SOUTH DAKOTA PUBLIC UTILITIES COMMISSION LIFELINE/LINK UP ADVERTISING/OUTREACH ANNUAL REPORT JUNE 1, 2012

Company:	Interstate Telecommunications Cooperative, Inc.
Address:	PO Box 920 Clear Lake, SD 57226
Telephone nu	umber: 605-874-2181
Company cor	ntact: Jim Canaan
Study Area C	code: 391654
Lifeline/Link l	Jp Advertising/Outreach Activities:
<u>X</u>	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.
	Company's Lifeline/Link Up information available on Company website. (www.companywebsiteaddress.com)
	Company's information posted on USAC website.
<u>X</u>	Other (describe): Listed on SD PUC website
*Required	

PUBLIC NOTICE

Interstate Telecommunications Cooperative, Inc. (ITC) offers local exchange telecommunications service to all consumers in its service area.

Single Party Residence Service

\$14.00/month

Single Party Business Service

\$14.00/month

This service provides subscribing customers with:

- -Voice grade access to the public switched network
- -Single party service
- -Dual tone multi-frequency signaling
- -Flat rated local exchange service free of per minute charges
- -Access to 911 emergency services
- -Access to operator services
- -Access to interexchange (long distance) service
- -Access to directory assistance
- -Toll blocking/Toll limitation

Low-Income Assistance Programs are available for qualifying customers. These programs provide for monthly service discounts on telephone service. Toll blocking at no charge and reduced deposits are also available. To qualify, a subscriber must participate in one of the following programs: Medicaid, Food Stamps, Temporary Aid to Needy Families (TANF), the National School Lunch (NSL) Free Lunch Program, Supplemental Security Income (SSI), Low Income Housing Energy Assistance, or Federal Public Housing Assistance. Subscribers whose household income is at or below 135 percent of the Federal Poverty Guidelines also qualify for this assistance. Additional Low Income Assistance is available to those qualifying individuals living on Tribal Lands. The Enhanced Low Income Programs available to consumers living on Tribal Lands provide for additional telephone services discounts, and, in addition to the previously cited programs, participation in the Bureau of Indian Affairs (BIA) general assistance program qualifies them for this support.

Questions regarding any of the above services should be directed to ITC at 1-800-417-8667.

Public Notice

To all customers of ITC telecommunications services

ITC is a telecommunications carrier committed to providing high quality basic and enhanced services at reasonable rates to all subscribers throughout its service territory.

As a part of its service commitment to its subscribers, ITC continually provides voice grade access to the public switched network, interexchange carriers, telecommunications relay service and 911 emergency services. ITC also provides access to operator services and directory assistance. Each local exchange access line comes with a primary directory listing at no charge and each subscriber automatically receives an ITC Phone Book annually. Furthermore, customers can report service trouble to the Company twenty-four hours a day, seven days a week.

ITC understands the importance of consumers having access to quality local telephone service. To help consumers obtain and keep their local service, ITC offers reduced rates to eligible consumers under two programs. Lifeline Service is a monthly discount on local service charges that is available to qualified consumers, and Link Up is a 50% reduction off telephone service installation charges for new service installation. Qualifying low-income individuals subscribing to residential service who are eligible for Lifeline and Link Up telephone assistance programs will receive discounts off basic local charges and are eligible for toll blocking at no charge. Additional information may be obtained by contacting the ITC business office.

Basic services are offered to all consumers in the Company's service territory at the rates, terms, and conditions specified in the Company's tariff. If you have questions regarding ITC's services or rates, please call 1-800-417-8667. We welcome customer feedback through our customer service department or via our website at any time, and remain available to answer any questions you may have about the telecommunications services we provide.

General Information



FCC RULES FOR RECORDING TWO-WAY TELEPHONE CONVERSATIONS

The FCC requires one of the following options to be used when a person wishes to record a telephone conversation:

- Permission must be obtained from all parties involved before a conversation can be recorded.
- "Beeptone" warning devices must be sounded at regular intervals during the recording of a conversation.
- 3) Individuals involved in the conversation being recorded must notify all parties that a conversation is being recorded either at the beginning of, or during, the conversation.

Federal Communications Commission

445 12th St SW Washington, DC 20554 202-418-0190 www.fcc.gov anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another, or for calls that... interfere unreasonably with the use of the service by one or more other customers, or calls for...unlawful purpose. Upon violation of any of these conditions the telephone company can, by written notice, discontinue service forthwith. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. Users of the telephone service are also subject to the enforcement proceedings provided for in Sections 401 and 411 of the Communications Act. In addition to the loss of telephone service for violation of the tariffs, Section 223 of the Communications Act makes it a crime to use the telephone in

the District of Columbia or in interstate or foreign communications to make "repeated telephone calls, during which conversation ensues, solely to harass any person at the called number" or to knowingly permit "others to use his/her telephone" for such purpose. Penalties for violation of Section 223 are a fine up to \$500.00 or six months' imprisonment, or both, 47 U.S.C. 223.

The Commission is concerned that some users of telephone service may be unaware of their obligations to refrain from using the service for abusive or harassing calls. It is also concerned that other users may be willfully and repeatedly violating the provision of the tariffs and the applicable statutes, and that the telephone companies are not adequately enforcing their tariffs. Accordingly, the Commission is issuing this Public Notice in order that

the public may be informed of the requirements of law in this area and so that users may be alerted to their legal obligations in the use of the telephone and the penalties for failure to abide thereby.



LIFELINE AND LINK-UP PROGRAMS HELP ELIGIBLE PEOPLE PAY PART OF THEIR TELEPHONE COSTS

UNKUP

 Will save you 50% of the initial charges to hook up primary telephone service, or \$30, whichever is less.

LIFFLINE

- 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.

- Medicaid (e.g. Title XIX/Medical, State currently participating Supplemental Assistance)
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)

Lifeline And Link-Up

- Low-Income Home Energy Assistance
- Temporary Assistance for Needy Families (TANF) program
- National School Lunch (NSL) free lunch program
- My household income is at or below 135% of the Federal Poverty Guidelines

HOW TO OBTAIN THE TELEPHONE SERVICE

• When you qualify for one of the above programs through your county Social Services Office, you will need to contact ITC 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, you agree to notify ITC that you are no longer eligible for the programs.

NOTE:

People who live on tribal lands may be eligible for separate Tribal Link-Up and Lifeline Programs. Contact ITC for additional information.



Tood old Mother Nature came through once again this spring, bringing much needed moisture to the region. As we enter the summer months, we will continue to hope for timely rains that will enable a bountiful harvest this fall for all area farmers and ranchers!

This summer will be an exceptionally busy one for our staff here at ITC. We not only have four outside plant Fiber-To-The-Home (FTTH) projects happening throughout the service territory, but we will also be replacing a number of existing telephone switching offices with new Internet Protocol (IP) equipment. Staff will also be busy and involved with the change out of our Operations Support Systems (OSS) software. In addition, we are wrapping up the financial audit and busy trying to stay on top of all of the regulatory changes the Federal Communications Commission (FCC) continues to issue.

The FTTH projects will involve replacing the old deteriorated copper cables with new fiber optics in the communities of Clear Lake, Clark, Elkton, Lake Benton, White, and Waubay. The new fiber facilities will allow us to continue to meet our members' demands for additional voice, video, and data services for decades to come.

The installation of the new IP switching technology will allow us to integrate many of our services more easily and efficiently in the future. Much of the old equipment that is being replaced has been in use for over 25 years! This old equipment has served our members well, but has been "manufacture discontinued", which means we can no longer get replacement parts or service. Although I was involved

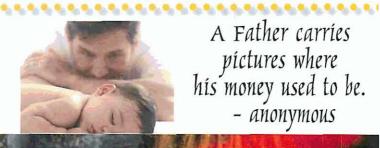
with much of the engineering, design, and installation of the old equipment, I guess there comes a time when you just have to let some things go and move on with the new!

The conversion to a new OSS software system will impact each employee and the way they do their daily work. The OSS is not just software: it is a very sophisticated system of programs and processes that are integrated into everything we do, every minute of every work day. The system provides statistical information for our Board, management, and regulators. It also retains all of our plant records, maps, trouble tickets, customer information, order processing, provisioning, billing, point of sale, carrier access billing, financials, and much more. As you can see, this system is significant to our operation. I am excited about the efficiencies the new system will provide, not only to our personnel, but also to you, our members.

The Accounting Department continues to be quite busy with the year-end financials and providing information to our auditors. Their time has also been consumed by working with our consultants to interpret and project the negative impacts of the recent FCC Orders issued on April 25th.

All of the above mentioned projects require a team effort by everyone here at our Cooperative. I am very proud of the ITC team and the dedication and determination to provide the latest and greatest technology and services available!

Please watch next month's issue of the Bell Ringer as we will continue to provide you with additional information about other exciting happenings here at your locally owned and operated telecommunications Cooperative.



A Father carries pictures where his money used to be. - anonymous

Lifeline Program Offers Assistance

ITC helps make telephone service more affordable for its neediest customers through the Lifeline program. Lifeline is a government-funded discount on wireline and wireless telephone service for eligible, low-income citizens. You are eligible for Lifeline if you, your dependent, or any member of your household participates in one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance, Low-Income Home Energy Assistance, National School Lunch's free lunch program, Temporary Assistance for Needy Families (TANF), or if your total household income is at or below 135% of the federal poverty guidelines (\$31,118 for a family of four). Your state may have eligibility criteria in addition to the programs above. Lifeline is available on one telephone line per household. Lifeline is non-transferable; you cannot give your Lifeline discount to someone else, even if he or she is eligible. Recently the Link-up program, a discount on activation charges, was eliminated except for Tribal lands. Qualifying residents of Tribal lands may receive additional discounts. If you are interested in finding out more about the Lifeline program, please contact ITC at 1-800-417-8667.

••••••••••••••• **Director Election Update**

Reminder - If you are in Districts One (Castlewood, Clear Lake, Estelline, Goodwin), Two (Astoria, Brandt, Gary, Toronto, and White), Four (Brookings and Elkton), or Eight (Bradley, Florence, Waubay, and Webster), there will be openings for ITC Board of Directors. Petitions are due to the ITC office in Clear Lake by June 27. On July 6, the ballots and biographies are mailed out and the ballots are due to ITC on July 27. If you are interested in running for a position, please call Todd at 1-800-417-8667. Also, businesses need to fill out the voter designations form at least 10 days before voting begins.



312 Fourth St W PO Box 920 Clear Lake, SD 57226-0920 http://itc-web.com 1-800-417-8667

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Lifeline Assistance Application and Certification Form

(Please Print or Type)

Company Name		SPIN		
Last Name:		First Name:	Mic	ddle Initial:
Residential Add	ress:	City:	State:	ZIP:
(Do not use a P.	O. Box address.)			
Is your residenti	al address a permanent address?	Yes No _		
Billing Address:		City:	State:	ZIP:
(If different fron	residential address.)			
Social Security I not have a social	Number (last four digits): ll security number, you may provid	(de your Tribal identificati	If you are a member on number.)	of a Tribal nation and de
Date of Birth:				
Telephone Num	ber:	(if existing service)		
Telephone numb	ber where you can be reached or r	eceive messages:		
Are you current	ly receiving Lifeline assistance th	rough any other telephone	provider? Yes	No
I am applying fo	or:Lifeline (monthly t	elephone service discount	•)	
	Toll Limitation Ser	vice (free toll blocking or	· toll control)	
I, one or more of (Check all that a	f my dependents, or my househole apply.)	d currently participates in	one or more of the fo	llowing programs:
Supplen Supplen Federal Low-Inc Tempor Nationa OR My my hous	id (e.g. Title XIX/Medical State S nental Nutrition Assistance Progra nental Security Income (SSI) Public Housing Assistance (Secti come Energy Home Assistance Pr ary Assistance to Needy Families I School Lunch Program's Free L household income is at or below sehold is:	om (SNAP, formerly known 8) ogram (LIHEAP) (TANF) unch Program 135% of the Federal Pove	rty Guidelines. The n	
If you do not par income does not	rticipate in one or more of the pro exceed 135% of the Federal Pove	grams listed above, you n erty Guidelines (see table	nay qualify for Lifelin below).	e if your household
	and Human Services Poverty Gu	idelines		
Number in	135% Guideline (Annual)	Number in		(Annual)
Residence	¢15,000	Residence		
2	\$15,080	5	\$36,464	
2	\$20,426 \$25,772	6	\$41,810	
3	\$25,772 \$31,118	7	\$47,156	

For each additional person after 8, add \$5,346 to the annual guideline. Source: Federal Register, Vol. 77 No. 17, January 26, 2012, pp. 4034-4035

Important Information

You may be required to provide documentation of eligibility.

Lifeline is a federal government assistance benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment, or being barred from the program.

Only one Lifeline service is available per household. A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. A household may include related and unrelated persons. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person.

I certify, under penalty of perjury, that:

- (1) I meet the income-based or program-based eligibility criteria for receiving Lifeline, provided in 47 C.F.R. § 54.409. I have provided documentation of eligibility if required to do so;
- (2) I will notify the carrier within 30 days if, for any reason, I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit;
- (3) If I move to a new address, I will provide that new address to the telephone company within 30 days;
- (4) If I provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;
- (5) My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;
- (6) I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits pursuant to 47 C.F.R. § 54.405(e)(4);
- (7) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (8) The information contained in this application and certification form is true and correct to the best of my knowledge.
- (9) I acknowledge and give consent that my name, telephone number, and address will be divulged to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that the subscriber does not receive more than on lifeline benefit.

Signature	Date

Provide the completed application and certification form to your phone company. Your telephone company will contact you for any additional information needed to prove eligibility.



2012

Dear Customer:

You currently participate in Interstate Telecommunications Cooperative'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 ITC.

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 <u>all</u> 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. Only one lifeline service allowed per household.

If you qualify based on household income, please come to our office with the required documentation. Our offices are located at: 312 4th St. W in Clear Lake; 1022 Main Ave. S in Brookings; 107 2nd Ave. NW in Clark; 14 E. 7th Ave. in Webster and 401 S Main St in Milbank. All other applicants recertifying are welcome to drop the application and documentation off at one of our offices, or you may mail them back to us in the enclosed return envelope.

Please feel free to call me at 1-800-395-4656 with any questions you may have regarding the application or the Lifeline/Link Up programs.

Sincerely,

Julie Kasten Customer Service Representative

Enclosures



		Lifeline Household Worksheet	
N:	ame		
	ddress		
1	COSTRACTOR		
_	V F 1		
16	elephone Number		
Member	s of a household are not pe	nat provides a monthly discount on home or mobile telephone services. Only ONE Life ermitted to receive Lifeline service from multiple telephone companies.	
Your hou	sehold is everyone who liv	ves together at your address as one economic unit (including children and people who	are not related to you).
of age or (such as and elect	older, or an emancipated medical bills) and the cost cricity). Income includes s	your economic unit if they contribute to and share in the income and expenses of the minor (a person under age 18 who is legally considered to be an adult). Household ex of renting or paying a mortgage on your place of residence (a house or apartment, for alary, public assistance benefits, social security payments, pensions, unemployment of t payments, worker's compensation benefits, gifts, and lottery winnings.	openses include food, health care expenses example) and utilities (including water, heat
to be par	t of the same household a	considered to be part of the same household. Children under the age of 18 living with is their parents or guardians. If an adult has no income, or minimal income, and lives videred part of the same household.	
other p		ete this Worksheet because someone else currently receives a Lifeline-supp be a part of your household. Answer the questions below to determine whe	
1.	Does your spouse or phone? (check no if y	domestic partner (that is, someone you are married to or in a relationship with our do not have a spouse or partner)YESNO	ith) already receive a Lifeline-discounted
>	discount is allowed p	ou may not sign up for Lifeline because someone in your household already r er household. lease answer question #2.	receives Lifeline. Only ONE Lifeline
2.	Other than a spouse	or partner, do other adults (people over the age of 18 or emancipated minor	rs) live with you at your address?
A.	A parent		/ESNO
В. С.	An adult son or daugl Another adult relative sibling, aunt, cousin, g grandchild, etc.)	e (such as a YES NO	YESNO
>	If you checked NO for	r each statement above, you do not need to answer the remaining questions	. Please initial line B, below, and sign
>	and date the workshe If you checked YES , p	eet. lease answer question #3.	
3.	Do you share living extogether) with at leas	openses (bills, food, etc.) and share income (either your income, the other pe tone of the adults listed above in question #2?YESNO	erson's income or both incomes
>	If you checked NO , the worksheet.	en your address includes more than one household. Please initial lines A an	d B below, and sign and date the
>	already receives Lifeli	nen your address includes only one household . You may not sign up for Lifeli ine.	ine because someone in your household
Plages			
or agend	cy name] along with you	pelow and sign and date this worksheet. Submit this worksheet to ur Lifeline application.	[insert company
A. B.	I certify that I li	ve at an address occupied by multiple households. at violation of the one-per-household requirement is against the Federal Com ng my Lifeline benefits, and potentially, prosecution by the United States gove	nmunication Commission's rules and ernment.
Signatur	e	Date	



Tribal Lifeline & Link Up Assistance Application and Certification Form

	(Please Print or T	ype)
Company Name		SPIN
Last Name:	First Name:	Middle Initial:
Residential Address:	City:	State: ZIP:
(Do not use a P.O. Box address.) Is your residential address a permana	ent address? Yes	
(If different from residential address		
Social Security Number (last four di	gits): If yo	ou are a member of a Tribal nation and do not have a
social security number, you may pro		
Date of Birth:	Telephone Number	(if existing service)
Telephone number where you can be	e reached or receive messages:	
Are you currently receiving Lifeline	assistance through any other te	elephone provider? Yes No
and areas that fall outside the bound Communications Commission as Tri	g on "tribal lands": Yes federally-recognized Indian trib laries of existing Tribal lands b ibal lands for the purpose of rec	ne's reservation, pueblo or colony; Indian Allotments; out have been designated by the Federal ceiving Tribal Lifeline and Tribal Link Up support.)
I, one or more of my dependents, or (Check all that apply.)	my household currently partici	pates in one or more of the following programs:
Supplemental Security Inco Federal Public Housing Ass Supplemental Nutrition Ass Low-Income Home Energy Temporary Assistance to Ne National School Lunch Prog Bureau of Indian Affairs Ge	istance (Section 8) istance Program (SNAP, forme Assistance Program (LIHEAP) eedy Families (TANF) gram's Free Lunch Program neral Assistance porary Assistance for Needy Fa ility criteria are met) on Indian Reservations	rly known as Food Stamps) milies (TTANF)

If you do not participate in one or more of the programs listed above, you may qualify for Tribal Lifeline and Tribal Link Up if your household income does not exceed 135% of the Federal Poverty Guidelines (see table below).

2012 Health and Human Services Poverty Guidelines Number in 135% Guideline (Annual) Number in 135% Guideline (Annual) Residence Residence 1 \$15,080 5 \$36,464 2 \$20,426 6 \$41,810 3 \$25,772 \$47,156 \$31,118 \$52,502

For each additional person after 8, add \$5,346 to the annual guideline.

Source: Federal Register, Vol. 77 No. 17, January 26, 2012, pp. 4034-4035

Important Information

You may be required to provide documentation of eligibility.

Tribal Lifeline and Tribal Link Up are federal government assistance benefits and willfully making false statements to obtain the benefits can result in fines, imprisonment, de-enrollment, or being barred from the programs.

Only one Lifeline service is available per household. A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. A household may include related and unrelated persons. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person.

I certify, under penalty of perjury, that:

- (1) I meet the income-based or program-based eligibility criteria for receiving Lifeline, provided in 47 C.F.R. § 54.409. I have provided documentation of eligibility if required to do so;
- (2) I will notify the carrier within 30 days if, for any reason, I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit;
- (3) If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 47 C.F.R § 54.400(e);
- (4) If I move to a new address, I will provide that new address to the telephone company within 30 days;
- (5) If I provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;
- (6) My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;
- (7) I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits pursuant to 47 C.F.R. § 54.405(e)(4);
- (8) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (9) The information contained in this application and certification form is true and correct to the best of my knowledge.
- (10) I acknowledge and give consent that my name, telephone number, and address will be divulged to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that the subscriber does not receive more than on lifeline benefit.

Signature	Date

Provide the completed application and certification form to your local phone company. Your telephone company will contact you for any additional information needed to prove eligibility.

