

May 19, 2005

RECEIVED

MAY 20 2005

South Dakota PUC
500 East Capitol Ave
Pierre SD 57501

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Subject: Lifeline and Linkup program


Docket TC05-058 dated April 15, 2005 requires that each ETC in South Dakota provide information in response to four requests: 1) the ETC's lifeline and link-up forms and promotional material; 2) a description of how the ETC advertises lifeline and link-up, including the form of advertisement and how often it advertises; 3) how the ETC is implementing the new certification procedures; and 4) how the ETC is implementing the new verification procedures.

- 1) Enclosed are copies of the forms WRT currently uses and copies of forms WRT intends to use effective June 22, 2005. Also enclosed are copies of promotional material used by WRT. These are examples that include some that have been used in the past and preliminary drafts of some to be used in the future. We try to keep the message as consistent as possible. We do adapt the presentation and the timing of the outreach promotion to best reach the intended people.
- 2) WRT advertises lifeline and link-up using newspaper, newsletter, radio and posters. WRT utilizes these methods at different times of the year. The intent is to space and vary the advertising by media to gain the greatest impact. Informational posters are displayed and maintained on a continual basis. WRT also makes informational brochures and sign-up forms available to County and Tribal Social Service Agencies on a continuous basis. These brochures and sign-up forms are available on a continuous basis. WRT also uses personal contact at various meetings to inform people of these programs. This forum is used on an availability basis.
- 3) WRT will use self-certification for individuals participating in the various acceptable programs. For income based certification, WRT will accept the prior year's state, federal or tribal tax return, current income statement from an employer or paycheck stub, a Social Security statement of benefits, a Veterans Administration statement of benefits, a retirement/pension statement of benefits, an Unemployment/Workmen's Compensation statement of benefits, federal or tribal notice letter of participation in General Assistance, a divorce decree, child support, or other official document. If the consumer presents documentation of income that does not cover a full year, such as current pay stubs, the consumer will be required to present three consecutive months worth of the same types of document within that calendar year.

South Dakota PUC
May 19, 2005
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4) WRT will verify continued eligibility through statistical sampling. For program based lifeline recipients the sampled consumers will be required to provide proof of continued enrollment in such eligible program. Income based lifeline recipients will be required to provide proof of income in the same manner as required for original certification.

Sincerely,

A handwritten signature in black ink, appearing to read "Albert Grosz".

Albert "Mick" Grosz
CEO/General Manager

lmb

Enclosures

May 19, 2005

South Dakota PUC

Subject: Explanation of enclosures

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SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

I have included samples of documents used in our outreach program and this is a short explanation. I have also included samples of the enrollment forms we have used and the forms we intend to use.

- 1a) The form currently used to sign up new lifeline and link-up customers in general.
- 2a) The form currently used to sign up new lifeline and link-up customers who reside on Tribal lands.
- 3a) The forms we intend to use effective June 22, 2005.
 - 1b) A sample from a mass mailing done earlier.
 - 2b) A sample of posters advertising area meetings promoting lifeline and link-up.
 - 3b) Wordage from radio ads we have run on the Reservation.
 - 4b) Samples of newspaper ads we have run.
 - 5b) A page from our newsletter that is included at least three times per year and is mailed to all box holders.
 - 6b) A draft of a proposed poster to be displayed throughout our service area.

These are examples of our outreach program to date. We are awaiting any last minute suggestions or rules from regulatory agencies before finalizing our outreach material. We have been using multiple outlets and approaches in our outreach and intend to do so in the future.

Albert "Mick" Grosz
CEO/General Manager

Lifeline and Link-Up Assistance Application
(Please Print)

Name _____
Last First Middle

Address _____
Street City State Zip

Telephone Number including area code (if existing service) _____

Number where you can be reached or receive messages: _____
area code & 7 digit number

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 currently participating in 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

I agree to notify West River Telecommunications Cooperative 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.

Your signature

Social Security Number

Date

Subscriber Certification of Eligibility for Enhanced Lifeline & Expanded Link Up for Eligible Residents of Tribal Lands

1. For the purpose of receiving Enhanced Lifeline and Expanded Link Up for my basic local phone service charges and, if I am applying for a new connection, Expanded Link Up Assistance with my connection charges, I certify under penalty of perjury that I receive benefits from one of the following programs. (Check the program or programs under which you are receiving benefits).

Income equal to or less than 135% of the Federal Poverty Guidelines _____ or one of the following programs:

- Medicaid* _____ Heating Assistance* _____ *WIC _____
- Federal Public Housing Assistance _____ *Food Distribution Program _____
- Bureau of Indian Affairs (BIA) General Assistance _____
- Tribally administered Temporary Assistance for Needy Families _____
- Head Start or Early Head Start (only those meeting its income qualifying standard) _____
- National School free lunch program _____ Food Stamps benefit recipient _____
- Supplemental Security Income (SSI) _____ *Healthy Steps - Childrens Health Insurance Plan (CHIPS) _____

*Services indicated by an asterisk are administered by the North Dakota Department of Human Services Division and South Dakota Department of Public Services.

- 2. I am an eligible resident of Tribal lands living on the Reservation in North Dakota or South Dakota of the _____ Tribe.
- 3. I agree to notify West River Telecommunications Cooperative when and if I cease to participate in the program or programs indicated under 1 above.

NOTE: The individual making the certification must be the subscriber in whose name the telephone service is being provided.

The above certification is made by _____, social security number _____
 _____ Name
 _____, do you have telephone service - yes _____ no _____, if you answered yes, please write
 in your telephone number _____. Address at which service is being provided for the number
 indicated above (or will be provided for new service) _____.

 Signature Date



West River Telecom
101 W. Main
Hazen, ND 58545

PRSRT STD
U.S. POSTAGE
PAID
Permit No. 21
Hazen, ND 58545

ECRWSS
POSTAL CUSTOMER

Information on
**REDUCED LOCAL
TELEPHONE RATES!**

GET LOCAL PHONE SERVICE FOR \$1⁰⁰*

***WHO IS ELIGIBLE?**

People living within Standing Rock Sioux Tribe boundaries

& participate in at least one of the following programs:

BIA General Assistance • Food Distribution • Food Stamps Benefit Recipient

Head Start or Early Head Start (only those meeting its income qualifying standard)

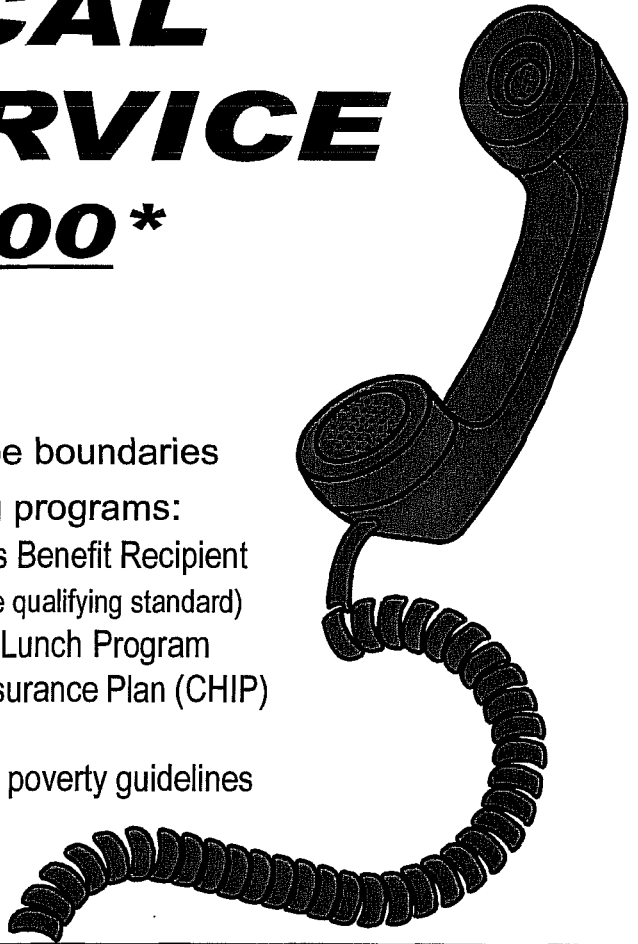
Heating Assistance • Medicaid • National School Free Lunch Program

WIC • SSI • TANF • ND Healthy Steps - Children's Health Insurance Plan (CHIP)

OR

whose income is equal to or less than 195% of the federal poverty guidelines

*Eligible persons will receive primary local telephone service
for \$1.00 a month plus taxes



To sign up or receive more information, come see us:

- Sept. 11, 11 am - 4 pm CT, Ft. Yates - SRST Finance Office Conf. Room
- Sept. 13, 11 am - 4 pm CT, McLaughlin Community Center
- Sept. 14, 10 am - 12 pm CT, Cannonball Community Center
- Sept. 14, 2 pm - 4:30 pm MT, Little Eagle Community Center

This service brought to you by

WRT

West River Telecom

*For more information, please call
Toll Free: 1-800-748-7220
or 605-845-3100*

*Or stop by the WRT Mobridge Office,
located behind MDU.*

Sign up for...

2-B

REDUCED LOCAL TELEPHONE RATES!

People living within Standing Rock Sioux Tribe boundaries may be eligible to receive local telephone service at a reduced rate.

To sign up or receive more information, stop by the following:

**TUESDAY,
AUGUST 20TH**

11:00 am - 1:00 pm CT
Little Eagle Community Center

WRT

Provided by **West River Telecom**

1-800-748-7220 • 605-845-3100 • www.westriv.com



Suggested Radio Verbage:

(Please run from August 15 thru mid-morning/noon on August 20)

6 days at 3 ads per day at \$5 each = \$90 total

Sign Up for REDUCED LOCAL TELEPHONE RATES

with West River Telecom!

***If you live within the Standing Rock Sioux Tribe boundaries
you may be eligible to receive local telephone service from***

West River Telecom for as low as

\$1.00 per month!

***For more information or to sign up for
telephone service with WRT, see us on....***

Tuesday, August 20th from 11 am to 1 pm CT at the

Little Eagle Community Center

***You can also stop by WRT's Office in Mobridge, located behind MDU or
call TOLL FREE at 1-800-748-7220.***

Beth Krause

From: "Beth Krause" <bethk@westriv.com>
To: "KLND - Charles" <tasunkaluta@hotmail.com>
Cc: "Tani Goodwin" <tanig@westriv.com>; "Linda Terfehr" <linda@westriv.com>
Sent: Monday, October 25, 2004 8:28 AM
Subject: November 7-16

Good Morning Charles!

I would like to run ads starting November 7th and ending the morning of November 16th.

We'd like to run 5 ads per day, preferrably when you have a "live" program or the best following.

Suggested Radio Verbage as follows:

Sign Up for REDUCED LOCAL TELEPHONE RATES with West River Telecom!

If you live within the Standing Rock Sioux Tribe boundaries you may be eligible to receive local telephone service from West River Telecom for as low as \$1.00 per month!

**For more information or to sign up for telephone service with WRT, see us on....
Tuesday, November 16th in Little Eagle & McLaughlin, following along with the food truck schedule.**

You can also stop by WRT's Office in Mobridge, located behind MDU or call WRT at 748-2211 for FREE!

Let me know if you have any questions. Thanks for all your help! I'll await your fax for this next round at 748-3500

Thanks again! Beth Krause

Run in conjunction w/
meetings

2-10

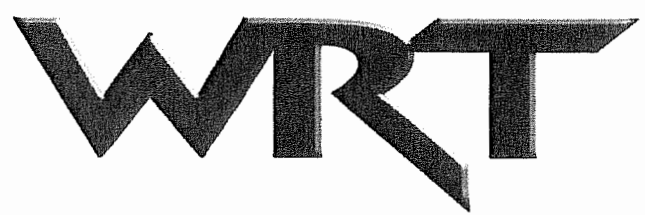
Sign up for...

REDUCED LOCAL TELEPHONE RATES!

People living within Standing Rock Sioux Tribe boundaries may be eligible to receive local telephone service at a reduced rate. To sign up or receive more information, stop by the following:

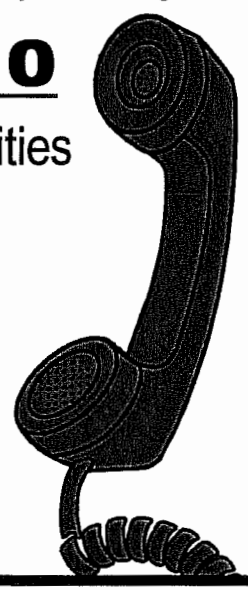
THURSDAY, JULY 10

KENAL & WAKPALA • Following Commodities



By **West River Telecom**

1-800-748-7220 • 605-845-3100 • www.westriv.com



Please run the above 3 x 5 ad
ONE WEEK ONLY - the week of July 3rd

Sign up for...

REDUCED LOCAL PHONE RATES!

People living within Standing Rock Sioux Tribe boundaries may be eligible to receive local telephone service at a reduced rate. To sign up or receive more information, stop by the following:

TUESDAY, NOV. 18

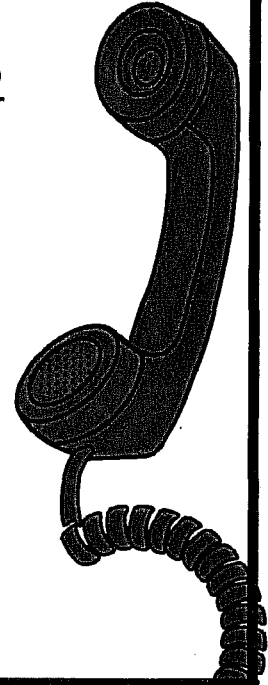
Little Eagle & McLaughlin

(Following Commodities)

WRT

By **West River Telecom**

1-800-748-7220 • 605-845-3100 • www.westriv.com



Please run the above 3 x 5 ad
ONE WEEK ONLY

2 - E

Beth Krause

From: "Beth Krause" <bethk@westriv.com>
To: "S R Cable" <srcable@westriv.com>
Cc: "Linda Terfehr" <lindat@westriv.com>; "Tani Goodwin" <tanig@westriv.com>
Sent: Tuesday, March 22, 2005 6:34 PM
Subject: SR Cable - Reduced Rates ad

Hi Helen! I've got more ads I'd like to run on the SR Cable Channel. Please run the following information from April 5th -12th

PHONE SERVICE FOR AS LITTLE AS \$1.00!

People living within Standing Rock Sioux Tribe boundaries may be eligible to receive local telephone service at a reduced rate - as low as \$1.00!

Contact WRT @ 748-2211 or Mail to WRT, PO Box 467, Hazen, ND 58545

*Ads on Cable Channel
Run 1 time per month
for 1 week period.*

Beth Krause

From: "Beth Krause" <bethk@westriv.com>
To: "S R Cable" <srcable@westriv.com>
Cc: "Linda Terfehr" <lindat@westriv.com>; "Tani Goodwin" <tanig@westriv.com>
Sent: Friday, January 28, 2005 5:34 PM
Subject: SR Cable - Reduced Rates ad

*Hi Helen! I've got more ads I'd like to run on the SR Cable Channel. Please run the following information from
February 13-19*

REDUCED LOCAL TELEPHONE RATES!

People living within Standing Rock Sioux Tribe

boundaries may be eligible to receive

local telephone service at a reduced rate

- as low as \$1.00!

For more information, contact WRT @ 748-2211

or Mail to WRT, PO Box 467, Hazen, ND 58545

PHONE

Assistance Programs Available

At WRT, we exist to provide the best possible services to all our customers. We will continue to improve by listening to our customers and taking appropriate actions. We are committed to our communities' long term prosperity and actively participate in making them a better place to live. We support the concept of Universal Service and the philosophy that "Every person in America should have access to quality, affordable telecommunications service".

If you or someone you know cannot afford telephone service, "LINK UP" & "LIFELINE" can help eligible people pay PART of their telephone costs.



LINK UP provides eligible customers with a 50% reduction (up to \$30) for hook up of basic local telephone service. WRT may defer payment on the balance and waive interest. You may also qualify for service without a deposit. (Individuals living on tribal lands may also be eligible for Expanded Link Up, which assists with the initial hook up charges for primary telephone service.)

LIFELINE provides basic telephone service to eligible customers at a reduced monthly rate. It applies only to basic local telephone service in the home where you live. You may also receive long distance blocking on your telephone free of charge. (Individuals living on tribal lands may also be eligible for Enhanced Lifeline, which provides primary local telephone service for \$1.00 a month, plus taxes, for eligible persons.

WHO IS ELIGIBLE? Anyone qualified under one of the four major economic assistance programs qualifies for Link Up & Lifeline: TANF, Food Stamps, Energy Assistance, Medicaid. (as well as SSI & NSL in SD) You also qualify if your income is at or below 135% of the Federal Poverty Guidelines. You can also visit the Universal Service Administrative Company's website at www.lifelinesupport.org or call toll free at 1-888-641-8722 for more information on eligibility.

HOW DO YOU APPLY? When you qualify for one of the four major economic assistance programs (as listed above) through your county social services office, you will automatically receive a Qualifying Certificate within a month by mail. You can also contact WRT by phone or by stopping at one of our local offices in Hazen, Beulah or Mobridge, SD. Information and sign-up is also available during WRT's monthly visits at the Standing Rock Housing Authority Building in Fort Yates.

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

You Could Be Eligible for **REDUCED LOCAL TELEPHONE RATES!**

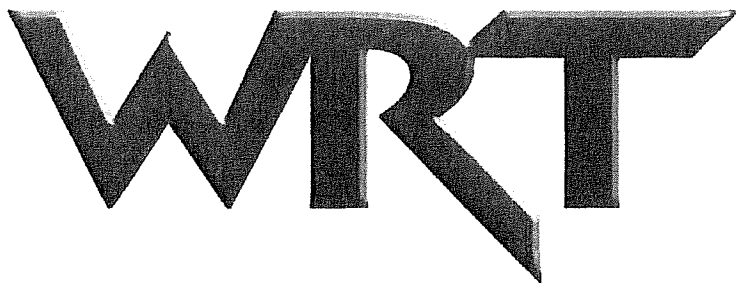
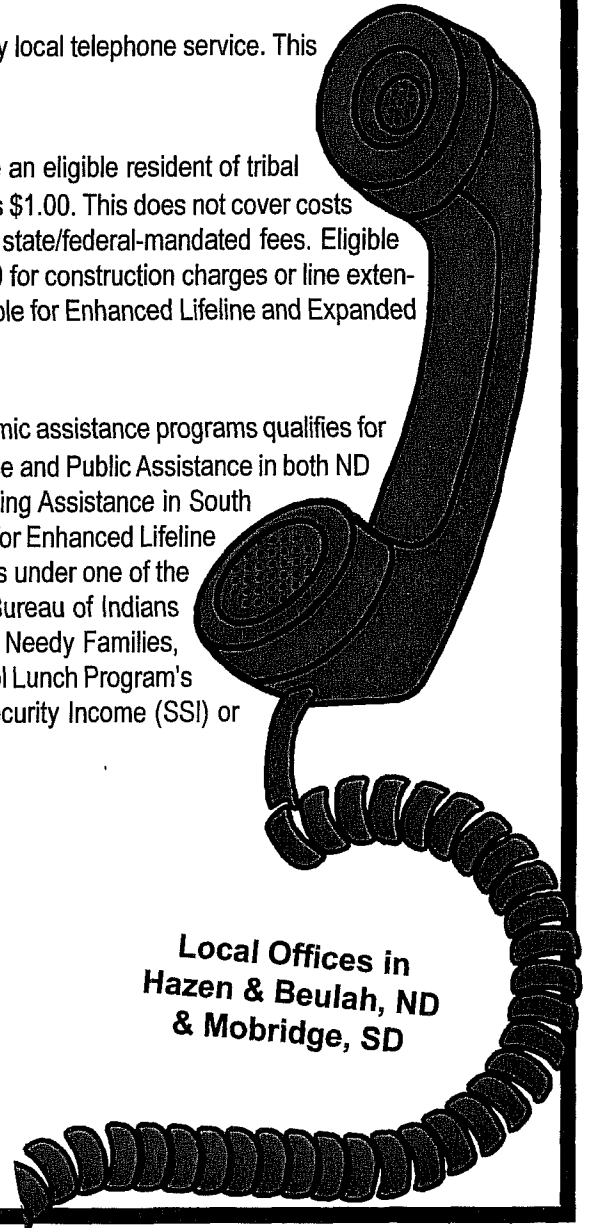
WRT provides help to those in need of assistance with their telephone service. We understand how vital the telephone is to everyday life and would like to help provide aid through telephone Link Up & Lifeline Programs. Please take the time to read below to see if you qualify for this assistance program. It may help you pay a part of your telephone costs. For additional information, contact WRT at 748-2211 or 1-800-748-7220.

LINK UP Will save you 50% of the initial charges to hook up primary telephone service or \$30, whichever is less. WRT may defer payment on the balance and waive interest. You may qualify for service without a deposit.

LIFELINE Can save you at least \$5.25 on your monthly phone bill for primary local telephone service. This applies only to primary telephone service in the home where you live.

ENHANCED LIFELINE & EXPANDED LINK UP If you are an eligible resident of tribal lands, you can lower your charges for primary local telephone service to as low as \$1.00. This does not cover costs for long distance, E-911 charges, optional features, taxes and other applicable state/federal-mandated fees. Eligible residents of tribal lands may also qualify for additional assistance of up to \$70.00 for construction charges or line extension costs. Residents of tribal lands, who qualify for regular Lifeline, are also eligible for Enhanced Lifeline and Expanded Link Up. Additional information & forms available from WRT.

WHO IS ELIGIBLE? Anyone qualified under one of the five major economic assistance programs qualifies for Link Up and regular Lifeline. Including Medicaid, Food Stamps, Energy Assistance and Public Assistance in both ND & SD, as well as Supplemental Security Income (SSI), and Federal Public Housing Assistance in South Dakota. Residents of tribal lands, who qualify for regular Lifeline, are also eligible for Enhanced Lifeline and Expanded Link Up. Additionally, residents of tribal lands who receive benefits under one of the following programs also qualify for Enhanced Lifeline and Expanded Link Up: Bureau of Indians Affairs (BIA) general assistance, tribally administered Temporary Assistance for Needy Families, Head Start (only for those meeting its income qualifying standard), National School Lunch Program's Free Lunch Program, Federal Public Housing Assistance and Supplemental Security Income (SSI) or income equal to or less than 195% of the Federal Poverty Guidelines.



West River Telecom

748-2211 • www.westriv.com • 1-800-748-7220

Local Offices in
Hazen & Beulah, ND
& Mobridge, SD