

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2016**

Company: Interstate Telecommunications Cooperative, Inc.

Address: PO Box 920

312 4th St West

Clear Lake, SD 57226

Telephone number: 605-874-2181

Company contact: Jim Canaan

Study Area Code: 391654 & 391679

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.

X 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): Listed on PUC website

*Required

PUBLIC NOTICE

Interstate Telecommunications Cooperative, Inc. (ITC) offers voice telephony service to all consumers in its service area.

| | |
|--------------------------------|---------------|
| Single Party Residence Service | \$18.00/month |
| Single Party Business Service | \$18.00/month |

This service provides subscribing customers with:

- Flat rated local exchange service free of per minute charges
- Access to 911 emergency services
- Toll blocking/Toll limitation

Lifeline, a federal program that provides a monthly discount on telephone service, is available to qualified, low-income residents. Toll blocking at no charge and reduced deposits are also available. To qualify, a subscriber, his dependent, or his household must participate in one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps, Temporary Aid to Needy Families (TANF), the National School Lunch (NSL) Free Lunch Program, Supplemental Security Income (SSI), Low Income Energy Assistance Program (LIEAP), or Federal Public Housing Assistance. Subscribers whose household income is at or below 135 percent of the Federal Poverty Guidelines also qualify for Lifeline. Additional Low Income Assistance is available to those qualifying individuals living on Tribal Lands. Enhanced Lifeline provides additional discounts on monthly telephone service and Enhanced Link Up covers 100% of the costs associated with initiating telephone service. To qualify for enhanced Lifeline or Enhanced Link Up, a customer must reside on federally recognized Tribal Lands, and he, his dependent, or a member of his household, must meet the eligibility criteria listed above or participate in: Bureau of Indian Affairs General Assistance, Food Distribution Program on Indian Reservations, Head Start (income eligible only), or Tribal TANF. Lifeline is available on one telephone line per household. Customers may not transfer their Lifeline discount to another person, even if the other person qualifies for Lifeline. Customers who qualify for Lifeline must submit proof of eligibility along with their application.

Questions regarding any of the above services should be directed to ITC at 1-800-417-8667.

July 2016



Interstate Telecommunications Cooperative, Inc.
312 4th Street West, PO Box 920, Clear Lake, SD 57226

Lifeline and Toll Limitation Service support provide discounts to eligible low-income consumers to help them establish and maintain telephone service. (**Note:** Telecommunications carriers cannot charge a Lifeline customer federal USF fees on the local service portion of their telephone bill.)

What type of discount is available?

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

Toll Limitation Service (TLS) support allows eligible consumers who wish to avoid incurring large long distance fees to choose toll blocking or toll control at no cost.

How do I know whether I am eligible?

Eligibility for Lifeline, Link Up, and TLS support *varies by state*. Individuals who reside in states that have their own discount programs qualify for federal Lifeline, Link Up, and TLS support if they meet the eligibility criteria established by their state. In states that do not provide state support, an individual is eligible if he or she participates in one of the following programs:

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

One Lifeline service per household.

General Information

and children; calls making a variety of threats; calls asserting falsely that credit ratings will be hurt; calls falsely stating that legal process is about to be served; calls demanding payments for amounts not owed; calls to places of employment; and calls misrepresenting the terms and conditions of existing or proposed contracts. Although many of these calls are placed on a local basis, there is increasing indication that such improper practices also involve use of interstate toll and Wide Area Telephone Service (WATS).

Tariffs of the telephone companies forbid use of the telephone...for a call or calls, anonymous or otherwise, in a manner reasonably to be expected to frighten, abuse, torment, or harass another, or for calls that...interfere unreasonably with the use of the service by one or more other customers, or calls for...unlawful purpose. Upon violation of any of these conditions the telephone company can, by written notice, discontinue service forthwith. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and

customer alike. Users of the telephone service are also subject to the enforcement proceedings provided for in Sections 401 and 411 of the Communications Act. In addition to the loss of telephone service for violation of the tariffs, Section 223 of the Communications Act makes it a crime to use the telephone in the District of Columbia or in interstate or foreign communications to make "repeated telephone calls, during which conversation ensues, solely to harass any person at the called number" or to knowingly permit "others to use his/her telephone" for such purpose. Penalties for violation of Section 223 are a fine up to \$500.00 or six months' imprisonment, or both, 47 U.S.C. 223.

The Commission is concerned that some users of telephone service may be unaware of their obligations to refrain from using the service for abusive or harassing calls. It is also concerned that other users may be willfully and repeatedly violating the provision of the tariffs and the applicable statutes, and that the telephone companies are not adequately enforcing their tariffs. Accordingly, the Commission is issuing this Public Notice in order that the public may

be informed of the requirements of law in this area and so that users may be alerted to their legal obligations in the use of the telephone and the penalties for failure to abide thereby.



Lifeline And Link-Up

Lifeline Service support provides 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. A household is eligible for only one lifeline credit, which may be applied to landline or wireless service. Eligible consumers can receive up to \$9.25 per month in discounts. Eligible residents of tribal lands can receive up to an additional \$25 in Lifeline support.

Tribal Link-Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 100% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$100.

Eligibility of Lifeline support varies by state. Individuals who reside in states that have their own discount programs qualify for federal Lifeline and Link-Up if they meet the eligibility criteria established

by their state.

To be eligible for these programs the telephone service must be in the applicant's name. An individual is eligible if he or she participates in one of the following programs:

- Low-Income Home Energy Assistance Program
- Medicaid
- Federal Public Housing Assistance or Section 8
- Food Stamps
- National School Lunch Program's free lunch program
- Supplemental Security Income (SSI)
- In addition, a consumer may be eligible if his or her Temporary Assistance for Needy Families household income is at or below 135% of the federal poverty guidelines.

If you fall into one of these examples, contact 800-417-8667.

"Does not indicate Lifeline is a federal program or Lifeline is non-transferable."



Lifeline Assistance Application and Certification Form

(Please Print or Type)

Last Name: _____ First Name: _____ Middle Initial: _____

Residential Address: _____ City: _____ State: _____ ZIP: _____
(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)
_____ Toll Limitation Service (free toll blocking or toll control)

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 Nutrition Assistance Program (SNAP, formerly known as Food Stamps)
- _____ Supplemental Security Income (SSI)
- _____ Federal Public Housing Assistance (Section 8)
- _____ Low-Income Energy Home Assistance Program (LIHEAP)
- _____ Temporary Assistance for Needy Families (TANF)
- _____ National School Lunch Program's Free Lunch Program
- _____ 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 if your household income does not exceed 135% of the Federal Poverty Guidelines (see table below).

2016 Health and Human Services Poverty Guidelines

| Number in Residence | 135% Guideline (Annual) | Number in Residence | 135% Guideline (Annual) |
|---------------------|-------------------------|---------------------|-------------------------|
| 1 | \$16,038 | 5 | \$38,394 |
| 2 | \$21,627 | 6 | \$43,983 |
| 3 | \$27,216 | 7 | \$49,586 |
| 4 | \$32,805 | 8 | \$55,202 |

SIGN REVERSE SIDE

For each additional person after 8, add \$5,616 to the annual guideline.

Source: Federal Register, Vol. 81, No. 15, January 25, 2016, pp. 4036-4037

Important Information

You will be required to provide documentation of eligibility.

Lifeline is a federal government assistance benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment, or being barred from the program.

Only one Lifeline service is available per household. A household is defined, for the purposes 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 move to a new address, I will provide that new address to the telephone company within 30 days;
- (4) If I provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;
- (5) My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;
- (6) 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);
- (7) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (8) The information contained in this application and certification form is true and correct to the best of my knowledge.
- (9) I give ITC permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. If USAC finds that my household receives more than one Lifeline benefit, USAC will notify the telephone companies, and I will have to select one service and I will be de-enrolled from the other.

Signature

Date

Provide the completed application and certification form to your phone company. Your telephone company will contact you for any additional information needed to prove eligibility.

For more information about Lifeline, see www.PUC.SD.gov/Lifeline



Lifeline Household Worksheet

| | |
|------------------|--|
| Name | |
| Address | |
| | |
| | |
| Telephone Number | |

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your **household** is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The **adults** you live with are part of your **economic unit** if they contribute to and share in the income and expenses of the household. An **adult** is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household **expenses** include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.

- Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner) YES NO
 - If you checked YES, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.
 - If you checked NO, please answer question #2.
- Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

| | | | |
|--|--|----------------------|--|
| A. A parent | <input type="checkbox"/> YES <input type="checkbox"/> NO | D. An adult roommate | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| B. An adult son or daughter | <input type="checkbox"/> YES <input type="checkbox"/> NO | E. Other _____ | <input type="checkbox"/> YES <input type="checkbox"/> NO |
| C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) | <input type="checkbox"/> YES <input type="checkbox"/> NO | | |

 - If you checked NO for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
 - If you checked YES, please answer question #3.
- Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? YES NO
 - If you checked NO, then your address includes **more than one household**. Please initial lines A and B below, and sign and date the worksheet.
 - If you checked YES, then your address includes only **one household**. You may not sign up for Lifeline because someone in your household already receives Lifeline.

CERTIFICATION

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to _____ [insert company or agency name] along with your Lifeline application.

- A. I certify that I live at an address occupied by multiple households.
- B. I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature _____ Date _____



Tribal Lifeline & Link Up Assistance Application and Certification Form

(Please Print or Type)

Last Name: _____ First Name: _____ Middle Initial: _____

Residential Address: _____ City: _____ State: _____ ZIP: _____

(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:

_____ Tribal Lifeline (monthly telephone service discount) _____ Toll Limitation Service (free toll blocking or toll control)

_____ Tribal Link Up (telephone connection charge discount)

I am applying as an individual living on "tribal lands": Yes _____ No _____

("Tribal lands" are defined as any federally-recognized Indian tribe's reservation, pueblo or colony; Indian Allotments; and areas that fall outside the boundaries of existing Tribal lands but have been designated by the Federal Communications Commission as Tribal lands for the purpose of receiving Tribal Lifeline and Tribal Link Up support.)

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

2016 Health and Human Services Poverty Guidelines

| Number in Residence | 135% Guideline (Annual) | Number in Residence | 135% Guideline (Annual) |
|---------------------|-------------------------|---------------------|-------------------------|
| 1 | \$16,038 | 5 | \$38,394 |
| 2 | \$21,627 | 6 | \$43,983 |
| 3 | \$27,216 | 7 | \$49,586 |
| 4 | \$32,805 | 8 | \$55,202 |

For each additional person after 8, add \$5,616 to the annual guideline.

SIGN REVERSE SIDE

Source: Federal Register, Vol. 81, No. 15, January 25, 2016, pp. 4036-4037

Important Information

You will be required to provide documentation of eligibility.

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 purposes 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 provided a temporary residential address to the telephone company, I will be required to verify my temporary residential address every 90 days;
- (6) My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;
- (7) 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);
- (8) I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
- (9) The information contained in this application and certification form is true and correct to the best of my knowledge.
- (10) I give ITC permission to release to the Universal Service Administrative Company (USAC) or its agent any records required to confirm that my household only receives one Lifeline benefit. If USAC finds that my household receives more than one Lifeline benefit, USAC will notify the telephone companies, and I will have to select one service and I will be de-enrolled from the other.

Signature

Date

Provide the completed application and certification form to your local phone company. Your telephone company will contact you for any additional information needed to prove eligibility.

For more information about Tribal Lifeline and Tribal Link Up, see www.PUC.SD.gov/TribalLifeline

ITC - I Truly Care

We would like to introduce you to Kathy Weitala, Marketing Supervisor for ITC. Kathy has worked at ITC for 18 years. Her responsibility is to promote ITC and its services through public relations, advertising, and social media. Kathy is the Bell Ringer editor. If asked what she likes best, she would say "creating unique print and radio ads for ITC."

Kathy grew up in Pipestone, Minnesota. She went to school at Minnesota West Community and Technical College to receive a Marketing and Management degree. Kathy currently lives in Brookings with her husband, Dennis. They have two grown children.

Being at ITC for 18 years means there is probably going to be an interesting work story or two! Kathy says, "I was passing through a small town after a PR event early in my job at ITC and came across a snake in one of the bathrooms!" I think it is safe to say she still checks the restrooms for snakes!

Regarding the Coop, Kathy says, "I like that the Coop stands for providing the latest technologies at a fair price." She is proud to work for a Coop and to be part of the communities that ITC serves. "Our employees live and work in our communities; I like that!" says Kathy. She also says her favorite ITC service is Internet, which she depends on every day at work. Kathy firmly believes our future lies in broadband, especially since the Internet connects us to the rest of the world.

Speaking of being involved in our communities, Kathy teaches Pilates in both Clear Lake and Brookings. She is also the team captain for the ITC March of Dimes team, and she assists the Sunday School teachers at her church with the felt storyboards.

When Kathy has some spare time, you will most likely find her being crafty! She loves working on her latest "project" or writing poems. She also likes to read.

June is Kathy's birthday month, so make sure you tell her Happy Birthday if you see her!



Cooperatively Speaking

By Holly Stormo
Marketing
Communications
Specialist



DVR/WHDVR

Watching TV Your "Way"

Summer is here and so is the crazy, hectic life of ball games, fishing, and vacations.

Once you and your family settle in for the night, you might want to catch up on your favorite TV shows. With ITC's Digital Video Recorder (DVR) or Whole Home DVR (WHDVR), you can record your favorite shows and watch them when YOU are ready.

Using your remote, you can record one episode, or the entire season, and play them back on your time. You can record more than one program while watching another one at the same time. You can also pause, fast forward, and even rewind and replay live TV! The best part is no more commercials! With Whole Home DVR, you can record a program in one room and watch it in another.

The cost to add DVR to your Digital TV package is \$5 per month; WHDVR is only \$7 per month. For another \$3 per month, you can add DVR Plus or WHDVR Plus. The plus service allows you to record up to six High Definition (HD) shows at once. Plus, you have Picture in Picture (PIP) on your DVR Set-top Box TV when you use your ITC remote.

Call ITC at 1.800.417.8667 to get connected today. Once you have the chance to experience DVR or WHDVR (or the plus service), you won't know how you watched TV without it!

Lifeline Offers Telcom Discounts

Lifeline is a federal program that provides a monthly discount on telephone service to qualified low-income residents. Lifeline is designed to ensure that telephone service remains affordable to all residents.

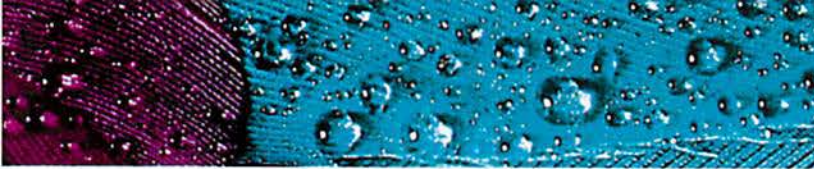
The Lifeline assistance program provides a \$9.25 credit on a monthly telephone bill. You may qualify for Lifeline if your total household income is at or below 135% of the federal poverty guidelines, or if you, your dependent, or your household receives one of the following:

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

Lifeline is available on one telephone line per household. If you or someone in your household has Lifeline on a wireless phone, then you cannot get it on your home phone too. You may not transfer your Lifeline discount to another person, even if he or she qualifies for Lifeline. If you believe you qualify for Lifeline, stop by the ITC office and fill out an application form or call our office at 1.800.417.8667 for assistance. Please note that you must enroll in Lifeline service, and you must provide proof of eligibility before receiving support.

Qualifying residents of Tribal lands may receive additional discounts. To find out more about either of these programs, please contact ITC at 1.800.417.8667.





Internet 911
New WebMail
"Quick Tips"

By Lonny Dockendorf, Internet Systems Technician



By now I imagine the majority of you have had time to familiarize yourselves, at least somewhat, with the new WebMail layout. I would like to extend a thank you to all of you who have used the new interface. Understandably, a change in technology can sometimes be daunting or even frustrating. Your patience and understanding are much appreciated. All feedback will continue to be welcomed; whether it is a comment, question, complaint, or compliment. We strive to make sure your WebMail experience is as enjoyable as possible.

Now that we're a couple of months past this conversion, I wanted to share some general information and a few tips with you. We put together a short list of questions or topics that you'll hopefully find useful.

Basic Login Mode:

There are now four different methods to login. The four options are Dynamic, Basic, and two variations of Mobile mode. I would like to highlight the "Basic" mode, as some of our users have experienced inconsistencies while logged in using "Dynamic" mode. Generally, we found that for these customers, logging in using Basic mode will help alleviate these inconsistencies. This is because some web browsers, especially older ones, behave differently than others. Basic mode was designed to offer better overall compatibility with the extensive variety of web browsers in use today. If you've experienced irregularities or peculiar behavior, I would advise you to use the Basic mode. Chances are it will be more accommodating with your particular browser.

Where did all of my Inbox messages go?

If you're logged in with Dynamic mode, all your messages are now displayed on one continuous page. To find older messages, all you have to do is scroll down using the scrollbar at the right of the screen.

Where did the print button go?

Some users (myself included) found it difficult to find the print option. Admittedly, this button is not easy to spot right away. While reading a message in the bottom view pane, the option to print will show towards the left-hand side, just above the body of the message. The icon appears as is shown in the picture below.



How do I move messages into a folder?

You no longer need to highlight (or checkbox) a message to move it from your Inbox to another folder. Now you simply left click on your message, drag it over to your destination folder, and release your left mouse button to drop it in.

As I stated earlier, sometimes a change such as this can seem like a hurdle. Hopefully, given time, using the new WebMail interface will become second nature to all of us!

As a reminder, we have a detailed online instruction guide available at https://webmail.itctel.com/WebMail_User_Guide.pdf. Also, if you have questions, don't hesitate to contact our Helpdesk at 1.888.217.5718.

Remit Top Portion Of Bill With Payment

When sending payment to ITC, customers should return the TOP portion of the bill that says, "PLEASE TEAR ALONG PERFORATION AND REMIT WITH PAYMENT."

Important Dates

Bills are mailed on the first of each month, and payment is due on the 19th of that month, unless otherwise indicated on the "Due Date" portion of your statement. Prompt payment is required. NO PAYMENT ARRANGEMENTS WILL BE GRANTED.

| | | |
|---------------------------------------|----------------------------|---|
| May 31 | -----Bills mailed from ITC | 586, 629, 693, 794, 795, 826, 832, 873, 874, 876. |
| Jun 17 | -----Payment due | July 14 ----- Disconnect day |
| Jun 17 | ----- Final notices mailed | for the following prefixes: 345, 432, 438, |
| July 12 | ----- Disconnect day | 532, 623, 625, 628, 676, 756, 758, 783, |
| for the following prefixes: 272, 275, | | 784, 785, 793, 947. |
| 277, 368, 479, 483, 489, 542, 548, | | |

Call B4 You Dig



If you are planning on digging a hole for a mailbox, to plant a tree, or install a fence, be sure to call before you start digging! Whether you are hiring a professional or doing it yourself, call '811' at least 48 hours before you start digging. The call can save you money in fines and the locate is free.

If you live in Minnesota, call 811 or 1.800.252.1166.



Join us on Facebook!
facebook.com/itcoop



Follow us on Twitter!
 @itc_coop

Best Seat
 Premium Home Entertainment
 ITC

After the ball games, the picnic, and the fishing, you are going to want to put your feet up and watch your favorite shows...That's why you need DVR/WH DVR with ITC!



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