

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JUNE 1, 2010**

Company: RT Communications, Inc.

Address: 130 S. 9th St.

Worland, WY 82401

Telephone number: 307-347-7000

Company contact: Karen Devish

Study Area Code: 512251

Lifeline/Link Up Advertising/Outreach Activities:

- Advertise in media of general distribution.* (See attached advertisement(s).)
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.* (See attached letter.)
- Company's Lifeline/Link Up information in directory. (See Attached)
- Company's Lifeline/Link Up information available on Company website. (www.rtcom.net)

Company's information posted on USAC website.

Other (describe): _____

*Required



Your Telephone
Service Is Your
LIFELINE!

Did you know that
discounts on basic
phone service are
available to low-
income customers?

For more information,
contact:



130 South 9th
Worland, WY 82401
307-347-7020
1-800-647-9841

and ask about

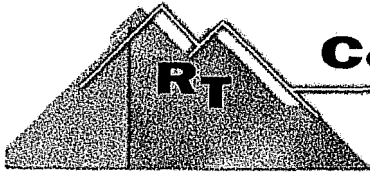
**LIFELINE
AND
LINK-UP**

or

Call the Federal
Communications
Commission (FCC) at
1-888-CALLFCC

or

Go to www.lifeline.gov



Communications

P.O. Box 506
130 S. 9th
Worland, WY 82401

307-347-7000
307-347-6366 Fax
www.rtcom.net

NAME
ADDRESS
ADDRESS

Dear South Dakota Customers:

Lifeline Assistance and Link-Up are two public programs that help eligible customers pay for telephone service. Lifeline Assistance will help qualified customers who already have telephone service save money on their monthly phone bills. Link-Up helps eligible customers receive a discount on the initial installation of telephone service to their home.

To qualify for these programs a customer must typically be eligible to receive benefits from one or more of the following programs:

Food Stamps

Medicaid

Low-Income Home Energy Assistance Program (LIHEAP)

Supplemental Security Income (SSI)

Federal Public Housing Assistance (Section 8)

Temporary Assistance to Needy Families (TANF)

Minimum Medical Program

Child Care Assistance

Additional eligibility criteria may apply to residents of federally recognized tribal lands

For more information, or to find out if you qualify for the Lifeline or Link-Up programs, call RT Communications at 1-800-647-9841, the South Dakota Public Utilities Commissions at 1-800-332-1782, or the Federal Communications Commission at 1-888-CALL-FCC. You may visit the "Lifeline Across America" website at www.lifeline.gov

RT Communications

LONG DISTANCE

1+

Direct dial if you wish to talk with anyone who answers. Rates for calls you dial yourself are lower than calls dialed by the operator. Charges begin when the called telephone is answered in person or by an automatic answering machine. You will be billed by the company that handles your call.

DIRECT DISTANCE DIALING

*To call outside your local calling area Dial 1 + Area Code + Telephone number.

LONG DISTANCE DIRECTORY ASSISTANCE

- For assistance with numbers within the 307 Service Area that can't be reached without first dialing "1" Call 1411
- For assistance with numbers outside your Service Area, Dial 1411
- Inward WATS (800/888/877) numbers Dial 1+800+555+1212
- Area Code Information See pages 9-12 or dial "0" for OPERATOR

EQUAL ACCESS DIALING PLAN

0	Call will go to local operator
00	Call will go to inter-exchange carrier operator.
0 + 307 + 7 digits	Call will go to local operator to be routed to Local Operating
Company	facilities (InterLATA) or to inter-exchange carrier (InterLATA).
0 + 10 digits	Call will go to inter-exchange carrier's operator for handling and routing.
1+10 Digits	Call will be handled by inter-exchange carrier.
10 +10 +3 Digit Carrier Code + 1 + 10 digits	"Casual Dialing" call will be handled by inter-exchange carrier of choice.
1 + 411	Directory assistance for local or long distance calls.
1-800-647-9841	Local Repair Service.
1-800-538-8036	Local Repair After Hours.
911	Emergency Service.



LONG DISTANCE

LIFELINE / LINK-UP / TOLL LIMITATION SERVICE

The Lifeline, Link-Up, Toll Limitation Service, and the Wyoming Telephone Assistance Program provide reduced phone bills for customers who are receiving benefits from one or more of the following programs: Medicaid, Food Stamps, Child Care, POWER (Personal Opportunities with Employment Responsibilities, LIEP (Low Income Energy Assistance Program), and minimum medical.

If you are participating in any of the programs listed, you are eligible for monthly telephone assistance. Please call your local telephone service provider for details.

CUSTOMER CONNECTION

A Quarterly Newsletter From Your Friends at RT Communications

Find the Right Combination of Timesaving Services

With the start of another school year, schedules are filling up fast with lots of activities, and busy students and parents need ways to save time and stay in touch. RT Communications can help by providing convenient calling features. With the right combination of these tools, you'll open the way to a more streamlined daily routine.

Caller ID

Displays a caller's name and telephone number while the phone is ringing, so you can prioritize calls.

Call Waiting

During a phone conversation, a special tone alerts you to an incoming call.

Call Forwarding

Allows you to forward incoming calls to another number.

Selective Call Forwarding

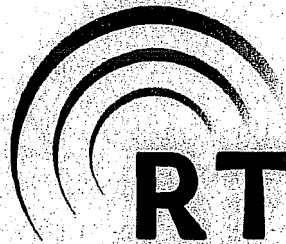
Allows you to forward selected incoming calls to another number.

Three-Way Calling

Allows you to add a third party to your existing conversation.

Distinctive Ring

A second number ringing into the home on the same line, with a different ringing pattern. This feature can help you determine whether the call is for you or your kids.



COMMUNICATIONS

New Look, Same Local Advantage

RT Communications has been providing telecommunications services since 1994. That's 15 years of service with one goal, providing our customers the best in technology and customer service. Over the years, the telecommunications industry has changed and RT has been on the forefront of that change. RT has invested over \$80 million to bring our network into the digital age. In addition to traditional local and long distance telephone service, we now offer:

- high speed Internet
- wireless phone service
- custom calling features
- residential and business phone systems
- conferencing services

We continue to upgrade the network to open the door for even more residential and business services in the future. RT has begun a multi-year, multi-million dollar project to replace existing copper communications lines with state-of-the-art, fiber optics to the homes and businesses in the communities we serve.



You will be seeing our new look as we move forward, but it's the same local people dedicated to bringing you the best. Changing with the times while staying connected with our customers is what got us here and we will continue to provide you the best in technology and customer service.



RT COMMUNICATIONS

130 SOUTH 9TH STREET • WORLAND, WY 82401 • WWW.RTCOM.NET • 307.347.7020 • 800.647.9841



Phone Discounts for Low-Income Users

Many low-income families qualify for assistance with phone charges, but don't realize that this help is available to them. If you're experiencing financial difficulties, or have a friend or family member in this situation, we encourage you to look into these programs:

Lifeline

This program provides qualified customers with a monthly discount on charges for their primary home phone line, even if it's a cell phone. Lifeline can save you at least \$10 per month depending on where you live.

Link-Up

Link-Up was created to reduce the cost that qualified customers have to pay for setting up new phone service — again, including cell phone service — at home. The program pays up to \$30 for setup fees, not including the cost of the phone itself. In addition, you may qualify to borrow up to \$200 for setup fees, interest-free, for up to one full year.

Eligibility guidelines vary throughout the country.

To learn more about Lifeline and Link-Up, visit the Universal Service Administrative Company's website at www.lifelinesupport.org or give us a call.

Simple Solutions to Common PC Problems

Your computer won't boot up. You've lost your Internet connection or your screen freezes. Problems like these can strike terror in even the toughest among us. But don't panic. What seems like a complicated problem may actually have a simple solution.

First go through these troubleshooting checklists.

Your computer won't boot up (turn on):

1. Make sure the monitor is turned on.
2. Check all the connections — to the computer, from the computer to the power strip, and from the power strip to the outlet.
3. Plug something else (like a lamp) into the electrical outlet to see if the outlet has gone bad.

You've lost your Internet connection:

1. Check to see if the phone line is firmly plugged in and connected.
2. If your Internet service is through a phone line, check the function of that line by plugging in a phone to determine if there's a dial tone. Call for line service if you don't hear one.
3. Call your Internet service provider to see if their system is down.
4. Wait a few minutes and try again. Sometimes this is a temporary problem.

The screen has frozen up:

1. Try a warm boot. A warm boot can be accomplished by pressing the CTRL + ALT + DEL keys simultaneously, or by selecting the restart command from an operating system menu.
2. If a warm boot doesn't work, a cold boot is the next step. This means you turn the power off on your computer, and then back on again. A cold boot forces the computer to turn off without shutting down applications one by one, so you may lose unsaved data.

If these simple solutions fail to work, it's time to pick up the phone and call the Help Desk at 866.389.1565. Available 24/7, the Help Desk can solve most common problems free of charge. If not, they will connect you with the Total Tech experts. For a reasonable fee, these senior technicians can fix or make recommendations for even the most complicated hardware and software issues.



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