal tax return OR
- Most recent three consecutive months worth of each type of current applicable statement from the income source(s) noted above:
 - A current income statement or most recent paycheck stub(s) from all employers
 - Social Security statement of benefits
 - Veterans Administration statement of benefits
 - Retirement/Pension statement of benefits
 - Unemployment/Workmen's Compensation statement of benefits
 - Child Support documentation
 - Federal or Tribal notice letter of participation in Bureau of Indian Affairs General Assistance OR
 - Divorce Decree

D. SIGNATURE

By signing this form, I certify that under penalty of perjury (under Title 18 of the United States Code) my above information (current participation in the above qualified program(s) and/or total household size and total household income) is correct. I understand it is subject to audit and investigation by the FCC. In addition, by signing this form, I agree to notify my telephone company when I no longer participate in any of the above qualifying programs and/or my household income exceeds 135% of the federal poverty guidelines.

Customer Signature

Date

VERIFICATION FORM**LIFELINE / LINKUP ASSISTANCE****FINAL NOTICE****Before you submit your verification form:**

1. Complete Program and/or Income Eligibility
2. Sign and date the form
3. Attach copy of current telephone bill
4. Attach supporting documentation
5. Mail all documents to Lifeline/Link-Up Administrator, 80 S. Jefferson Rd. Room 2004, Whippany, NJ 07981

As an eligible participant in the Lifeline/Link-up program, you have been randomly selected for annual verification. This process validates whether Lifeline/Link-Up participants are still eligible to receive discounts in the Lifeline/Link-Up program. You now have until _____ to return this Verification Form along with supporting documentation. Failure to submit verification form, copy of phone bill and supporting documentation by _____ will automatically result in you being terminated from the Lifeline/Link-Up program.

Smith, Bob
123 Main St.
Anywhere USA 12345

XXX-XXX-XXXX
XXX-XX-XXXX

Office Use Only

Application ID _____
Company Name _____
Company Code _____

PROGRAM-BASED ELIGIBILITY

Check all current program(s) the person listed above is enrolled. For the National School Lunch and Head Start programs, a household dependant enrolled in the program satisfies the enrollment requirement.

NOTE: You must attach current proof of program(s) as reported below.

- | | |
|---|---|
| <input type="checkbox"/> Food Stamps | <input type="checkbox"/> I am an individual living on tribal land (any federally recognized Indian Tribe's reservation, Pueblo, or Colony, and Indian allotments) |
| <input type="checkbox"/> Medicaid | If you checked the above box, please also indicate if you participate in any of the following programs: |
| <input type="checkbox"/> Temporary Assistance to Needy Families (TANF) | <input type="checkbox"/> Tribal Head Start (those meeting the income qualifying standard) |
| <input type="checkbox"/> National School Lunch Program's Free Lunch Program | <input type="checkbox"/> Bureau of Indian Affairs (BIA) general assistance programs |
| <input type="checkbox"/> Federal Public Housing Assistance (FPHA) | <input type="checkbox"/> Tribally administered Temporary Assistance to Needy Families (TTANF) |
| <input type="checkbox"/> Low-Income Energy Assistance Program (LIHEAP) | <input type="checkbox"/> Tribal National School Lunch Program's Free Lunch Program |
| <input type="checkbox"/> Supplemental Security Income (SSI) | |

INCOME-BASED ELIGIBILITY

Calculate **TOTAL** household income by reporting the income of all adult persons residing in your home in the appropriate category:

Income Source	Amount	Household Size You must Circle One	Yearly Income @ 135 % of Federal Poverty Guidelines
Prior year's State, Federal or Tribal tax return OR			
Social Security			
Retirement Income		1	\$12,920
Alimony or Child Support		2	\$17,321
Unemployment or Worker's Compensation		3	\$21,722
Bureau of Indian Affairs General Assistance		4	\$26,123
Veterans Administration		5	\$30,524
All Other earnings (salary)		6	\$34,925
		7	\$39,326
		8	\$43,727
Total Household Income		_____ Other	

You must attach proof of income as reported above, examples include:

- Prior year's State, Federal or Tribal tax return OR
- Most recent three consecutive months worth of each type of applicable statement from the income source(s) noted above:
- | | |
|--|---|
| <input type="checkbox"/> A current income statement or most recent paycheck stub(s) from all employers | <input type="checkbox"/> Unemployment/Workmen's Compensation statement of benefits |
| <input type="checkbox"/> Social Security statement of benefits | <input type="checkbox"/> Child Support documentation |
| <input type="checkbox"/> Veterans Administration statement of benefits | <input type="checkbox"/> Federal or Tribal notice letter of participation in Bureau of Indian Affairs General Assistance OR |
| <input type="checkbox"/> Retirement/Pension statement of benefits | <input type="checkbox"/> Divorce Decree |

SIGNATURE

By signing this form, I certify that under penalty of perjury (under Title 18 of the United States Code) my above information (current participation in the above qualified program(s) and/or household size and household income) is correct. I understand it is subject to audit and investigation by the FCC.

In addition, by signing this form, I agree to notify my telephone company when I no longer participate in any of the above qualifying programs and/or my household income exceeds 135% of the federal poverty guidelines.

Customer Signature

Date

For questions regarding the verification form, please call XXX-XXX-XXXX.

LIFELINE/LINK-UP DISCOUNT PROGRAM

Verification Insufficient Data Notice

(DATE)

(NAME)
(ADDRESS)
(CITY, STATE, ZIP)

(PHONE #)
(COMPANY NAME)
(APPLICATION ID#)

The Lifeline/Link-Up Administrator (LLA) has completed its review of your verification form to continue to receive a telephone discount from the Lifeline/Link-Up Program.

Based on the information submitted, there is not sufficient data to determine your continued eligibility. Your current verification status is incomplete for the following reason(s):

(reasons)

Should you have additional documentation to support your eligibility, please mail this notice along with your supporting documentation to the address below by _____ (day 60). Failure to submit additional documentation will automatically result in you being terminated from the Lifeline/Link-Up Program on _____ (day 60). Please call 1-xxx-xxx-xxxx if you have any questions regarding this notice.

Sincerely,

Lifeline/Link-Up Administrator

LIFELINE/LINK-UP DISCOUNT PROGRAM

Rejection Notice

(DATE)

(NAME)
(ADDRESS)
(CITY, STATE, ZIP)

(PHONE #)
(COMPANY NAME)
(APPLICATION ID#)

The Lifeline/Link-Up Administrator (LLA) has completed its review of your application/verification form to receive telephone discounts from the Lifeline/Link-Up Program.

Based on the information submitted, you do not currently qualify to receive a discount. Your application/verification form has been denied for the following reason(s):

(reason)

If you have additional information which will prove your current qualification status, please mail this notice along with your further documentation to the address below.

If the circumstances resulting in this rejection should change, you may reapply for the Lifeline/Link-Up program by filling out an application and providing the requested documents. To obtain an application form, please call 1-xxx-xxx-xxxx.

Sincerely,

Lifeline/Link-Up Administrator

**Verification of Consumers' Continued Eligibility for Lifeline
Sample Letter**

Date: _____

To: Vice President – High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, DC 20036

This letter is to certify that (company name) _____ has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. The results are provided in the chart below.

To the extent any Lifeline customers qualify based on their income, I certify that my company has income verification procedures in place and that, to the best of my knowledge, the company was presented with corroborating income documentation.

I am an officer of the company named above. I am authorized to make this certification for the Study Area(s) listed below.

Company name	Company SAC	State	Number of Lifeline customers surveyed	Number of Lifeline customers found to be ineligible

Signed,

[Signature of Officer]

[Printed Name of Officer]

[Title of Officer]

[Company Address]

[Company Telephone Number]