

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2015**

Company: Clarity Telecom dba Vast Broadband

Address: 104 E. Center St., Suite 201
Sikeston, MO 63801

Telephone number: (573) 481-2765

Company contact: Kristin Burton

Study Area Code: 391652

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. (<https://www.vastbroadband.com/terms-conditions/>)

_____ Company's information posted on USAC website.

_____ Other (describe): _____

*Required

WOW! PUBLIC NOTICE

Posted: Tuesday, October 7, 2014 11:29 am

WOW! PUBLIC NOTICE

PUBLIC AWARENESS NOTIFICATION TO PATRONS RESIDING WITHIN THE SERVICE TERRITORIES OF

KNOLOGY COMMUNITY TELEPHONE, INC d/b/a WOW!

Knology Community Telephone, Inc., is a quality telecommunications provider who provides basic and enhanced telephone services at reasonable rates within its service territories under the business name “WOW!”.

Knology Community Telephone, Inc. is designated as an “Eligible Telecommunications Carrier” for its service areas for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Knology Community Telephone, Inc., provides the supported service –voice telephony service – throughout its designated service areas for single party residence service and single line business service at rates of \$20.95 per month for residential service and \$26.95 per month for business service. This supported service includes:

- Voice grade access to the public switched network;
- Minutes of use for local service provided at no additional charge;
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Knology Community Telephone, Inc’s service area has implemented 911 or enhanced 911 systems.

Basic service and other telecommunication amenities are provided to all consumers in the service areas of Knology Community Telephone, Inc. at the rates, terms and conditions specified in the companies tariffs and or price lists. Tariffs are on file with the South Dakota Public Service Commission and the Federal Communications Commission. Price lists are located on our website at www.wowway.com. If you have questions regarding these services, contact our office at 605-965-9393 or visit our business office located at 5100 South Broadband Lane, Sioux Falls, South Dakota 57108.

Lifeline Service Offerings

As part of our service offerings, KNOLOGY COMMUNITY TELEPHONE, INC. d/b/a WOW!, offers a program to assist qualifying low income individuals with the charges for their voice telephony service called Lifeline. This program is part of the Federal Universal Service Fund

program instituted by the Federal Communications Commission and overseen by the Universal Service Administrative Company.

Lifeline service offers a qualifying individual, discounts to the costs of voice telephony service for one telephone line per household. Lifeline is a non-transferable, federal benefit that makes monthly voice telephony service more affordable on one home phone OR one wireless phone, but not both.

KNOLOGY COMMUNITY TELEPHONE, INC. d/b/a WOW!'s current discount provided under the Company's Lifeline service offering is \$9.25 per month for each month that the customer qualifies. To receive the discount, an individual, a dependent, or someone in the household must participate in one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps; Supplemental Security Income; Federal Public Housing Assistance (Section 8); Low-Income Home Energy Assistance Program; National School Lunch Program's free lunch program; or Temporary Assistance for Needy Families. Or, the total household income must be at or below 135% of the federal poverty guidelines.

Other terms and conditions apply to the Lifeline offering. For example, customers must apply for Lifeline, and applicants are required to provide at time of application proof of their participation in one of the qualifying programs or proof of their total annual household income and recertify lifeline eligibility on an annual basis. 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. Also, as long as a qualified individual agrees to toll blocking, that individual is not required to pay a deposit prior to our service being offered. Toll blocking is offered to qualifying individuals without charge.

A complete set of terms for the Lifeline program is available at our customer service location, 5100 South Broadband Lane, Sioux Falls, South Dakota 57108.

We encourage you to contact us if you believe you may qualify for these programs. Please contact us at 605-965-9393, or visit us at 5100 South Broadband Lane, Sioux Falls, South Dakota 57108. Our customer service representatives can work with you to answer any questions you may have.

(October 7, 2014)



Contact Us
www.vastbroadband.com
 1-888-745-2888

Account Number: 000400501
 Billing Date: 06/27/2015
Total Amount Due: \$18.80
 Payment Due By: Jul 25, 2015

Vast Broadband News

Did you know that with Vast Internet service you get Email with seven email addresses and the customizable Vast Customer Home Page that includes the latest news, weather and local TV listings? Vast offers speeds up to 50Mbps so whether you're a casual Internet user, or have a multi-user household, Vast has the right Internet speed for you! Go to vast.com/internet to learn more!

Replace your monthly paper statement with electronic copies that you can easily and conveniently view online anytime. To sign up, log into My Account on vast.net, click on Billing Center and select paperless statements.

Need Help Paying Your Telephone Bill?

Vast Broadband's Lifeline discount may be able to help. Lifeline is a government program that provides a monthly discount on telephone service to eligible households*. Since 1985, the Lifeline program has helped millions of eligible Americans stay connected to family, work, doctors, and emergency services by making telephone service more affordable. To see if you qualify for Lifeline, please visit VASTbroadband.com.

**Lifeline is available on one telephone line per household and is nontransferable.*

DO NOT PAY-ACCOUNT IS DRAFTED AUTOMATICALLY

STATEMENT SUMMARY

New Charges \$17.30
TOTAL AMOUNT DUE \$18.80

NEW CHARGES SUMMARY

Monthly Service Charges \$18.80
TOTAL NEW CHARGES \$18.80

An Administrative Fee will be applied to your account if the Total New Charges of are not received before .

Payments received after July 27, 2015 are not reflected on this statement.



5100 S. Broadband Lane
 Sioux Falls, SD 57108
 7540 0100 NO RP 04 03042015 NNNNNN 01 000001 0001

JANICE & JOHN T TATE
 661 HARBOR CV
 GAINESVILLE GA 30501-1606

Detach and enclose this coupon with your payment. Please write your account number on your check or money order.

Account Number: 000400501
 Billing Date: 06/27/2015
Total Amount Due: \$18.80

Amount Enclosed: \$ _____

We proudly accept



VAST BROADBAND
 PO BOX 35153
 SEATTLE, WA 98124-5153



00101001001000400501840001880



Contact Us
 www.vastbroadband.com
 1-888-745-2888

Account Number: 000400501
 Billing Date: 06/27/2015
Total Amount Due: \$18.80
 Payment Due By: Jul 25, 2015

Customer Care

What is the Carrier Service Fee?

The Carrier Service Fee helps cover administrative expenses for national and local regulatory fees and programs, as well as connection and account servicing charges. This fee is not a tax or charge required by the government.

What is the Federal Access Recovery Charge?

The Federal Access Recovery Charge (ARC) is related to changes in federal rules for the rates charged between carriers to carry telecommunications traffic. This is not a government mandated tax or fee.

Previous Balance..... \$0.00

SERVICE CHARGES

05/06 - 06/05 BROADCASTER TV SURCHARGE \$8.30
 05/06 - 06/05 Phone Local Service-Vacation \$9.00
 05/06 - 06/05 ACCESS RECOVERY CHARGE ... \$1.50
Total Service Charges..... \$18.80



TOTAL AMOUNT DUE..... \$18.80

SERVICE LOCATIONS

296 ARIZONA AVE WATERTOWN SD 57201

Franchise Authority: City of Worthing (SD0220) 605-372-4113 PO Box 277 Worthing, SD 57077

Change of Address Effective Date: _____

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Home # _____

Business # _____

YES, Please enroll me in Vast Broadband AutoPay Program. I authorize Vast to automatically charge my credit/debit card the total balance due on my Vast Broadband statement on the payment due date each month. I understand the balance due may vary month to month depending on the services provided and the statement will be sent to me approximately two weeks before the payment due date. I may cancel at any time by written notice to Vast Broadband.

Signature: _____ Date: _____

Email: _____

Credit Card VISA MasterCard Discover American Express

Bank Account Checking (attach a voided check) Savings

Credit Card #: _____

Bank Account #: _____

Name As On Credit Card: _____

Routing and Transit #: _____

Zip Code Of Card Holder: _____ Exp Date: _____