

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

Company: RT Communications, In.

Address: 130 South 9<sup>th</sup> Street  
Worland, WY. 82401

Telephone number: 307-347-7000

Company contact: Stacie Byrd

Study Area Code: 512251

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.RTCOM.NET](http://WWW.RTCOM.NET))
- Company's information posted on USAC website.
- Other (describe): \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

\*Required



Dear South Dakota Customers:

Many low-income families qualify for assistance with phone charges, but don't realize that this help is available. Lifeline provides qualified customers with a \$9.25 monthly discount. Additional discounts are available for individuals that live on a federally recognized reservation or trust land.

Participation in Medicaid, SNAP (formerly called food stamps), LIEAP (low income energy assistance program), TANF (temporary assistance for needy families), FPHA (federal public housing assistance program), National School Lunch Program, SSI (supplemental security income) can qualify you for Lifeline. Even if you do not participate in any of the above programs, you may still qualify for Lifeline based on your household income level. Contact your local phone company for application forms and income guidelines.

The name on the phone bill must match the name of the family member participating in the eligible program. The program is limited to one benefit per household and the benefit is non-transferable.

Lifeline is a Government benefit program and anyone who willfully makes false statements in order to obtain a benefit can be punished by fine or imprisonment or can be barred from the program.

For more information, or to find out if you qualify for the Lifeline, call RT Communications at 1-800-647-9841, the South Dakota Public Utilities Commissions at 1-800-332-1782, or the Federal Communications Commission at 1-888-CALL-FCC. You may visit the "Lifeline Across America" website at [www.lifeline.gov](http://www.lifeline.gov)



130 S. 9th Street  
 Worland, WY 82401  
 347-7020 or 800-647-9841

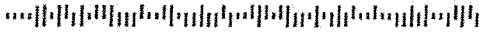
Bill Date	Account Number	Due Date	Total Amount Due
4/01/16		4/10/16	41.31

Amount Paid

Please bill my credit card:  VISA  MASTERCARD  
 Exp. Date \_\_\_\_\_  
 Card No. \_\_\_\_\_  
 Signature: \_\_\_\_\_

Total Amount of this bill is due and payable upon receipt.  
 Accounts become past due on the 10<sup>th</sup> of the month.

WORLAND WY 82401



Please return this portion with your payment



For Billing Questions call 347-7020 (Locally) or 1-800-647-9841 (Toll Free)  
 E-Bill Customers use <http://ebill.rtcom.net>  
 To Report Trouble Please Call 1-800-647-9841

BILL DATE: 4/01/16	ACCOUNT:	DUE DATE: 4/10/16	TOTAL: 41.31
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**ACCOUNT SUMMARY**

Previous Balance	20.57
Current Charges:	
LOCAL SERVICE	.64
BROADBAND SERVICES	19.95
RT CONNECT	.15
	20.74
Current Total	20.74

*Bill overlay*

Telephone Assistance Program, also known as Lifeline, is a program to help provide eligible recipients a single line at their primary residence by offering a monthly discount on local telephone service. Call RT Communications to see if you qualify!  
 1-800-647-9841

<b>PLEASE PAY THIS AMOUNT</b>		<b>41.31</b>	
CURRENT: 20.74	30 DAY: 20.57	60 DAY: .00	90 DAY: .00

**MONTHLY CHARGES (Cont'd)**

For RT Communications customers all bills are payable at the RT Communications Office located at 130 S 9th St, Worland, WY 82401 or by mail at the same address. Payment may also be made by credit card, direct deposit or e-billing by calling 1-800-647-9841.

Failure to receive a bill does not exempt the customer from payment of their account. The customer is held responsible for all exchange service furnished at their request and all long distance charges furnished at their premises, including long distance messages received at their premises where the charges have been reversed. Most long distance charges will be billed directly by the carrier.

**USE OF RESIDENTIAL TELEPHONES FOR BUSINESS PURPOSES**

Residence telephones are installed with the understanding that they will be used for normal, social and domestic purposes. A residence telephone will be changed to business service if it is used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services.

**DIRECTORY LISTINGS**

Range/RT Communications automatically provides a free directory listing, which includes your name and telephone number listed alphabetically in the white pages of the Range/RT Communications directory and with local directory assistance. You may also include your directory address if you wish. For a fee, you can add other listings for your residence or business, or you may also request your number to be non-published or non-listed. Non-published numbers are not in the telephone directory or in directory assistance. Non-listed numbers are in directory assistance, but not in the telephone directory. While every effort is made to keep the listings as accurate as possible, an occasional error may occur. Range/RT Communications and the publisher of this directory do not assume liability for damages arising from errors or omissions.

**ALLOWANCE FOR FAILURE OF SERVICE**

Range/RT Communications does not guarantee uninterrupted working of its facilities. In case service is interrupted other than by negligence or willful act of the consumer, an adjustment will, upon written request of the customer, be made in the amount of the charges for such of the service, equipment and facilities furnished by Range/RT Communications as rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond (48) continuous hours, after Range/RT Communications receives notice of the interruption. No other liability shall in any case attach to Range/RT Communications.

**ERROR ON YOUR BILL**

If you have a question regarding your bill, call Range Customer Service Representatives at 1-800-927-2643 or RT Communications Customer Service at 1-800-647-9841. Explain the possible error to the representative. If the error cannot be resolved, please pay the undisputed charges on time so you will maintain a good payment record while the problem is being investigated.

**PAYING YOUR BILL ON TIME TO AVOID DISCONNECTION**

If your payments are not received by the due date, or you do not meet your mutually agreed upon payment arrangement date, your telephone service may be disconnected. (Returned checks constitute non-payment).

**TELEPHONE ASSISTANCE PROGRAM (TAP)**

TAP refers to a telephone assistance program called Lifeline which helps low-income consumers maintain telephone service. Lifeline can save you on your monthly phone bill. Only eligible consumers may enroll. Participation in Medicaid, SNAP (formerly called food stamps), LIEAP (low income energy assistance program), TANF (temporary assistance for needy families), FPHA (federal public housing assistance program), National School Lunch Program, SSI (supplemental security income) can qualify you for Lifeline.

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### TELEPHONE ASSISTANCE PROGRAM (TAP) (Cont'd)

Even if you do not participate in any of the above programs, you may still qualify for Lifeline based on your household income level. Contact your local Wyoming Department of Family Services (DFS) for application forms and income guidelines. Additional benefits and eligibility options are available to customers residing on Tribal lands.

The name on the phone bill must match the name of the family member participating in the eligible program. The program is limited to one benefit per household and the benefit is non-transferable. Your local DFS can assist you with approval forms and eligibility guidelines. Lifeline is a Government benefit program and anyone who willfully makes false statements in order to obtain a benefit can be punished by fine or imprisonment or can be barred from the program.

For more information, please contact Range at 1-800-927-2643 or RT Communications at 1-800-647-9841.

### BILLING NAME AND ADDRESS DISCLOSURE

The Federal Communications Commission requires your telephone company to give your name and address to telecommunications service providers whenever you use their services through any of the following billing methods: accept a collect call, place a calling card call or a third-number billed call. These providers are usually long distance companies, but they also include pay phone providers, hotels, long distance resellers and 900-number providers. The provider then may bill you directly.

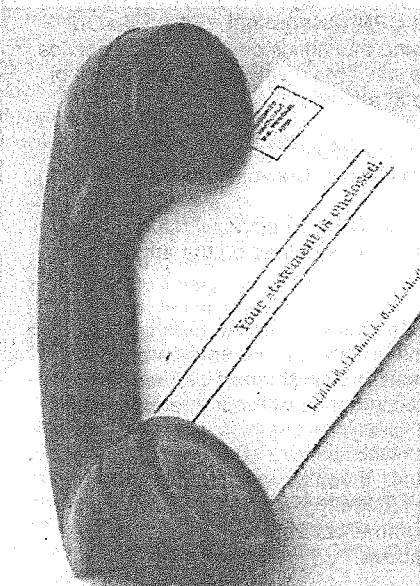
### "900 OR 976" PAY-PER-CALL BILLING RIGHTS NOTIFICATION

You have 60 days after receiving a bill to dispute a "900 or 976" pay-per call billing error. While errors are in review, you have the right to withhold payment of the disputed "900 or 976" pay-per-call charges, and no collection will be brought against you for those "900 or 976" pay-per-call charges. After investigation, if it is determined that the disputed "900 or 976" pay-per-call charges are legitimate, the long distance carrier or information provider may proceed with outside collections against your account for non payment of these charges. Your local and long distance service cannot be disconnected for non-payment of "900 or 976" pay-per-call charges, the carrier has the right to block your access to "900 or 976" pay-per-call services).

You should not be billed for "900 or 976" pay-per-call services not offered in compliance with federal laws and regulations.

These consumer rights are provided under the Federal Telephone Disclosure and Dispute Resolution Act.

If you orally communicate allegation of a billing error via the toll free number on the "900 or 976" pay-per-call bill page, it will be considered sufficient notification of a billing error.



**IMPORTANT MESSAGE FROM  
RT COMMUNICATIONS**

**NEED HELP PAYING  
FOR YOUR PHONE  
BILL?**

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For more information:

Call the Federal Communications  
Commission (FCC) at  
1-888-CALLFCC

or

Go to [www.fcc.gov/lifeline](http://www.fcc.gov/lifeline)



1-800-647-9841

or

(307) 347-7020

COMMUNICATIONS

Article Newspaper Ad - Newsletter Journal - Newcastle, WY