

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2009**

Company: SSTELECOM, Inc. d/b/a ITC

Address: PO Box 920, 312 4<sup>th</sup> St W.  
Clear Lake, SD 57226

Telephone number: 605-874-2181

Company contact: Jim Canaan

Study Area Code: 399013

Lifeline/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/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](http://www.companywebsiteaddress.com))
- Company's information posted on USAC website.
- Other (describe): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*Required



## Act Now to Keep Your Telephone Service Discounts

April 28, 2009

Dear Lifeline:

You are currently enrolled in the Federal Lifeline Program (Lifeline) which provide financial assistance to low-income customers. To continue receiving discounts on your telephone service Federal law requires that you verify your eligibility.

To keep your Lifeline discount

1. Complete and sign the enclosed verification form
2. Attach a copy or copies of documents under either:  
Part 1) showing you participate in or receive benefits from a qualifying program(s)  
Or  
Part 2) proving your household income is at or below 135% of the Federal Poverty Guidelines
3. Send [by mail or fax] the completed verification form and copies of your documents to:  
ITC  
Service Center  
PO Box 920  
Clear Lake, SD 57226  
Fax 1.800.779.0514

If you do not return a completed form with public assistance or income documents, you will no longer receive discounts. You may only re-enroll in Lifeline within the next year with ITC if you provide proof of eligibility.

Your privacy is important to us. Per federal law, we are required to properly dispose of public assistance and financial documents after they have been reviewed.

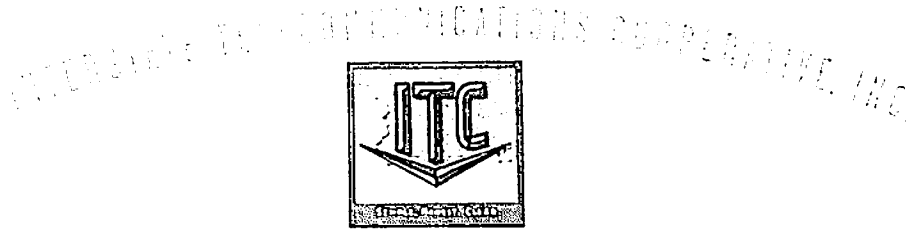
If you have any questions, please contact Julie at 1.800.395.4656

Thank you for taking the time to complete the verification process.

Sincerely,

ITC

Interstate Telecommunications  
Cooperative, Inc.  
312 4th Street West  
P.O. Box 920  
Clear Lake, South Dakota 57226



Phone: 605.874.2181  
1.800.417.8667  
Fax: 605.874.2014  
E-Mail: info@itc-web.com  
www.itc-web.com

**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 of 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.**

# General Information



## FCC RULES FOR RECORDING TWO-WAY TELEPHONE CONVERSATIONS

The FCC requires one of the following options to be used when a person wishes to record a telephone conversation:

- 1) Permission must be obtained from all parties involved before a conversation can be recorded.
- 2) "Beep tone" warning devices must be sounded at regular intervals during the recording of a conversation.
- 3) Individuals involved in the conversation being recorded must notify all parties that a conversation is being recorded either at the beginning of, or during, the conversation.

**Federal Communications Commission**  
445 12th St SW  
Washington, DC 20554  
202-418-0190  
[www.fcc.gov](http://www.fcc.gov)

customers, or calls for...unlawful purpose. Upon violation of any of these conditions the telephone company can, by written notice, discontinue service forthwith. These tariff regulations are filed with this Commission pursuant to Section 203 of the Communications Act, 47 U.S.C. 203, and are binding on the telephone company and customer alike. Users of the telephone service are also subject to the enforcement proceedings provided for in Sections 401 and 411 of the Communications Act. In addition to the loss of telephone service for violation of the tariffs, Section 223 of the Communications Act makes it a crime to use the telephone in the District of Columbia or in interstate or foreign communications to make "repeated telephone calls, during which conversation ensues, solely to harass any person at the called number" or to knowingly permit "others to use his/her telephone" for such purpose. Penalties for violation of Section 223 are a fine up to \$500.00 or six months' imprisonment, or both, 47 U.S.C. 223.

The Commission is concerned that some users of telephone service may be unaware of their obligations to refrain from using the service for abusive or harassing calls. It is also concerned that other users may be willfully and repeatedly violating the provision of the tariffs and the applicable statutes, and that the telephone companies are not adequately enforcing their tariffs. Accordingly, the Commission is issuing this Public Notice in order that the public may be informed of the requirements of law in this area and so that users may be alerted to their legal obligations in the use of the telephone and the penalties for failure to abide thereby.

### MINNESOTA "NO CALL LIST"

Minnesota consumers who do not want to be contacted by telemarketers may register their phone numbers on a No

Call List. To sign up for the free service, call the Minnesota Department of Commerce at 1-800-921-4110 or go to their Internet web site at <http://www.commerce.state.mn.us>. Consumers who sign up for this Minnesota list do not need to re-register for the National Do Not Call Registry as the information will be shared with the National Registry.



## LIFELINE AND LINK-UP

### LIFELINE AND LINK-UP PROGRAMS HELP ELIGIBLE PEOPLE PAY PART OF THEIR TELEPHONE COSTS

#### LINKUP

- Will save you 50% of the initial charges to hook up primary telephone service, or \$30, whichever is less.

#### LIFELINE

- Can save you at least \$8.25 on your monthly phone bill for primary local telephone service.
- Applies only to primary local telephone service in the home where you live.

#### WHO IS ELIGIBLE?

Anyone qualified under one of the following Public Assistance Programs.

- Medicaid (e.g. Title XIX/Medical, State currently participating Supplemental Assistance)
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)

- Low-Income Home Energy Assistance
- Temporary Assistance for Needy Families (TANF) program
- National School Lunch (NSL) free lunch program
- My household income is at or below 135% of the Federal Poverty Guidelines

#### HOW TO OBTAIN THE TELEPHONE SERVICE

- When you qualify for one of the above programs through your county Social Services Office, you will need to contact ITC for an application.

#### WHAT IF MY BENEFITS STOP?

- If you no longer qualify for any Public Assistance Program, you no longer qualify for Link-Up or Lifeline, you agree to notify ITC that you are no longer eligible for the programs.

#### NOTE:

People who live on tribal lands may be eligible for separate Tribal Link-Up and Lifeline Programs. Contact ITC for additional information.

Interstate Telecommunications  
 Cooperative, Inc.  
 312 4th Street West  
 P.O. Box 920  
 Clear Lake, South Dakota 57226

INTERSTATE TELECOMMUNICATIONS COOPERATIVE, INC.



Phone: 605.874.2181  
 1.800.417.8667  
 Fax: 605.874.2014  
 E-Mail: info@itc-web.com  
 www.itc-web.com

**South Dakota Lifeline and Link-Up Assistance Application**  
 (Please Print or Type)

Last name: \_\_\_\_\_ First: \_\_\_\_\_ Middle Initial \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Residential Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Telephone Number: \_\_\_\_\_ (if existing service)

Telephone number where you can be reached or receive messages \_\_\_\_\_

- I am applying for:
- Lifeline (monthly telephone service discount)
  - Link-Up (telephone connection charge discount)
  - Toll Limitation Service (free toll blocking or toll control)

- I am in the following program(s): Check all that apply
- Medicaid (e.g. Title XIX/Medical, State currently participating Supplemental Assistance)
  - Food Stamps
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (Section 8)
  - Low-Income Home Energy Assistance
  - Temporary Assistance for Needy Families (TANF) program
  - National School Lunch (NSL) free lunch program
  - OR My household income is at or below 135% of the Federal Poverty Guidelines

**2009 Health and Human Services Poverty Guidelines**

Number in Residence	135% Guideline (Annual)	135% Guideline (Monthly)	Number in Residence	135% Guideline (Annual)	135% Guideline (Monthly)
1	\$14,621	\$1,218	5	\$34,817	\$2,901
2	\$19,670	\$1,639	6	\$39,866	\$3,322
3	\$24,719	\$2,060	7	\$44,915	\$3,743
4	\$29,768	\$2,481	8	\$49,964	\$4,164

For each additional person after 8, add \$5,049 to the annual guideline or \$421 to the monthly guideline.  
 Source: Federal Register, Vol. 74 No 14, January 23, 2009 pp 4199-4201 (Applicable to 48 contiguous states only)

I agree to notify the telephone company when I no longer qualify for this program based on the above criteria.

I CERTIFY UNDER PENALTY OF PERJURY THAT THE ABOVE INFORMATION IS TRUE. I have read the information on this application and understand that I must meet at least one of the above qualifications to receive Lifeline, Link-Up or Toll Limitation Service assistance on my primary residential telephone line.

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

*"Return filled out form to ITC Telecom"*  
 P.O. Box 920 Clear Lake, SD 57226-0920



Interstate Telecommunications  
Cooperative, Inc.  
312 4th Street West  
P.O. Box 920  
Clear Lake, South Dakota 57226

INTERSTATE TELECOMMUNICATIONS COOPERATIVE, INC.



Phone: 605.874.2181  
1.800.417.8667  
Fax: 605.874.2014  
E-Mail: info@itc-web.com  
www.itc-web.com

### 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 # \_\_\_\_\_

#### 2009 Estimated Income Requirements for a Household At or Below 135% of the Federal Poverty Guidelines

Size of Family Unit	48 Contiguous States & DC
1	\$14,621
2	\$19,670
3	\$24,719
4	\$29,768
5	\$34,817
6	\$39,866
7	\$44,915
8	\$49,964
For each additional person, add	\$ 5,049



# ITC Business Spotlight

## Triple Dip Lodge

By Katie Heller



Owners Karla and Dan Fernholz

It's almost noon; your stomach is growling and you're already daydreaming about what you're going to have at the Triple Dip Lodge. Maybe you'll sink your teeth into a hearty gourmet grilled cheese sandwich or the ultimate PB&J that is topped with bananas and granola, served on wheatberry bread. No matter what you choose, it's bound to be a treat.

Karla Fernholz and her husband, Dan, have owned the Triple Dip Lodge located on Main Street in Milbank for almost a year. The Fernholzes had always joked about owning their own place. They like to cook, so when the Triple Dip Lodge came up for sale, it seemed like it was meant to be. They currently have eight part-time employees plus Karla, who is full time.

Every day a different sandwich is featured; one that is not on the menu. Some of the unique suggestions come from customers. You'll also enjoy a special soup of the day. One day a customer was sampling "Knoephla," a creamy German soup made with potatoes and dumplings. It was so good, she bought the rest of the pot to take home to her husband.

At the Triple Dip Lodge, you can eat in or call your order ahead so it is ready. If staff permits, they will even deliver. They also cater. One special graduation order was for 500 monster cookies.

At holiday time, you need to be sure to attend the taste testing. They offer 18 different varieties of cookies and treats. You can choose your favorite and let the Triple Dip do your holiday baking for you. They can also personalize a holiday basket from their gift corner.

Now let me warn you, if you are an ice cream fanatic, you're going to love this menu. You will find everything from basic hard-serve ice cream to turtle flavored "Blasts", and Fruit Tea Smoothies. Maybe you'd like to sample a Caramel Creek Parfait or a Big Train Iced Coffee. Are you tempted yet?

You'll want be sure to save room for one of their peanut-buttery Special K Bars or a monster sized monster cookie. And don't forget the complete line of coffee and espresso drinks.

No matter how young, or old, the Triple Dip Lodge has a treat for you. Stop by and check it out for yourself.



### Link-up and Lifeline Program

Assistance for telephone service is available to low income customers. There are two federal programs that are provided by ITC. The "Lifeline" and "Link-up" programs were established to address concerns about affordability of telephone service and to provide assistance for low income citizens.

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. Link-up does not cover the cost of wiring inside your home.

The Lifeline program is a government program that provides discounts on your monthly local telephone bill to low income members who qualify. This program allows for a monthly credit on the basic service portion of the participant's phone bill. Lifeline can only be used for the main telephone line in a household. The name of the phone bill must match the name of the participant who is eligible for this program. You are eligible for Lifeline if you participate in any of the following programs: Medicaid, Food stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance and Low-Income Home Energy Assistance.

These are federal government programs with each state having its own guidelines to qualify. Check with your local telephone company for specific details to qualify. There is also additional Lifeline and Link-up assistance to qualifying individuals living on Tribal Lands. If you are interested in finding out more about the Lifeline and Link-up programs, please contact ITC at 438-6000.

# Tidbit

**ITC Office Hours**  
**Monday - Friday . 8am - 5pm**  
**438-6000 - 438-HELP**

#### ITC EMPLOYEES

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