

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/TRIBAL LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JULY 1, 2023**

Company: Venture Communications Cooperative

Address: 218 Commercial Ave SE
PO Box 157
Highmore, SD 57345

Telephone number: 605-852-2224

Company contact: Janelle Jessen

Study Area Code: 391680

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 1st 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.



Company's information posted on USAC website.



Other (describe):

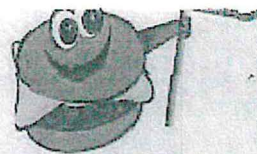
*Required

Lifeline Advertising

Potter County News	9/1/2022
Pride of the Prairie - Bowdle	9/28/2022
Highmore Herald	9/1/2022
Roscoe-Hosmer Independent	8/31/2022
Rosholt Review	8/31/2022
Faulk County Record	8/31/2022
The Hoven Review	8/31/2022
Langford Bugle & Britton Journal	8/31/2022
The Sisseton Courier	8/23/2022
Onida Watchman	9/1/2022
True Dakotan	8/31/2022
Selby Record	9/1/2022

downfall was their lack luster serving because whereas she wants to get her team to serve 90 percent, they only mustered 86 percent during this tournament. So, her focus will be to work on correcting unforced errors. Finally, she knows her team will continue to improve which will be a major blessing since there are multiple top tier teams in the conference, as well as the region, to push this 2022 team throughout the season and beyond.

Evening Cook * Part-time Dietary Aide



Positions prepare delicious meals according to menus that will delight our residents. Applications can be found at www.highmorehealth.com under the employment tab or they can be picked up onsite at 410 8th Street SE in Highmore, SD. Call Tracey Morgan or Kim Knox at 605-852-2255 for details. EOE

Need help paying your phone bill?

Many low-income families qualify for assistance with phone charges, but don't realize that this help is available. You are allowed only one Lifeline discount per household. You cannot transfer your Lifeline discount to someone else, even if he or she is eligible.

Lifeline is a federally funded program created to provide every customer the opportunity to have affordable internet and/or telephone service. Lifeline provides qualified customers with a monthly discount if you are enrolled in one of the following:

- Food Stamps (SNAP)
- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)
- Medicaid
- Veterans Pension and Survivors Pension

Individuals who live on a federally recognized reservation or trust land may qualify for a discount if they receive assistance from one of the following:

- Any of the programs listed above
- Bureau of Indian Affairs General Assistance Program
- Tribally Administered Temporary Assistance for Needy Families (TANF)
- Tribal Head Start (meeting income qualifying standards)
- Food Distribution Program on Indian Reservations (FDPIR)

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 to the right).

Number in Residence	135% Guideline (Annual)
1	\$18,347
2	\$24,719
3	\$31,091
4	\$37,463
5	\$43,835
6	\$50,207
7	\$56,579
8	\$62,951

For each additional person, add \$6,372.

venture
communications
852-2224 cooperative

For a quick response - enter your application online at ny.fcc.gov.

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venture communications cooperative

- ◆ INTERNET
- ◆ PHONE SERVICE
- ◆ LONG DISTANCE
- ◆ TELEVISION
- ◆ AND MORE

Proudly providing state-of-the-art communication services to Central & Northeastern South Dakota

Telephone..... 605-852-2224
 Toll Free 800-824-7282
 Fax 605-852-2404
 Email venture@venturecomm.net
 Web Site..... www.venturecomm.net

Office Hours: Mon. – Fri. 8am – 5pm, closed Sat., Sun. & Holidays
 218 Commercial Ave. SE • PO Box 157
 Highmore, SD 57345-0157
 Randy W. Houdek, General Manager

Venture Communications Cooperative Board of Directors

- District 1 - Tracy Wentjes
(Onida, Blunt, Hamrod, East Onida and West Onida)
- District 2 - Brian Bergeleen
(Wessington Springs)
- District 3 - Kyle Gilmour
(Highmore, Res Heights, Seneca and Orient)
- District 4 - John Langer
(Geltysburg/Lobanion)
- District 5 - John Hoffman
(Wessington, Tulare and Hitchcock)
- District 6 - Charles Birkholt
(Selby, Bowdle and Roscoe)
- District 7 - Dwight Wookey
(Britton)
- District 8 - Craig McQuarie
(Hoven, Tolstoy, Onaka, Faulkton and Cresbard)
- District 9 - Ron Simonson
(Langford, Pierpont and Roslyn)
- District 10 - Tommy Wagner
(Rosholt and Rural Sisseton)
- District 11 - Marlin Jenner
(Sisseton City)

Director elections will be held in
Districts 2, 3, 5 and 8 in the year 2023.

Statement of Nondiscrimination

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (888) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture
 Office of the Assistant Secretary for Civil Rights
 1400 Independence Avenue, SW
 Washington, D.C. 20250-9410
 Fax: (202) 880-7442
 Email: program.intake@usda.gov

USDA is an equal opportunity provider, employer, and lender

CUSTOMER SERVICE

TO APPLY FOR NEW SERVICE
OR CHANGE YOUR SERVICE PLEASE CALL

Venture Communications Cooperative

1-605-852-2224 or Toll Free 1-800-824-7282

Visit www.venturecomm.net to view services available in your area.

To Report Trouble

When reporting trouble to our service desk or off-hours answering service, please provide the following information:

1. Your full name and street address.
2. Your telephone number or account number.
3. What the trouble is.
4. If possible, a telephone number where you can be reached.

Report Trouble Immediately

If you experience service trouble, call our business office by dialing 605-852-2224 or 800-824-7282 as soon as possible. Venture will not know you are without service unless reported. Outside of our normal business hours, our headquarters telephones are answered by an After Hours Service who will notify the specific personnel "on call" for that area. All attempts are made to repair telephone trouble within the first 24 hours of being reported.

Customer Assurance Plan

Nobody likes to worry about what might happen. That's why we have developed our *Customer Assurance Plan* to protect you in case of the unexpected. If you have trouble with the telephone wiring or installed jacks inside your home or business, our technicians will repair the problem at no cost to you. Without this protection, a problem in the wiring within your house will cost you time and materials, which can quickly run into a large sum of money. Don't wait! Call our office today at 605-852-2224 or 1-800-824-7282 to have our *Customer Assurance Plan* placed on your line.

LIFELINE & ENHANCED LIFELINE DISCOUNTS

The federal government, through Venture Communications offers a program to its low-income subscribers that results in a rate reduction on monthly services. Subscribers who participate in any of the following programs also qualify for participation in the federal Lifeline program:

- 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)
- Veteran's Pension or Survivor's Pension



In addition, a subscriber may qualify for this program if their household income is at or below 135 percent of the Federal Poverty Guidelines.

Participation in any of the above programs as well as some tribal assistance programs will qualify a subscriber living on tribal lands for the Enhanced Lifeline program.

For additional information and applications form, please go to www.checklifeline.org or contact our office at 800-824-7282.

letter mailed with new customer packets

Lifeline

Lifeline and Toll Blocking support is available from Venture Communications. These programs provide discounts to eligible low-income consumers to help them establish and maintain telephone service.

Lifeline assistance lowers the cost of basic, monthly broadband and/or local telephone service. Eligible consumers can receive up to \$9.25 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in Lifeline.

Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll Blocking is available to eligible consumers at no cost.

Customers are eligible if they, one of their dependents or their household participate in one of the following programs:

- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP), f/k/a Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Veteran's Pension or Survivors Pension

In addition, consumers are eligible if their household income is at or below 135% of the federal poverty guidelines.

Venture Communications voice and broadband services are Lifeline-supported services. Only eligible consumers may enroll in the Lifeline program. Lifeline applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means. Lifeline recipients are required to recertify their eligibility every year. The Lifeline program is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined for purposes of the Lifeline program, as an individual or group of individuals who live together at the same address and share income and expenses. 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.

To apply for this low-income assistance, please go to the National Lifeline website at www.nv.fcc.gov, or contact Venture Communications at 800-824-7282 for further information.