



# West River Cooperative Telephone Co.

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801 Coleman Ave. P. O. Box 39 Bison, SD 57620

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May 20, 2005

South Dakota PUC  
500 E Capitol  
Pierre, SD 57501

Dear Commissioners:

Here is our letter informing you of our implantation of the new requirements for lifeline/linkup.

New Eligibility Requirement:

The member will be asked to fill out our enclosed Lifeline and Link-Up Assistance Application form. We will ask for verification of one of the assistance programs the member currently qualifies for; we will ask for a copy of the member's latest tax return or paycheck stub. The member will also be required to self certify the number of individuals in the household.

Verification Procedure:

Annually, West River Cooperative Telephone Company will verify directly with the State (as soon as a program is available) that the subscriber is still a participant in a qualifying program based on a statistical sample of our Lifeline Link-up customers. If the State has not created a program for this procedure, we will ask the member to bring in verification of income and once again self certify the number of members in their household.

Outreach Efforts:

We will give our best effort to reach possible consumers that do not currently have telephone service. Our plan is to have leaflets with application forms placed at the clinics, nursing homes, community health offices, headstart programs, senior citizen centers, and assisted living centers within our service area along with placing advertisements on a quarterly basis in the local papers and radio stations. We also send out the leaflets in all new member packets. Future members are notified of the program when they call, we mention the program when new subscribers call in for phone service. Once a year we will send out the leaflets as bill stuffers also.

Enclosed please find our leaflets, application forms, and verification notice. Please let me know if there is anything else you require.

Thank you,

Tori K. Kling  
Manager Office Services/Internal Operations

TK:pk

Enclosures

# LIFELINE/LINK UP ASSISTANCE APPLICATION

(Please Print)

Name: \_\_\_\_\_  
Last First MI

Address \_\_\_\_\_  
Street Apt #

City: \_\_\_\_\_  
City State Zip Code

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

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

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

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 currently receiving assistance benefits from at least one of the following programs  
(check all that apply):

\_\_\_\_\_ Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance).  
\_\_\_\_\_ Food Stamps Program  
\_\_\_\_\_ Supplemental Security Income (SSI).  
\_\_\_\_\_ Federal Public Housing Assistance (Section 8).  
\_\_\_\_\_ Low Income Home Energy Assistance.  
\_\_\_\_\_ Temporary Assistance for Needy Families (TANF) Program  
\_\_\_\_\_ National School Lunch (NSL) free lunch program.

3. Or,

\_\_\_\_\_ My household income is at or below 135% of the Federal Poverty Guidelines  
(documentation required)

I agree to notify the telephone company when I no longer qualify based on the above criteria.

**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 at least one of the above qualifications to receive Lifeline/Link Up assistance on my primary residential telephone line.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**SELF-CERTIFICATION FOR LIFELINE/LINK UP APPLICANTS  
QUALIFYING UNDER INCOME-BASED CRITERION**

I, \_\_\_\_\_, certify under penalty of perjury that I qualify for Lifeline/Link Up assistance based on my household income that is at or below 135% of the Federal Poverty Guidelines. I further certify under penalty of perjury that there are \_\_\_\_\_ members in my household and that the supporting income documentation presented to my telecommunications provider accurately represents the annual income of all members of my household.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **CARRIER CERTIFICATION REGARDING INCOME DOCUMENTATION**

I, \_\_\_\_\_, an officer of West River Cooperative Telephone Company, hereby certify under penalty of perjury that West River Cooperative Telephone Company has established procedures to review income documentation of subscribers that are applying for Lifeline and/or Link Up assistance, and further certify, to the best of my knowledge, information and belief, that through these procedures the carrier has been presented with documentation of household income from those subscribers who have qualified for Lifeline and/or Link Up based on the income-based criterion (that their household income be at or below 135% of the Federal Poverty Guidelines).

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**CARRIER CERTIFICATION REGARDING VERIFICATION PROCEDURES**

I, \_\_\_\_\_, an officer of West River Cooperative Telephone Company, hereby certify under penalty of perjury that West River Cooperative Telephone Company has established income verification procedures, and further certify, to the best of my knowledge, information and belief, that through these procedures the carrier has in reviewing the continued eligibility of a statistically valid sample of its Lifeline subscribers been presented with documentation of household income from those subscribers who have qualified for Lifeline and/or Link Up based on the income-based criterion (that their household income be at or below 135% of the Federal Poverty Guidelines).

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## What is Link Up & Lifeline?

### Link Up:

- Saves up to 50% of the initial charges to hook up basic local telephone services, or \$30, whichever is less.
- May defer payment on the balance and waive interest.
- You may qualify for service without a deposit.

### Lifeline:

- Provides reduced monthly charges on your telephone bill.
- Applies only to basic local telephone service in the home where you live.



WEST RIVER  
COOPERATIVE  
TELEPHONE COMPANY

P.O. Box 29  
801 Coleman Ave  
Bison, SD 57620

Phone: 605-244-5213 or 811  
Fax: 605-244-7288  
E-mail: [customer@sdplans.com](mailto:customer@sdplans.com)  
[www.westrivertel.com](http://www.westrivertel.com)

## Link Up & Lifeline Programs

For the states of South Dakota,  
North Dakota, and Montana.

*Important Information*

WEST RIVER COOPERATIVE  
TELEPHONE COMPANY  
605-244-5213 or 811

Receive reduced  
monthly and  
installation charges  
for basic telephone  
service.

Details Inside!



# Link Up & Lifeline Can Help...

## What do the programs provide?

**Link Up** provides eligible subscribers with reduced connection charges for their basic home telephone service. This reduction is 50% of the applicable charges or \$30.00, whichever is less. Link Up also provides for deferred payment of the connection charges without interest. It does not cover the cost of wiring inside your home and is limited to one time per home address per subscriber.

**Lifeline** provides eligible subscribers with a credit of \$8.25 each month on the basic service portion of their telephone bill. The credit applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers may also receive blocking of long distance calls on their telephone line at no charge.

### Note:

If you have been disconnected for non-payment of telephone bills, these programs are available to you if you bring your local bill current. You may be required to pay a reconnect fee.

## Who is eligible?

Telephone service must be in the applicant's name, and he/she must qualify under one of the four major economic assistance programs:

- Food Stamps
- Federal Housing Assistance
- Low Income Home Energy Assistance
- Medicaid
- Supplemental Security Income (SSI)

## How do I obtain these telephone services?

If you meet the eligibility requirements, completely fill out and sign the application form provided in this brochure and mail it to:

**West River Cooperative Tele. Co.  
P.O. Box 39  
801 Coleman Ave.  
Bison, SD 57620**

## Could I become ineligible?

When you no longer participate in any of the qualifying public assistance programs, you are no longer eligible for Lifeline or Link Up. You are obligated by law to notify your telephone company that you are no longer eligible for Lifeline and Link Up.

## Lifeline & Link Up Assistance Application

Name \_\_\_\_\_  
(Last) (First) (M.I.)  
Address \_\_\_\_\_  
(Street) (Apt #)  
\_\_\_\_\_  
(City) (State) (Zip)  
Phone Number: \_\_\_\_\_  
(home phone or number where you can be reached)

### Please answer the following questions (check all that apply):

1. I am applying for:  
 Lifeline-monthly telephone service discount  
 Link Up-telephone connection charge discount
2. I am currently participating in the following program(s):  
 Medicaid (e.g. title XIX/Medical, State Supplemental Assistance)  
 Food Stamps  
 Supplemental Security Income (SSI)  
 Federal Public Housing Assistance  
 Low-Income Home Energy Assistance  
 National School Lunch Free Lunch 3.  
 My household income is at or below 135% of the Federal Poverty Guidelines (documentation Required)

**I agree to notify West River Cooperative Telephone Co. when I no longer participate in any of the above qualifying public assistance programs.**

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

Signed: \_\_\_\_\_

Social Security # \_\_\_\_\_

Date: \_\_\_\_\_