

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

Company: Farmers Mutual Telephone Company

Address: 301 2nd Street South

Bellingham, Minnesota 56212

Telephone number: 320-568-2105

Company contact: Kris Radermacher

Study Area Code: 361389

Lifeline/Tribal Link Up Advertising/Outreach Activities:

X Advertise in media of general distribution.* (See attached advertisement(s).)

X Letter to existing and new customers regarding the availability of Lifeline/ Tribal Link Up.* (See attached letter.)

X Company's Lifeline/Tribal Link Up information in directory.

 Company's Lifeline/Tribal Link Up information available on Company website.
(www.companywebsiteaddress.com)

X Company's information posted on USAC website.

X Other (describe): DISTRIBUTED IN OUR NEWSLETTER

*Required



Date: January 21, 2014

From: Donna Eul
Marketing/Customer Service Manager
320-324-7111

To: Attention Editor of Appleton Press, Dawson Sentinel, Madison Western Guard, and Ortonville Independent.

RE: Enclosed are two annual advertisement requirements. Both need to be published (1) time in your next edition. Each advertisement should not exceed 4 ½ wide by 3 ½ long. **Please provide tear sheet along with affidavit of publication.**

- Universal Service Advertising.
- Lifeline / Link-Up Advertising.

Farmers Mutual Telephone Company Universal Service Advertising

Description of Available Services and Rates:

Farmers Mutual Telephone Company Available Services
Farmers Mutual Telephone Company offers the following local exchange telecommunications services to all consumers throughout its serving area:

- Voice grade access to the public switched network;
- Local exchange service including an amount of local usage free of per minute charges under a flat rated local service package;
- Dual tone multi-frequency signal;
- Single party service;
- Access to emergency service;
- Access to operator services;
- Access to interexchange service;
- Access to directory assistance; and
- Toll blocking without charge to qualified low income customers.

Basic, local exchange residential monthly service rates, excluding EAS rates, are as follows: \$15.00

Subsidized discounts are available to customers meeting certain low income criteria. Information concerning these plans is available from your Farmers Mutual Telephone Company representative at 1-800-692-0021.

Geographic Areas Where Services Are Available: Farmers Mutual Telephone Company offers service in the following exchanges:

Bellingham (320-568)	Boyd (320-855)	Cerro Gordo (320-752)
Dawson (320-312/769)	Madison (320-598/698)	Marietta (320-668)
Montevideo (320-269/301)	Ortonville (320-305/839)	West Marietta (605-678)

Do You Qualify for Assistance?



If your income level falls below 135% of the Federal Poverty Guidelines or if you are currently receiving benefits under one or more of the following programs: Medicaid, food stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance or the Low-Income Home Energy Assistance Program, you may be eligible for telephone payment assistance.

Lifeline

Provides a monthly discount to eligible customers on their telephone bill.

For more information, visit our office, e-mail, or call us. A customer service representative can answer your questions and help determine whether you qualify.

farmers@farmerstel.net

320-568-2105

www.farmerstel.net



WESTERN GUARD
 216 SIXTH AVENUE
 MADISON, MN 56256

Statement

Date

1/29/2014

To:

FARMERS MUTUAL TELEPHONE CO.
 P. O. BOX 156
 CHOKIO, MN 56221

Amount Due	Amount Enc.
\$187.43	

Date	Transaction	Amount	Balance
12/25/2013	Balance forward		107.10
01/08/2014	INV #47703. HELP WANTED	19.50	126.60
01/08/2014	INV #47704. HELP WANTED	22.90	149.50
01/15/2014	INV #47816. IT SPECIALIST	22.90	172.40
01/15/2014	INV #47817. IT COMB. TECH	19.50	191.90
01/28/2014	PMT	-107.10	84.80
01/28/2014	INV #48033. SUBSCRIPTION - <i>OK</i>	37.00	121.80
01/29/2014	INV #47995. SERVICES - <i>Universal Service</i>	34.38	156.18
01/29/2014	INV #47996. ASSISTANCE <i>lifeline</i>	31.25	187.43

verified w/ KJ

ETC 42.40
FMTIC 145.03

187.43

OK'de
2-4-14

#6613-000
 #1190-200

Amount Due
\$187.43

TOTAL PAYMENT DUE BEFORE 2-26-14

ENCLOSE INVOICE NUMBER(S) WITH PAYMENT

Phone #
320-598-7521

DAWSON SENTINEL
 674 CHESTNUT/PO BOX 1015
 DAWSON, MN 56232
 320-769-2497

STATEMENT OF ACCOUNT

DATE: 01/29/14
 PAGE: 1 of 1

CUSTOMER ID: FARMERS

TO:

FARMERS MUTUAL TELEPHONE
 301 2ND ST. S.
 PO BOX 368
 BELLINGHAM, MN 56212

AMOUNT PAID	AMOUNT DUE
	91.00

DATE	REF NO.	DESCRIPTION	TOTAL	BALANCE	
01/29/14	49351	Legal Notice-Assistance	42.00		
		Legal Notice-Rates	49.00	91.00	
			91.00	91.00	
<p><i>FMTC</i></p> <p><i>Ok de</i></p> <p><i>2-12-14</i></p>					
<p>TOTAL PAYMENT DUE NET 30 DAYS FC 1.5% PER MONTH</p>					
CURRENT	1 TO 30	31 TO 60	61 TO 90	OVER 90	AMOUNT DUE
91.00	0.00	0.00	0.00	0.00	91.00

#6613-000 Jan newspaper adv

789 US Highway 75
 Ortonville, MN 56278 320-839-6163
PLEASE DO NOT STAPLE CHECK TO INVOICE

Invoice

Bill To
FEDERATED & FARMERS MUTUAL TELEPHONE CO.
PO BOX 156
CHOKIO, MN 56221

We now accept Credit Cards for your convenience

CC# _____
Exp. Date _____ **CVC** _____
Name on Card _____
Zip Code _____
Amount Paid on Account _____

Date	Amount Due
01/31/14	\$399.30

Date	Description	Amount	Balance
12/31/13	Balance forward		242.00
01/07/14	INV #439 - CLASSIFIED AD - IT SPECIALIST - 2 WEEKS	93.60	335.60
01/07/14	INV #440 - CLASSIFIED AD - IT COMBO TECH - 2 WEEKS	79.20	414.80
01/27/14	PMT #39555	-242.00	172.80
01/28/14	INV #1052 - FARM PAGE AD FOR FARMERS MUTUAL	44.00	216.80
01/28/14	INV #1053 - FARM PAGE AD FOR FEDERATED TELEPHONE	33.00	249.80
01/28/14	INV #1071 - 6.5" LEGAL - LIFE LINE	74.75	324.55
01/28/14	INV #1072 - 6.5" LEGAL - UNIVERSAL SERVICES	74.75	399.30

verified wJKJ
FMTIC

#1181-200
 #6613-000
 FMTIC: 219.40
 FTC: 179.90
 \$399.30

Current	1-30 Days Past Due	31-60 Days Past Due	61-90 Days Past Due	OVER 90 Days Past Due	Amount Due
\$399.30	\$0.00	\$0.00	\$0.00	\$0.00	\$399.30

South Dakota Telephone Service Discount Application Lifeline and Telephone Assistance Program 2014



The following section must be filled out completely or your application will be returned and benefits will be delayed.

Social Security
Or Tribal Id Number: _____

Your Name: _____

Street: _____

City: _____

State: _____ Zip: _____

Birthdate

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address is: permanent temporary

More than one family lives at this residence
I certify that I live on Tribal lands

Billing Address (if different than residential): Street or P.O. Box: _____
City: _____ State: _____ Zip: _____

Telephone Company: _____

Telephone number if you currently have service:
Area Code

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Number of people living in your household: _____

Telephone number where you can be reached:
Area Code

<input type="text"/>	<input type="text"/>	<input type="text"/>
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① I receive benefits from the following program(s): Check all that apply and attach proof

- | | |
|---|---|
| <input type="checkbox"/> Medicaid/ Medical Assistance | <input type="checkbox"/> Supplemental Nutrition Assistance Program/ Food Stamps (SNAP) |
| <input type="checkbox"/> Federal Public Housing or Section 8 Assistance | <input type="checkbox"/> Minnesota Family Investment Program (MFIP) |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) |
| <input type="checkbox"/> National School Free Lunch Program | <input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP) |
| <input type="checkbox"/> Bureau of Indian Affairs General Assistance | <input type="checkbox"/> Tribally Administered Head Start (for those meeting income qualifying standards) |
| <input type="checkbox"/> Tribally Administered Temporary Assistance for Needy Families (TANF) | <input type="checkbox"/> Food Distribution Program on Indian Reservation (FDPIR) |

② I do not receive benefits from the programs above but my income is at or below 135% of the Federal Poverty Guideline (Attached). Please attach one of the documents below if you did not check any boxes above.

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Last year's State, Federal or Tribal Tax Return ▪ Current annual income statement from employer ▪ 3 consecutive months of most recent paycheck stub ▪ Social Security Benefits Statement | <ul style="list-style-type: none"> ▪ Divorce Decree ▪ Retirement/Pension Benefits Statement ▪ Veterans Administration Benefits Statement ▪ Child Support Document ▪ Unemployment/ Workmen's Compensation Statement ▪ Other |
|---|--|

Turn over to complete application

③ **Certification of Eligibility and Information Release**

By signing below, I certify under penalty of perjury that I understand and agree to all of the following:

- I participate in a qualifying federal program or meet the income qualification.
- I have provided documentation of eligibility.
- I acknowledge that Lifeline is a federal benefit and that it is non-transferable.
- I acknowledge that a household is eligible to receive only one Lifeline service and to the best of my knowledge, my household is not already receiving a Lifeline service. A household is defined for Lifeline purposes as any group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers and violation would result in de-enrollment and potential prosecution by the United States government.
- The information contained in this certification form is true and correct to the best of my knowledge. I understand that providing false information can be punished by fine or imprisonment or removal from the program.
- I will inform the company within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline support. Failure to notify the company may result in penalties.
- If I move to a new address, I will provide that new address to the company within 30 days.
- If I provided a temporary address, I will verify with my telephone provider the temporary residential address every 90 days.
- I may be required to re-certify continued eligibility at any time and failure to do so will result in removal from the program.

I consent to have my name, telephone number, and address provided to the Universal Service Administrative Company (USAC) and/or its agents, and to any state and federal agency, for the purpose of verifying that I qualify for the Lifeline program and that I do not receive more than one Lifeline benefit.

Applicant Signature (required)

Date

I designate below the name and telephone number of an “Authorized Representative” for this application who has submitted this form on my behalf and is willing to assist me in seeking telephone service discounts.

Area Code

--	--	--

--	--	--

--	--	--	--

Print “Authorized Representative” Name

Daytime Phone Number

Date

- **Complete Application ➤ Attach Proof of Income or Program Participation**
- **Mail Application and Income Documents to Farmers Mutual Telephone Company**

Farmers Mutual Telephone Company
301 2nd St. S.
Bellingham, MN 56212-1000
1-800-692-0021 or 320-568-2105
www.farmerstel.net

Office use only:

Documentation: _____ Exp./Date of Document: _____

Form of documentation: _____ FMTC Employee: _____

(i.e. in person, fax, mail, electronically)

2014 Federal Poverty Guidelines – 135%

Household Size	Yearly Income (at or below)
1	\$15,755
2	\$21,236
3	\$26,717
4	\$32,198
5	\$37,679
6	\$43,160
7	\$48,641
8	\$54,122
For each additional person, add	\$5,481

[Source](#): Federal Register, Vol. 79, No. 14, January 22, 2014, pp. 3596-3594
The Federal Poverty Guidelines are typically updated in the end of January.



Act Now to Keep Your Telephone Service Discounts

October 21, 2013

Dear Lifeline and/or TAP Recipient:

You are currently enrolled in the Federal Lifeline Program (Lifeline) and/or the Minnesota Telephone Assistance Program (TAP) which provide financial assistance to low-income customers. To continue receiving discounts on your telephone service Federal law requires that you verify your eligibility.

To keep your Lifeline/TAP discounts

1. Complete and sign the enclosed verification form
2. Attach a copy or copies of documents under either:
Part 1) showing you participate in or receive benefits from a qualifying program(s)
OR
Part 2) proving your total household income is at or below 135% of the Federal Poverty Guidelines
3. Send by mail, email, or fax, the completed verification form and copies of your documents to:

Farmers Mutual Telephone Company
301 2nd St. S.
Bellingham, MN 56212-1000

Or by email to:
email farmers@farmerstel.net
Or by fax to:
320-568-2200

If you do not return a completed and signed form with required documentation by November 11, 2013, you will no longer receive discounts. The amount you pay for telephone service will increase. You may only re-enroll in Lifeline within the next year with Farmers Mutual Telephone Company, if you provide proof of eligibility.

Your privacy is important to us. Per federal law, we are required to properly dispose of public assistance and financial documents after they have been reviewed.

If you have any questions, please contact Farmers Mutual Telephone Company at 320-568-2105 or 1-800-692-0021.

For more information regarding the state TAP and Lifeline requirements, please contact the South Dakota Public Utilities Commission at (605) 773-3201.

Thank you for taking the time to complete the verification process.

Farmers Mutual Telephone Company



PO Box 156
Chokio, MN 56221

PRESORTED
STANDARD
U.S. POSTAGE PAID
CHOKIO, MN
PERMIT NO. 4

Issue April 2014



Inside This Issue

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- Phone Discount for Low Income
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- MTA Day on the Hill
- Congrats Shane & Jade
- TVonMySide.com
- Welcome Joe Stafki
- Important Numbers
- Directory Additions

Local Commitment. Global Solutions.

Directory additions

Boyd

Country Care Services, LLC 855-3007
Country Care Services, LLC - Fax .. 855-3008
Eric & Beth Craig 855-3005
Norm's Machinery Repair..... 855-2672
Trinity Lutheran Church 855-2331

Chokio-Alberta

Amanda Krosch 324-2448
J. Owens 324-7716

Dawson

Shane & Jill Buer 769-2086
Alan & Julie Erdmann 769-4708
Lac qui Parle Mutual Insurance Company
..... 769-4410

Hancock

Josh Boardman..... 392-5561

Madison

Jordan Bornhorst..... 698-7025
Garfield Lutheran Church 598-3947
Steven M. Kemen..... 598-3702

Milan

Jordin D. Lursen..... 734-4779
Nenuta Unnuno 734-4833

Montevideo

Diane K. Borgendale..... 269-8523
Dennis & Lori Larson 269-8472
Jim & Lori Ruether 269-8426
Brian & Paula Tofte 269-7489
Lonny & Nancy Tostenson 269-6775
Gregg A. Waylander..... 269-8348
Paul Wymar..... 269-6176

Morris

Florence L. Bremer 589-3467
Erik & Nichole Giese 589-2589
Dan Griffith..... 589-1908
Tim Heuer 585-0215
Randy & Peg Lussenden..... 585-1513
Joshua & Jana Reed 585-6764
Darrell Smith..... 589-2716

Ortonville

Bertha Longhenry 839-2029

Farmers Mutual

301 2nd Street South
Bellingham, MN 56212
320-568-2105
farmers@farmerstel.net
www.farmerstel.net

**Federated Telephone
Main Office:**

PO Box 156
405 2nd Street East
Chokio, MN 56221
320-324-7111
emailftc@fedtel.net
www.fedtel.net

Satellite Office:

PO Box 107
508 Atlantic Ave.
Morris, MN 56267
320-585-4875
morrisftc@fedtel.net
www.fedtel.net

Office Hours:

Monday - Friday
8:00 a.m. - 4:30 p.m.

Current Topics

Thank You for
Visiting Us at the
**Great Western MN
Get Together &
the KMRS/KKOK
Spring Expo!**

Winner of a Roku Player:

David Bergeson - Dawson

Jim Vantries - Morris

Calendar

- April 20: Happy Easter!
- April 23: Administrative Professional's Day
- June 10: Farmers Mutual Annual Meeting
- June 12: Federated Annual Meeting

Acira Administrative Professionals

Acira - powered by Farmers Mutual Telephone Company and Federated Telephone Cooperative has three office locations. These offices are located throughout our service area in Bellingham, Chokio and Morris with two customer service representatives located in each office ready to answer any questions you may have.

Our phone system also allows our CSR's in any office to have the ability to answer incoming phone calls from all locations. For example, if a member calls the Chokio office number they may get a CSR in Bellingham or Morris. This has been a great benefit for our members! Previously, if the office a member was trying to contact was busy or short staffed, they would have to leave a message and wait for a callback from the CSR. We are always working to make sure our members are receiving the best experience possible with Acira.

The Customer Service Department consists of Donna Eul (Marketing & Customer Service Manager), Shelley Evink and Tammy Marquart in the Morris Office; Tammy Dierks and Jeri Erickson in the Chokio office; Jackie Jessen and Andrea Lewis in the Bellingham office.

Acira Administrative Professionals also include Karin Jahnke (Administrative Assistant) and Julie Evink (Service Coordinator).

We would like to thank all of our Administrative Professionals for all they do for the members of Farmers Mutual Telephone Company and Federated Telephone Cooperative.



(L-R) Shelley Evink (CSR), Donna Eul (Marketing & Customer Service Manager), & Tammy Marquart (CSR)



(L-R) Tammy Dierks (CSR) & Jeri Erickson (CSR)



(L-R) Jackie Jessen (CSR) & Andrea Lewis (CSR)



(L-R) Julie Evink (Service Coordinator) & Karin Jahnke (Administrative Assistant)

Phone Discount for Low Income

Lifeline

There are several programs that provide assistance with paying your phone bill. The Lifeline program is federally funded and will provide a credit each month on your phone bill. To be eligible, you must be enrolled in one of the following public assistance programs or have an income at or below 135% of the federal poverty guidelines to be eligible:

- Medicaid/Medical Assistance
- Food Support (Food Stamps)
- Minnesota Family Investment Program (MFIP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low Income Home Energy Assistance (LIHEAP)

If you qualify for a Lifeline credit, you will also qualify for the Telephone Assistance Plan (TAP). This program offers a monthly discount on your phone bill, as well.

For more information or an application, please contact our office by dialing 611 from your home phone or you can find the office numbers on the back page of this newsletter.

135% of the 2014 Federal Poverty Income Guidelines

Household Size	Income
1	\$15,755
2	\$21,236
3	\$26,717
4	\$32,198
5	\$37,679
Each Additional Person	\$ 5,481

FEDERAL SURCHARGES TO INCREASE EFFECTIVE APRIL 1, 2014

Effective April 1, 2014, the amount of the Federal Universal Service Charge (FUSC) appearing on your bill each month will change as a result of a increase in the Federal Communications Commission's (FCC's) universal service contribution factor from 16.4% to 16.6%. The new FUSC amount is calculated by multiplying the FCC's universal service contribution factor against your interstate access service charges. The federal universal service fund program is designed to help keep local telephone service rates affordable for all customers, in all areas of the United States.

MTA's 2014 "Day on the Hill" a Success

On March 11, 2014, representatives from Farmers Mutual and Federated Telephone, joined more than 70 MTA members in St. Paul to educate lawmakers on issues affecting rural telcos. This event gives lawmakers the opportunity to learn from the experts how their decisions impact the telecommunications industry.

The event started on Tuesday afternoon with an issues briefing for members. The MTA Staff focused on Sales Tax on Telecom Equipment, the Broadband Grant Program, the Broadband Fund Program and the Broadband Mapping Bill. Wednesday gave members the opportunity to meet with legislators on telecom issues.



Representative Falk Visit



Senator Westrom Visit



Senator Dahms Visit



Senator Koenen Visit

CONGRATS SHANE & JADE!



20 YEARS OF SERVICE

Shane Ascheman
Outside Plant Technician



5 YEARS OF SERVICE

Jade Gehrke
Network Specialist

TVonMySide.com is your source for up-to-date information and solutions about TV network disputes. It is a collaborative effort of hundreds of local, independent Cable TV providers located throughout the country in communities like ours. By uniting our companies, we can work together to achieve more flexibility and better offerings for our members at the lowest price possible.

We know that our members want a good value. When networks demand huge fee increases, we work to get the best offerings at the best price possible so we can keep your bill as low as possible.

If we cannot come to an agreement with a network, www.TVonMySide.com is the resource to go to that will offer solutions to help you find the same or similar programming.

Working for you, to keep costs in check.



WELCOME BACK JOE STAFKI! OUTSIDE PLANT TECHNICIAN



Hi Everybody! Many of you will recognize me. I was formerly employed here at Farmers Mutual Telephone Company from 1985 until 2001 when I went to work for a neighboring telephone company here in Lac qui Parle County. I just recently have had the opportunity to rejoin ACIRA, powered by Farmers Mutual Telephone and Federated Telephone and I am looking forward to being a part of the team here. My wife Shelly and I have been here in Lac qui Parle County for 29 years, and we live 5 miles north of Dawson, where we raised our 3 children, Michelle, David and Hannah. We enjoy camping, gardening and being involved in our church. I also enjoy fishing and I am an avid Minnesota Twins fan. I look forward to being a part of bringing advanced communications to our members and I am happy to be back!

Call Before You Dig "It's the Law"



Simply Dial 811

Simply Dial 811 from your telephone.
Remember to call 48 hours before you dig.
South Dakota: 1-800-781-7474

Important Phone Numbers:

Farmers Mutual Telephone 320-568-2105

Federated Telephone

Chokio Office 320-324-7111

Morris Office 320-585-4875

Minnesota Attorney

General's Office 1-800-657-3787

Minnesota Public

Utilities Commission.....1-800-657-3782

Minnesota Department of Commerce

Telecommunications Division.....1-651-539-1500

Better Business Bureau..... 1-800-646-6222

Federal Communications

Commission.....1-888-225-5322



**Welcome to
Farmers Mutual Telephone**

A Cooperative Owned by the Members It Serves

What's Inside...

- *Office/Billing Information*
- *Member Requirements*
- *Terms & Conditions*
- *Feature Descriptions*
- *Repair Service*

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Please see the Area-Wide Telephone Directory or visit www.farmerstel.net for more information about our features and services.

LIFELINE & TELEPHONE ASSISTANCE PLAN

There are several programs that provide assistance with paying your phone bill. The Lifeline program is federally funded and will provide a credit each month on your phone bill. To be eligible, you must be enrolled in one of the following public assistance programs or have an income at or below 135% of the federal poverty guidelines to be eligible.

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For more information on a Lifeline/TAP Application, please contact our office.