

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JULY 1, 2017**

Company: West River Cooperative Telephone Company

Address: 801 Coleman Ave.

PO Box 39

Bison, SD 57620

Telephone number: 605-244-5213

Company contact: Colgan Huber

Study Area Code: 391689

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 within 1<sup>st</sup> 30 days of service.\* (See attached letter.)
  
- Company's Lifeline/Tribal Link Up information in directory.
  
- Company's Lifeline/Tribal Link Up information available on Company website. ([www.companywebsiteaddresssdplains.com](http://www.companywebsiteaddresssdplains.com))
  
- Company's information posted on USAC website.
  
- Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Required

**West River Cooperative Telephone Company**  
**Lifeline & Link-Up Advertising/Outreach**  
**2016-2017**

Each month, Lifeline and Link-Up applications were included in the new member packets. All year long, information and applications are made available at our front desk in our central office and on our website (<http://www.sdplains.com/lifeline-and-link-up/>). Link to Lifeline information is available on our Facebook page, under the “About” link ([www.facebook.com/WRCTC](http://www.facebook.com/WRCTC)). All newsletters are provided online at [www.wrctc.coop](http://www.wrctc.coop).

June 2016

- Provided Lifeline information and applications during Grand Electric’s Annual Meeting.
- Article in newsletter about the Lifeline Program.

August 2016

- Provided information and applications at the Tailgate Party in Buffalo.

September 2016

- Provided information and applications at the Tailgate Parties in Lemmon, Faith, Newell and Bison.

October 2016

- Information and applications were made available at West River Cooperative Telephone’s Annual Meeting.

November 2016

- Information and applications were made available at the Appreciation Luncheons in Indian Creek (Meadow), Newell and Ludlow.

January 2017

- Information and applications were made available for interested individuals at the Vale Ag Show in Vale, SD.

March 2017

- Information and applications were made available at the KBJM Farm & Home Show in Lemmon, SD and the Newell Home, Health and Community Show in Newell, SD.

April 2017

- Information and applications were made available at the Cammack Open House in Union Center, SD.

May 2017

- News release was sent out to all local newspapers.
- Information and applications for Montana, South Dakota, North Dakota and Tribal Lands were sent to all surrounding clinics, health nurses, and assisted living centers if they needed them.

June 2017

- Lifeline Program information provided in the newsletter.
- Lifeline information and applications available at Grand Electric’s Annual Meeting.

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«First\_Name» «Last\_Name»  
«Street\_Address» «Street\_Address\_2»  
«City», «State» «Zip»

«Letter Date»

## Stay Connected! Renew Your Lifeline Benefit by «Letter Date+60»

Hello «First\_Name»:

It's that time of year again – time to renew your Lifeline benefit to make sure you continue to receive your discount. «Provider Name» understands how important this benefit is to you and has partnered with us, the Universal Service Administrative Company (USAC), to verify your information so you can stay connected and keep your discount.

How do you renew and keep your discount?

You keep your discount by verifying the information above, using ONE of these options:



- Call «1-855-332-3919» and follow the prompts, or



- Visit [www.LifelineRecertify.org](http://www.LifelineRecertify.org) and complete the online form, or



- Complete the enclosed paper form and return it via U.S. Mail to:  
Federal Lifeline Program – Annual Certification  
Consumer Service Response Center  
PO Box 1428  
Killeen, TX 76540

What will you need to confirm? You'll need to verify:

- Your personal information,
- Whether or not your household still qualifies for this discount, and
- That you understand and agree with the program's rules.

That's it! But you need to do it by «Letter Date+60» or you could lose this benefit, so renew today!

If you have any questions about this notice or need help renewing your Lifeline benefit, please call «Service\_Provider» at 1-«Service\_Provider\_Contact».

Sincerely,

«Service\_Provider» and Universal Service Administrative Company

**WARNING:** Lifeline is a U.S. government benefit program, and if you willfully make false claims to obtain Lifeline Program support, you may be punished by fine or imprisonment, or be barred from the program. If you do not respond by «Letter Date+60», your Lifeline discount will be cancelled, and may lead to an increase in your monthly phone bill, or termination of service.

M A Y 2017  
N E W S R E L E A S E

WEST RIVER COOPERATIVE TELEPHONE COMPANY  
PO BOX 39  
BISON, SD 57620  
605-244-5213  
CONTACT: Rachel Eggebo

FOR IMMEDIATE RELEASE

## **Lifeline: Affordable Telephone Service for Income-Eligible Consumers**

### **Background**

Lifeline is a government benefit program that provides discounts on monthly telephone service for eligible low-income consumers to help ensure they have the opportunities and security that telephone service affords, including being able to connect to jobs, family, and 911 services. Lifeline is supported by the Federal Universal Service Fund (USF).

### **What Benefits are Available Under the Lifeline Program?**

Lifeline assistance lowers the cost of basic monthly local telephone service. An eligible customer will receive a discount of \$9.25 per month. Federal rules prohibit eligible low-income consumers from receiving more than ONE Lifeline service per household. That is, eligible low-income consumers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a Lifeline discount on both services at the same time. Additionally, only ONE Lifeline service may be obtained per household. "Household" is defined as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" is defined as "all adult individuals contributing to and sharing in the income and expenses of a household." Lifeline support is available to eligible low-income consumers living in group living facilities. Lifeline applicants may demonstrate when initially enrolling in the program that any other Lifeline recipients residing at their residential address are part of a separate household.

Lifeline can also include Toll Limitation Service, which enables a telephone subscriber to limit the amount of long distance calls that can be made from a telephone.

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.

### **How Do I Qualify for Lifeline Discounts?**

The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands. You must be eligible to enroll. To participate in the program, consumers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans Pension and Survivors Benefit Programs

#### **TRIBAL-SPECIFIC PROGRAMS:**

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (if income eligibility criteria are met)

When you qualify for any of the above programs, you must complete a Lifeline Assistance Application. For more information, or to find out if you qualify for the programs, call your local telephone company, state Public Utility Commission, or the Federal Communications Commission at 1-888-CALL-FCC. You may also visit the "Lifeline Across America" Web site [[www.lifeline.gov](http://www.lifeline.gov)].



# West River Cooperative Telephone Co. Lifeline/Linkup Assistance Application

## Service Provider Information

Service Provider: \_\_\_\_\_ Company Code: \_\_\_\_\_ Application ID : \_\_\_\_\_

Customer Provided Document(s) \_\_\_\_\_ Reviewer Initials: \_\_\_\_\_ Date: \_\_\_\_\_

## Applicant Information

Full Name: \_\_\_\_\_  
*Last* *First* *M.I.*

Address: \_\_\_\_\_  
*Residential Address (may not be PO Box)*

\_\_\_\_\_ *City* *State* *ZIP Code*

Permanent Address                      Temporary Address (must verify address every 90 days)

Billing Address: \_\_\_\_\_  
 (if different) *Billing Address* *Apartment/Unit #*

\_\_\_\_\_ *City* *ZIP Code*

Birth Date (mm/dd/yyyy) \_\_\_\_\_ Last 4 digits of Social Security #  
 or Tribal Nation and Tribal ID# \_\_\_\_\_

Existing Phone number \_\_\_\_\_ Head of Household name \_\_\_\_\_

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 FCC's rules and will result in de-enrollment from the program and, potentially, prosecution by the U.S. government. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person.

### **Select Type of applicable Lifeline Service (office staff may update as necessary)**

Voice                      Voice and Broadband (Broadband not at minimum standard)

Bundle (both Voice and Broadband meet minimum standard)

If your residence is on Tribal Land:      Tribal Lifeline                      Tribal Linkup

**Note:** Customers receiving Lifeline assistance are required to remain with their service provider for a minimum period before they may transfer the benefit to another provider -- a 60-day "port freeze" for voice services and a 12 month "port freeze" for broadband services.

### **Lifeline Discount Benefit Transfer**

If you are currently receiving Lifeline from another provider and you wish to transfer your Lifeline discount under this application, you must initial the following statement:

\_\_\_\_\_ My current Lifeline service is not subject to a port freeze and I authorize to transfer any pre-existing discount with a different provider to my account, subject to all terms and conditions described in this application, understanding that only one Lifeline supported service is available per household.

**Eligibility**

Please identify all programs you, a dependent or another household member are currently enrolled:

- Medicaid*
- Supplemental Security Income (SSI)*
- Federal Public Housing Assistance*
- SNAP*
- Veteran's Pension or Survivors Pension*

Is your residence on Tribal land (any federally recognized Indian tribe's reservation, Pueblo or Colony and Indian allotments)? Please indicate whether you participate in any of the additional programs below:

- Tribal Head Start*
- Tribally Administered Temporary Assistance to Needy Families (TTANF)*
- Food Distribution Program on Indian Reservations (FDPIR)*
- Bureau of Indian Affairs (BIA) General Assistance*

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 (FPG), see table below:

<i>Annual income @ 135% of FPG</i>	<i>Household Size</i>
\$16,281	1
\$21,924	2
\$27,567	3
\$33,210	4
\$38,853	5
\$44,496	6
\$50,139	7
\$55,782	8

**Note: Proof of program participation or income will be required to qualify.**  
 Examples include: a copy of your benefit ID card, eligibility letter from the authorizing agency or the prior year's statement of benefits. Sources of income include prior year's tax return, three (3) months of paycheck's from all employers, or benefit statements from retirement/pension.

**Signature**

**Please read the following statements, initial by each certification, and sign below.**

I acknowledge that providing false or fraudulent statements to receive Lifeline benefits is punishable by law and can result in fines, imprisonment, de-enrollment or being barred from the program;

I affirm that the information contained in this application and certification form is true and correct to the best of my knowledge;

I certify that I meet the income-based or program-based eligibility criteria for receiving Lifeline, as provided for in 47 C.F.R. Section 54.409 and that I have provided any required documentation of eligibility;

I understand that my household can only receive one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

I certify that the individual named on the documentation provided, demonstrating program-based eligibility, if not me, is part of my household;

I understand that Lifeline is a non-transferable benefit and that I may not transfer it to any other person;

I certify that if I move to a new address, I will provide that new address to within 30 days;

I certify that I will notify \_\_\_\_\_ 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, if I am receiving more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

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. Section 54.405(e)(4);

I understand that information from this application will be given to USAC and/or its agents for purpose of verifying that my household does not receive more than one benefit and that USAC may require additional information in order to verify my eligibility;

(Only if applicable) I understand if I provided a temporary residential address for this application, I will be required to verify my temporary residential address every 90 days;

(Only if applicable) I certify that I have not previously received a Tribal Link Up benefit for a telecommunications connection at my current residential address; and

(Only if applicable) I understand that to qualify for the Tribal Lifeline Benefit my place of residence must be on Tribal Land and I certify that my current residence is on Tribal lands, as defined in 47 CFR Section 54.400(e).

Signature \_\_\_\_\_ Date: \_\_\_\_\_

# 2017 Lifeline Program Annual Recertification Form

If you receive a Lifeline Program benefit and would like to recertify your continued eligibility by mail, you must complete and return this form within 60 days. If you do not return this form within 60 days or if the form is incomplete/illegible, your service provider will remove your monthly Lifeline discount. This may result in an increased monthly phone bill.

## Section 1 of 3: Subscriber Information

1. First Name:		2. Last Name:	
3. Lifeline Supported Telephone Number (if applicable):		4. Date of Birth (mm/dd/yyyy):	
5. Last 4-digits of SSN:		6. Last 4-digits of Tribal Identification Number (if no SSN):	
7. I reside on Tribal Lands*: Yes <input type="checkbox"/> No <input type="checkbox"/> (check one)			
*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in [47 C.F.R.] § 54.412.			

### Subscriber's address of primary residence (no P.O. Box):

8. Street Address:		9. Apt:	
10. City:		11. State:	
13. Is this a temporary address?: Yes <input type="checkbox"/> No <input type="checkbox"/> (check one)		12. Zip Code:	

### Billing Address, if different from service address (may include P.O. Box):

14. Street Address:		15. Apt:	
16. City:		17. State:	
		18. Zip Code:	

## Section 2 of 3: Eligibility for Lifeline

Complete this section to indicate that you, a dependent, or a household\*\* member receives benefits from at least one qualifying federal program or qualifies through income requirements. \*\*A household is any individual or group of individuals who live together at the same address and share income and expenses.

### Complete this section if you qualify through a program

Check all programs you/your household participates in:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs

### Tribal-Specific Programs

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (only households that meet the income qualifying standard)

OR

### Complete this section if you qualify through income

My household income is at or below the amount listed for my state and household size on the chart below. Including myself, my household size is:

Household Size	48 Contiguous States & D.C.	Alaska	Hawaii
1	\$16,281	\$20,331	\$18,711
2	\$21,924	\$27,392	\$25,205
3	\$27,567	\$34,452	\$31,698
4	\$33,210	\$41,513	\$38,192
5	\$38,853	\$48,573	\$44,685
6	\$44,496	\$55,634	\$51,179
7	\$50,139	\$62,694	\$57,672
8	\$55,782	\$69,755	\$64,166
Each additional member, add:	\$5,643	\$7,061	\$6,494

Section 3 of 3: Required Certifications:

Initials  
Required:

  
Initial

I hereby certify under penalty of perjury that:

1. I (or my dependent or other member of my household) currently receive(s) benefits from the federal program(s) identified or my annual household income is at or below 135 percent of the Federal Poverty Guidelines (or the amount that applies to my state as indicated in the chart on page 1).

  
Initial

2. I understand that I must notify my service provider within 30 days (1) of my new address if I move or (2) if for any reason I no longer satisfy the criteria for receiving Lifeline benefits including: (a) I, or the eligible person in my household, no longer meet the program or income eligibility criteria or (b) my household receives more than one Lifeline discounted service (i.e., more than one Lifeline broadband service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband services).

  
Initial

3. I acknowledge that my household can only receive one Lifeline Program benefit and, to the best of my knowledge, my household is not receiving more than one Lifeline Program benefit (i.e., only receiving a benefit for one home phone service or for one mobile phone service, but not both).

  
Initial

4. I agree that my service provider may transmit to the Administrator of the National Lifeline Accountability Database my full name, my full residential address, my date of birth, the last four digits of my Social Security Number, the last four digits of my Tribal Identification Number, the telephone number that is associated with the Lifeline Program benefit, the date on which the Lifeline Program service began, the date on which the Lifeline Program benefit ended, the amount of support sought by my service provider, and the means through which I qualify for the Lifeline Program benefit. I understand that transmission of this information is required to ensure the proper administration of the Lifeline Program. I also understand that if I refuse to have this information transmitted to the Administrator, I will be denied Lifeline Program benefits.

  
Initial

5. All of my responses and acknowledgements provided on this recertification form are true and correct to the best of my knowledge.

  
Initial

6. I acknowledge that willingly making false statements or providing false or fraudulent information to obtain Lifeline Program benefits is punishable by law and can result in fines, imprisonment, de-enrollment, or being barred from the program.

  
Initial

7. I may be required to recertify my continued eligibility at any time and failure to recertify my eligibility for the Lifeline Program will result in my removal from the Lifeline Program and termination of my Lifeline benefit.

  
Initial

8. (Initial only if you checked yes in box 7 on page 1) I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, as I live on Tribal lands as defined in Section 54.400(e) of the Lifeline rules.

Lifeline is a federal benefit that makes monthly telephone and broadband service more affordable for eligible households. Your household may receive the Lifeline benefit for telephone service OR broadband service, but not both. For Lifeline telephone service, your household may receive the Lifeline benefit for one mobile OR one fixed home telephone service, but not both. For Lifeline broadband service, your household may receive the Lifeline benefit for one mobile broadband OR one fixed broadband service, but not both. Your household may not receive the Lifeline benefit from more than one service provider. For the purpose of Lifeline, a household is an individual or any group of individuals who live together at the same address and share income or expenses. Lifeline is a non-transferable benefit. You may not transfer your Lifeline benefit to another person, even if he or she is eligible. You will lose your Lifeline benefit and may be prosecuted by the United States government if you violate the one-per-household rule or otherwise make false statements to receive the Lifeline benefit.

Signature

Today's Date

Mail your completed form to:

West River Cooperative Telephone Co.  
PO Box 39  
Bison, SD 57620

## Office Closed

West River Cooperative Telephone Company's office will be closed Monday, July 4th for Independence Day.



[facebook.com/WRCTC](https://www.facebook.com/WRCTC)

## Scholarship Winners

West River Cooperative Telephone Company (WRCTC) and Grand Electric Cooperative teamed together for the 15th year to award \$500 scholarships to graduating seniors from area school districts. Winners have been awarded their certificates at the Academic Awards programs at their respective schools.

Graduating seniors receiving the \$500 scholarships are: Harding County 244-5460 School District – Alexandra Hansen, daughter of Tonja and Kurt Hansen, Camp Crook; Lemmon School District – Colton Damjanovich, son of Gillian and Bart Damjanovich, Lemmon; Bison School District – Tori Voller, daughter of Karen and Allen Voller, Bison; Hettinger School District – Paden McFarland, son of Roxann and Steve McFarland, Hettinger and Newell School District – Nicholas Nelson, son of Lisa and Gary Nelson.

WRCTC and Grand Electric sponsor this scholarship program to help serve as an 456-2505 investment in the economic future of our rural area. It is used to recognize and encourage the academic achievements of students.



**Alexandra Hansen**



**Tori Voller**



**Colton Damjanovich**



**Paden McFarland**



**Nicholas Nelson**

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**Congratulations to these outstanding students. WRCTC and Grand Electric wish you the best of luck!**

## Is your TV getting enough Fiber?

With West River's FiberVision Digital Video, you and your TV are sure to get your daily dose of fiber! FiberVision is delivered over the fiber optic lines that carry your Internet and phone services - and now, VIDEO! Don't ever miss a TV show again because of bad weather. We've got you covered.

- Record up to 6 simultaneous High-Definition streams
- Receive Local Networks in Standard AND High-Definition
- Set up and schedule DVR recordings from anywhere
- Receive 3 Public Broadcasting Stations
- Watch the Emergency Alert System (EAS) on all channels
- Retrieve the Local Weather with a click of a button
- Listen to your Voicemails through your TV
- Watch Midco Sports Networks for local college sports
- Watch Fox Sports, Fox News & the NFL Network!
- View Picture-in-Picture without special TV requirements



**For your perfect FiberVision package, please contact our office at  
605-244-5236 or 888-411-5651**

## 2017 Directory Photo Contest This year's theme is "SUNSETS & SUNRISES"

Snap a photo capturing one of our beautiful sunsets or sunrises, and you could win \$100! Deadline to enter is August 17, 2016. Entries may be emailed to [westriver@sdplains.com](mailto:westriver@sdplains.com) or mailed to WRCTC, PO Box 39, Bison, SD 57620.

- 1st Place – \$100
- 2nd Place – \$50
- 3rd Place – \$25

**RULES:** The photo must be an original taken by a WRCTC member. Photos must be of a sunset or sunrise within WRCTC's service area and include the location where the photo was taken. Animals or people may be included in the photos; however, if the person or people are highly recognizable in the photo and it is chosen as a winner, a picture permission form must be signed prior to receiving the prize. Each customer may submit TWO photos. Photos may also be submitted on a computer disc or e-mailed as a jpeg or pdf file. The photos must be in full-color and will not be returned to the customer. Submission of the photo releases all right of ownership of the photo and authorizes WRCTC to publish the photo on the directory cover, or use as WRCTC desires, allowing proper acknowledgement to the photographer. The photographer who captures first place will see his/her photo on the front cover of the 2017 directory and will be awarded a \$100 cash prize; second place will receive \$50 and third place will receive \$25. Employees and Directors are not eligible.



## Lifeline: Affordable Telephone Service for Income-Eligible Consumers

### Background

Lifeline is a government benefit program that provides discounts on monthly telephone service for eligible low-income consumers to help ensure they have the opportunities and security that telephone service affords, including being able to connect to jobs, family, and 911 services. Lifeline 375-3968 is supported by the Federal Universal Service Fund (USF).

### What Benefits are Available Under the Lifeline Program?

Lifeline assistance lowers the cost of basic monthly local telephone service. An eligible customer will receive a discount of \$9.25 per month. Federal rules prohibit eligible low-income consumers from receiving more than ONE Lifeline service per household. That is, eligible low-income consumers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a Lifeline discount on both 866-4872 services at the same time. Additionally, only ONE Lifeline service may be obtained per household. "Household" is defined as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" is defined as "all adult individuals contributing to and sharing in the income and expenses of a household." Lifeline support is available to eligible low-income consumers living in group living facilities. Lifeline applicants may demonstrate when initially enrolling in the program that any other Lifeline recipients residing at their residential address are part of a separate household.

Lifeline can also include Toll 376-5981 Limitation Service, which enables a telephone subscriber to limit the amount of long distance calls that can be made from a telephone.

Link Up provides eligible low-income consumers living on Tribal lands with a one-time discount of up to \$375-3659 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



## Local Service Rate and ARC to Increase

In November 2011, the Federal Communications Commission (FCC) made a ruling that over the next few years they were going to move more of the network cost to those who own the 456-1027 network. To do this, they have set benchmarks for local service rates and have implemented an Access Recovery Charge (ARC) that we are required to charge our members if we want to retain our USF funding. **On July 1, 2016, the local telephone service rate will increase by \$2.00 per month. This increase will affect ActPak bundling prices as well.**

The Access Recovery Charge enables WRCTC to recover a limited portion of revenues lost due to FCC mandated reductions in intercarrier payments. **Effective July 1, 2016, residential members will see their ARC increase by \$0.50 per month.** Multi-line business customers will not see an increase. Therefore, the ARC for residential members and single-line businesses will increase from \$2.00 per month to \$2.50 per month, and the ARC for multi-line businesses will stay at \$3.00 per month. This will be 797-4489 the fifth step of the six step increase. The last increase in this process will be in July 2017.

*West River Cooperative Telephone Company is an equal opportunity provider, employer and lender.*

*(continued on page 4)*

## New WRCTC Members

### Bison, Meadow, Sorum

Anderson, Anna Marie	866-4728
Anderson Tenant	788-2250
Enright, Travis & Brooke	788-2997
Hendrickson, Layton	244-5116
Lorius, Shiloh	788-2447

### Buffalo

Lanning, Don	375-3391
Sabo, Waylon	375-3676
Wilson, Derick & Tanya	375-3749

### Lemmon

Lien, Terry & Corie	374-4491
O'Donnell, Stacy	374-4487
Richardson, John K.	376-4494
Scoops Ice Cream Shop	374-4365
Spangler, Melissa	374-1064

### Nisland

Crago, Kim	257-2831
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## SECURE PAY

Make a payment on your bill over the phone  
using a debit/credit card or check.

Available 24/7!

# 844-252-5267

**HELP is only a phone call  
away (24/7 Support)**

**SDPlains Help Desk 888-464-9513**

**WildBlue Help Desk 888-212-5370**

## Find Your Phone #

Ten telephone numbers were hidden in last month's newsletter. Those members who hunted and found their number were: Greta Wall, Redig; Zac Thompson, Lemmon; Kelly Parks, Nisland; Nellie Moore, Lemmon; Owen Haas, Lemmon and Elsie Bartels, Newell. Hidden in this issue are ten new numbers. If you find YOUR number, all you have to do is notify our office. The \$10 will then be deducted off your telephone bill. New connect numbers do not count. **Deadline is June 22, 2016.**

# \$10 bill credit

## Lifeline (continued)

may discount their activation fee. Enhanced benefits are provided to low-income consumers who live on a federally recognized Indian Tribe's reservation.

### How Do I Qualify for Lifeline Discounts?

The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands. You 456-2591 must be eligible to enroll. To participate in the program, consumers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to 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)
- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (if income eligibility criteria are met)
- State assistance programs (if applicable)

When you qualify for any of the above programs, you must complete a Lifeline Assistance Application. For more information, please contact our office at 605-244-5213 or 777.



## Not Using Your SDPlains Email?

If you are an sdplains Internet customer and you are using something other than sdplains for email such as Yahoo! Mail or Hotmail, please contact our office with a 374-3397 current email address where we can send you important notifications as well as our e-newsletter. **This will not affect your WRCTC Internet connection.**

Please email us at [westriver@sdplains.com](mailto:westriver@sdplains.com) or give us a call at 605-244-5213 or 777 so we can update our records.

## Scholarship Winners

West River Cooperative Telephone Company (WRCTC) and Grand Electric Cooperative teamed together for the 16th year to award \$500 scholarships to graduating seniors from area school districts. Winners have been awarded their certificates at the Academic Awards programs at their respective schools.

Graduating seniors receiving the \$500 scholarships are: Bison School District – Sara Hatle, daughter of Julie and Arlen Hatle, Meadow; Hettinger School District – Jordan Hill, son of John and Tina Hill, Hettinger; Harding County School District – Shawnee Mollman, daughter of Jennifer Wickstrom and Craig Mollman, Buffalo; Newell School District – Cheyenne McTaggart, daughter of Colleen McTaggart and Lance McTaggart and Lemmon School District – Brandon Heil, son of Delilah and Timothy Heil, Lemmon. WRCTC and Grand Electric sponsor this scholarship program to help serve as an investment in the economic future of our rural area. It is used to recognize and encourage the academic achievements of students.



**Sara Hatle**



**Jordan Hill**



**Shawnee Mollman**



**Brandon Heil**



**Cheyenne McTaggart**

**Congratulations to these outstanding students.  
WRCTC and Grand Electric wish you the best of luck!**

**Office  
Closed**

**West River  
Cooperative  
Telephone  
Company's  
office will  
be closed  
Tuesday,  
July 4th for  
Independence  
Day.**

*Happy  
4th of  
July!*

[facebook.com/WRCTC](https://facebook.com/WRCTC)

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# Something New in SmartHub



You can now toggle between Grand Electric and West River 244-5543 Cooperative Telephone Company on the SmartHub app! Once you've log in with one company, you can click on settings and add a new provider. SmartHub will then store both of their 866-4488 providers or even more businesses if you have services with another cooperative that uses SmartHub! See below for an example:



## 2018 Directory Contest Kids & Their Pets



Snap a photo capturing that special moment between children and their pets and you could win \$100! Deadline to enter is August 17, 2017. Entries may be emailed to [reggebo@sdplains.com](mailto:reggebo@sdplains.com) or mailed to WRCTC, PO Box 39, Bison, SD 57620.

- 1st Place - \$100
- 2nd Place - \$50
- 3rd Place - \$25

**Deadline to enter is August 17, 2017.**

**RULES:** The photo must be an original taken by a WRCTC member. If the photo contains a child (under the age of 18) who is highly recognizable and it is chosen as a winner, a picture permission form must be signed by a parent/guardian prior to receiving the money. Child must be a dependent of a WRCTC member. Each customer may submit TWO photos. Photos may also be submitted on a computer disc or e-mailed as a jpeg or pdf file. The photos must be in full-color and will not be returned to the customer. Submission of the photo releases all right of ownership of the photo and authorizes WRCTC to publish the photo on the directory cover, or use as WRCTC desires, allowing proper acknowledgement to the photographer. The photographer who captures first place will see his/her photo on the front cover of the 2018 directory and will be awarded a \$100 cash prize; second place will receive \$50 and third place will receive \$25. Employees and Directors are not eligible.

## Lifeline: Affordable Telephone Service for Income-Eligible Consumers

### Background

Lifeline is a government 456-2106 benefit program that provides discounts on monthly telephone service for eligible low-income consumers to help ensure they have the opportunities and security that telephone service affords, including being able to connect to jobs, family, and 911 services. Lifeline is 257-2250 supported by the Federal Universal Service Fund (USF).

### What Benefits are Available Under the Lifeline Program?

Lifeline assistance lowers the cost of basic monthly local telephone service. An eligible customer will receive a discount of \$9.25 per month. Federal rules prohibit eligible low-income consumers from receiving more than ONE Lifeline service per household. That is, eligible low-income consumers may receive a Lifeline discount on either a wireline or a wireless service, but may not receive a Lifeline discount on both services at the same time. Additionally, only ONE Lifeline service may be obtained per household. "Household" is defined as any individual or group of individuals who live together at the same address 375-3480 as one economic unit. An "economic unit" is defined as "all adult individuals contributing to and sharing in the income and expenses of a household." Lifeline support is available to eligible low-income consumers living in group living facilities. Lifeline applicants may demonstrate when initially enrolling in the program that any other Lifeline recipients residing at their residential address are part of a separate household.

Lifeline can also include Toll 376-5873 Limitation Service, which enables a telephone subscriber to limit the amount of long distance calls that can be made from a telephone.

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

*(continued on page 4)*



## The Importance of an Authorized User Form

To protect the privacy of information contained in your telephone account, WRCTC is only allowed to discuss account information with the person(s) listed on the account. Also, we must authenticate you (confirm your identity) before sharing account information. This is done by asking you two questions pertaining to your account that only you, as the account holder, would know.

If your account is listed ONLY in your name, you might want to consider adding another. For instance, if you are a 456-2177 parent or individual who relies on someone else to discuss account changes, payments or any other account data with our company, you will need to have the person's name added to your records as an authorized person. before our customer service representatives are able to assist them.

If you need an authorized user form, the 374-4124 form can be found on our website, [www.wrctc.coop](http://www.wrctc.coop), or you may call our office at 777 or 605-244-5213.

*West River Cooperative Telephone Company is an equal opportunity provider and employer.*

## New WRCTC Members

### Buffalo

Baier, Ryne	375-3596
Coots, Roger	375-3621
Doane, Joe	375-3027
McGowan, Mary	375-3004
Newlander, Tina	375-3231

### Lemmon

Palmeter, Timothy	374-6321
Schroeder, Mike	374-4517
Ternes, Seferious & Marie	374-7603
Wentz, Lisa	374-6080

### Newell

Cordell, Chad & Amanda	456-7682
Simonson, Andrew & Kathleen	456-3838

### Nisland

Nolan, Niki	257-2932
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## SECURE PAY

Make a payment on your bill over the phone  
using a debit/credit card or check.

Available 24/7!

# 844-252-5267

**HELP is only a phone  
call away (24/7 Support)**

**SDPlains Help Desk  
888-464-9513**

## Find Your Phone #

Ten telephone numbers were hidden in last month's newsletter. Those members who hunted and found their number were: Greg Veal, Meadow; Dorothy Padden, Camp Crook; Josh Hoff, Lemmon and Orville Edwards, Vale. Hidden in this issue are ten new numbers. If you find YOUR number, all you have to do is notify our office. The \$10 will then be deducted off your telephone bill. New connect numbers do not count. **Deadline is June 22, 2017.**

# \$10 bill credit

## Lifeline (continued)

may discount their activation fee. Enhanced benefits are provided to low-income consumers who live on a federally recognized Indian Tribe's reservation.

### How Do I Qualify for Lifeline Discounts?

The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands. You must be eligible to enroll. To participate in the program, 374-5881 consumers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans Pension and Survivors Benefit Programs

### TRIBAL-SPECIFIC PROGRAMS:

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (if income eligibility criteria are met)

When you qualify for any of the above programs, you must complete a Lifeline Assistance Application. For more information, please contact our office at 605-244-5213 or 777.

## Not Using Your SDPlains Email?



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Please email us at [westriv@sdplains.com](mailto:westriv@sdplains.com) or give us a call at 605-244-5213 or 777 so we can update our records.