

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2014**

Company: Roberts County Telephone_Coop. Assn.

Address: 205 Main St, 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

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Company: RC Communications, Inc.

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Other (describe): _____

*Required

CUSTOMER NOTICE

Lifeline and Toll Blocking support is available from Roberts County Telephone Cooperative Association (RCTCA), RC Communications Inc. (RCC) and RC Services. These programs provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.

Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

Customers are eligible if they, one of their dependents or their household participate in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- National School Lunch Program's Free Lunch Program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)

In addition, consumers are eligible if their household income is at or below 135% of the federal poverty guidelines.

Roberts County Telephone Cooperative Association (RCTCA), RC Communications Inc. (RCC) and RC Services voice service is a Lifeline-supported service. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

To apply for this low-income assistance, please contact the Roberts County Telephone Cooperative Association (RCTCA), RC Communications Inc. (RCC) and RC Services at 637-5211 or 1-800-256-6854.

**CUSTOMER NOTICE
CUSTOMERS ON INDIAN RESERVATIONS OR TRIBAL LANDS**

Tribal Lifeline, Tribal Link Up and **Toll Blocking** support is available from Roberts County Telephone Cooperative Association (RCTCA), RC Communications Inc. (RCC) and RC Services. These programs provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

Tribal Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers receive \$23.60 per month in discounts.

Tribal Link Up reduces the cost of initiating new telephone service by providing a waving \$25.00 dollar connection fee. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

Customers are eligible if they, one of their dependents or their household participate in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- National School Lunch Program's Free Lunch Program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Tribally Administered Temporary Assistance for Needy Families (TTANF)
- Head Start (income eligible)
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations

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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 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.

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

RC Services
PO Box 34
New Effington, SD 57255

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



Know what's below.
Call before you dig.

Call Before You Dig - It's the Law!

Call 811 at least 48 hours before you dig

What is South Dakota One-Call?

South Dakota One-Call is a statewide system established in 1995. SD One-Call is used to inform all South Dakota underground facility operators of intended excavation. South Dakota One-Call notifies those facility operators and encourages excavators to be aware that other underground facilities, especially privately owned underground facilities, may be present.

A new, federally-mandated national "Call Before You Dig" number, 811 was created to help protect you from unintentionally hitting underground utility lines while working on digging projects. 811 will not replace your local one call number. When you dial 811 from anywhere in the country, your call will be routed to your local One-Call Center.

Why should I call 811 before every dig?

Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call. Even a small project like planting a tree requires the excavator to call 48 hours prior to digging. The excavator is the party who will be doing the digging, not the property owner. The only exception would be when the homeowner is gardening at a depth less than 12 inches or when a farmer is tilling a field at a depth less than 18 inches.

Whether you are a homeowner or a professional excavator, one call to 811 gets your underground utility lines marked for FREE. Knowing the location of your utility lines before you dig will help protect you and your family.

Windows XP no longer supported

Microsoft ending support

After 12 years, support for Windows XP will end on April 8, 2014. There will be no more security updates or technical support for the Windows XP operating system. It is very important that customers migrate to a modern operating system such as Windows 8.1. Customers moving to a modern operating system will benefit from dramatically enhanced security and higher user productivity.

PC's running Windows XP after April 8 should not be considered to be protected, and should be aware of potential malicious attacks exploited by malware. To find out what operating system you are running on your PC, right click the computer icon located on your desktop.

The Universal Connectivity
Fee found on your telephone
bill every month has
increased from
16.4% to 16.6% for the
second quarter of 2014.

TELEPHONE ADDITIONS

WILMOT EXCHANGE

Pruett, R L

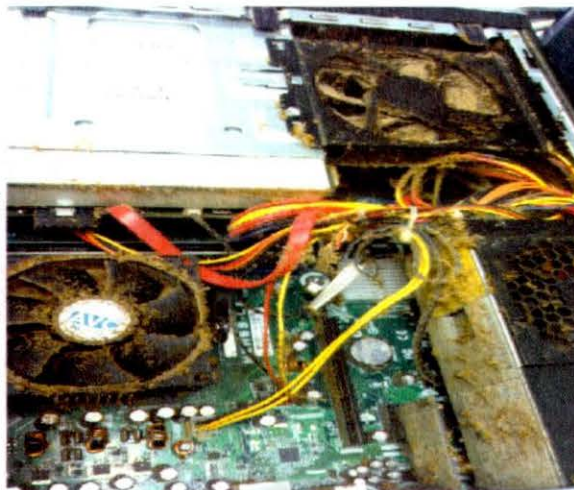
938-4508

Computer Cleaning

Get your PC running smoothly

Spring Fever is in the air. By now you are all in full swing getting prepared for spring, cleaning your windows, raking up leftover winter debris from the yard, or procrastinating like the majority of us. One thing you probably haven't thought of is getting your computer cleaned. Dust buildup in computers can result in overheating and failure of electronic components, which can lead to costly repairs.

RC is offering a spring cleaning special for \$25 to clean dust and other foreign debris from inside your computer housing. Additional charges may apply for other services. Call Noah to schedule an appointment today!



Yes, You Can Afford Telephone Service

Lifeline and Link-Up programs available for low income citizens

Roberts County Telephone Cooperative Association (RCTCA), RC Services (RCS) 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 (FPHA) 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 /RCS office in New Effington, 605-637-5211 for more information or application forms.

You may also e-mail questions to csrs@tnics.com.

Spring Sun Outage Notification

Effects vary from cable system to cable system

As happens each spring and fall, we are entering that brief period of time during which, for a few minutes each day, the alignment of the sun, the earth, and cable TV satellites causes the sun's energy to interfere with cable system reception. The result will appear as blocking, freezing, and temporary total loss of picture. These effects will vary from cable system to cable system depending on the size of antennas, the quality of signal and other factors.

This sun outage period affects all programs on all satellites in the late afternoon to early evening. Outage times for each satellite and for each city across the country will vary as each satellite's shadow moves from west to east.



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Telephone Assistance

Can't afford telephone service? The Lifeline program can help.

Lifeline

Lifeline Telephone Assistance Programs are available for qualifying subscribers. These programs provide a monthly service discount on telephone service. Toll blocking at no charge and reduced deposits are also available with the Lifeline Program.

- Can save you at least \$9.25 on your monthly phone bill for primary local telephone service.
- Lifeline program is limited to one Lifeline benefit per household.

Who is eligible?

To qualify for Lifeline, subscribers must either have a household income that is at or below 135 percent of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Medicaid
- Federal Public Housing Assistance (Section 8)
- Low Income Housing Energy Assistance (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Aid to Needy Families (TANF)
- National School Lunch Program Free Lunch Program
- Supplemental Security Income (SSI)

How to obtain the telephone services

If you or a member of your household 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 participate in any of the qualifying assistance programs and you do not meet the income guidelines, you are required to notify RC that you are no longer eligible for Lifeline assistance.

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

Note: People who live on tribal lands may be eligible for separate Tribal Lifeline and Tribal Link-Up Programs.

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Roberts County Telephone Cooperative Association, RC Communications or RC Services' voice service are Lifeline-supported services. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying

federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined, for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. Lifeline is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

Contact Us

Address: PO Box 197
New Effington, SD 57255
New Effington Tel: 605-637-5211
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Toll Free: 800-256-6854
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