

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

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

Telephone number: 605-637-5211

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

Study Area Code: 399010

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)

- Company's information posted on USAC website.

- Other (describe): _____

- _____

- _____



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.

Corona N

Howard Quade and Boone went to the H. Quade, Jr. home in Nenzon on Thursday. It was a vacation as they helped work calves while there returned home on Sunday.

Ellen Hudson, Vicky O'Toole, Jean Quade, Sue Unzicker, Marie O'Farrell went to Lakeside for supper Saturday evening.

Jason, Janessa and Blanche Rohlfs arrived on Saturday and spent some time with Gabe and Blanche Rohlfs.

Mary Shives and Blanche Rohlfs attended the Homecoming Program in South Shore on Sunday.

The Corona Senior Center met on Monday for a potluck dinner with 13 in attendance. Results of the St. Patrick's Day luncheon were discussed. The next meet again on April 26.

Woody and Linda DeClerck had a Sunday dinner at the Ammann home in Wilma. They spent the afternoon visiting with June and Roger Rohlfs and Roger Bird and Cliff and Earl and

4-20-10



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NEWS FROM THE PAST

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Frederic Wagner
Amtrak train
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niehs.nih.gov/
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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 Sylva
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.

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Melissa Krueger
Finance Officer
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8, 2010)



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

Persons In Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
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

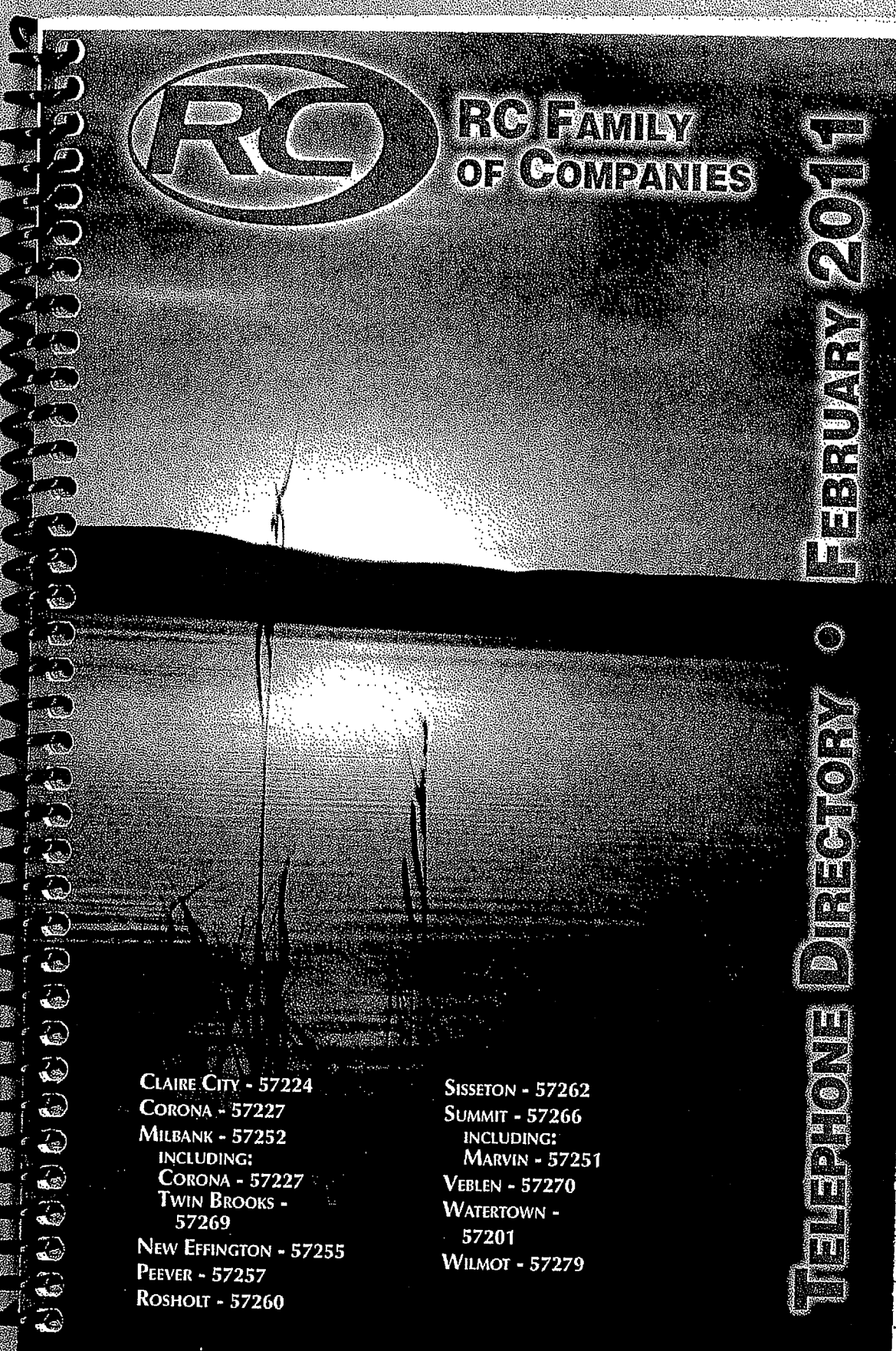
How do I apply to receive Lifeline, Link Up, and TLS support discounts?

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.



**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

be added to the past due account. If payment is not 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.tnics.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

RCTCA
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*
RC Service	391674	SD	1	

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

Signed,

Wanda Heesch
(Signature of Officer)

(Printed Name of Officer) Wanda Heesch
Billing Manager

(Title of Officer)

email wku
7-13-10 wku
arlene@wku.usa
for yed
7-7-10
11:06 am
wku

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

(Date) July 6, 2010

Submit to USAC using only ONE method:

(Contact Phone Number)
205 Main St

PO Box 196

New Effington SD 57255

(Company Address)

Fax to: (202) 776-0080
E-mail to: 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. 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.*