



**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2011**

Company: RC Communications, Inc  
Address: 205 Main St  
New Effington, SD 57255

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Telephone number: 605-637-5211

Company contact: Scott Bostrom - General Manager  
Wanda Heesch - Billing/Customer Care Manager

Study Area Code: 391674

Lifeline/Link Up Advertising/Outreach Activities:

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

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

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

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

       Company's information posted on USAC website.

       Other (describe): \_\_\_\_\_

       \_\_\_\_\_

       \_\_\_\_\_

## NEWS FROM THE PAST

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Lawrence Wagner  
Amtrak train  
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and Sanden, and  
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niehs.nih.gov/  
is my source  
has some easy  
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has opened up.

Effington Locals: Mr. and Mrs. Dale Medenwald and family attended confirmation services at the Lutheran Church in Wheaton Sunday. They were from Minnesota, has pledged Sylvia Stavig to their group. Miss Stavig is in the freshman class. There are four men and four women societies on the campus. Their purpose is to develop literary ability and to serve as an outlet for dramatic and musical talent. Five major social events comprise the year's program of each organization.

A heavy electrical storm, the first of the season, struck here Monday night. Considerable large hail fell, accompanied by a stiff wind and some rain. No damage to potatoes, Monday, Cyrus Heitner had to abandon the job, as there was so much frost he broke his plow. He succeeded in working the center of his plot of ground where there was no grass or weeds. Cy expects to have fully matured spuds, however, by May 20th.

### Low Income Assistance Available to Telephone Subscribers

Roberts County Telephone Cooperative Association (RCTCA), RC Communications, Inc. (RCC), and RC Services are authorized to provide federal telephone assistance programs. Two such programs provided by both companies are "Lifeline" and "Link-Up." Both were developed in response to concerns about the affordability of telephone service for low income citizens.

The Lifeline program provides a \$8.25 monthly credit on the basic service portion of the participant's 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 long distance calls on their telephone line at no charge.

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 or whichever is less. Link-Up also provides for deferred payment of 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.

Applicants are eligible if they participate in at least one of the following public assistance programs: Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance), Supplemental Security Income (SSI), National School Lunch (NSL) Free Lunch Program, Food Stamps, Federal Public Housing Assistance, Temporary Aid to Needy Families (TANF), Low-Income Home Energy Assistance, or income is at or below (135%) of Federal Poverty Guidelines (must provide documentation).

Additional Lifeline and Link-Up support is available to those qualifying individuals living on Tribal Lands. The Bureau of Indian Affairs (BIA) can verify whether or not a specific location meets the Enhanced Lifeline/Link-Up definition. Enhanced Lifeline/Link-Up provides for expanded eligibility opportunities and additional telephone service discounts. In addition to the previously cited programs, for those individuals residing on Tribal Lands, participation in any of the following meets the eligibility standard: Bureau of Indian Affairs (BIA) general assistance; Tribally administered Temporary Assistance for Needy Families (TANF); or Head Start Programs (under income qualifying eligibility provision only). If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs, you are obligated by law to notify RCTCA or RCC of your ineligibility.

Contact the RCTCA/RCC office in New Effington, 605-637-5211 or 888-668-0877, for more information or application forms. You may also e-mail questions to [customer-care@rctel.net](mailto:customer-care@rctel.net).



### F BIDS

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37-4275.

Melissa Krueger  
Finance Officer

n  
\$8.06.  
8, 2010)

4-20-10



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Contact the RCTCA/RCC office in New Effington, 605-637-5211 or 888-668-0877, for more information or application forms. You may also e-mail questions to [customer@rctel.net](mailto:customer@rctel.net).

In a program development class I took, the instructor stressed over and over again that when you start a new program, "Start small, gain success, and then grow." She emphasized that "bigger the better" philosophy when starting something new many times ends up failing. I applied this phrase many times since that class. For example, our family's "Going Green" efforts has started small but we have gotten in the habit for example of recycling our papers and then have moved onto to the next thing, made it a habit and so forth. If we would have started with trying to do everything at once we would have failed and today not be recycling at all because of our space and time constraints. The website <http://kids.niehs.nih.gov/recycle.htm> which is my source for this column, has some easy ideas to get your family to "Go Green" also.

## PUBLIC NOTICE

The Town of Rosholt has declared the following as surplus and will be accepting bids for the 2002 Dutchmen 32' Camper.

Bids will be accepted until 5 p.m. on Monday, May 3, at which time they will be opened.

If you have any questions please call City Hall (605) 537-4275.

Melissa Krueger  
Asst. Finance Officer

Published twice at an approximate cost of \$8.06.  
(April 21 & 28, 2010)

people's landscaping and trees are looking alive as their in their original form instead of throwing them away, or pass on to others who could use them too! Remember, one man's trash is another man's treasure! Check out the rummage sale section of the newspaper!

**Recycle:** Recycling occurs when you save and take reusable materials to places where they can be remade into either the same product or new products, rather than to just toss them in the trash. Making new items from recycled ones also takes fewer



**CUSTOM SEEDING!**

**NOW AVAILABLE!**

This year we are doing custom seeding for wheat and beans. We are using a new SDX40 Case IH seeder and 485 Case tractor with auto steer. For more information call Rick at (605) 537-4477.

**ROSHOLT**

**Farmers Co-op Elevator**



## RC FAMILY OF COMPANIES

205 MAIN ST • PO BOX 197 • NEW EFFINGTON, SD 57255-0197  
605-637-5211 • 800-256-6854 • FAX: 605-637-5302

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

(Continued on back of page)

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

**2011 Estimated Income Requirements for a Household at or  
Below 135% of the Federal Poverty Guidelines**

<b>Persons In Family or Household</b>	<b>48 Contiguous States and D.C.</b>	<b>Alaska</b>	<b>Hawaii</b>
1	\$14,702	\$18,360	\$16,929
2	\$19,859	\$24,813	\$22,856
3	\$25,016	\$31,266	\$28,782
4	\$30,173	\$37,719	\$34,709
5	\$35,330	\$44,172	\$40,635
6	\$40,487	\$50,625	\$46,562
7	\$45,644	\$57,078	\$52,488
8	\$50,801	\$63,531	\$58,415
For Each Additional Person, add	\$5,157	\$6,453	\$5,927

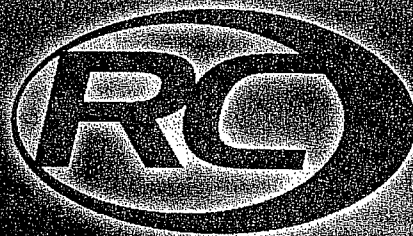
Residents of Indian reservations or tribal lands qualify if they participate in any of the programs listed on the front page, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Head Start (income eligibility)
- 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 Roberts County Telephone Cooperative Association or RC Communications in New Effington, 605-637-5211 or 800-256-6854, for more information or application forms. You may also e-mail questions to [csrs@tnics.com](mailto:csrs@tnics.com).





**RC FAMILY  
OF COMPANIES**

**FEBRUARY 2011**

**TELEPHONE DIRECTORY •**

**CLAIRE CITY - 57224**

**CORONA - 57227**

**MILBANK - 57252**

**INCLUDING:**

**CORONA - 57227**

**TWIN BROOKS -  
57269**

**NEW EFFINGTON - 57255**

**PEEVER - 57257**

**ROSHOLT - 57260**

**SISSETON - 57262**

**SUMMIT - 57266**

**INCLUDING:**

**MARVIN - 57251**

**VEBLEN - 57270**

**WATERTOWN -**

**57201**

**WILMOT - 57279**



received by the 10th day of that month; (1) services will be disconnected for nonpayment and will not be reconnected until the amount then due, including all collection fees, plus the then applicable reconnect charge, has been paid in full; and (2) RC Family of Companies may charge an additional deposit fee in its discretion.

If a customer pays a portion of their bill sufficient to cover all local service charges, but not long distance charges, the company may, at its discretion, or at the customer's request, put a toll restriction on the customer's line until all long distance charges and any additional local service charges are paid in full. Toll service will be restored once, and only if, all past due amounts are received.

RC offers many convenient ways to pay your monthly bill. Have your payments automatically deducted from your bank account, pay by credit card, or register on-line at [www.trics.com](http://www.trics.com) for electronic billing. Choose from either monthly or recurring payment options. When mailing payments to the RC office, be sure to enclose the payment stub along with your payment.

### **NEW OR RECONNECTED SUBSCRIBER PROMPT PAYMENT POLICY**

RC Family of Companies reviews the service payment history for all subscribers. Such payment history serves as the basis for establishing a credit rating for each subscriber. New subscribers who do not have a credit rating, or who have a credit rating which does not meet minimal standards established from time to time by RC Family of Companies, must make their payments within 10 days after billing for the first 6 months of service. Subscribers who have been disconnected for non-payment must make their payments within 10 days for the first 6 months after reconnection. Assuming payments are made in a timely fashion during the first 6 months of service, such subscribers are subject to the Payment of Bills procedure described above and payments must then be made in accordance with that schedule.

RC Family of Companies may in its discretion disconnect service for new subscribers or subscribers who have been reconnected after being disconnected for non-payment, who do not observe this required Prompt Payment Policy.

### **NEW OR RECONNECTED SUBSCRIBER DEPOSIT POLICY**

A \$100.00 deposit will be required at the time of application for each new subscriber with no credit rating or a credit rating which does not meet the mini-

retained by RC Family of Companies if the subscriber fails to comply with these policies.

## **CAN'T AFFORD TELEPHONE SERVICE? LINK-UP AND LIFELINE PROGRAMS CAN HELP**

### **HOME TELEPHONE ASSISTANCE**

Link-Up and Lifeline help eligible people pay PART of their telephone costs.

#### **LINK-UP**

- Will save you 50% of the initial charges to hook up primary telephone service, or \$30, whichever is less.
- You may qualify for service without a deposit. Ask your local telephone company.

#### **LIFELINE**

- Can save you at least \$8.25 on your monthly phone bill for primary local telephone service.
- Applies only to primary local telephone service in the home where you live.

#### **WHO IS ELIGIBLE?**

Anyone qualified under one of the following Public Assistance Programs:

- Federal Housing Assistance
- Food Stamps
- Income at or below 135% of Federal Poverty Guidelines
- Low Income Home Energy Assistance
- Medicaid
- National School Lunch Free Lunch Program
- Supplemental Security Income (SSI)
- Temporary Aid to Needy Families

#### **HOW TO OBTAIN THE TELEPHONE SERVICES**

- When you qualify for one of the above programs through your county Social Services Office, you will need to contact RC Family of Companies for an application.

#### **WHAT IF MY BENEFITS STOP?**

If you no longer qualify for any Public Assistance Program, you no longer qualify for Link-Up or Lifeline and agree to notify RC Family of Companies that you are no longer eligible for Lifeline and Link-Up.

#### **MORE INFORMATION**

- For more information on Link-Up and Lifeline, call Roberts County Telephone Cooperative Association, RC Communications, or RC Services.
- For questions on eligibility, call your county social services office.

**NOTE:** People who live on tribal lands may be eligible for a separate Tribal Link-Up and Lifeline Programs. Contact Roberts County Telephone Cooperative Association, RC Communications, or RC Services for information.

*Continued Next Page*



# COMMUNICATOR

RC/CA  
PO Box 197  
New Effington, SD 57255

RC Communications  
PO Box 196  
New Effington, SD 57255

RC Technologies  
PO Box 33  
New Effington, SD 57255  
or  
1018 6th St. SE  
Watertown, SD 57201

RC Services  
PO Box 34  
New Effington, SD 57255

Contact Numbers  
(605) 637-5211  
(800) 256-6854 (N.E.)



Know what's below  
Call before you dig

## Yes, You Can Afford Telephone Service

### *Lifeline and Link-Up programs available for low income citizens*

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## New Bundles Rolled Out

### *Customers will be contacted when available*

Interest in RC's new bundle offerings has been very positive. While new internet speeds cannot be offered in all areas at this point, customers can now migrate to the new bundles. Once higher speeds are available customers will be contacted and internet speed will be adjusted accordingly. Thank you for your patience during these upgrades.

# Annual Lifeline Certification & Verification

Complete Section 1, 2, or 3. Then complete the chart below.

1. ☒ Eligible Telecommunications Carrier (ETC) serving **Federal Default State** (complete columns A through E and sign below)

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below, has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

2. ☐ Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** (complete columns A through C and sign below; complete columns D and E if required by your state commission)

I certify that the company listed below is in compliance with the Lifeline and Link Up verification procedures in place in the state(s) listed below. If any Lifeline customers of the company listed below qualify based on income, I certify that the company listed below is in compliance with state Lifeline income certification procedures and that, to the best of my knowledge, documentation of income was presented. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

3. ☐ I certify that my company has not claimed federal Low Income support for any Lifeline customers in \_\_\_\_\_ (insert current year).

A	B	C	D	E
Company Name	SAC (6 digit number)	State	Customers Surveyed or Verified	Customers Found to be Ineligible*
Roberts County Telephone Coop. Assn	391674*	SD	16	6
RC Communication, Inc.	391674*	SD	87	38

\* Include customers who did not respond to the survey in the ineligible column.

Signed,

Wanda Heesch

(Signature of Officer)

*\* these two entities constitute one study area*  
(Printed Name of Officer)

Wanda Heesch

Billing Manager

(Title of Officer)

(Person Completing this Sample Letter)  
605-637-5211

(Date) June 24, 2010

Submit to USAC using only ONE method:

(Contact Phone Number)  
205 Main St

P.O. Box 196

New Effington, SD 57255

(Company Address)

Fax to: (202) 776-0080  
E-mail to: [LiVerifications@usac.org](mailto:LiVerifications@usac.org)  
Mail to: Low Income Program  
2000 L Street, NW, Suite 200  
Washington, DC 20036

## ***Deadline: August 31st***

NOTICE: To implement Section 254 of the Communications Act of 1934, as amended, the Federal Communications Commission has adopted changes to the federal low-income programs. The Commission has expanded the availability of these programs and the level of funding for discounts to low-income customers.

The following worksheet provides a means by which eligible telecommunications carriers may provide their annual Lifeline verification survey results and annual low-income certifications to the Universal Service Administrative Company.

We have estimated that each response to this collection of information will take, on average, four (4) hours for each respondent. Our estimate includes the time to read this data request, review existing records, gather and maintain required data, and complete and review the response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, AMD-PERM, Washington, D.C. 20554, Paperwork Reduction Project (3060-0819). We will also accept your comments on the burden estimate via the internet if you send them to [PRA@fcc.gov](mailto:PRA@fcc.gov). Please DO NOT SEND the data requested to this e-mail address.

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it has been approved by the Office of Management and Budget (OMB) and displays a currently valid OMB Control Number. This collection has been assigned OMB Control Number: 3060-0819.

The FCC is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, Pub. L. No. 104-13, 44 U.S.C. Section 3501, *et seq.*