

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2013**

Company: Roberts County Telephone Coop Assn.

Address: 205 Main Street, PO Box 197  
New Effington, SD 57255

Telephone number: (605) 637-5211

Company contact: Scott Bostrom, General Manager

Wanda Heesch - Billing Manager  
Study Area Code: 391674

**Lifeline/Tribal Link Up Advertising/Outreach Activities:**

- XX Advertise in media of general distribution.\* (See attached advertisement(s).)
  
- XX Letter to existing and new customers regarding the availability of Lifeline/ Tribal Link Up.\* (See attached letter.)
  
- XX Company's Lifeline/Tribal Link Up information in directory.
  
- XX Company's Lifeline/Tribal Link Up information available on Company website. ( www.tnics.com )
  
- XX Company's information posted on USAC website.

Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Required





# COMMUNICATOR

## Yes, You Can Afford Telephone Service

Lifeline and Link-Up programs available for low income citizens

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

**LIFELINE:** The Lifeline program provides a monthly credit of \$9.25 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.

**TRIBAL LIFELINE:** The Tribal Lifeline program provides up to an additional \$25.00 in federal support to qualifying residents of Tribal Lands and applies on the main home telephone line listed in the name of the eligible telephone company subscriber.

**TRIBAL LINK-UP:** Tribal Link-Up support is available to qualifying consumers residing on Tribal Lands and covers 100% of the charges (up to \$100) that the carrier customarily assesses for installing/connecting subscribers to the network.

If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs or if your household income no longer meets the requirements set forth in the Federal Poverty Guidelines, you are obligated by law to notify RCTCA or RCC of your ineligibility. The FCC prohibits consumers from receiving more than one Lifeline subsidized wireless telephone or discounted home telephone.

Applicants are eligible if they participate in at least one of the following public assistance programs as follows or have a household income that is at or below 135% of the Federal Poverty Guidelines (documentation required):

- Federal Public Housing Assistance (FPIIA) or Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF) or Tribal TANF
- Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps
- Medicaid

Contact the RCTCA/RCC office in New Effington, 605-637-5211 for more information or application forms. You may also e-mail questions to [csrs@tnics.com](mailto:csrs@tnics.com).

### TELEPHONE ADDITIONS

Max, Travis Sr.	932-3713
Sharpfish, Steven	738-2569

**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

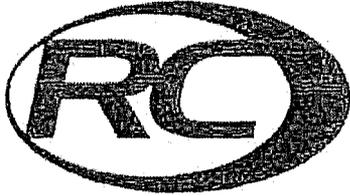
**RC Services**  
PO Box 43  
New Effington, SD 57255

**Contact Numbers**  
(605) 637-5211  
(800) 256-6854



Know what's below.  
**Call before you dig.**

The Universal Connectivity Fee found on your telephone bill every month has decreased from 16.1% to 15.5% for the second quarter of 2013!



## 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

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[www.inics.com](http://www.inics.com)

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).

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**LIFELINE:** The Lifeline program provides a monthly credit of \$9.25 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.

**TRIBAL LIFELINE:** The Tribal Lifeline program provides up to an additional \$25.00 in federal support to qualifying residents of Tribal Lands and applies on the main home telephone line listed in the name of the eligible telephone company subscriber.

**TRIBAL LINK-UP:** Tribal Link-Up support is available to qualifying consumers residing on Tribal Lands and covers 100% of the charges (up to \$100) that the carrier customarily assesses for installing/connecting subscribers to the network.

Applicants are eligible if they participate in at least one of the following public assistance programs as follows or have a household income that is at or below 135% of the Federal Poverty Guidelines (documentation required):

**LIFELINE**

Federal Public Housing Assistance (FPHA) or Section 8  
Low Income Home Energy Assistance Program (LIHEAP)  
Medicaid  
National School Lunch Program's free lunch program  
Supplemental Security Income (SSI)  
Temporary Assistance for Needy Families (TANF) or Tribal TANF  
Supplemental Nutrition Assistance Program (SNAP)  
*formerly Food Stamps*

**TRIBAL LIFELINE & LINK-UP**

Bureau of Indian Affairs (BIA)  
Federal Public Housing Assistance (FPHA) or Section 8  
Head Start (Income eligible)  
Low Income Home Energy Assistance Program (LIHEAP)  
Medicaid  
National School Lunch Program's free lunch program  
Supplemental Security Income (SSI)  
Temporary Assistance for Needy Families (TANF) or Tribal TANF  
Supplemental Nutrition Assistance Program (SNAP)  
*formerly Food Stamps*

If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs or if your household income no longer meets the requirements set forth in the Federal Poverty Guidelines, you are obligated by law to notify RCTCA or RCC of your ineligibility. The FCC prohibits consumers from receiving more than one Lifeline subsidized wireless telephone or discounted home telephone.

Contact the RCTCA/RCC office 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

Quick Links

WEBMAIL BILLPAY MYRC

Home Services Support About Contact

# Services

Bringing You The Future!

## Products and Services

- Overview
- Bundles
- High Speed Internet
- Website Hosting
- Security Systems
- Telephone Services
- Telephone Assistance
- Voice Mail
- RCTV
- Cable Locales
- Specials

## Telephone Assistance

Can't afford telephone service? Link Up and Lifeline programs can help.

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

### Link-Up

- Will give 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 \$6.25 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 Public 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 Assistance 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 that you are no longer eligible for assistance.

If you live within the telephone exchanges of Roberts County Telephone Cooperative Association or RC Communications and would like more information on Link-Up and Lifeline, contact the RC office. For questions on eligibility, call your county social services office.

*Note: People who live on Indian lands may be eligible for a separate Tribal Link-Up and Lifeline Program.*

### Contact Us

Address: PO Box 197  
 New Ellington, SD 57255  
 New Ellington Tel: 605-637-5211  
 Watertown Tel: 605-818-2928  
 Toll Free: 800-259-6954  
 > More Contact Options

### Main Navigation:

- Home
- Services
- Support
- About Us
- Contact Us

### Site Info:

- Legal Disclaimer
- Privacy Policy
- Acceptable Use Policy
- Network Disclosure
- Subscriber Agreement



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# General Rules, Regulations, & Information

## PAYMENT OF BILLS

Subject to the new subscribers provisions below, billing for services will be on the 1st day of each month. Payment will be due by the 15th day of the current month. If payment is not received by the 4th day of the following month, a \$10.00 late penalty fee will 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 online at [www.tnics.com](http://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 minimum standards established from time-to-time by RC

Family of Companies or subscribers who have been reconnected after disconnection for non-payment. The deposit will be returned after one year if payments are successfully made complying with the Subscriber Prompt Payment Policy and Payment of Bills Policy for 12 consecutive months. The deposit will be retained by RC Family of Companies if the subscriber fails to comply with these policies.

## 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.

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