



Brian G. Iverson, Associate Counsel
 Black Hills Corporation
 P.O. Box 1400
 Rapid City, SD 57709-1400
 Telephone: 605-721-2305
 FAX: 605-721-2550

Confidential Facsimile Transmittal

To: Pamela Bonrud, Executive Director **Fax:** 605-773-3809

From: Brian G. Iverson **Date:** 5/20/2005

Re: *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* **Pages:** 12

cc: **Fax:**

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

Enclosed for filing please find the Response of Black Hills FiberCom, LLC to Request for Information. The original and ten copies are being sent to you via regular mail. Thank you.

Please call me should you have any questions.



Brian G. Iverson
Associate Counsel

Telephone: (605) 721-2305
Facsimile: (605) 721-2550
Email: blverson@bh-corp.com

May 20, 2005

Ms. Pamela Bonrud
Executive Director
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Re: 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

Dear Ms. Bonrud:

Enclosed please find the original and ten copies of the Response of Black Hills FiberCom, LLC to Request for Information.

Thank you very much and please do not hesitate to contact me should have any questions.

Sincerely,

BLACK HILLS CORPORATION

A handwritten signature in black ink, appearing to read 'B. Iverson', written over a horizontal line.

Brian G. Iverson
Associate Counsel

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE REVIEW OF) IMPLEMENTATION OF FCC REQUIREMENTS) FOR LIFELINE AND LINK-UP PROGRAMS) AND THE DEVELOPMENT OF ADDITIONAL) OUTREACH EFFORTS)	RESPONSE OF BLACK HILLS FIBERCOM, LLC TO REQUEST FOR INFORMATION TC05-058
---	---

Pursuant to the Public Utilities Commission (Commission) order dated April 15, 2005, Black Hills FiberCom, LLC (Black Hills) an ETC for certain designated areas in the state of South Dakota provides the following in response to the Commissions Request for Information:

Request Number 1. ETC's Lifeline and Link-up forms and promotional materials.

Response:

Lifeline and link-up forms and promotional material is attached hereto as Exhibit A.

Request Number 2. Description of how the ETC advertises Lifeline and Link-up, including the form of advertisement and how often it advertises.

Response:

Black Hills has posted Lifeline and Link-up information on its public website and is arranging to have information posted to the Universal Service Fund website. Black Hills is developing direct mail such as bill inserts, promotional flyers and articles for its monthly newsletter that will be conveniently used in conjunction with normal mailings to subscribers and made available at Black Hills offices and at South Dakota Department of Social Services Offices. Black Hills also plans to provide information regarding Lifeline and Link-up in the next publication of the Black Hills FliberCom Directory.

Request Number 3. How the ETC is implementing the new certification procedures.

Response:

Black Hills requires subscribers to provide supporting documentation of eligibility prior to receiving any benefits under the programs. This documentation is electronically stored in Black Hill's customer management system.

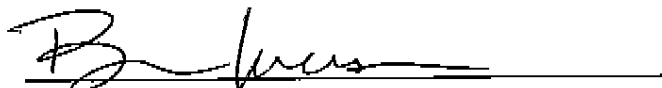
Request Number 4. How the ETC is implementing the new verification procedures.

Response:

Black Hills obtained Eligible Telecommunications Carrier status on September 30, 2004, less than 1 year ago. Accordingly, Black Hills is developing procedures to provide for gathering information from a statistically valid sample of subscribers to determine continued eligibility.

Dated the 20th day of May, 2005.

Respectfully submitted,



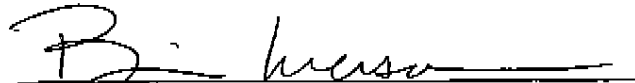
Brian Iverson
Associate Counsel, Black Hills Corporation
Black Hills FiberCom, L.L.C.
625 Ninth Street
Rapid City, SD 57701
P: 605-721-2305
F: 605-721-2550

CERTIFICATE OF SERVICE

I hereby certify that on the 20th day of May, 2005, I served one original and ten copies of the foregoing RESPONSE OF BLACK HILLS FIBERCOM, L.L.C.'S TO REQUEST FOR INFORMATION upon:

Ms. Pamela Bonrud
Executive Director
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

by depositing the same in the U.S. Mail, postage prepaid, at Rapid City, South Dakota.



Brian Iverson

Exhibit A



VALUE PACKAGES
RUSHMORE.COM

CABLE TV
BUSINESS SERVICES

HIGH-SPEED INTERNET
ADVERTISING SERVICES

TELEPHONE
PHONE BOOK/YELLOW PAGES

STAR TEACHER

KIDS CLUB

JOB OPPORTUNITIES

ABOUT US

SERVICE AVAILABILITY
CHANNEL LINE-UP
CONTACT US
CHECK E-MAIL
HOME

TECHNICAL
SUPPORT

Search

Lifeline and Link-up for Black Hills FiberCom Customers in the Northern Hills, SD

(BH FiberCom is not a participant of this program in Rapid City)

[Apply Now - Print Application - click here](#)

Lifeline

Lifeline is a government program that offers qualified people a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. Black Hills FiberCom has been approved to offer this program to qualified people within the Northern Hills of SD.

A. How much can I save on my phone bill?

You will save up to \$8.25 toward the FCC Access Chg/End User Common line charge associated with your local telephone service.

B. How do I know if I'm eligible?

You're eligible for Lifeline if you participate in any of the following programs:

Low Income Home Energy Assistance Program (LIHEAP)

Medicaid

Food Stamps

Federal Public Housing Assistance (Section 8)

Supplemental Security Income (SSI)

Temporary Assistance for Needy Families (TANF)

National School Lunch/free lunch program

Total Household Income at or below 135% of the Federal Poverty Guideline (Federal Income Tax Return or a copy of the last 2 months pay stubs attached as proof)

C. Are there any restrictions?

Lifeline can only be used for the main telephone line in a household. Lifeline customers may purchase all services available in your service area offered to non-Lifeline customers. The name on your phone bill must match the name of the participant who is eligible for the program (with the exception of National School Lunch Free lunch program).

D. How do I apply? [Apply Now - Print Application - click here](#)

To apply for Lifeline, call 1-605-721-2000 to receive an application or an application is available online at www.blackhillsfiber.com. You will be asked to return this completed application along with a copy of a document that verifies that you participate in any of the programs mentioned above. Your Lifeline benefits will take effect when proof of eligibility is received.

E. How do I continue to receive Lifeline benefits?

Your benefits will be discontinued when you no longer meet eligibility requirements or when proof of eligibility is not received.

F. Other Useful information

There are other options that can help you save money including the free toll blocking and waived deposit with toll blocking. Link-Up helps households pay the installation charge for telephone service. This program pays some of the cost of installing local service in your home, but Link-Up does not cover the cost of wiring inside your home.

Link-Up**A. How much will I save by using Link-Up?**

Link-Up will pay 50% of your installation charges. The maximum benefit is \$25.

B. How do I know if I am eligible?

If you qualify for Lifeline, you also qualify for Link-Up.

C. Does Link-Up have any restrictions?

You provide proof of eligibility before your service is activated in order to receive Link-Up discount. Link-Up benefit does not apply retroactively to activations charges incurred before the customer applies for Link-Up.

D. How do I apply for Link-Up?

To apply for Link-Up you will follow the same application process as Lifeline and the same proof of eligibility as Lifeline. [Apply Now - Print Application - click here](#)

NOT JUST HERE. HERE FOR GOOD.

**BLACK HILLS FIBERCOM
APPLICATION FOR LIFELINE/LINK-UP
(TELEPHONE DISCOUNT)**

Name: _____

Address: _____

City, State, ZIP: _____

Telephone Number: _____

Social Security Number: _____

- The Lifeline program will provide a discount on the telephone services only. The discount will be \$8.25 per month. This discount is for one telephone line per household.
- The Link-Up program is a discount on installation charges to the customer. Since FiberCom charges \$25 to install telephone only, this will enable the customer to receive a \$25 credit for this charge. The discount is only applied if the customer receives phone only.

To qualify for the Lifeline and Link-Up programs, you must participate in one or more of the following programs. **Please check the program(s) that apply to you and attach proof of the program(s):**

- _____ Low-Income Home Energy Assistance Program (LIHEAP) or any official Home Energy Assistance Program
- _____ Federal Public Housing Assistance or Section 8
- _____ Medicaid
- _____ Food Stamps
- _____ Supplemental Security Income (SSI)
- _____ Temporary Assistance for Needy Families (TANIF)
- _____ National School Lunch free lunch program
- _____ Or a customer may be eligible if the household income is at or below 135% of the Federal Poverty Guidelines (Federal Income Tax Return or a copy of the last 2 months pay stubs attached as proof)

Please Read, Important Notice

I have read the above statements and understand the discount(s) that are available to me. I will notify Black Hills FiberCom if I no longer participate in the program(s) that make me eligible for the Lifeline and Link-Up program. I understand that I may be charged back for discounts received if I am not eligible for the Lifeline and Link-Up programs any longer and do not notify Black Hills FiberCom.

Signature: _____ Date: _____

**Lifeline and Link-Up for
Black Hills FiberCom Customers in the Northern Hills, SD**
(BH FiberCom is not a participant of this program in Rapid City)

Lifeline is a government program that offers qualified people a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. Black Hills FiberCom has been approved to offer this program to qualified people within the Northern Hills of SD.

A. How much can I save on my phone bill?

You will save up to \$8.25 toward the FCC Access Chg/End User Common line charge associated with your local telephone service.

B. How do I know if I'm eligible?

You're eligible for Lifeline if you participate in any of the following programs:

- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- Food Stamps
- Federal Public Housing Assistance (Section 8)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch free lunch program
- Total Household Income at or below 135% of the Federal Poverty Guideline*

C. Are there any restrictions?

Lifeline can only be used for the main telephone line in a household. Lifeline customers may purchase all services available in your service area offered to non-Lifeline customers. The name on your phone bill must match the name of the participant who is eligible for the program (with the exception of National School Lunch Free lunch program).

D. How do I apply?

To apply for Lifeline, call 1-605-721-2000 to receive an application or an application is available online at www.blackhillsfiber.com. You will be asked to return this completed application along with a copy of a document that verifies that you participate in any of the programs mentioned above. Your Lifeline benefits will take effect when proof of eligibility is received.

E. How do I continue to receive Lifeline benefits?

Your benefits will be discontinued when you no longer meet eligibility requirements or when proof of eligibility is not received.

F. Other Useful information

There are other options that can help you save money, including the free toll blocking and waived deposit with toll blocking. Link-Up helps households pay the installation charge for telephone service. This program pays some of the cost of installing local service in your home,

but Link-Up does not cover the cost of wiring inside your home.

A. How much will I save by using Link-Up?

Link-Up will pay 50% of your installation charges. The maximum benefit is \$25.

B. How do I know if I am eligible?

If you qualify for Lifeline, you also qualify for Link-Up.

C. Does Link-Up have any restrictions?

You provide proof of eligibility before your service is activated in order to receive Link-Up discount. Link-Up benefit does not apply retroactively to activations charges incurred before the customer applies for Link-Up

D. How do I apply for Link-Up?

To apply for Link-Up you will follow the same application process as Lifeline and the same proof of eligibility as Lifeline.

Being a Lifeline or Link-Up customer does not protect you from being disconnected and does not protect you from collection procedures if you fail to pay your telephone bill.

To apply for Lifeline/Link-Up Assistance, [CLICK HERE](#).

Print out and complete the application and return it to:

Black Hills FiberCom
809 Deadwood Ave.
Rapid City, SD 57702
605-721-2010

Content Last Modified: May 11, 2005

**BLACK HILLS FIBERCOM
APPLICATION FOR LIFELINE/LINK-UP
(TELEPHONE DISCOUNT)**

Name: _____

Address: _____

City, State, ZIP: _____

Telephone Number: _____

Social Security Number: _____

- The Lifeline program will provide a discount on the telephone services only. The discount will be \$8.25 per month. This discount is for one telephone line per household.
- The Link-Up program is a discount on installation charges to the customer. Since FiberCom charges \$25 to install telephone only, this will enable the customer to receive a \$25 credit for this charge. The discount is only applied if the customer receives phone only.

To qualify for the Lifeline and Link-Up programs, you must participate in one or more of the following programs. **Please check the program(s) that apply to you and attach proof of the program(s):**

_____ Low-Income Home Energy Assistance Program (LIHEAP) or any official Home Energy Assistance Program

_____ Federal Public Housing Assistance or Section 8

_____ Medicaid

_____ Food Stamps

_____ Supplemental Security Income (SSI)

_____ Temporary Assistance for Needy Families (TANIF)

_____ National School Lunch free lunch program

_____ Or a customer may be eligible if the household income is at or below 135% of the Federal Poverty Guidelines (Federal Income Tax Return or a copy of the last 2 months pay stubs attached as proof)

Please Read, Important Notice

I have read the above statements and understand the discount(s) that are available to me. I will notify Black Hills FiberCom if I no longer participate in the program(s) that make me eligible for the Lifeline and Link-Up program. I understand that I may be charged back for discounts received if I am not eligible for the Lifeline and Link-Up programs any longer and do not notify Black Hills FiberCom.

Signature: _____ Date: _____