

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

Company: Red River Rural Telephone Association

Address: 510 Broadway – PO Box 136
Abercrombie, ND 58001

Telephone number: 701-553-8309

Company contact: Jack Plecity

Study Area Code: 381631

Lifeline/Link Up Advertising/Outreach Activities

- Advertise in media of general distribution.* (See attached ad from Richland County News-Monitor published Oct. 2011.)
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.* (See attached bill insert distributed Feb. 2012)
- Company's Lifeline/Link Up information in directory (See attached article from the directory distributed Jan. 2012)
- Company's Lifeline/Link Up information available on Company website. (See www.rrt.net under "Telephone")
- Company's information posted on USAC website
- Other (describe): Lifeline posters at telephone office, social service departments and local food pantry _____

* Required

Telephone Lifeline Assistance Available

Under the Telecommunications Act of 1996, "universal service" means basic telephone service is available to all consumers. Universal service is voice grade access to the telecommunications network, including local usage, touchtone calling, single-party service, access to emergency 911 services, access to operator service, access to qualifying low-income consumers. All of these services are available from Red River Rural Telephone Association in these areas: Abercrombie, Colfax, Fairmount, Great Bend, Hankinson, Lidgerwood, Mooreton and Wyndmere, ND; Barnesville rural, Kent and Rollag, MN.

2011 charges for these universal services are:

Basic local residential service	\$14.95-\$18.00/month
<i>(Rates vary by exchange and EAS charges may apply)</i>	
Touchtone calling	No charge
Single-party service	No charge
Access to 911 service	No charge
<i>(Local government assesses a tax to pay for special equipment.)</i>	
Access to operator services	No charge
Access to directory assistance	\$.60 per call
<i>(If you call a long distance company for assistance, that company may charge for its services.)</i>	
for local info	
Access to long distance telephone companies	\$6.50/month
<i>(Flat rate prescribed by federal agency)</i>	
Low-income discounts	up to \$10/month
Toll-blocking	No charge

Link-up and Lifeline are low-income discounts available to qualifying persons participating in certain assistance programs or based on income compared to the poverty level. State rules vary. For more information on Lifeline, call Red River Telephone at 701-553-8309, 1-866-553-8309 or visit www.rrt.net.

Information RRRTA Is Required to Provide



Having trouble using the telephone?

Help is available!

Minnesota Relay and Telecommunications Relay Services (TRS) in North Dakota provide free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.

To make a relay call,

in MN: dial 711 or 1-800-627-3529

in ND: dial 711 or 1-800-366-6889 (voice)
1-800-366-6888 (TTY)

in SD: dial 711 or 1-800-877-1113

For more information on relay service,

in MN: call 651-602-9005
or 1-800-657-3775 (voice/TTY)

Visit www.mnrelay.org

or e-mail mn.relay@state.mn.us

in ND: 701-328-2300 or e-mail rennen@nd.gov

in SD: 1-800-676-3777 (voice/TTY) or www.relaysd.com

Specialized telephone equipment is available too.

Call for equipment information: in MN: 1-800-657-3663
TTY 1-888-206-6555

Visit www.tedprogram.org or e-mail ted.program@state.mn.us

in ND: 1-800-265-4728 or visit www.ndipat.org

in SD: 1-800-642-6410 or visit www.sdrelay.org

Also refer to pages 9-10 in the telephone directory.

Caller ID Spoofing

Caller ID is a convenient service that allows you to identify a caller before you answer the phone. Caller ID service, however, is susceptible to fraud.

“Caller ID Spoofing” is when disreputable parties deliberately falsify the telephone number displayed on your Caller ID to disguise their identity and where they are calling from.

Congress is now considering new laws to make this a crime and to allow law enforcement to take action against these spoofers.

More information is available at www.fcc.gov and search for “spoofing”.

PROTECT YOUR TELEPHONE PRIVACY WITH THE “DO NOT CALL” REGISTRY

A national “DO NOT CALL” registry has been established to address unwelcome telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on this registry.

EXCEPTIONS: Certain non-profit and political organizations and businesses that have an existing relationship with you.

To register for the “DO NOT CALL” list by phone, call 1-888-382-1222. You must call from the phone number you wish to register. Registration is free, your number is on the registry after 31 days, and your number remains on the list until you delete it or it is disconnected or reassigned.

For more information or to register online, visit www.donotcall.gov.



NATIONAL
DO NOT CALL
REGISTRY

CONSUMER RIGHTS

Your Red River Telephone service representative has a basic responsibility to answer your questions and resolve your problems. If you're not satisfied, feel free to ask for a supervisor or the manager. If you are still not satisfied, you have the right to file a formal or informal complaint with the appropriate public commission.

The addresses and phone numbers are:

ND Public Service Commission

600 E. Blvd, Dept 408
Bismarck, ND 58505
701-328-2400 or 1-877-245-6685

SD Public Utilities Commission

500 East Capitol Ave, 1st Floor
Pierre, SD 57501-5070
1-800-332-1782

MN Public Utilities Commission

121 7th Place E, Ste. 350
St. Paul, MN 55101-2147
1-800-657-3782

FCC Consumer Affairs

445 12th St. SW
Washington, DC 20554
1-888-225-5322

New Members Directory

The following information consists of new listings, changes or corrections to the Red River Telephone directory.

Red River Rural Telephone Association

Barnesville Exchange

Sizer, Eric & Alison493-4410

Hankinson Exchange

Hansen, Carl242-7067
 Lady on the Lake
 Bed & Breakfast242-7520
 Prochnow, Rick &
 Melissa242-7737

Lidgerwood Exchange

Aligned Health Chiropractic &
 Wellness538-4114
 Anderson, Marshall538-4198
 Ehli-Gutzmer Agency538-4164
 Joe Ehlers Seed LLC538-4080
 Storbakken C-Store538-4030

Rollage Exchange

Olson, Vickie937-5229
 Safranski, Roger & Mary937-5458

Wyndmere Exchange

Busch, Benjamin & Belinda.439-2787



Need extra phone books?
 Contact our office at
 701-553-8309
 or
 866-553-8309
 toll-free.

Lifeline is available to customers who participate in any of the following programs:

- Medicaid
 - Supplemental Security Income (SSI)
 - Food Stamps
 - Federal Public Housing Assistance (Section 8)
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Temporary Assistance to Needy Families (TANF)
 - National School Lunch Program's Free Lunch Program
 - Minnesota Family Investment Program
- or whose income is at or below 135% of the federal poverty guidelines.

For more information on Lifeline, contact our office at 701-553-8309 or 1-866-553-8309, visit our website www.rrt.net and look under the Telephone heading, or call your county social services office.

Call Before You Dig!



Please call 48 business hours before you dig, as required by state law in both Minnesota and North Dakota. Anyone doing excavation should call 811 or the number for their state One Call Center (North Dakota 1-800-795-0555, Minnesota 1-800-2521166). All area utilities will then be notified to locate their buried facilities **FREE OF CHARGE**. Please refer to the back of our telephone directory for information that the One Call Center will ask when you contact them.

Changes in Lifeline Program; Link Up Ends

The FCC recently issued reforms of the Lifeline program which lowers the cost of monthly telephone service for low-income consumers. Tiered Lifeline assistance will be replaced by a flat-rate of \$9.25 per month. FCC rulings also eliminate the Link Up program which provides assistance for new service installation charges. The effective date of these changes is unknown.

Another clarification the FCC made is Lifeline is available on one communications service only. If Lifeline is received on a home phone, then that person does not qualify for assistance on their cell phone also.

continued



Board of Directors

AbercrombieDave Gauslow553-8874
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 Kent.....Gary Boutiette557-8392
 Lidgerwood/Wyndmere .Ione Eckre.....439-2408
 Mooreton.....Harold Ford274-8877
 RollagTom Bjorndahl.....937-5321
 General ManagerJeff Olson.. jeffolson@rrt.net

"Red River Receiver"

An official publication of Red River Rural Telephone Association for the benefit of our subscribers.

Deb Bernier, Editor

**Lifeline &
Link Up
are home
telephone
assistance
programs
that can help
eligible
people afford
telephone
service.**

Yes, You Can Afford Telephone Service... and Red River Telephone Can Show You How.

Federal and state lawmakers believe that every person in America should have access to quality, affordable telecommunications service. In fact, they have created a system to do just that.

You may qualify for a discount on your telephone bill if you participate in any of the following program(s):

- *Medicaid*
- *Food Stamps*
- *Supplemental Security Income (Not Social Security)*
- *Federal Public Housing Assistance*
- *Low-Income Home Energy Assistance Program*
- *Temporary Assistance for Needy Families*
- *National Free School Lunch Program*

or if your household income is below 135% of the Federal Poverty Guidelines.

This "universal service" support includes:

- *Lifeline* assistance that provides discounts for basic monthly local telephone service
- *Link Up* that reduces the cost of initiating new telephone service

For more information or to find out if you are eligible, contact Red River Telephone at 701-553-8309 or call your county social service office.



*"Your Total Communications Company ~
Connecting You To The World"*