

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

Company: Midstate Communications, Inc.

Address: 120 East 1<sup>st</sup> Street

P.O. Box 48

Kimball, SD 57355

Telephone number: (605) 778-6221

Company contact: Mark Benton, General Manager

Study Area Code: 391670

Lifeline/Tribal 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/ Tribal Link Up.\* (See attached letter.)
  
- Company's Lifeline/Tribal Link Up information in directory.
  
- Company's Lifeline/Tribal Link Up information available on Company website.  
([www.midstatesd.net](http://www.midstatesd.net))
  
- Company's information posted on USAC website.
  
- Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Required

# Federal Lifeline Notice



Access to a telephone provides access to vital emergency services and community resources. If you need help paying for your telephone services, there is help. Midstate Communications and Midstate Telecom customers may be eligible to receive Lifeline assistance for your residential phone service. Lifeline is a government assistance program that offers qualified, low-income customers a discount on their monthly wireless phone bill. Qualifying customers will save at least \$9.25 per month. Additional discounts are available for eligible resident living on Tribal lands. In addition to Lifeline, Link Up assistance provides qualified residents of Tribal lands a one-time assistance on activation of new phone service.

You may be eligible for a Lifeline discount if you currently participate in a qualifying public assistance program or otherwise satisfy the Federal income requirements

To receive further information about the Lifeline and/or the Tribal Link Up programs, please contact Midstate Communications, PO Box 48, Kimball, SD 57355 or by phone at 778-6221 or 234-8000.

prior to the publication of said notice, the newspaper is printed either in whole or in part in the office maintained at the above place of publication, that the said newspaper has been published as aforesaid continuously for more than one year last preceding the publication of said notice, and is a legal newspaper.

That the affiant is the publisher of said newspaper, in charge of the advertising department thereof and has personal knowledge of all the facts stated in this affidavit; and that the notice and advertisement headed

a printed copy of which is hereunto attached, was printed and published in The Charles Mix County News for \_\_\_\_\_ issues, the first publication being made on Thursday, the \_\_\_\_\_ day of \_\_\_\_\_, A.D., 20\_\_\_\_, and the succeeding publications were made severally on

- Thursday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 20\_\_\_\_
- Thursday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 20\_\_\_\_
- Thursday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 20\_\_\_\_
- Thursday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 20\_\_\_\_
- Thursday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 20\_\_\_\_
- Thursday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 20\_\_\_\_

and the last publication being made on Thursday, \_\_\_\_\_ day of \_\_\_\_\_, A.D. 20\_\_\_\_

That the publication fee for publishing said notice is the sum of \$ 60.38.

Brunson & Bean

Subscribed and sworn to before me this 4 day of Jan, A.D. 2013

Brenda Henneman

Notary Public in and for Charles Mix County, S.D.

My commission expires 12-15, A.D. 2015

# Publisher's Affidavit of Publication

STATE OF SOUTH DAKOTA )  
 )SS  
 COUNTY OF BRULE )

Holly Endres, of said county and state being duly sworn on her oath says: The Chamberlain/Oacoma Sun is a weekly newspaper of general circulation and published in Chamberlain, Brule County, and State of South Dakota; and has been such newspaper during the times hereinafter mentioned; That said newspaper is a legal weekly, that it has a bonafide circulation of more than 200 copies weekly, that it has been published within said County of Brule more than fifty-two successive weeks next prior to publication of the notice hereinafter mentioned and maintained at the place of publication; That I, the undersigned an editor of said newspaper, in charge of the advertising department thereof, and have personal knowledge of all the facts stated in this affidavit; that the advertisement headed:

Universal Telephone Service  
2x8

a printed copy of which is hereto attached and published in the said newspaper for 1 consecutive week(s).

The first publication of said notice in said newspaper aforesaid was on Wednesday, the 6 day of Feb, 2013 and that the succeeding publications were severally  
 Wednesday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 2013  
 Wednesday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 2013  
 Wednesday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 2013  
 Wednesday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 2013  
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 Wednesday, the \_\_\_\_\_ day of \_\_\_\_\_ A.D., 2013

and the last publication on Wednesday, the 6 day of Feb, 2013, that the full sum of fees charged for publishing the same, to-wit; the sum of \$ 73.60 insures solely to the editor of The Chamberlain/Oacoma Sun. That no agreement or understanding for any division thereof had been made with any other person, and that no part thereof has been agreed to be paid to any person whatsoever.

Holly Endres  
Kay J. Endres  
 Notary Public

Subscribed and sworn to before me this 6<sup>th</sup> day of May 2013  
 My Commission expires May 4, 2015

## Universal Telephone Service

Under the Telecommunications Act of 1996, "Universal Telephone Service" means basic telephone service is available to all consumers. Universal Telephone service is voice grade access to the telecommunications network; including local usage, touch tone calling, party service, access to emergency 911 services, access to operator services, access to directory assistance, access to long distance phone service and discounted services to qualifying low income consumers.

### Midstate's 2013 charges for Universal Telephone Service

- Basic monthly local residential service, no time limit on use
  - 726 Academy \$21.95
  - 234 Chamberlain/Oacoma \$21.95
  - 245 Fort Thompson \$21.95
  - 778 Kimball \$21.95
  - 894 Pukwana \$21.95
  - 249 White Lake \$21.95
  - 732 Stickney \$21.95
  - 243 New Holland \$21.95
  - 337 Platte/Geddes \$21.95
  - 293 Gann Valley \$21.95
  - 779 Delmont \$21.95

- Touch tone calling service - No additional charge.
- Access to emergency service - No additional charge. (Not where applicable. County 911 tax collected by Midstate Communications).
- Access to operator services - No additional charge.
- Access to directory assistance per call \$.65. (Note: If you call a long distance company for assistance, there may be a charge from that carrier).
- Access to long distance telephone companies - \$6.50. (Not Monthly flat rate mandated by the FCC).
- Low income monthly discounts to qualifying consumers - \$3. Enhanced Lifeline is also available. (Note: Toll blocking is available upon request).

If you have any questions on Universal Services, please call Midstate Communications toll free by dialing 1-888-214-1431.



PO Box 48  
 Kimball, SD 57355  
 778-6221



Volume 20 • Issue 11  
November 2013

# MESSENGER

120 E. First, P.O. Box 48, Kimball, SD 57355 • (605) 778-6221 • Fax: (605) 778-8080

## Trivia~Trivia~Trivia

On "The Lucy Show", what was the name of little Ricky's dog?

**\*\*Deadline to enter is the 15th of the Month.** All correct entries will be entered into a drawing for \$10.00. Submit your answers by: 1) Writing your answer on a piece of paper with your name, address and telephone number, and mailing to our Midstate office at PO Box 48, Kimball SD 57355 or 2) Go online to our website at [www.midstatesd.net](http://www.midstatesd.net) and click on the Trivia link in the bottom left corner and submit your answer online following the online instructions. *Trivia submissions will not be taken by telephone.*

### And the Winner is...

Dick Dyk! He knew that Earle Hagen whistled the opening theme on "The Andy Griffith Show"!

**Midstate Communications  
Offices will be closed on  
Monday November 11th in  
honor of Veteran's Day and  
Thursday November 28th  
to celebrate Thanksgiving!**



### Important Dates to Remember...

Please mark the following dates, regarding our billing schedule, on your calendar. Bills are mailed the last business day of each month, and payment is due on the 20th of the month. Paying on time saves frustrating calls and unwanted late fees.

- **Last Business Day of Each Month**  
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## Members Approve Plan of Merger at 61st Annual Meeting...

At the 61st Annual Meeting of the Members of Midstate Communications Cooperative on Thursday, October 3, 2013, current members of the Midstate Communications Cooperative voted on whether or not to approve the Plan of Merger of the Midstate Communications subsidiary, Midstate Telecom, into the parent Cooperative. An overwhelming vote of support was cast from the members of the Cooperative present at the meeting allowing the merger of the two companies.

With the successful vote of the Plan of Merger, active telephone customers throughout the exchanges of Chamberlain and Oacoma will soon become members of the Midstate Communications Cooperative effective January 1, 2014. As a member of the Cooperative, those who receive telephone service in the Chamberlain and Oacoma exchanges will begin accruing Capital Credit dividends and will be given the opportunity to cast a vote on future Midstate Communications issues as well as having a representative from the exchange area on the Midstate Communications Board of Directors.

Mark Benton, CEO/GM of Midstate Communications stated *"This is a milestone election for the Midstate Communications Cooperative. For nearly twelve-years we have proudly served customers throughout the Chamberlain and Oacoma exchanges and recently completed a \$9.6 million dollar Fiber-to-the-Home construction project throughout the entire exchange boundaries. We have been fortunate to receive a high level of support from our customers in the Chamberlain and Oacoma exchanges and we are very excited to welcome them in to the Cooperative family of Midstate Communications."*

The Midstate Communications Board of Directors will appoint a representative from the Chamberlain/Oacoma exchange area to serve on the board for the initial two-year term before an election can be held to name a permanent board member for the traditional three-year term.

Midstate Communications became incorporated in 1952 as a cooperative and is located in Kimball, SD. Midstate is a leader in the telecommunications industry providing state of the art telecommunications services including Digital Cable Television Services, High Speed Internet, Local and Long Distance phone service along with a vast array of business and networking services to members throughout ten communities in South Central, South Dakota. In 2013, Midstate Communications paid back to its customer owners, through Capital Credit Disbursements, over \$347,000. The 2013 Capital Credit disbursements represent 100% of undistributed balance from 1999, 5% of 2000 disbursements and 5% of 2012 disbursements.

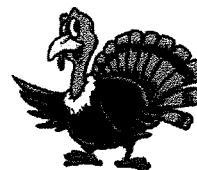
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# Happy Thanksgiving!



## Trivia~Trivia~Trivia

Who whistled the opening theme on "The Andy Griffith Show"?

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And the Winner is...

Terrold Menzie! He knew that Alan Hale, Jr. played the role of Skipper on the TV sitcom "Gilligan's Island".

**The offices of Midstate Communications will be closed on October 14th in observance of Columbus Day.**



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## 61st Annual Meeting of Members to be held on October 3, 2013....

Make plans to join us for the 61st annual membership meeting of Midstate Communications. Enjoy a delicious FREE meal catered by Platte Food Center and have the opportunity to become informed on the welfare of your cooperative along with the chance to win great prizes and be entertained by the musical comedy of Gordy Pratt. We hope you can join us!

6:00 P.M. — Doors Open

6:00-7:00 P.M. — Customer Appreciation Meal  
Kimball High School Gymnasium  
Catered by Platte Food Center

7:00 P.M. — Business Meeting

Call to Order . . . . . President Bob Creasey  
Invocation  
Welcome & President's Report . . . President Bob Creasey  
Determination of Quorum  
Reading of Notice of Meeting  
Proof of Due Mailing of Notice of Meeting  
Reading of Minutes of Previous Meeting  
Manager's Report . . Mark Benton, General Manager/CEO  
Election Report  
Old Business  
New Business  
Vote on Plan of Merger . . . . . Ryan Taylor, Attorney  
Adjournment  
Entertainment

**Prize Drawings:** Door prizes will be drawn at the conclusion of the business meeting. You must be present to be eligible for prize drawings and grand prize.



*Gordy Pratt, the original Fabulous ONE GUY, is a fast paced, one-man musical comedy show. His numerous TV appearances include ABC's Good Morning America. Gordy has also been the opening act for Beach Boys, Kenny Chesney, Glen Campbell, and the Nitty Gritty Dirt Band. His Baby Boomer Humor from hair loss, to 8 tracks, to the challenge of raising kids is suitable for all audiences. The most common comment after one of Gordy's shows is, "I laughed so hard my cheeks hurt!"*

## Making Your Business More Efficient...

For many smaller businesses, efficiency (or lack of) can make or break you. We have all heard the "we've got to do more with less" story before. When was the last time you looked at your phone system to see if it could improve your efficiency?

Why should you look at your business phone system as an efficiency tool? Because ESI phone systems from Midstate Communications offer a perfect business solution; one that provides numerous options and improves both your internal and external communications.

ESI is a traditional digital phone system, a fully standards-based IP telephony system; or any mix of the two, depending upon how you want to configure and operate it. Network based VoIP telephone can connect up to 100 branch offices. Messages-on-Hold, Enhanced Caller ID, and Intelligent Call Forwarding also are a part of this tightly integrated system.

ESI systems provide built-in Voice Mail, an automated attendant feature that can be turned on or off and automatic call distribution. It also supports ESI's optional Windows-based communications management tools such as VIP and VIP Professional unified messaging solutions. An ESI system also serves as an advanced supervisory solution to provide access control and personnel location. The system supports ESI Cordless Handsets; the ESI-exclusive Quick Switch that allows you to quickly move a connection from a desktop extension to a Cordless Handset by just pressing a key.

Give us a call if you would like to know more about how an ESI phone system from Midstate Communications can help your business run more efficiently. We would be happy to provide you with a free, no obligation quote and consultation.

## Watch TV Everywhere!

Never Miss Your Favorite Shows or Game Again with watchTVEverywhere™ FREE with your Midstate Cable TV service.

No matter where you are, you can't stay on top of all the action, catch the latest episodes of your favorite programs or even watch live sporting events with watchTVEverywhere™. Through this new service you can stay in touch with your favorite programming on any Internet connection via your smart phone, tablet or computer.



As a Midstate Communications cable TV customer you receive watchTVEverywhere™ at no additional charge. You can register at [www.watchTVEverywhere.com](http://www.watchTVEverywhere.com), under the "Learn More" tab is a brief five-minute video that will walk you through the registration process.

Next, simply follow the steps by choosing Midstate Communications as your provider from the drop down menu and click submit. To proceed you need your account number and the correct spelling of the last name on the account. You may want to have a copy of your last Midstate statement handy while you are signing up.

Once you are registered, you can watch any watchTVEverywhere™ program as long as you are a subscriber to that network. For example, subscribers who receive the Big Ten Network on their TV can also watch BTN2Go on watchTVEverywhere™. With an ever growing lineup of programming you can watch anything from A&E to History Channel, Golf, CNBC and much more. New content is being added throughout the year so keep checking back.

**With watchTVEverywhere™ it's like being in the comfort of your favorite TV watching chair but from anywhere.**

*\*\*watchTVEverywhere™ customers may incur overage charges on their data plan, please check with your data provider. watchTVEverywhere™ programs transmit large amounts of data and there is the possibility of overage charges.*

## Midstate Communications Offers Telephone Assistance to Low Income and Tribal Lands Consumers...

Low-income consumers may qualify for assistance that will reduce the cost of basic monthly telephone service. Lifeline/Linkup Assistance is available to qualifying consumers in every U.S. state (territory and commonwealth). Lifeline assistance lowers the cost of basic monthly local telephone service to qualifying consumers. Eligible consumers can receive up to \$9.25 per month in discounts.

To be eligible for Lifeline assistance the telephone subscriber must participate 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

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines.

Residents of American Indian reservations or tribal lands may qualify for up to an additional \$25 of enhanced Lifeline support monthly and a credit of up to \$100 on their initial installation charges. An individual living on tribal lands may qualify for Lifeline and Link-up discounts if he or she participates in one of the programs listed above or also by receiving assistance from the Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance to Needy Families, or Head Start (only for those households meeting its income qualifying standard).

If you live in a Midstate Communications service area and feel you may qualify for either of these programs please contact Midstate Communications, PO Box 48, Kimball, SD 57355 or by phone at 605-778-6221.

## Windows XP Users: Here are Your Options

The writing is on the wall. Windows XP officially won't be supported from Microsoft much longer. Let's be honest, your Windows XP computer won't just stop working one day. It will just become more insecure over time as Microsoft stops supporting it effective April 8th, 2014.

Windows XP has had a great run and has been supported for over a decade. Let's face it; in the age of technology, Windows XP is old. It doesn't work well on newer hardware and isn't nearly as secure as the newer versions of Windows 7 and 8. Once April rolls around, and Microsoft stops supporting XP other software vendors will also stop supporting it as time goes on. Certain internet browsers such as Firefox will no longer work on Windows 2000 which is one operating system older than Windows XP.

So, what is a faithful Windows XP computer user to do? If you like the XP environment and want to stick with what you are familiar with, we suggest that you upgrade to Windows 7. It is the most widely used version of Windows and support for Windows 7 is not scheduled to end until around the year 2020. Windows 7 is hard to find in your local retail store, but Midstate is still able to order certain systems from Dell that have Windows 7 on them.

If you would like to try something new, the Windows 8 environment is quite different from Windows XP but with the added feature of a touch screen monitor, it has some added benefits of being able to zoom in on small print as well as system start up is much faster than Windows XP. We do not recommend Windows 8 without a touch screen. If you haven't seen much information in regards to Windows 8 yet, take a look at our video on YouTube which will give you a better idea of what the new Windows 8 is all about. Here is a link to the video: [www.youtube.com/channel/UCblzHlblefhCq\\_V00a05dMQ](http://www.youtube.com/channel/UCblzHlblefhCq_V00a05dMQ).

The Midstate IT department is here to help answer all of your questions in regards to transitioning from Windows XP. Give us a call at 605-778-8028 and we will help fit you into the best option for your next pc.





Volume 20 • Issue 1  
January 2013

# MESSENGER

120 E. First, P.O. Box 48, Kimball, SD 57355 • (605) 778-6221 • Fax: (605) 778-8080

## Trivia~Trivia~Trivia

### What was the longest Running Soap Opera in the United States?

(Hint: It ended in 2009 and could be seen on CBS.)

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### And the Winner is...

Frances Petrak. She knew that the Kimball Band could be seen marching in the McDonalds Thanksgiving Day parade on WGN!

### Statement of Nondiscrimination

Midstate Communications Cooperative is the recipient of federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture. The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Mark Benton, General Manager/CEO. To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer before December 15th.

### Important Dates to Remember...

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## Stay Warm with Midstate Digital Cable...

Winters in South Dakota can be pretty long and cold. It's the time of year when you want to stay indoors more than you want to bundle up and go outside. This is a great time for you to spend some quality time with your friends and family to watch some of your favorite TV programming from your own home.

If you have been waiting to sign up or switch to Midstate Digital Cable, don't wait any longer. With over 150 quality digital channels to choose from and FREE High Definition (HD) channels you can't go wrong with Midstate Digital Cable. Plus with Midstate Digital, you get the area's only local programming along with news, weather and sports that matter most to your area of South Dakota. Call today and get a FREE basic installation on up to two (2) TV's and begin experiencing the Midstate Digital advantage.

## Service Rate Changes...

Effective January 1, rates for the following services will be:

- Residential Rate . . . . . \$21.95
  - Business Advantage Rate . . . . . \$31.95
  - Business Rate . . . . . \$27.95
  - HBO . . . . . \$15.00
  - Chamberlain Business Rate . . . . . \$30.00
  - Showtime . . . . . \$15.00
- (Cooperative exchange rates)

## Do Not Call Notification...

The Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a national Do-Not-Call Registry to address consumer concerns about unwelcome telemarketing calls. The registry applies to all telemarketers (with the exception of certain nonprofit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will remain on the national Do-Not-Call Registry for five years. You may re-enter your number onto the list when the five years have passed, and you may remove your name from the list at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

- Calls from organizations with which you have established a business relationship;
- Calls for which you have given prior written consent;
- Calls which are not commercial or do not include unsolicited advertisements;
- Calls by or on behalf of tax-exempt non-profit organizations.

Consumers may register their residential telephone numbers, including wireless numbers, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone number you wish to register. To register by Internet go to website [www.donotcall.gov](http://www.donotcall.gov). Inclusion of your telephone on the national Do-Not-Call Registry will be effective three months following your registration.

## Midstate Digital Channel of the Month...

When story matters AMC is your channel for classic movies and one of a kind original series. AMC reigns as the only cable network in history to ever win the Emmy Award for Outstanding Drama Series four years in a row, as well as the Golden Globe Award for Best Television Series - Drama for three consecutive years. Whether commemorating favorite films from every genre and decade or creating acclaimed original programming, the AMC experience is an uncompromising celebration of great stories. AMC's original stories include *Mad Men*, *Breaking Bad*, *The Walking Dead*, *The Killing* and *Hell on Wheels*. AMC further demonstrates its commitment to the art of storytelling with its slate of unscripted original series, as well as curated movie franchises like AMC's *Can't Get Enough* and AMC's *Crazy About*. Catch all your favorites on AMC on Midstate Digital channel #178.



TV FOR MOVIE PEOPLE



Providing variety & quality services, at an affordable price to the residents and businesses we serve.

## Tribal Lifeline-linkup Assistance

[Back To: Telephone](#)

Lifeline-linkup provides reduced monthly charges to telephone subscribers who qualify.

Items covered by the Lifeline portion of the program include basic one-party telephone service equipped with touch-tone and toll restriction (if requested). Not covered are second lines, leased equipment, long distance calls, 911 surcharge, the CIF or hearing impaired fund, taxes and optional calling features like Call Waiting and Caller ID.

**For further assistance:**

[Contact Us](#)

### Linkup

Provides reduced connection charges to telephone subscribers who qualify. The credit applies on the main home telephone line listed in the name of the eligible telephone subscriber.

The reduction is up to 100% of the cost associated up to \$100.

Link-Up also provides for deferred payment of connection charges without interest. It does not cover the cost of wiring inside your home and is limited to one time per home address per subscriber.

Those qualifying for Enhanced Lifeline Program will also qualify for the Link-Up Program which provides reduced connection charges to telephone subscribers who qualify.

**For further assistance:**

[Contact Us](#)

### Eligibility

Applicants must live on tribal lands and participate in at least one of the following public assistance programs to qualify:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low Income Home Energy Assistance Program
- BIA General Assistance Programs
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (Meeting Income Test)
- National School Lunch Program
- Income-Based Criterion (Income at or below 135% of the Federal Poverty Guidelines)

\*\* Participating members and members of the qualified member's household MUST:

- a. Be in good standing as a member of the Midstate Communications Cooperative.
- b. Be current in all payments to Midstate Communications. Customers will be approved on an individual basis upon receipt of properly filed forms.

"Tribal Land" for purposes of the Enhanced Lifeline and Link-Up Assistance Programs includes the BIA definitions of "reservation." The term "reservation" means any federally recognized Indian Tribe's reservation, Pueblo, or Colony, and Indian Allotments.

[Click Here to Apply](#)







4/9/2014

002067 1 AV 0.381 T7



G1 : 2067

Dear Customer:

The Public Utilities Commission (PUC) requires that we notify our customers on an annual basis of the Lifeline Link-up Assistance program. We have enclosed the paperwork explaining eligibility for this program as well as the application. Please review this information and if you qualify for the assistance please complete the application and the consent form and return it to us with the documentation of the program you are participating in. Examples of documentation would be a copy of the food stamp EBT card if you qualify for food stamps, a copy of the Medicaid card in your name or a copy of the fuel assistance letter if you qualify for the Home Energy Assistance program. Each program has a document of proof that we would need to see as verification that you are eligible.

If you have questions about Lifeline or Link-up, the application form or your telephone service, please contact us at 778-6221 or 234-8000 for more information.

Sincerely,  
MIDSTATE COMMUNICATIONS, INC.



Mark D. Benton  
General Manager

MDB/jt

Enclosures

# Lifeline Assistance Application and Certification Form

(Please Print or Type)

Company Name: Midstate Communications & Midstate Telecom

SPIN: 14007716 & 143030709

Account Name: \_\_\_\_\_

Residential Address: \_\_\_\_\_

(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) **Minimum of \$9.25**  
\_\_\_\_\_ Toll Limitation Service (free toll blocking or toll control)  
\_\_\_\_\_ Tribal Link Up (telephone connection charge discount)

Are you currently living on Reservation Land? \_\_\_\_\_ Yes \_\_\_\_\_ No

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 Security Income (SSI)
- \_\_\_\_\_ Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps)
- \_\_\_\_\_ Federal Public Housing Assistance (Section 8)
- \_\_\_\_\_ Low-Income Energy Assistance Program (LIHEAP)
- \_\_\_\_\_ Temporary Assistance for Needy Families (TANF)
- \_\_\_\_\_ National School Lunch Program's Free Lunch Program
- \_\_\_\_\_ Bureau of Indian Affairs General Assistance (Tribal Only)
- \_\_\_\_\_ Tribally-Administered Temporary Assistance for Needy Families (TTANF - Tribal Only)
- \_\_\_\_\_ Head Start (if income eligibility criteria are met - Tribal Only)
- \_\_\_\_\_ Food Distribution Program on Indian Reservations (Tribal Only)
- \_\_\_\_\_ 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, Tribal Lifeline and Tribal Link Up if your household income does not exceed 135% of the Federal Poverty Guidelines (see Table below).*

### 2013 Health and Human Services Poverty Guidelines

Number in Residence	135% Guideline (Annual)	Number in Residence	135% Guideline (Annual)
1	\$15,512	5	\$37,220
2	\$20,939	6	\$42,647
3	\$26,366	7	\$48,074
4	\$31,793	8	\$53,501

For each additional person after 8, add \$5,427 to the annual guideline.

Source: Federal Register, Vol. 78 No. 16 January 24, 2013, pp. 5182-5183

## Important Information

You **will** be required to provide documentation of eligibility.

Lifeline, 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 purpose 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 provide a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;
- (6) The individual named on the documentation provided demonstrating program-based eligibility, if not me, is part of my household;
- (7) My household will receive only one Lifeline service and (including cell phone service), to the best of my knowledge, my household is not already receiving a Lifeline service;
- (8) 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);
- (9) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (10) The information contained in this application and certification form is true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*Provide the completed application and certification form to your phone company. Midstate Communications/Midstate Telecom 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) or for more information about Tribal Lifeline and Tribal Link Up, see [www.PUC.SD.gov/TribalLifeline](http://www.PUC.SD.gov/TribalLifeline)

## **Consent to Provide Lifeline/Tribal Link Up Subscriber Information to the National Lifeline Accountability Database**

The Federal Communications Commission has established the National Lifeline Accountability Database ("Database") to detect and prevent consumers from receiving more than one discounted telephone service under the federal Lifeline program.

Under federal law, Midstate Communications/Midstate Telecom is required to check/query this Database prior to signing up Lifeline/Tribal Link Up subscribers and is also required to provide to the federal administrator of this Database the following information regarding each new and existing Lifeline/Tribal Link Up subscriber:

- The Lifeline/Tribal Link Up subscriber's full name;
- The Lifeline/Tribal Link Up subscriber's full residential Address;
- The Lifeline/Tribal Link Up subscriber's date of birth;
- The last four digits of the Lifeline/Tribal Link Up subscriber's Social Security number or Tribal Identification Number (if the subscriber is a Tribal member and does not have a Social Security number);
- The telephone number associated with the Lifeline/Tribal Link Up service;
- The date on which the Lifeline/Tribal Link Up service was initiated;
- The date on which the Lifeline service was terminated (if applicable);
- The amount of Lifeline service support being sought for the subscriber;
- The means through which the subscriber qualified for Lifeline service (income or program-based, Medicaid, etc.).

The above information related to your Lifeline/Tribal Link Up service is being provided by Midstate Communications/Midstate Telecom to the federal administrator (the "Universal Service Administrative Company" and/or its agents) of the National Lifeline Accountability Database to verify that you, as a Lifeline/Tribal Link Up applicant and/or subscriber, are not receiving more than one Lifeline/Tribal Link Up benefit, and to otherwise ensure proper administration of the Lifeline/Tribal Link Up program.

I, the Lifeline/Tribal Linkup applicant/subscriber, acknowledge that Midstate Communications/Midstate Telecom will transmit to the federal administrator of the National Lifeline Accountability Database the above-referenced information about my Lifeline/Tribal Link Up account and/or service for inclusion into the Database, and hereby consent to transmission of the information for purposes allowed by law relating to administration of the Lifeline/Tribal Link Up program.

I further understand that a failure to provide this consent to release my Lifeline/Tribal Link Up account and/or service information to the federal administrator for inclusion in the National Lifeline Accountability Database will result in a denial of or de-enrollment from Lifeline/Tribal Link Up service.

---

**Signature**

---

**Date**

## Verification Checklist - Proof of Lifeline or Tribal Link Up Eligibility

Applicant Name: \_\_\_\_\_

Program Participant Name (if different from Applicant): \_\_\_\_\_

Application for Benefit submitted based on:     Program Participation Eligibility     Income Eligibility

Date on which documentation supporting Application reviewed: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name or ID of employee who reviewed documentation: \_\_\_\_\_

A. If eligibility reviewed based on state or federal social service or income database:

Name of database: \_\_\_\_\_ Date database queried: \_\_\_\_/\_\_\_\_/\_\_\_\_

Attach copy of confirmation received or screen shot of web page showing confirmation, or

Employee or agent confirms that database indicated eligibility (initials): \_\_\_\_\_

B. If eligibility reviewed based on contact with state agency:

Agency consulted: \_\_\_\_\_ Name of contacted individual: \_\_\_\_\_

Date eligibility confirmation received: \_\_\_\_/\_\_\_\_/\_\_\_\_ (Attach copy of notice provided by state agency confirming eligibility.)

C. If eligibility determined by employee/agent review of eligibility documentation (based on income or program participation)

(1) Describe or indicate type of documentation reviewed (check all reviewed):

- |  |   |
|--|---|
| <input type="checkbox"/> Agency award letter   | <input type="checkbox"/> Benefit check stub from Soc. Sec. Adm. (if eligibility based on SSI)   |
| <input type="checkbox"/> Utility bill (if eligibility based on LIHEAP)   | <input type="checkbox"/> Current income statement from employer or paycheck stub                |
| <input type="checkbox"/> Beneficiary card  | <input type="checkbox"/> Federal or tribal notice/letter of participation in General Assistance |
| <input type="checkbox"/> Retirement or pension statement of benefits   | <input type="checkbox"/> Prior year's state, federal, or tribal tax return                      |
| <input type="checkbox"/> Social Security statement of benefits   | <input type="checkbox"/> Letter of participation or enrollment from agency                      |
| <input type="checkbox"/> Veterans Administration statement of benefits   | <input type="checkbox"/> Unemployment or Workers Compensation statement of benefits             |
| <input type="checkbox"/> Benefit check stub from BIA (if eligibility based on BIA General Assistance)            |   |
| <input type="checkbox"/> Divorce decree, child support award, or other official document with income information |   |
| <input type="checkbox"/> Describe documentation if not specifically identified above: _____                      |   |

(If documentation relied on for income eligibility does not cover a full year, subscriber must present documentation covering at least three consecutive months within previous twelve months)

(2) Date or expiration date of documentation (indicate which): \_\_\_\_/\_\_\_\_/\_\_\_\_

- Document Date     Expiration Date     No date available on applicant's documentation

(3) Method documentation was provided or received:

- |  |  |
|--|--|
| <input type="checkbox"/> In person.....      | <input type="checkbox"/> After review, returned          |
| <input type="checkbox"/> By FAX.....         | <input type="checkbox"/> After review, destroyed         |
| <input type="checkbox"/> By mail.....        | <input type="checkbox"/> After review, destroyed         |
| <input type="checkbox"/> Electronically..... | <input type="checkbox"/> After review, destroyed/deleted |

# General Rules & Regulations



## Customer-Provided Equipment

Customer-provided equipment may not be attached to or connected with telephone facilities unless (1) it is registered or otherwise approved by the Federal Communications Commission (2) it meets the conditions set forth in the company's tariffs, and (3) advance notification is given to the telephone company, by the customer, of the type of equipment to be connected and the type of telephone company facility required to make the connections. These rules and tariffs are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and company employees.

The telephone companies will not maintain and may not be able to repair customer-provided equipment. A service charge may apply if the telephone company visits the premises of the customer and the service difficulty or trouble is found to have been caused by the customer-provided equipment or facilities.

If you have any questions concerning the use of customer-provided equipment, please contact your Business Office.

## Public Utilities Commission (PUC)

If the problem cannot be solved to your satisfaction, you may refer your complaint to the South Dakota Public Utilities Commission (SDPUC) at 500 East Capitol Ave, Pierre, South Dakota 57501-5070 or telephone toll free 1-800-332-1782.

## Taxes

Federal law requires a 3 percent excise tax on telephone rental and long distance charges. These taxes are billed to all telephone users not specifically exempt by law. All taxes collected are remitted to the proper federal and state agencies.

## Allowance For Failure Of Service

The Telephone Companies do not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond 24 hours after notice of the interruption is received by the Telephone Companies. No other liability shall in any case attach to the Telephone Companies.

## Billing And Payment For Service

If you desire assistance of explanation regarding your bill, please call the Business Office.

## National Do Not Call Registry

The federal government created the National Do Not Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at [www.donotcall.gov](http://www.donotcall.gov) if you have an active email address, or you can call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free and your number will stay in the registry until it is disconnected, or until you delete it from the registry.

If you receive telemarketing calls after you have registered your telephone number and it has been in the registry for three months, you can file a complaint at [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do not call" complaint.

## Annoying, Obscene, And Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 21 for instructions on using Customer Originated Trace. Threatening calls should be reported immediately to the police. Obscene or harassing calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his/her control may be fined or imprisoned, or both.

## Telephone Assistance Programs

### Low Income Assistance Available to Telephone Subscribers

Midstate Communications is authorized to offer Lifeline to our customers. Lifeline is a federal telephone assistance program. To be eligible for this program, the applicant must participate in at least one of the following public assistance programs: Free Reduced School Lunch Program, Food Stamps, Federal Public Housing Assistance, Low-Income Home Energy Assistance, Medicaid, Supplemental Security Income (SSI), or meet poverty level income guidelines.

Lifeline provides eligible subscribers with a credit of \$9.25 each month on the basic service portion of their telephone bill. The discount applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers may also receive blocking of long distance calls on their telephone line at no charge.

### Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

For more information, call Midstate Customer Service at:  
605-778-6221, 605-234-8000, or 1-888-214-1431  
Email: [midstate@midstatesd.net](mailto:midstate@midstatesd.net)

NOTE: All rules & regulations in effect at time of printing are subject to change without notice.



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- [My Midstate Support](#)
- [My Bill Pay](#)
- [My Midstate Webmail](#)



**Providing variety & quality services, at an affordable price to the residents and businesses we serve.**

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  - [Website Hosting](#)
  - [WebWonder Website Builder](#)
  - [Website Listings](#)
  - [Service Agreement](#)
  - [Sign-up Online](#)
  - [Live Chat Support](#)
  - [FAQs](#)
  - [Network Management Policy](#)
  - [Product Bundles](#)
- [Telephone](#)
  - [Local Services](#)
  - [Long Distance Services](#)
  - [Tribal Lifeline-linkup Assistance](#)
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Google Search

## Lifeline-linkup

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No one should be without telephone service because they can't afford it. Access to a telephone provides access to vital emergency services and community resources. If you need help paying for your telephone services, there is help. You may qualify for Lifeline or Link Up programs through Midstate Communications if you receive benefits such as Food Stamps, Medicaid, or other similar programs. You can save money and stay connected with Midstate Communications and Lifeline and Link Up.

### For further assistance:

[Contact Us](#)

---

### What type of discount is available?

Lifeline assistance lowers the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$9.25 per month in discounts. Eligible residents of Indian reservations or tribal lands can receive up to an additional \$25 in Lifeline support.

Link Up provides eligible low-income consumers living on Tribal lands with a one-time discount of up to \$100 on the initial installation or activation of a wireline or wireless telephone for the primary residence. Tribal Lands Link Up also allows consumers to pay the remaining amount that they owe on a deferred schedule, interest-free. Federal rules prohibit eligible low-income consumers from receiving more than ONE Link Up discount at a primary residence. Eligible consumers may be eligible for Link Up again only after moving to a new primary residence. Link Up support is only offered to carriers who are building out infrastructure on Tribal lands so not all carriers may discount their activation fee.

Enhanced benefits are provided to low-income consumers who live on a federally recognized Indian Tribe's reservation, pueblo, or colony; on a former reservation in Oklahoma; within an Indian allotment; within an Alaska Native region established by the Alaska Native Claims Settlement Act; or Hawaiian Homelands held in trust pursuant to the Hawaiian Homes Commission Act of 1920.

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.

---

## Eligibility

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

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines. Residents of Indian reservations or tribal lands qualify if they participate in any of the programs listed above, 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 eligible)
- Tribal TANF

### [Income Requirements](#)

[Click Here to Apply](#)

---

## Annual Re-Certification

At least once each year, beginning in 2012, consumers that receive free or discounted Lifeline service must re-certify:

1. That they remain eligible for Lifeline service, and;
2. That no one else in their household receives Lifeline service.

If you have a Lifeline account, you will receive a re-certification notification requiring you to re-certify your eligibility. You could receive a letter in the mail, a telephone call, or a text message asking you to respond by re-certifying that you remain eligible for Lifeline.

**If you fail to respond by the deadline indicated, your Lifeline discount will be eliminated.**

This means your monthly phone bill will increase, or the free minutes you normally receive each month will not be provided. In order to avoid a change in service, consumers are strongly encouraged to respond promptly to re-certification

notifications.

In addition, you must inform your telephone company if you no longer qualify for Lifeline service. If you become ineligible for Lifeline, you must contact your telephone company directly to de-enroll from Lifeline service.

**For further assistance:**

[Contact Us](#)



120 E. First, P.O. Box 48, Kimball, SD 57355 • (605) 778-6221 • Fax: (605) 778-8080

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# Lifeline-linkup

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[Contact Us](#)

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---

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## [Income Requirements](#)

[Click Here to Apply](#)

---

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In addition, you must inform your telephone company if you no longer qualify for Lifeline service. If you become ineligible for Lifeline, you must contact your telephone company directly to de-enroll from Lifeline service.

**For further assistance:**

[Contact Us](#)

What is Lifeline? Companies in My State

## COMPANIES IN MY STATE

### South Dakota

[← Back to map](#)

Clicking on the header label of each column will sort the table by that column.

<u>Name</u>	<u>Phone</u>	<u>Service Type</u>
<a href="#">James Valley Wireless</a>	800-556-6525	Wireless
<a href="#">AT&amp;T Mobility</a>	800-377-9450	Wireless
<a href="#">City of Brookings Telephone Fund</a>		Wireless
<a href="#">Northern Valley Communications</a>	888-919-8945	Wireless
<a href="#">Budget Mobile</a>	888-777-4007	Wireless
<a href="#">ITC Telecom</a>	800-417-8667	Home Phone
<a href="#">Swiftel Communications</a>	605-692-6211	Home Phone
<a href="#">Alliance Communications</a>	800-701-4978	Home Phone
<a href="#">CenturyLink (formerly Qwest)</a>	800-244-1111	Home Phone
<a href="#">C.R.S.T. Telephone Authority</a>	605-964-2600	Home Phone
<a href="#">Golden West Telecommunications</a>	866-279-2161	Home Phone
<a href="#">James Valley Telecommunications</a>	800-556-6525	Home Phone
<a href="#">Kennebec Telephone Company</a>	605-869-2220	Home Phone
<a href="#">Jefferson Telephone Company</a>	712-271-4000	Home Phone
<a href="#">Midstate Communications</a>	605-778-6221	Home Phone
<a href="#">PrairieWave Community Telephone</a>	877-633-4567	Home Phone
<a href="#">PrairieWave Black Hills</a>	605-721-2000	Home Phone
<a href="#">Santel Communications</a>	888-978-7777	Home Phone
<a href="#">RC Communications, Inc.</a>	800-256-6854	Home Phone
<a href="#">Roberts County Telephone Cooperative Association</a>	800-256-6854	Home Phone
<a href="#">TrioTel Communications, Inc.</a>	800-242-1925	Home Phone
<a href="#">Valley Telecommunications Cooperative Association</a>	605-437-2615	Home Phone
<a href="#">Venture Communications</a>	800-824-7282	Home Phone
<a href="#">West River Telecom</a>	800-748-7220	Home Phone
<a href="#">Beresford Municipal Telephone</a>	605-763-2500	Home Phone
<a href="#">City of Fairth Municipal Telephone Company</a>	605-967-2261	Home Phone
<a href="#">Mt. Rushmore Telephone Company</a>	605-666-4411	Home Phone

6/24/2014

Companies in My State - Lifeline Support - USAC

<a href="#">Golden West Telecommunications</a>	855-888-7777	Home Phone
<a href="#">Western Telephone Company</a>	800-824-7282	Home Phone
<a href="#">Midcontinent Communications</a>	605-274-9810	Home Phone
<a href="#">Midstate Telecom, Inc</a>	888-214-1431	Home Phone
<a href="#">SS Telecom</a>	605-676-6000	Home Phone

[⇐ Back to map](#)

Email us with [questions from consumers.](#)

Email us with [questions from carriers.](#)