

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JUNE 1, 2008**

Company: Stockholm-Strandburg Telephone Company d/b/a ITC

Address: PO Box 920

Clear Lake, SD 57226

Telephone number: 605.874.2181

Company contact: Margery Stava

Study Area Code: 391679

Lifeline/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/Link Up.* (See attached letter.)

 Company's Lifeline/Link Up information in directory.

 Company's Lifeline/Link Up information available on Company website.
(www.companywebsiteaddress.com)

 X Company's information posted on USAC website.

 Other (describe): _____

*Required



Lifeline, Link Up, 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 \$8.25 per month in discounts.

Eligible residents of Indian reservations or tribal lands can receive up to an additional \$25 in Lifeline support, but must pay at least \$1 for basic monthly service.

Link Up reduces the cost of initiating new telephone service. Eligible consumers can receive a 50% discount off of the one-time costs associated with initiating telephone service, up to a maximum of \$30. Eligible consumers also qualify for a deferred payment schedule for remaining costs of up to \$200.

Eligible low-income consumers living on tribal lands are eligible for an additional discount of up to \$70 to cover 100% of the charges between \$60 and \$130.

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

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guideline. (See attached table.)

Residents of Indian reservations or tribal lands qualify if they participate in any or the programs listed above, have a household income that is at or below 135% of the federal poverty guidelines, or participate in one of these programs:

- Bureau of Indian Affairs (BIA) general assistance
- Head Start (income eligible)
- Tribal TANF

How do I apply to receive Lifeline, Link Up, and TLS support discounts?

To apply for Lifeline, Link Up, and TLS discounts please contact ITC at any of our office locations or call 800.417.8767.



SELF-CERTIFICATION FOR LIFELINE/LINK UP APPLICANTS QUALIFYING UNDER INCOME –BASED CRITERION

I, _____, certify under penalty of perjury that I qualify for Lifeline/Link Up assistance based on my household income that is at below 135 percent of the Federal Poverty Guidelines. I further certify under penalty of perjury that there are _____ members in my household and that the supporting income documentation presented to my telecommunications provider accurately represents the annual income of all members of my household.

Signature: _____

Date: _____

Telephone # _____ Member # _____

2008 Estimated Income Requirements for a Household At or Below 135% of the Federal Poverty Guidelines

Size of Family Unit	48 Contiguous States & DC
1	\$14,040
2	\$18,900
3	\$23,760
4	\$28,620
5	\$33,480
6	\$38,340
7	\$43,200
8	\$48,060
For each additional person, add	\$ 4,860

**CALL BEFORE
YOU DIG:**

South Dakota:
1-800-781-7474
Minnesota:
1-800-252-1166

Dig Safely.



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.

April 30-----Bills mailed from Stockholm-Strandburg Telephone Company d/b/a ITC
May 21-----Payment due
May 21-----Final notices mailed
June 7-----Disconnect day for
623,676,756



Current occupant or:

PRESORTED
STANDARD
U.S. POSTAGE PAID
CLEAR LAKE, SD
PERMIT NO. 39

401 South Main Street
Milbank, SD 57252



Lifeline and Link-up Programs

The Lifeline and Link-up Programs are two federal telephone assistance programs that ITC is authorized to provide. These programs are available to assist with the affordability of telephone service to low-income citizens.

The Lifeline program provides reduced monthly charges to subscribers who qualify. This program provides a monthly credit on the basic service portion of the participant's phone bill. The credit applies to the main home telephone line.

The Link-up program allows eligible subscribers to receive a reduced connection charge for their basic home telephone service. This program reduction is 50% of the activation charges with the maximum benefit of \$30.00. This program also provides deferred payment of connection charges without interest. Link-up does not cover the cost of wiring in the home.

To be eligible for these programs the telephone service must be in the applicant's name. The applicant must also participate in at least one of the following public assistance programs: Medicaid, Food Stamps, Supplemental Security Income, Federal Housing Assistance, Low Income Home Energy Assistance, Temporary Assistance of Needy Families, National Free School Lunch Program, Income Below 135% of Federal Poverty Guidelines.

These are federal government programs; each state has its own qualifying guidelines. Check with your local telephone company for specific details to qualify. If you would like to find out more about these programs call ITC at 1-800-417-8667.

ITC is here to help you!

ITC has help desk numbers in place in order to serve you better. There isn't anything more frustrating than not being able to get help when you need it. ITC is here to help you!

First of all, there is a new Internet help desk number! If you ever have trouble with your ITC Internet service, please call our toll free number at 1-866-203-6193. There will be someone there to help you twenty-four hours a day, seven days a week! You will never be without Internet support again!

Internet Help Desk:
1-866-203-6193

Phone Troubles:
611 / 1-800-395-4656

TV Troubles:
1-800-395-4656

If you need help with your phone, you must call 611 from a land line phone. This number won't work from a cell phone. You can also dial 1-800-395-4656 for help with your phone. We understand that your phone is very important to you. After hours, this number will roll to our dispatch for phone emergencies.

The number to call for help with your cable TV is 1-800-395-4656. This is the repair service hotline for ITC. ITC is there when you need us!

Telecommunications Equipment Distribution Program

Equipment for Hearing or Speech Impaired

The Telecommunications Equipment Distribution Program (TEDP) is for people who are deaf, hard-of-hearing, deaf-blind, or speech impaired with difficulty communicating over the phone. To be eligible for the equipment from this program:

- You must be a South Dakota resident.
- Have difficulty communicating on the phone due to hearing/speech impairments.
- Have existing phone service in your home.

The TEDP program is provided by Communication Service for the Deaf (CSD). In 1975, CSD was established. They are a private nonprofit organization, dedicated to the provision of broad-based services, ensuring public accessibility, and increasing public awareness of issues affecting people with hearing loss.

core areas: literacy, independent living, accessible housing devices, sign language instruction and interpretation, coping with hearing loss, employment, mentoring, alcohol/drug prevention, and recreational/social activities.

They stock phones that offer:

- * Speakerphone with volume adjustments
- * Volume amplifier
- * Large visual display
- * Oversized and lighted dial buttons
- * Hearing aid compatible phones
- * Visual ringer alert or adjustable loud ringer
- * Sound frequency clarifying adjustment
- * Tone adjustment
- * Plus more

To find out more about the CSD organization, go to www.c-s-d.org or call their Sioux Falls office at 1-866-246-5759 V/TTY.

Questions?
Call 676-6000

ITC OFFICE HOURS
MONDAY - FRIDAY • 8AM - 5PM
401 SOUTH MAIN STREET • MILBANK, SD

May New Install List

Revillo
 Holtquist, Heather
 623-4202

South Shore
 NO INSTALLS

Stockholm
 NO INSTALLS

If your town has a special event, celebration, or parade coming up this summer, please contact ITC at 1-800-417-8667 to let us know. We will try to participate in as many as we can. Let's have a wonderful summer!

Happy Mother's Day!

ITC EMPLOYEES (Milbank Office)

Brynne Berry.....Customer Service Representative
 Hilary Dexter.....Customer Service Representative
 Katie Heller.....Marketing Communications Specialist
 Wayne Nowick.....Installation & Repair Technician
 Tim Nowick.....Installation & Repair Technician

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 1-800-417-8667