



120 EAST FIRST • P.O. BOX 48  
KIMBALL, SD 57355-0048  
PHONE (605) 778-6221 • FAX (605) 778-8080  
www.midstatesd.net

**RECEIVED**

**MAY 23 2008**

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

May 23, 2008

SD Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501

RE: Lifeline/Linkup Annual Report

Dear Commissioners:

Enclosed is the Lifeline/Linkup Advertising/Outreach Annual Report that is due to you on June 1, 2008 for both Midstate Communications and Midstate Telecom. Also included is the supporting documentation regarding our outreach efforts for each of these companies.

If you have any questions, please contact me at (605)778-6221. Thank you.

Sincerely,

MIDSTATE COMMUNICATIONS, INC

A handwritten signature in black ink, appearing to read "Mark D. Benton", with a long, sweeping flourish extending to the right.

Mark D. Benton  
General Manager

MDB/jt

Enclosures

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

Company: Midstate Telecom

Address: PO Box 48

Kimball, SD 57355

Telephone number: 605-778-6221

Company contact: Reggy Reinesch

Study Area Code: 399011

Lifeline/Link Up Advertising/Outreach Activities:

X Advertise in media of general distribution.\* (See attached attachment A1 + A2 advertisement(s).)

X Letter to existing and new customers regarding the availability of attachment B Lifeline/Link Up.\* (See attached letter.)

X Company's Lifeline/Link Up information in directory. attachment C

X Company's Lifeline/Link Up information available on Company website. attachment D  
([www.companywebsiteaddress.com](http://www.companywebsiteaddress.com)) www.midstatesd.net

X Company's information posted on USAC website. attachment E

X Other (describe): ① Posters hung in establishments frequented by Midstate Telecom customers explaining the program.

\*Required

Argus Publishing  
PO Box 37  
Stickney, SD 57375  
[standardpubl@midstatesd.net](mailto:standardpubl@midstatesd.net)

Corsica Globe  
215 Main  
Corsica, SD 57328

Aurora Co. Standard  
PO Box 37  
White Lake, SD 57383

Delmont Record  
PO Box 129  
Armour, SD 57313  
[chronicle@unitelsd.com](mailto:chronicle@unitelsd.com)

Platte Enterprise  
PO Box 546  
Platte, SD 57369  
[eprise@midstatesd.net](mailto:eprise@midstatesd.net)

South Dakota Mail  
116 N. Main  
Plankinton, SD 57368

Charles Mix County News  
PO Box 257  
Geddes, SD 57342  
[Cmcountynews@midstatesd.net](mailto:Cmcountynews@midstatesd.net)

Central Dakota Times  
PO Box 125  
Chamberlain, SD 57325

The True Dakotan  
113 E. Main St.  
Wessington Springs, SD 57382

Missouri Valley Sun  
PO Box 672  
Chamberlain, SD 57325  
[thesun@midstatesd.net](mailto:thesun@midstatesd.net)

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Attachment A1  
List of newspapers the  
attached ad was  
sent to

# Lifeline and Link Up

For those who feel they can't afford local telephone service - Lifeline and Link Up from Midstate Communications and Midstate Telecom can help eligible people pay part of their monthly telephone costs.

Who is eligible? An individual is eligible if he or she participates in one of the following programs:

- TANF - Temporary Assistance For Needy Families
- Food Stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- Supplemental Security Income
- National School Lunch Free Lunch Program
- Federal Public Housing Assistance or Section 8

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines. Lifeline and Link Up service is now also available to Midstate Telecom customers in the communities of Chamberlain or Oacoma.

For more information, contact Midstate Communications or Midstate Telecom at 605-778-6221 or 605-234-3100 or at the addresses below.

P.O. Box 18 • Kimball, SD 57357 (Midstate Communications)  
300 East Gast Road • Suite 105 • Chamberlain, SD 57325 (Midstate Telecom)



## Watch for your "Central Connections" Directory...

Your "Central Connections" directory will be arriving the first part of April. Each residential and business account will receive one directory in the mail. Additional directories will be available for pick up at the Midstate Communications and Midstate Telecom offices along with:

- Buffalo County Courthouse, Gann Valley
- Farmers & Merchants State Bank, White Lake
- Farmers State Bank, Stickney
- First State Bank, Delmont
- Overweg Grocery & Feed, New Holland
- Bank of the West, Platte
- First Fidelity, Platte
- First State Bank, Geddes

## Federal Universal Service Charge Notice...

For the 2nd Quarter of 2008, the Federal Universal Service Charge (FUSC) contribution factor will increase from 10.2% to 11.3%. This will result in an increase in the charge that appears on your monthly telephone bill. The factor is applied to services designated as interstate by the FCC and changes from time-to-time based on the needs of the federal universal service fund. The federal universal service fund was established and is maintained to ensure that all consumers, regardless of location, have access to essentially the same telecommunications services at affordable prices. The fund also provides schools, libraries, low-income consumers and rural health care providers with assistance in obtaining telecommunications services.

## Important Dates to Remember...

- **Last Business Day of Each Month**  
Bills mailed out from Midstate's office
- **5th of Each Month**  
Disconnect of all accounts with a 30 day balance.
- **20th of Each Month**  
Bills are due in either Midstate office by 12:00pm
- **20th of Each Month**  
Overdue notices mailed out and late fees will be applied to all delinquent accounts.

*\*All Midstate bills are due upon receipt. Any bills that have not been received by the 5th of the following month will be disconnected. To be reconnected the bill must be paid in full and will be subject to a down payment and appropriate reconnect fees.*

## Office Remodel Underway

Construction has already begun on the remodeling of the front office of the Midstate Communications office in Kimball. The remodel work is being done to offer a more user friendly atmosphere for our customers along with allowing us the opportunity to better display our current and future product lines. Work is scheduled to be completed by mid-July.

During the construction period our main office will be closed to walk in traffic but those who need to stop in our office to meet with one of our Customer Service Representatives can do so at the new Midstate Communications outside plant office located directly across the street to the East from our main office. Our Midstate customer service representatives will be working out of the outside plant office temporarily during the construction period and will be able to assist customers as usual. Customers who wish to drop their payments off in our drop box can still do so in the same location as before. During the construction period customers will still be able to contact the Midstate Communications office by calling 778-6221 or 234-8000.

## How does all this Digital TV Stuff Affect You?

If you have watched any television lately you've most likely seen the commercials talking about the Digital TV Transition that is quickly approaching on February 17, 2009. These commercials for the most part have caused more confusion among most customers than they have provided accurate and educational information.

So what is Digital TV and what does the Digital TV Transition mean to you? Digital television is a more efficient and flexible technology than the analog technology which has been broadcast since the television's inception. Digital TV allows broadcast stations to offer improved picture and sound quality as well as interactive video and data services, including enhanced closed captioning, that are not possible with analog technology. The main thrust for the movement to Digital broadcasting was brought upon by the Federal Governments desire to free up the analog spectrum for public safety needs, such as police, fire, and emergency rescue. Under the legislation passed by Congress, the Deficit Reduction Act of 2005, over-the-air broadcast television stations are required to turn off their analog channels on February 17, 2009, and continue broadcasting only in the digital format.

How will this affect you? The February 17, 2009 digital transition will only affect you if you receive your channels from "bunny-ears" antenna, or rooftop antenna and do not subscribe to a cable or satellite television service provider. If this applies to you, you will need to purchase a converter box for each TV you use. When the converter boxes become available, you may apply for a government coupon to defray the cost. Each coupon will be valued at \$40.00 towards a \$60.00 converter box, and there will be two coupons allowed per household. Verification of antenna use is mandatory to receive the coupons.

Eligible households will be able to receive coupons from the NTIA (National Telecommunications and Information Association) either through a website or over the phone from January 1, 2008 to March 31, 2009. If you have Internet access, log-on to this website: <http://www.ntia.doc.gov/dtvcoupon> to order your coupons or dial this toll-free number: 1-888-388-2009.

The other myth is that you will need to go out and buy a new expensive Digital or HD television set for your home. That is also not a true statement. No matter what type of television set you have or how old it is, as long as you subscribe to Midstate Communications cable television service, you will NOT need to buy a new television set.

## Lifeline and Linkup Service Available to Low Income Households

Midstate Communications and Midstate Telecom are authorized to provide federal telephone assistance programs. Two such programs provided by both companies are Lifeline and Link-Up. Both were developed in response to concerns about the affordability of telephone service for low income citizens.

The Lifeline program provides a \$8.25 monthly credit on the basic phone service portion of the participant's telephone bill. The credit applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers may also receive free long distance blocking on their telephone line at no charge.

Link-Up provides eligible subscribers with reduced connection charges for their basic home telephone service. This reduction is 50% of the applicable charges or \$30 or which-ever is less. Link-Up also

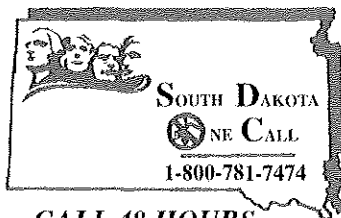
provides for deferred payment of connection charges without interest. It does not cover the cost of wiring inside your home and is limited to one time per home address per subscriber.

Applicants are eligible if they participate in at least one of the following public assistance programs and can show proof of participation: Medicaid, Supplemental Security Income (SSI), National School Lunch (NSL) Free Lunch Program, Food Stamps, Federal Public Housing Assistance, Temporary Aid to Needy Families (TANF), Low-Income Home Energy Assistance, or income is at or below (135%) of Federal Poverty Guidelines.

Additional Lifeline and Link-Up support is available to those qualifying individuals living on Tribal Lands. The Bureau of Indian Affairs (BIA) can verify whether or not a specific location meets the Enhanced Tribal Lifeline/Link-Up

designation. Enhanced Tribal Lifeline and Link-Up provides for expanded eligibility opportunities and additional telephone service discounts. In addition to the previously cited programs for those individuals residing on Tribal Lands, participation in any of the following meets the eligibility standard: Bureau of Indian Affairs (BIA) general assistance; Tribally administered Temporary Assistance for Needy Families (TANF); or Head Start Programs (under income qualifying eligibility provisions only). If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs you are obligated by law to notify Midstate Communications or Midstate Telecom of your ineligibility.

Contact the Midstate Communications office in Kimball at 778-6221 or the Midstate Telecom office in Chamberlain at 234-8000, for more information or application forms.



**CALL 48 HOURS  
BEFORE DIGGING!**

South Dakota One-Call is a mandatory statewide one-call notification system established in 1995. SD One-Call is used to inform all South Dakota underground facility operators of intended excavation. South Dakota One-Call notifies those facility operators and encourages excavators to be aware that other underground facilities, especially privately owned underground facilities, may be present.

SD Law Chapter 49-7A requires any type of excavation to provide advance notice of at least 48 hours to South Dakota One-Call, excluding weekends and holidays. Depending on the circumstances of the call, SD One-Call answering attendants will issue the earliest legal start date possible, beginning work before the legal start date can result in forfeiture of the excavator's rights and protection. If something changes and work needs to begin earlier, a revised One-Call ticket must be generated.

Excavation is defined as, "any operation which earth, rock, or other material in or on the ground is moved or otherwise displaced by means of tools, equipment, or explosives." Gardening to a depth of 12 inches and agricultural tilling to 18 inches are exempt from the definition.

Placing a call to One-Call results in a ticket generated and sent to companies that have indicated facilities in the area. The ticket reflects the location of the dig, the desired start date, and more. One-Call statues provide penalties up to \$5,000 for noncompliance. Therefore, Midstate will NO LONGER locate facilities before receiving a notification ticket from South Dakota One-Call.

There is no cost to callers for the use of the South Dakota One-Call System. The System is supported by utility companies in SD as a means to prevent damage to their buried lines. CALL BEFORE YOU DIG; IT'S THE LAW! 1-800-781-7474 or 811, [www.sdonecall.com](http://www.sdonecall.com)

## Call Before You Dig!

It's Fast, Easy and Free to call for a locate before you dig. The bad news is that when it comes to digging and cable cuts, we still have customers who do not practice that one ounce of prevention by calling SD One-Call. Just a simple phone call before digging will help prevent cable cuts and costly fees.

## SDATC Offers Four \$1000 Scholarships...

The South Dakota Association of Telephone Cooperatives (SDATC) is offering four \$1,000 scholarships for the coming school year.

The SDATC Memorial Scholarships are available to applicants who have completed at least two semesters of course work at an accredited post-secondary school in South Dakota and whose family is a member/customer of an SDATC member company. The scholarship can be used at any post-secondary educational institution in South Dakota, including public and private universities, technical schools, and community colleges.

The scholarship program began with a single \$300 scholarship in 1987. Since that time, SDATC has awarded more than \$37,000 to help 62 students receive their post-secondary education.

The deadline to apply for the scholarship is May 31, 2008. Applications are available at [www.sdatconline.com](http://www.sdatconline.com), or from any South Dakota post-secondary institution student financial aid office, the SDATC office (605-224-7629 or [ginigrannes@sdaonline.com](mailto:ginigrannes@sdaonline.com)), or at the Midstate Communications office.



120 EAST FIRST • P.O. BOX 48  
KIMBALL, SD 57355-0048  
PHONE (605) 778-6221 • FAX (605) 778-8080  
www.midstatesd.net

May 22, 2008

Dear Customer:

The Public Utilities Commission (PUC) requires that we notify our customers on an annual basis of the Lifeline Link-up Assistance program. We have enclosed the paperwork explaining eligibility for this program as well as the application. Please review this information and if you qualify for the assistance please complete the application and return it to us with the documentation of the program you are participating in. Examples of documentation would be a copy of the food stamp EBT card if you qualify for food stamps, a copy of the Medicaid card in your name or a copy of the fuel assistance letter if you qualify for the Home Energy Assistance program. Each program has a document of proof that we would need to see as verification that you are eligible.

If you have questions about Lifeline or Link-up, the application form or your telephone service, please contact us at 778-6221 or 234-8000 for more information.

Sincerely,  
MIDSTATE COMMUNICATIONS, INC.

A handwritten signature in black ink, appearing to read "Mark D. Benton", is written over the printed name. The signature is fluid and cursive, with a long, sweeping tail that extends downwards and to the right.

Mark D. Benton  
General Manager

MDB/jt

Enclosure

attachment B.

**Estimated Income Requirements for a Household at or  
Below 135% of the Federal Poverty Guidelines**

<b>Persons in Family Unit</b>	<b>48 contiguous States and D.C.</b>	<b>Alaska</b>	<b>Hawaii</b>
<b>1</b>	<b>\$14,040</b>	<b>\$17,550</b>	<b>\$16,146</b>
<b>2</b>	<b>18,900</b>	<b>23,625</b>	<b>21,735</b>
<b>3</b>	<b>23,760</b>	<b>29,700</b>	<b>27,324</b>
<b>4</b>	<b>28,620</b>	<b>35,775</b>	<b>32,913</b>
<b>5</b>	<b>33,480</b>	<b>41,850</b>	<b>38,502</b>
<b>6</b>	<b>38,340</b>	<b>47,925</b>	<b>44,091</b>
<b>7</b>	<b>43,200</b>	<b>54,000</b>	<b>49,680</b>
<b>8</b>	<b>48,060</b>	<b>60,075</b>	<b>55,269</b>
<b>For each additional person, add</b>	<b>4,860</b>	<b>6,075</b>	<b>5,589</b>

**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 or 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: \_\_\_\_\_

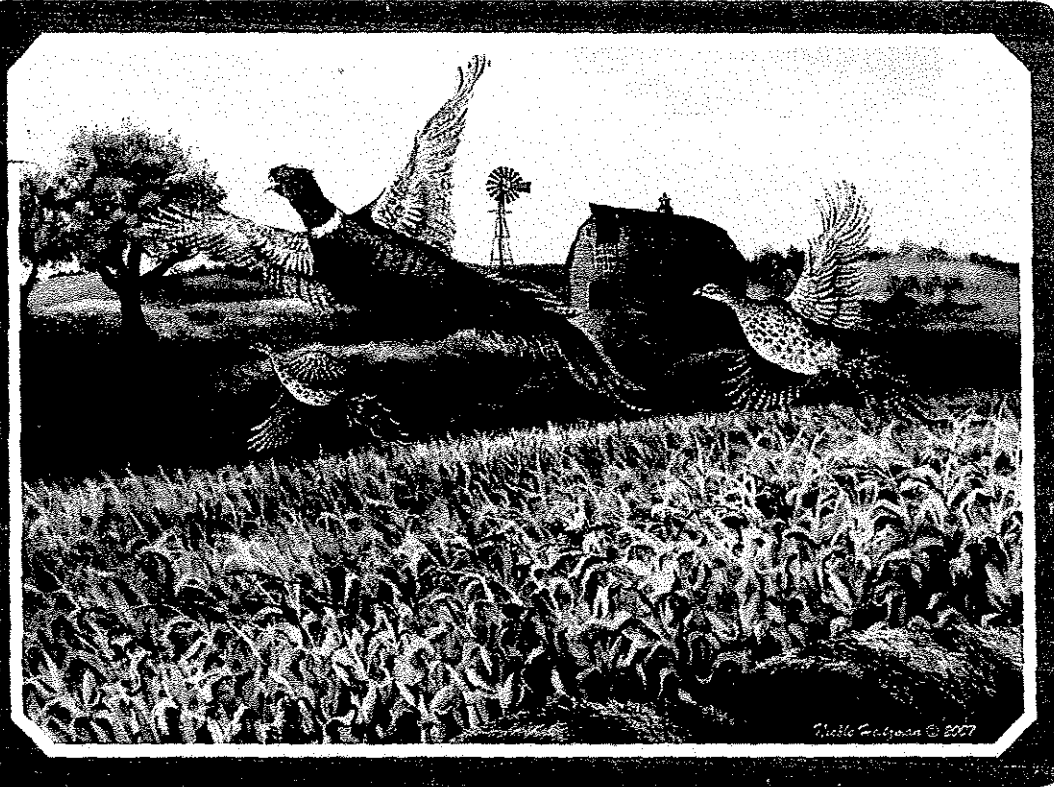
*Attachment B*



**Central Connections**  
**Telephone Directory**  
**Midstate Communications**  
**Midstate Telecom**  
**Santel Communications Cooperative**

**April 2008**

**Area Code 605**



***Serving:***

**Academy**  
**Alpena**  
**Artesian**  
**Aurora Center**  
**Chamberlain**  
**Delmont**

**Dimock**  
**Ethan**  
**Fedora**  
**Forestburg**  
**Fort Thompson**  
**Gann Valley**  
**Geddes**  
**Kimball**

**Letcher**  
**Mount Vernon**  
**New Holland**  
**Oacoma**  
**Parkston**  
**Platte**  
**Pukwana**  
**Stickney**

**Storla**  
**Tripp**  
**Virgil**  
**White Lake**  
**Wolsey**  
**Woonsocket**

*Including Listings For The Following Exchanges:*

**Carthage • Corsica • Harrison • Howard • Huron •**  
**Lane • Lower Brule • Mitchell • Plankinton •**  
**Reliance • Wessington Springs**



*Attachment C*

# GENERAL RULES & REGULATIONS-Cont'd

## Customer-Provided Equipment

Customer-provided equipment may not be attached to or connected with telephone facilities unless (1) it is registered or otherwise approved by the Federal Communications Commission (2) it meets the conditions set forth in the company's tariffs, and (3) advance notification is given to the telephone company, by the customer, of the type of equipment to be connected and the type of telephone company facility required to make the connections. These rules and tariffs are designed to meet the convenience of the customer and at the same time protect the telephone network against any possible hazards to customers and company employees.

The telephone companies will not maintain and may not be able to repair customer-provided equipment. A service charge may apply if the telephone company visits the premises of the customer and the service difficulty or trouble is found to have been caused by the customer-provided equipment or facilities.

If you have any questions concerning the use of customer-provided equipment, please contact your Business Office.

## Public Utilities Commission (PUC)

If the problem cannot be solved to your satisfaction, you may refer your complaint to the South Dakota Public Utilities Commission (SDPUC) at 500 East Capitol Ave, Pierre, South Dakota 57501-5070 or telephone 605-773-3201 or toll free 1-800-332-1782.

## Taxes

Federal law requires a 3 percent excise tax on telephone rental and long distance charges. These taxes are billed to all telephone users not specifically exempt by law. All taxes collected are remitted to the proper federal and state agencies.

## Allowance for Failure Of Service

The Telephone Companies do not guarantee uninterrupted working of its lines or equipment. In case service is interrupted otherwise than by the negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of charges for such service, equipment, and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond 24 hours after notice of the interruption is received by the Telephone Companies. No other liability shall in any case attach to the Telephone Companies.

## Billing And Payment For Service

If you desire assistance or explanation regarding your bill, please call the Business Office.

## National Do Not Call Registry

The federal government created the National Do Not Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at [www.donotcall.gov](http://www.donotcall.gov) if you have an active e-mail address, or you can call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free and your number will stay in the registry for five years, until it is disconnected, or until you delete it from the registry. After five years, you may renew your registration.

If you receive telemarketing calls after you have registered your telephone number and it has been in the registry for three months, you can file a complaint at [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do not call" complaint.

## Annoying, Obscene, And Threatening Calls

If you get an annoying, obscene, or threatening call, hang up immediately. See page 30 for instructions on using Customer Originated Trace. Threatening calls should be reported immediately to the police. Obscene or harassing calls are prohibited by federal and state laws. A person who makes or permits such calls to be made over a telephone under his control may be fined or imprisoned, or both.

## Telephone Assistance Programs

Lifeline/Link-Up - Available in all exchanges:

The Lifeline Program provides reduced phone bills for qualified low-income residence customers.

The Link-Up Program provides financial help with telephone service connection charges for qualified low-income residence customers.

## Tribal Lifeline/Link-Up

The Tribal Lifeline program provides a reduction in monthly charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

The Tribal Link-Up program provides a reduction in connection charges to telephone customers who live on tribal lands and are currently receiving benefits from a qualifying public assistance program.

For more information, call Midstate Customer Service at:

605-778-6221, 605-234-8000, or 1-888-214-1431

Email: [midstate@midstatesd.net](mailto:midstate@midstatesd.net)

OR

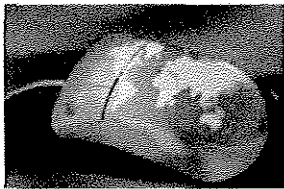
Santel Communications Customer Service at:

1-888-978-7777, 605-796-4411, or 777 from any Santel Exchange

Email: [info@santel.net](mailto:info@santel.net)

For more information, you may also contact: [www.lifelinesupport.org](http://www.lifelinesupport.org)

**NOTE:** All rules & regulations in effect at time of printing are subject to change without notice.



Telephone Internet Cable TV Midstate Messenger Home

Account Management Center  
Client Tools  
e-Statement  
Web Mail Login  
Web Mail Login (For Apple OS's)  
Web Wonder

About MidState  
Informative Links  
Web Site Listings  
Scholarship Info  
Lifeline/Link-Up Info

Tech Support  
Contact Us

Client Tools

ZAP2IT.com  
TV LISTINGS  
Enter  
GET TV LISTINGS

Shop DAKOTA

Learn the Net  
netles.com

## LIFELINE/LINK-UP ASSISTANCE

### ► Lifeline

Provides reduced monthly charges to telephone subscribers who qualify. Qualifying customers can receive basic phone service for as low as \$1.00 per month.

Items covered by the \$1.00 Lifeline portion of the program include basic one-party telephone service equipped with touch-tone and toll restriction (if requested). Not covered are second lines, leased equipment, long distance calls, 911 surcharge, the CIF or hearing impaired fund, taxes and optional calling features like Call Waiting and Caller ID.

To find out if you're eligible, see below. To apply, click here.

### ► Link-Up

Provides reduced connection charges to telephone subscribers who qualify. The credit applies on the main home telephone line listed in the name of the eligible telephone subscriber.

The reduction is up to \$100 (50% of the first \$60 and 100% of charges between \$60 and \$130).

Link-Up also provides for deferred payment of connection charges without interest. It does not cover the cost of wiring inside your home and is limited to one time per home address per subscriber.

Those qualifying for Enhanced Lifeline Program will also qualify for the Link-Up Program which provides reduced connection charges to telephone subscribers who qualify.

To find out if you're eligible, see below. To apply, click here.

### ► Eligibility

Applicants must live on tribal lands and participate in at least one of the following public assistance programs to qualify:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low Income Home Energy Assistance Program
- BIA General Assistance Programs
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (Meeting Income Test)
- National School Lunch Program
- Income-Based Criterion (income at or below 135% of the Federal Poverty Guidelines).

\*\* Participating members and members of the qualified member's household MUST: 1). Be in good standing as a member of the Midstate Communications Cooperative. 2). Be current in all payments to Midstate Communications. Customers will be approved on an individual basis upon receipt of properly filed forms.

"Tribal Land" for purposes of the Enhanced Lifeline and Link-Up Assistance Programs includes the BIA definitions of "reservation." The term "reservation" means any federally recognized Indian Tribe's reservation, Pueblo, or Colony, and Indian Allotments.

Click here to apply

120 E. First, P.O. Box 48, Kimball, SD 57355 • (605) 778-6221 • Fax: (605) 778-8080 • Email  
All contents Copyright © 1997-2002 Midstate Comm.

Attachment D



## Telephone Assistance Programs for Low Income Households

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Selected state:

South Dakota

Please select your local phone company from the list below.

(Not all phone companies are listed. Please call your local phone company for more information if they are not listed here.)

Midstate Communications, Inc. Go

## Lifeline and Link Up Information for Midstate Communications, Inc. Customers in South Dakota

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### Landline Service

**Lifeline** is a government program that offers qualified low income households a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. The application and qualification process differs by state and sometimes by individual phone company.

- **How much can I save?**

You will save up to \$8.25-22.45 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as flat rate service. These benefits will also cover your **subscriber line charge**.

- **How do I know if I am eligible?**

Program based eligibility:

- Federal Public Housing Assistance / Section 8
- Food Stamps
- Medicaid
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch (free program only)
- Temporary Assistance for Needy Families (TANF)
- Additional eligibility criteria may apply to residents of federally recognized tribal lands

Income based eligibility:

- Total household income at or below 135% of the Federal Poverty Guidelines.

- **Are there any restrictions?**

Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the National School Lunch free Program.

- **How do I apply?**

To apply for Lifeline call Midstate directly at 605-778-6221 or 605-234-8000. You may find more information about Lifeline and other telephone services available from Midstate Communications, Inc. at <http://www.midstatesd.net>. An application can be obtained via phone, or from Midstate Office in Kimball or Chamberlain.

- **What proof of eligibility do I need to provide?**

You will be asked for proof of your eligibility by submitting a form signed under penalty of perjury that you receive benefits from or a copy of any dated document which verifies your participation in one of the qualifying programs listed above. Proof of total household income may be required for income based qualification. Your Lifeline benefits will take effect when proof of eligibility is received.

- **How do I continue to receive Lifeline benefits?**

Eligibility is reviewed periodically. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider.

- **Other Useful information**

There are other options that can help you save money, including free toll blocking, waived deposit with toll

Attachment 2 .

blocking and voluntary limit on long distance calling (toll control).

**Link Up** helps households reduce the cost of initiating telephone service. This program pays some of the cost of connecting local telephone service to your home or activating wireless phone service. However, Link Up does not cover the cost of wiring inside your home.

- **How much will I save?**

Link Up will pay 50% of your installation charges for total discount of \$12.75. (Maximum benefit \$30.00) An additional discount may apply to residents of federally recognized tribal lands.

- **How do I know if I am eligible?**

If you qualify for Lifeline, you also qualify for Link Up.

- **Are there any restrictions?**

Link Up can only be used for the charges for activating a primary telephone line or moving existing service to a new address. Charges related to wiring and telephone jacks within your home and wireless handsets are not eligible for the Link Up discount.

- **How do I apply?**

To apply for Link Up you will follow the same application process as Lifeline and the same proof of eligibility as Lifeline.

**Being a Lifeline or Link Up customer does not protect you from being disconnected if you fail to pay your telephone bill.**

**Lifeline and Link Up discounts cannot be applied to an outstanding balance owed to your phone company.**

**Lifeline can only be applied to one wireless OR wireline telephone per household.**

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