



**Defined by Partnership.
Driven by Innovation.**

151 Southhall Lane, Suite 450, Maitland, FL 32751 • jsi@jsitel.com

July 1, 2026
Via Web Filing
www.puc.sd.gov/

SD PUC E-File
South Dakota Public Utilities Commission
[Http://puc.sd.gov/](http://puc.sd.gov/),

RE: TruConnect Communications Inc.
SD ETC 481 - Carrier Annual Reporting
Docket No. TC24-004

Dear Sir or Madam:

Enclosed please find the SD ETC 481 - Carrier Annual Reporting, filed on behalf of TruConnect Communications Inc. .

This report has been web-filed at www.puc.sd.gov/.

Questions regarding this filing should be directed to Susan Cockerham's attention at 678-672-2837; susan.cockerham@jsitel.com. Thank you for your assistance in this matter.

Sincerely,

JSI Compliance

cc: Alex Rasor - TruConnect Communications Inc.
file: TruConnect Communications Inc. - Reporting - South Dakota

SC/dt

Filing Type and Contact Info

Filing Type

This information has been preselected based on High Cost and Lifeline program support paid out in the previous calendar year. If you think the filing type is incorrect, please contact USAC.

☐ High Cost (Section 54.313)

☒ Lifeline (Section 54.422)

Contact Information

Include contact information for the person best able to answer questions about this form.

Contact Name(030)

Alex Rasor

Phone #{035}

(972)523-1729

Ext.(Optional)

Contact Email Address (039)

regulatoryaffairs@truconnect.com

TruConnect Communications, Inc.

FCC Form 481

State:SD

OMB Control #: 3060-0986 (High Cost) &

SAC:390001

3060-0819 (Low Income), December 2020

498 ID:143036096

Program Year:2027

Service Outage Reporting (Voice) (200)

Reportable Outages

For the prior calendar year, were there any reportable voice service outages? (210)

☐ Yes

☒ No

Upload Service Outage Data (220)

Service Outage Data Template

CSV only

TruConnect Communications, Inc.
State:SD
SAC:390001
498 ID:143036096

Privileged and Contains Confidential Information

FCC Form 481

OMB Control #: 3060-0986 (High Cost) &

3060-0819 (Low Income), December 2020

Program Year:2027

Number of Complaints per 1,000 Customers (400)

Report Voice Complaints

How you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. (400)

Enter complaints per 1000 customers for fixed voice (410)

Enter complaints per 1000 customers for mobile voice (420)

TruConnect Communications, Inc.
State:SD
SAC:390001
498 ID:143036096

Privileged and Contains Confidential Information

FCC Form 481

OMB Control #: 3060-0986 (High Cost) &
3060-0819 (Low Income), December 2020
Program Year:2027

Compliance with Service Quality Standards and Consumer Protection Rules (500)

Certify

Compliance with Minimum Service Standards (515)

Does the carrier comply with applicable minimum service standards?

☒ Yes

☐ No

TruConnect Communications, Inc.
State:SD
SAC:390001
498 ID:143036096

Privileged and Contains Confidential Information

FCC Form 481

OMB Control #: 3060-0986 (High Cost) &

3060-0819 (Low Income), December 2020

Program Year:2027

Functionality in Emergency Situations (600)

Certify

Functionality in Emergency Situations Certification (600)

Is the carrier able to function in emergency situations?

☒ Yes

☐ No

Descriptive Document for Functionality in Emergency Situations (610)

PDF only

Operating Companies (800)

Carrier Names

Validate the information listed above (811) by selecting one of the following:

- ☒ Holding Company/Affiliate name listed above is correct. (811A)
- ☐ This study area does not have a Holding Company/Affiliate name. (811D)
- ☐ Holding Company/Affiliate name listed above is NOT correct. (811B)

The correct Holding Company/Affiliate name is (811C):

Operating Company

Operating Company (812)

Upload Operating Company Data (813A, 813B, 813C) (Optional)

Operating Company Data Template

CSV only

Certifications

Supply Chain Certifications

Section 54.9: Prohibition on the Use of Funds

I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

If No is selected, a waiver is required for each SAC which is not certified.

☒ Yes

☐ No

Upload Waiver Document

PDF only

Section 54.10: Prohibition on the Use of Certain Federal Subsidies

I certify that no federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, otherwise obtained, as required by 47 C.F.R. Section 54.10.

If No is selected, a waiver is required for each SAC which is not certified.

☒ Yes

☐ No

Upload Waiver Document

PDF only

Section 54.11: Requirements to Remove and Replace

Prior to answering, review section 54.11 of the Commission's rules (47 CFR Section 54.11). Answer Yes if either (1) you comply with section 54.11(a), meaning you do not use covered communications equipment or services, or (2)

TruConnect Communications, Inc.

FCC Form 481

State:SD

OMB Control #: 3060-0986 (High Cost) &

SAC:390001

3060-0819 (Low Income), December 2020

498 ID:143036096

Program Year:2027

section 54.11(d) applies to you, meaning you are not yet subject to section 54.11(a) because you are a Reimbursement Program recipient with an unexpired removal, replacement, and disposal term per section 1.50004 (h) of the Commission's rules (47 CFR Section 1.50004(h)). Answer No if you do not comply with section 54.11(a), meaning you do use covered communications equipment or services.

☒ Yes☐ No

Accuracy Certifications

Certify

☒ I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

☒ I understand that making willful false statements in any part of this report and/or in these certifications is punishable by fine or imprisonment pursuant to 47 U.S.C. Sections 416(c), 503(b)(1)(B), and 18 U.S.C. Section 1001.

Signature

Officer Name

Danielle Perry

Title

Chief Compliance Officer

Received Date

2026-06-22

☒ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Service Quality and Consumer Protection

The Company is committed to satisfying all applicable state and federal requirements related to consumer protection and service quality standards.

The Company complies with the Cellular Telecommunications and Internet Association's (CTIA) Consumer Code for Wireless Service.

1. Disclose Rates and Terms of Service – These are fully disclosed in advertising as well as on the Company's website.
2. Make Coverage Maps Available – Coverage maps are available on the Company's website.
3. Provide contract terms – The Company does not employ extended service contracts.
4. Allow a trial service – All wireless services, including Lifeline-supported services, are provided on a prepaid basis and therefore there is no extended commitment to the service on the part of the customer. If the service does not suit their needs, they can cancel service at any time without penalty.
5. Provide Specific Disclosure in advertising – All Company advertising, including its website, fully discloses charges and service parameters.
6. Separately Identify Carrier Charges from Tax on Billing Statements – The Company does not render billing statements to its prepaid customers, but for every transaction they make, service charges vs. taxes are fully described.
7. Provide Customers with the Right to Terminate Service Upon Changes to Their Contract – As mentioned, we don't employ contracts so this provision does not apply. Customers can, however, cancel service at any time without penalty.
8. Provide Ready Access to Customer Service – Customers can call customer service for free by dialing 611 or an 800 number, and/or using an Interactive voice response system. These numbers are disclosed on the Company's website and in advertising and customer welcome materials. Customers may also access Customer Service online through the Company's website.
9. Promptly Respond to Customer Inquiries and Complaints from Government Agencies – The Company promptly responds to all complaints. If a customer care representative cannot help a customer, there is an escalation process. The Company is committed to resolving customer questions, concerns and complaints in a swift and satisfactory manner.
10. Privacy Policy – The Company protects the privacy of customer information in accordance with applicable federal and state laws. Our privacy policy is available, via link, on every page of the Company's website.
11. Provide Consumers with Free Notifications for Voice, Data and Messaging Usage, and International Roaming – Due to the Company's service being provided on a prepaid basis, customers are not able to incur overage charges. However, the Company provides, at no charge, (a) a notification to consumers of domestic wireless plans that include limited data allowances when consumers approach their allowance for data usage; (b) a notification to consumers of domestic voice and messaging plans that include limited voice and messaging allowances when consumers approach their allowance for those services; and (c) a notification to consumers without an international roaming plan/package whose devices have registered abroad and who may incur charges for international usage. The Company

also clearly and conspicuously discloses tools or services that enable consumers to track, monitor and/or set limits on voice, messaging and data usage.

12. Abide by the following principles regarding the ability of customers, former customers, and individual owners of eligible devices to unlock phones and tablets, ("mobile wireless devices") that are locked by or at the direction of the carrier –

- (1) Disclosure. The Company has posted on its website its clear, concise, and readily accessible policy on postpaid and/or prepaid mobile wireless device unlocking.
- (2) Postpaid Unlocking Policy. Not Applicable.
- (3) Prepaid Unlocking Policy. Upon request, the Company will unlock prepaid mobile wireless devices no later than one year after initial activation, consistent with reasonable time, payment or usage requirements.
- (4) Notice. The Company will clearly notify customers that their devices are eligible for unlocking at the time when their devices are eligible for unlocking or automatically unlock devices remotely when devices are eligible for unlocking, without additional fee. The Company reserves the right to charge non-customers/nonformer-customers with a reasonable fee for unlocking requests. Notice to prepaid customers may occur at point of sale, at the time of eligibility, or through a clear and concise statement of policy on the Company's website.
- (5) Response Time. Within two business days after receiving a request, the Company will unlock eligible mobile wireless devices or initiate a request to the OEM to unlock the eligible device, or provide an explanation of why the device does not qualify for unlocking, or why the carrier reasonably needs additional time to process the request.
- (6) Deployed Personnel Unlocking Policy. The Company will unlock mobile wireless devices for deployed military personnel who are customers in good standing upon provision of deployment papers.

The Company reserves the right to decline an unlock request if it has a reasonable basis to believe the request is fraudulent or the device is stolen.

Functionality in Emergency Situations

As a reseller, the Company relies upon its underlying facilities-based carriers for functionality in emergency situations. In accordance with 47 C.F.R. § 54.202(a)(2), TruConnect has the ability to remain functional in emergency situations. TruConnect utilizes the extensive and well-established network and facilities of T-Mobile and Verizon (“underlying carriers”) to provide its Lifeline services. The Company understands that the networks of its Underlying Carriers have access to a reasonable amount of back-up power to ensure functionality without an external power source, can reroute traffic around damaged facilities, and can manage traffic spikes resulting from emergency situations. The Underlying Carriers have certified to the FCC that their networks function in emergency situations. The Underlying Carriers provide the same functionality to TruConnect and its customers as they provide to themselves and their own customers.

TruConnect Communications, Inc.
Lifeline Offering

Terms & Conditions maintained at www.truconnect.com

Plan	Minutes	Text	Data	Net Cost to Lifeline Customer	Net Cost to Tribal Lifeline Customer	Effective
Lifeline Basic	Unlimited	Unlimited	4.5GB	\$ 0.00	N/A	Dec 2020
Lifeline Tribal	Unlimited	Unlimited	10 GB	N/A	\$ 0.00	Apr 2024

Plans Include:

- Free SIM card
- Free smart phone device for Tribal subscribers
- Unlimited Calls to Canada, Mexico, Korea, Vietnam, and China (first 10 unique numbers each month)
- Free calls to Company Customer Service
- Free calls to 911 emergency services
- Free access to Voicemail, Caller-ID, Call Waiting, Call Forwarding, and 3-Way Calling
- Free Domestic Long Distance
- Data at 3G speeds or higher
- Free Wefi® App
- Free MyAccount App

Additional voice and data usage available for purchase

Data and International Talk refill options can be purchased using a subscribers MyAccount App or using the MyAccount website <https://my.truconnect.com/>