

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

Company: Stockholm-Strandburg Telephone Co. d/b/a ITC

Address: PO Box 920  
Clear Lake, SD 57226

Telephone number: 605-874-2181

Company contact: Jim Canaan

Study Area Code: 391679

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.
- Company's Lifeline/Link Up information available on Company website. ([www.companywebsiteaddress.com](http://www.companywebsiteaddress.com))
- Company's information posted on USAC website.
- Other (describe): Listed on SD PUC website  

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\*Required

# PUBLIC NOTICE

Stockholm/Strandburg Telephone Company d/b/a ITC offers local exchange telecommunications service to all consumers in its service area.

Single Party Residence Service – South Shore	\$15.00/month
Single Party Residence Service – South Shore – Rural	\$17.60/month
Single Party Business Service – South Shore	\$29.80/month
Single Party Business Service – South Shore – Rural	\$32.80/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.

May 2012

# 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.



# Business to Business

***"What you need to know to make your business more efficient."***

For our first "Business to Business" feature we would like to focus on one of our newer features that could benefit our business customers. Whether you are a local farmer, business owner, truck driver, or service technician, your customers, vendors, and family want to be able to find you when they need you! If you hesitate to leave the office because you don't want to miss a call, ITC can help!

ITC now offers the "Find Me" feature to help you feel at ease leaving the house or office! The "Find Me" feature offers simultaneous or consecutive ringing at multiple locations. You can specify up to six telephone numbers, including cellular numbers, to be dialed at

the same time or in succession when you receive a call. "Find Me" will alert the caller that it is attempting to locate the subscriber by announcing "Attempting to locate (name here); Please stay on the line." This announcement can be turned off if you prefer.

"Find Me" has a number of different functions; one of which is call verification. When a call is picked up from one of the six specified phone numbers, "Find Me" announces "I have a call for: (insert name). If that person is available at this number, press "1". Otherwise hang up." In other words, the "Find Me" feature will roll through all of the numbers you have listed until it finds you! The feature can also be set up with Voice Mail so a message can be left on your main number if you are not available.

Take a moment to think of the many ways the "Find Me" feature could help your operation be more efficient. This feature is easy to set up and is only \$4.95/month. Contact the ITC office at 676-6000 for more information.

Happy Father's Day!



Current Occupant or:

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
CLEAR LAKE, SD  
PERMIT NO. 39

401 South Main Street  
Milbank, SD 57252



## 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.

### Remit Top Portion of Bill with Payment

When sending payment to ITC, customers should return the TOP portion of the bill that says, "PLEASE TEAR ALONG PERFORATION AND REMIT WITH PAYMENT."

### Important Dates

Bills are mailed on the last working day of the month, and payment is due on the 19th of the next month, unless otherwise indicated on the "Due Date" portion of your statement. Prompt payment is required. NO PAYMENT ARRANGEMENT WILL BE GRANTED.

May 31..Bills mailed from Stockholm-Strandburg Telephone Company d/b/a ITC	Payment Due
June 19.....	Final Notices Mailed
June 19.....	Disconnect Day for 623,676,756
July 12.....	



## Lifeline Assistance Application and Certification Form

(Please Print or Type)

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 permanent address? Yes \_\_\_\_\_ No \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_  
(If different from residential address.)

Social Security Number (last four digits): \_\_\_\_\_ (If you are a member of a Tribal nation and do not have a social security number, you may provide your Tribal identification number.)

Date of Birth: \_\_\_\_\_

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

Telephone number where you can be reached or receive messages: \_\_\_\_\_

Are you currently receiving Lifeline assistance through any other telephone provider? Yes \_\_\_\_\_ No \_\_\_\_\_

I am applying for: \_\_\_\_\_ Lifeline (monthly telephone service discount)

\_\_\_\_\_ Toll Limitation Service (free toll blocking or toll control)

I, one or more of my dependents, or my household currently participates in one or more of the following programs:  
(Check all that apply.)

\_\_\_\_\_ Medicaid (e.g. Title XIX/Medical State Supplemental Assistance)

\_\_\_\_\_ Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps)

\_\_\_\_\_ Supplemental Security Income (SSI)

\_\_\_\_\_ Federal Public Housing Assistance (Section 8)

\_\_\_\_\_ Low-Income Energy Home Assistance Program (LIHEAP)

\_\_\_\_\_ Temporary Assistance to Needy Families (TANF)

\_\_\_\_\_ National School Lunch Program's Free Lunch Program

\_\_\_\_\_ OR My household income is at or below 135% of the Federal Poverty Guidelines. The number of individuals in my household is: \_\_\_\_\_.

If you do not participate in one or more of the programs listed above, you may qualify for Lifeline 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 Residence	135% Guideline (Annual)	Number in Residence	135% Guideline (Annual)
1	\$15,080	5	\$36,464
2	\$20,426	6	\$41,810
3	\$25,772	7	\$47,156
4	\$31,118	8	\$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.

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.

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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.*

For more information about Lifeline, see [www.PUC.SD.gov/Lifeline](http://www.PUC.SD.gov/Lifeline)





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 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. 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

Name	
Address	
Telephone Number	

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your household is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The adults you live with are part of your economic unit if they contribute to and share in the income and expenses of the household. An adult is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household expenses include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). Income includes salary, 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.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

**You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.**

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner)  YES  NO

- If you checked YES, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.
- If you checked NO, please answer question #2.

2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

- |  |  |                      |  |
|--|--|----------------------|--|
| A. A parent  | <input type="checkbox"/> YES <input type="checkbox"/> NO | D. An adult roommate | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| B. An adult son or daughter  | <input type="checkbox"/> YES <input type="checkbox"/> NO | E. Other _____       | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) | <input type="checkbox"/> YES <input type="checkbox"/> NO |                      |  |

- If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
- If you checked YES, please answer question #3.

3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2?  YES  NO

- If you checked NO, then your address includes more than one household. Please initial lines A and B below, and sign and date the worksheet.
- If you checked YES, then your address includes only one household. You may not sign up for Lifeline because someone in your household already receives Lifeline.

#### CERTIFICATION

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to \_\_\_\_\_ [insert company or agency name] along with your Lifeline application.

- A.  I certify that I live at an address occupied by multiple households.
- B.  I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature \_\_\_\_\_ Date \_\_\_\_\_

South Dakota Telephone Companies providing Lifeline and Link-Up - Windows Internet Explorer

http://www.puc.sd.gov/efeline/telephoneco.aspx

File Edit View Favorites Tools Help

Google Ave. Groton, SD 57445 Search More >> Sign In

South Dakota Telephone ... Web Time Entry

Woonsocket, SD 57385 Phone (605) 796-4411 E-mail info@santol.net	Woonsocket, SD 57385 Fax (605) 796-4419
Splitrock Properties 612 Third St. Garretson, SD 57030 Phone (605) 594-3411 E-mail email@alliancecom.net	PO Box 349 Garretson, SD 57030 Fax (605) 594-6776
SSTelecom 401 S Main St Clear Lake, SD 57226 Phone (605) 874-2181 E-mail helpdesk@tctel.com	PO Box 920 Clear Lake, SD 57226 Fax (605) 874-2014
Stockholm-Strandburg Telephone Co. 210 N Main Stockholm, SD 57264 Phone (605) 676-2311 E-mail customerservice@tcmilbank.com	PO Box 920 Clear Lake, SD 57226 Fax (605) 676-2317
<b>Main Office</b>	<b>Application Mailing Address</b>
Swiftel Communications 415 Fourth St Brookings, SD 57006 Phone (605) 692-6325 E-mail swiftelsales@swiftel-bmu.com	PO Box 588 Brookings, SD 57006 Fax (605) 697-8250
Swiftel Sprint PCS 415 Fourth St Brookings, SD 57006 Phone (605) 697-8818 Email See contact page on company's Web site	PO Box 588 Brookings, SD 57006 Fax (605) 697-8250
Three River Telco 225 N 4th St Lynch, NE 68757 Phone (402) 569-2666 E-mail info@threeriver.net	PO Box 66 Lynch, NE 68757 Fax (402) 569-4455
TrioTel 330 South Nebraska Street Salem, SD 57058	PO Box 630 Salem, SD 57058

Internet 100%

