

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2008**

Company: Western Telephone Company

Address: PO Box 128

Faulkton, SD 57438

Telephone number: 605-598-6217

Company contact: Alden Brown

Study Area Code: 391688

**Lifeline/Link Up Advertising/Outreach Activities:**

  X   Advertise in media of general distribution.\* (See attached advertisement(s).)

  X   Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* (See attached letter.)

  X   Company's Lifeline/Link Up information in directory.

  X   Company's Lifeline/Link Up information available on Company website.  
([www.companywebsiteaddress.com](http://www.companywebsiteaddress.com))

  X   Company's information posted on USAC website.

  X   Other (describe): Pamphlet "Need Help"

Recertification Letter

\*Required

# Notice to Western Telephone Company Customers

Western Telephone Company provides basic and enhanced telecommunications services throughout its service areas. Basic services are offered at the following rates:

## Faulton and Orient

Single Party Residence Service ..... \$18.00/month  
Single Party Business Service ..... \$16.00/month

## Cresbard

Single Party Residence Service ..... \$18.00/month  
Single Party Business Service ..... \$25.00/month

## Local residence and business service includes:

- Voice grade access to the public telephone network
- Flat-rated local exchange service free of per minute charges
- Access to directory assistance service
- Access to other operator services
- Access to 911 emergency services
- Access to interexchange (long distance) services
- Dual tone multi-frequency signaling (touch-tone service)

Lifeline and Link Up telephone assistance programs are also available for qualifying low-income subscribers. These programs provide for connection and monthly service discounts on telephone service. To qualify a subscriber must participate in Medicaid; participate in the Food Stamps program; participate in the Temporary Aid to Needy Families (TANF) program; participate in the National School Lunch (NSL) free lunch program; receive Supplemental Security Income (SSI); receive Federal Public Housing Assistance; receive Low Income Housing Energy Assistance; or have household income that is at or below 135 percent of the Federal Poverty Guidelines. Subscribers eligible for Lifeline and Link Up may also receive toll blocking service at no charge.

The basic services described above are offered to all consumers in Western Telephone Company's service area. If you have any questions regarding telecommunications services, please call Western's office at (605) 598-8217.



## Western Telephone Co.

Phone 598-6217 - 111 9th Ave. N. in Faulton

Ran Nov. 21, 2007

...level to existing & new customers ...

Serving Faulkton, Cresbard, Orient, Polo & Wecota



# WESTERN TELEPHONE COMPANY

Alden Brown and Mason Brown, Managers

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PO Box 128, 111 9th Ave. N., Faulkton, SD 57438-0128 Ph: 605-598-6217 — Fax: 605-598-4100

**Lifeline, Link Up, and Toll Limitation Service support** provide discounts to eligible low-income consumers to help them establish and maintain telephone service. **Note:** Telecommunications carriers cannot charge a Lifeline customer federal USF fees on the local service portion of their telephone bill.

### ***What type of discount is available?***

**Lifeline** assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$8.25 per month in discounts.

Eligible residents of Indian reservations or tribal lands can receive up to an additional \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

**Link Up** reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges between \$60 and \$130.

**Toll Limitation Service (TLS)** support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

### ***How do I know whether I am eligible?***

Eligibility for Lifeline, Link Up, and TLS support *varies by state*. Individuals who reside in states that have their own discount programs qualify for federal Lifeline, Link Up, and TLS support if they meet the eligibility criteria established by their state. In states that do not provide state support, an individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program's free lunch program

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines:

**2007 Estimated Income Requirements for a Household  
at or Below 135% of the Federal Poverty Guidelines**

Residents of Indian reservations or tribal lands qualify if they participate in any of the programs

<b>Persons in Family Unit</b>	<b>48 Contiguous States and D.C.</b>	<b>Alaska</b>	<b>Hawaii</b>
1	\$13,784	\$17,240	\$15,863
2	\$18,482	\$23,112	\$21,263
3	\$23,180	\$28,985	\$26,663
4	\$27,878	\$34,857	\$32,063
5	\$32,576	\$40,730	\$37,463
6	\$37,274	\$46,602	\$42,863
7	\$41,972	\$52,475	\$48,263
8	\$46,670	\$58,347	\$53,663
For each additional person, add	\$4,698	\$5,873	\$5,400

listed above, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Head Start (income eligible)
- Tribal TANF

***How do I apply to receive Lifeline, Link Up, and TLS support discounts?***

To apply for Lifeline, Link Up, and TLS discounts please contact,

**Western Telephone Company**  
**605-598-6217 or 605-324-3642**

Sincerely,



Carmen Brown  
Office Manager

Serving Faulkton, Cresbard, Orient, Polo & Wecota

# WESTERN TELEPHONE COMPANY

Alden Brown and Mason Brown, Managers

PO Box 128, 111 9th Ave. N., Faulkton, SD 57438-0128 Ph: 605-598-6217 — Fax: 605-598-4100  
605-324-3642

## LIFELINE/LINK UP ASSISTANCE APPLICATION (Please Print)

Name: \_\_\_\_\_  
Last First M.I.  
Address: \_\_\_\_\_  
Street Apt. No.  
City: \_\_\_\_\_  
City State Zip Code

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

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

Can be Reached Number (if new service): \_\_\_\_\_  
(Area code + 7 digit number)

I am applying for: \_\_\_\_\_ Lifeline (monthly telephone service discount)  
\_\_\_\_\_ Link Up (telephone connection charge discount)

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

I qualify for Lifeline/Link Up assistance because (check all that apply):

- \_\_\_\_\_ I participate in Medicaid.
- \_\_\_\_\_ I participate in the Food Stamps program.
- \_\_\_\_\_ I receive Supplemental Security Income (SSI).
- \_\_\_\_\_ I receive Federal Public Housing Assistance.
- \_\_\_\_\_ I receive Low Income Housing Energy Assistance.
- \_\_\_\_\_ I participate in the Temporary Aid to Needy Families (TANF) program.
- \_\_\_\_\_ I participate in the National School Lunch (NSL) free lunch program.
- \_\_\_\_\_ My household income is at or below 135 percent 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 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

## **DIRECTORY ASSISTANCE**

### **HOW TO CALL DIRECTORY ASSISTANCE**

For numbers within the 605 area dial:

**1 + 605 + 555 - 1212**

For numbers outside the 605 area dial:

**1 + Area Code + 555 - 1212**

For telephone numbers of businesses and people who have "800, 822, 833, 844, 855, 866, 877, or 888" numbers dial:

**1 + 800 + 555 - 1212**

The Operator Services Center for TDD\* customers provides Directory Assistance to deaf customers and others using TDDs\*. Just call **1-800-855-1155**. \*Telecommunications Device for Deaf Customers, formerly called teletypewriters or TTYs.

### **"800" WATS TELEPHONE NUMBERS**

Long distance calls can be made without charge when calling those businesses and people who have "800, 822, 833, 844, 855, 866, 877, or 888" WATS numbers. They offer this service to customers calling for specific locations.

To call an "800, 822, 833, 844, 855, 866, 877, or 888" number dial:

**1 + 800 + the telephone number**

### **CONFERENCE CALLS**

You can talk with several people in different places at the same time by dialing the Operator and saying you wish to make a conference call. Give the Operator the names and telephone numbers of the people you want to talk to. You may want to arrange a calling time in advance.

### **INTERNATIONAL CALLS**

You can call practically anywhere in the world by dialing the Operator. However, some customers can dial overseas calls directly to many countries.

### **WRITE DOWN NUMBERS - DIRECTORY ASSISTANCE CALLS COST YOU MONEY**

## **QUESTIONS / YOUR BILL**

### **RECORDED CALLS REQUIRE**

If your conversation is being recorded, you will hear a beep tone every 15 seconds. The recorder-connector containing a beep tone, except on emergency reporting department lines.

### **UNLAWFUL WIRETAPPING IS**

It is a crime under federal law for a subscriber, to wiretap or otherwise intercept the communications of a person participating in the call. Properly authorized persons can engage in interceptions without a court order proceeding under court orders issued under federal law. Under federal law, the penalty is imprisonment for five (5) years.

### **HOW AM I BILLED?**

Charges for your local service are billed in advance. Long distance and telegrams are billed through the day prior to the current billing cycle. Changing equipment are billed the day after the change.

### **WHAT IS THE "CURRENT CHARGE DATE"?**

This is the date by which the telephone bill must be paid.

### **WHAT HAPPENS IF I CAN'T PAY?**

If you can't pay by the "due by" date, call the Business Office. We may be able to help you in case of illness or other circumstances. The statement you receive around the 15th of that month, after which the payment is not received by or on the date of disconnect. Disconnect notice will be added to the full amount of the bill plus \$20.00 must be paid by the date of disconnect. Thank you for your cooperation.

### **HOW CAN I GET SERVICE RECONNECTED FOR NONPAYMENT?**

All charges billed for service must be paid. You will also have to pay a deposit before we may require a deposit before we can reconnect. You also pay a charge to have your service reconnected.

### **WHAT SHOULD I DO ABOUT MY BILL?**

Call your Service Representative in questions, investigate possible errors on bills. Your Service Representatives will help you.



# WESTERN TELEPHONE COMPANY

www.westtelco.com

Contact Us

- Telephone
  - Local
  - Long Distance
  - Calling Features
- Internet
- Cable TV
- Community

## Local Telephone Service

Western Telephone Company provides basic and enhanced telecommunications services within our service area. Basic services are offered at the following rates:

<b>Faulkton and Orient</b>	
Single Party Residence Service	\$16.00 per month
Single Party Business Service	\$16.00 per month
<b>Cresbard</b>	
Single Party Residence Service	\$18.00 per month
Single Party Business Service	\$25.00 per month

Local residence and business service includes:

- Voice grade access to the public telephone network
- Flat-rated local exchange service free of per minute charges
- Access to directory assistance service
- Access to other operator services
- Access to 911 emergency services
- Access to interexchange (long distance) services
- Dual tone multi-frequency signaling (touch tone) service

Lifeline and Link Up telephone assistance programs are also available for qualifying low-income subscribers. These programs provide for connection and monthly service discounts on telephone service. Subscribers eligible for Lifeline and Link Up may also receive toll blocking service at no charge.

The basic services described above are offered to all consumers in Western Telephone Company's service area. If you have any questions regarding telecommunications services, please email or call the main office at (605) 598-6217 or (605) 324-3642

Google Search

**Faulkton, SD**  
66 °F / 19 °C

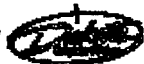
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at 11:53 PM



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Dakota Computer Services

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## Telephone Assistance Programs for Low Income Households

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*Selected state:*

South Dakota

*Please select your local phone company from the list below.*

*(Not all phone companies are listed. Please call your local phone company for more information if they are not listed here.)*

Western Telephone Co

## Lifeline and Link Up Information for Western Telephone Co Customers in South Dakota

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### Landline Service

Lifeline is a government program that offers qualified low income households a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. The application and qualification process differs by state and sometimes by individual phone company.

- **How much can I save?**

You will save up to \$8.25 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as flat rate service. These benefits will also cover your **subscriber line charge**.

- **How do I know if I am eligible?**

Program based eligibility:

- Federal Public Housing Assistance / Section 8
  - Food Stamps
  - Medicaid
- Low Income Home Energy Assistance Program (LIHEAP)
  - Supplemental Security Income (SSI)
  - National School Lunch (free program only)
  - Temporary Assistance for Needy Families (TANF)
- Additional eligibility criteria may apply to residents of **federally recognized tribal lands**

Income based eligibility:

- Total household income at or below 135% of the **Federal Poverty Guidelines**.

- **Are there any restrictions?**

Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. You must establish phone service prior to applying for the Lifeline discount. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the National School Lunch free Program.

- **How do I apply?**

To apply for Lifeline call Western Telephone Co directly at 805-598-6217. You may find more information about Lifeline and other telephone services available from Western Telephone Co at <http://www.westtelco.com>. An application can be obtained via phone, or from Western Telephone Co office.

- **What proof of eligibility do I need to provide?**

You will be asked for proof of your eligibility by submitting a form signed under penalty of perjury that you receive benefits from or a copy of any dated document which verifies your participation in one of the qualifying programs listed above. Proof of total household income may be required for income based qualification. Your Lifeline



benefits will take effect when proof of eligibility is received.

- **How do I continue to receive Lifeline benefits?**

Eligibility is reviewed periodically. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider.

- **Other Useful Information**

There are other options that can help you save money, including free toll blocking, waived deposit with toll blocking and voluntary limit on long distance calling (toll control).

**Link Up** helps households reduce the cost of initiating telephone service. This program pays some of the cost of connecting local telephone service to your home or activating wireless phone service. However, Link Up does not cover the cost of wiring inside your home.

- **How much will I save?**

Link Up will pay 50% of your installation charges for total discount of \$10.00. (Maximum benefit \$30.00) An additional discount may apply to residents of federally recognized tribal lands.

- **How do I know if I am eligible?**

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

- **Are there any restrictions?**

Link Up can only be used for the charges for activating a primary telephone line or moving existing service to a new address. Charges related to wiring and telephone jacks within your home and wireless handsets are not eligible for the Link Up discount.

- **How do I apply?**

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 if you fail to pay your telephone bill.**

**Lifeline and Link Up discounts cannot be applied to an outstanding balance owed to your phone company.**

**Lifeline can only be applied to one wireless OR wireline telephone per household.**

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## LIFELINE Program

Lifeline provides basic telephone service to eligible subscribers at a reduced monthly rate.

Lifeline subscribers may also receive long distance blocking on their telephone free of charge.

## LINK-UP Program

Link-Up provides eligible subscribers with a 50% reduction (up to \$30) for connection and line extension charges for basic home telephone service.

Deferred payments of connection charges, without interest, may be arranged for Link-Up subscribers.

## Qualifications

People currently participating in at least one of the programs listed below would qualify for Lifeline and Link-Up programs. *You also qualify if your income is at or below 135% of the Federal Poverty Guidelines* (For example A South Dakota family of four with an annual income at or below \$24,840 would now be eligible).

### Qualifying Programs:

- Medicaid (eg., Title XIX/Medical, State Supplemental Assistance)
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low Income Energy Assistance (LIEAP)
- Temporary Assistance to Needy Families (TANF)
- National School Lunch's Free Lunch Program (NSL)

### To Apply:

Contact your local telephone company for an application.

## Need Help?



## LIFELINE/ LINK-UP Programs

Assistance for Basic Home Telephone Service

SD Public Utilities Commission  
State Capitol Building  
500 E Capitol Ave  
Pierre, SD 57501

1-800-332-1782

# **HOW to APPLY for LIFELINE and/or LINK-UP ASSISTANCE**

Contact your local telephone company for an application. Listed below are some of the questions or information the telephone company may request:

1. Which program are you applying for? Lifeline? Link-up? Both?
2. Are you currently receiving assistance benefits from any of the following programs?

- ✓ Medicaid (e.g., Title XIX/Medical, State Supplemental Assistance)
- ✓ Food Stamps
- ✓ Supplemental Security Income (SSI)
- ✓ Federal Public Housing Assistance
- ✓ Low-Income Home Energy Assistance (LIEAP)
- ✓ Temporary Assistance to Needy Families (TANF)
- ✓ National School Lunch's Free Lunch Program (NSL)
- ✓ Income Criteria— income is at or below 135% of Federal Poverty guidelines\*

\*(Please check with your local telephone company to see if this criterion is in effect. Income must be at or below 135% of the Federal Poverty Guidelines. You will be asked to list the number of individuals in your household. In order to qualify under this criterion, you must provide documentation of income eligibility. Documentation may consist of a copy of a prior year's state, federal or tribal tax return, three consecutive months of income statements or paycheck stubs from your employer, 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 Bureau of Indian Affairs General Assistance, a divorce decree or child support document.)

**Call your local  
telephone company  
for an application!**

Western Telephone Co.  
598-6217



# WESTERN TELEPHONE COMPANY

Alden Brown and Mason Brown, Managers

PO Box 128, 111 9th Ave. N., Faulkton, SD 57438-0128

Ph: 605-598-6217 — Fax: 605-598-4100

April 3, 2007

Dear Customer:

You currently participate in Western Telephone Company's Lifeline assistance program. Federal Communications Commission guidelines require telephone companies like ours to annually verify a sample of Lifeline customers' continued eligibility.

Lifeline assistance is available to participants in one or more of the following programs: Medicaid; Food Stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance; Low Income Housing Energy Assistance; Temporary Aid to Needy Families (TANF); or the National School Lunch (NSL) free lunch program. Individuals whose household income is at or below 135 percent of the Federal Poverty Guidelines are also eligible for Lifeline assistance. If you are still eligible for Lifeline assistance, please complete the enclosed application and provide supporting documentation (such as a copy of your Medicaid card) to us by June 3, 2007.

Documentation of income eligibility includes a customer's prior year's state or federal tax return, a current income statement from an employer or paycheck stub, a Social Security statement of benefits, or other such official documents. If your documentation does not cover an entire year please provide three consecutive month's worth of the same type of document.

Please note: income is all income actually received by all members of the household. Income includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts and lottery winnings. The only exceptions are student financial aid, military housing and cost-of-living allowances and irregular income from occasional small jobs such as baby-sitting or lawn mowing.

If you qualify based on household income, please come to our office at 111 9th Avenue N., Faulkton, with the required documentation. All other applicants recertifying are welcome to drop the application and documentation off at the Faulkton office, or you may mail them back to us in the enclosed return envelope. If we do not receive the documentation by **June 3, 2007**, you will be removed from the Lifeline program.

Please feel free to call me at 598-6217 or 324-3642 with any questions you may have regarding the application or the Lifeline/Link Up programs.

Sincerely,



Carmen Brown  
Office Manager

Enclosure