

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION
LIFELINE/LINK UP ADVERTISING/OUTREACH
ANNUAL REPORT
JUNE 1, 2010**

Company: RC Services
Address: 205 Main St, PO Box 43
New Effington SD 57255

Telephone number: 605-637-5211

Company contact: Scott Bostrom – General Manager
Wanda Heesch – Billing Manager

Study Area Code: 399010

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.tnics.com)
- Company's information posted on USAC website.
- Other (describe): _____

*Required



RC FAMILY OF COMPANIES

205 MAIN ST • PO BOX 197 • NEW EFFINGTON, SD 57255-0197
605-637-5211 • 800-256-6854 • FAX: 605-637-5302

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

(Continued on back of page)

www.tnics.com

In addition, a consumer may be eligible if his or her household income is at or below 135% of the federal poverty guidelines:

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

Persons In Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$10,830	\$13,530	\$12,460
2	\$14,570	\$18,210	\$16,760
3	\$18,310	\$22,890	\$21,060
4	\$22,050	\$27,570	\$25,360
5	\$25,790	\$32,250	\$29,660
6	\$29,530	\$36,930	\$33,960
7	\$33,270	\$41,610	\$38,260
8	\$37,010	\$46,290	\$42,560
For Each Additional Person, add	\$3,740	\$4,680	\$4,300

Residents of Indian reservations or tribal lands qualify if they participate in any of the programs listed on the front page, 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 eligibility)
- 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 Roberts County Telephone Cooperative Association or RC Communications in New Effington, 605-637-5211 or 888-668-0877, for more information or application forms. You may also e-mail questions to customer@rcotel.net.

INTERNATIONAL LINGUING CODES

RT BELOW AND DIAL

ONLY
 NUMBERS
 + Number: _____
 (Area)

RT BELOW AND DIAL

**AN OPERATOR WILL
COME ON THE LINE**
 Step → An Operator
 Will Come On The Line

Virgin Islands and the International calls

TD	TD
Philippines 83	214
Poland 48	217
Portugal 35	219
Qatar 974	220
Romania 40	221
Russia 7	222
Saudi Arabia 966	223
Senegal 229	224
Singapore 65	225
Slovakia 42	226
Slovenia 386	227
South Africa 27	228
Spain 34	229
Sweden 46	230
Switzerland 41	231
Syria 963	232
Taiwan 886	233
Tanzania 255	234
Thailand 66	235
Togo 228	236
Tonga Islands 676	237
Tunisia 216	238
Turkey 90	239
Turkmenistan 995	240
Uganda 256	241
Ukraine 380	242
United Arab Emirates 971	243
USA 1	244
United Kingdom 44	245
United States 1	246
Uruguay 598	247
Uzbekistan 7	248
Vietnam 84	249
Wallis & Futuna 683	250
Western Samoa 685	251
Yemen 967	252
Zambia 260	253
Zimbabwe 263	254

Information on International dialing, the following website:
<http://ropia.com/intlcode.htm>

GENERAL RULES, REGULATIONS, & INFORMATION

PAYMENT OF BILLS

Subject to the new subscribers provisions below, billing for services will be on the 1st day of each month. Payment will be due by the 15th day of the current month. If payment is not received by the 4th day of the following month, a \$10.00 late penalty fee will be added to the past due account. If payment is not received by the 10th day of that month, (1) services will be disconnected for nonpayment and will not be reconnected until the amount then due, including all collection fees, plus the then applicable reconnection charge, has been paid in full, and, (2) RC Family of Companies may charge an additional deposit fee in its discretion.

If a customer pays a portion of their bill sufficient to cover all local service charges, but not long distance charges, the company may, at its discretion, for or at the customer's request, put a toll restriction on the customer's line until all long distance charges and any additional local service charges are paid in full. Toll service will be restored once, and only if, all past due amounts are received.

RC offers many convenient ways to pay your monthly bills. Have your payments automatically deducted from your bank account, pay by credit card, or register on-line at www.rccs.com for electronic billing. Choose from either monthly or recurring payment options. When mailing payments to the RC office, be sure to enclose the payment stub along with your payment.

NEW OR RECONNECTED SUBSCRIBER PROMPT PAYMENT POLICY

RC Family of Companies reviews the service payment history for all subscribers. Such payment history serves as the basis for establishing a credit rating for each subscriber. New subscribers who do not have a credit rating, or who have a credit rating which does not meet minimal standards established from time to time by RC Family of Companies, must make their payments within 10 days after billing for the first 6 months of service. Subscribers who have been disconnected for non-payment must make their payments within 10 days for the first 6 months after reconnection. Assuming payments are made in a timely fashion during the first 6 months of service, such subscribers are subject to the Payment of Bills procedure described above and payments must then be made in accordance with that schedule.

RC Family of Companies may, in its discretion, disconnect service for new subscribers or subscribers who have been reconnected after being disconnected for non-payment, who do not observe this required Prompt Payment Policy.

NEW OR RECONNECTED SUBSCRIBER DEPOSIT POLICY

A \$100.00 deposit will be required at the time of application for each new subscriber with no credit rating or a credit rating which does not meet the mini-

imum standards established from time to time by RC Family of Companies or subscribers who have been reconnected after disconnection for non-payment. The deposit will be returned after one year if payments are successfully made complying with the Subscriber Prompt Payment Policy and Payment of Bills Policy for 12 consecutive months. The deposit will be retained by RC Family of Companies if the subscriber fails to comply with these policies.

CAN'T AFFORD TELEPHONE SERVICE? LINK-UP AND LIFELINE PROGRAMS CAN HELP

HOME TELEPHONE ASSISTANCE

Link-Up and Lifeline help eligible people pay a PART of their telephone costs.

LINK-UP

Will save you 50% of the initial charges to hook up primary telephone service, or \$30, whichever is less. You may qualify for service without a deposit. Ask your local telephone company.

LIFELINE

Can save you at least \$9.25 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:
 - Federal Housing Assistance
 - Food Stamps
 - Income at or below 135% of Federal Poverty Guidelines
 - Low Income Home Energy Assistance
 - Medical
 - National School Lunch Free Lunch Program
 - Supplemental Security Income (SSI)
 - Temporary Aid to Needy Families

HOW TO OBTAIN THE TELEPHONE SERVICES

When you qualify for one of the above programs through your county Social Services Office, you will need to contact RC Family of Companies 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 and agree to notify RC Family of Companies that you are no longer eligible for Lifeline and Link-Up.

MORE INFORMATION

For more information on Link-Up and Lifeline, call Roberts County Telephone Cooperative Association, RC Communications, or RC Services. For questions on eligibility, call your county social services office.

NOTE

People who live on Tribal lands may be eligible for a separate Tribal Link-Up and Lifeline Program. Contact Roberts County Telephone Cooperative Association, RC Communications, or RC Services for information.

Continued Next Page

4-20-10



Low Income Assistance Available to Telephone Subscribers

Roberts County Telephone Cooperative Association (RCTCA), RC Communications, Inc. (RCC) and RC Services 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 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 blocking long distance calls 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 whichever 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 for Lifeline and Link-Up if they participate in at least one of the following public assistance programs: Medicaid (e.g. Title XIX/Medicaid, State Supplemental Assistance), 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 (must provide documentation).

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 Lifeline/Link-Up definition. Enhanced Lifeline/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 provision 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 RCTCA or RCC of your ineligibility.

Contact the RCTCA/RCC office in New Effington, 605-637-5211 or 888-669-0877 for more information or application forms. You may also e-mail questions to customer@rctel.net.

Yes, You Can Afford Telephone Service

Lifeline and Link-Up programs available for low income citizens

Roberts County Telephone Cooperative Association (RCTCA) and RC Communications, Inc. (RCC) 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 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 blocking long distance calls 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 whichever 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: Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance), 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 (must provide documentation).

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 Lifeline/Link-Up definition. Enhanced Lifeline/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 provision 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 RCTCA or RCC of your ineligibility.

Contact the RCTCA/RCC office in New Effington, 605-637-5211 or 800-256-6854, for more information or application forms. You may also e-mail questions to customercare@tnics.com.

TELEPHONE ADDITIONS

CHAINE CITY EXCHANGE	
Keable, Erin Barb	652-4626
SUMMIT EXCHANGE	
Lindholm, Michelle	398-6257
Hearson, Simon V.	398-6413
Vesberg, Jenny	398-6151
MILBANK EXCHANGE	
Schwartz, Lavonne & Kirby	492-6313
PEEVER EXCHANGE	
Lay, D.	932-3809
Owen, Liz	932-4623
Kokey, Shannon	932-4637
VEBLIN EXCHANGE	
Wanzon, Val	738-2579
Vasquez, Prandisco	738-2349
Vig, Ross & Ashley	738-2241
Keable, Katon	738-2307
Hill, Rhannon	738-2106
Helford, Jashun	738-2104
Crews, Nicole	738-2203
Holland, Lorie W.S.	738-2113
WATERTOWN EXCHANGE	
Grabow, Jack & Shalle	886-5856
WILMOT EXCHANGE	
Debrach, Kristi	938-4169
Randy, Service	938-4292
Rudebusch, St.	938-4338
Schult, Jim	938-4462

RC's RECIPE CORNER

CHICKEN POT PIE

1 can cream of chicken soup
1 pkg (9 oz) frozen mixed vegetables
1 cubed cooked chicken
1/2 c. milk
1 egg
1 Bisquick

Preheat oven to 400°. In a 9-inch pie plate, mix soup, vegetables and chicken. In a separate bowl, mix milk, egg and baking mix. Pour over chicken mixture. Bake 30 minutes, or until golden brown. Serves 4.

Submitted by:

Sheila Brandell
RC Employee

Corned Beef & Cabbage with Horseradish Sauce

1 Onion
4 Cloves - hole
4 Lbs. Corned beef
2 Parsley sprigs
8 Peppercorns - whole
1 Head Cabbage
1 C. Sour cream
1 Tbsp. Prepared horseradish

Peel onion and stick with cloves. Put corned beef, onion, parsley and peppercorns in a large pot and cover with water. Cover, bring to a simmer and cook gently until tender, 2-1/2 to 3 hours. Cut cabbage into wedges and core. Add to the pot, cover and simmer until tender, about 30 minutes. Combine soup, cream with horseradish. Serve the meat and cabbage with some of the broth ladled over all and the horseradish on the side.

Do you have a favorite recipe you would like to share? Simply send an e-mail to sbroz@tnics.com or mail a copy to RC Family of Companies, P.O. Box 197, New Effington, SD 57255.

GENERAL RULES, REGULATIONS, & INFORMATION

PAYMENT OF BILLS

Subject to the new subscribers provisions below, billing for services will be, on the 1st day of each month. Payment will be due by the 15th day of the current month. If payment is not received by the 4th day of the following month, a \$10.00 late penalty fee will be added to the past due account. If payment is not received by the 10th day of that month, (1) services will be disconnected for non-payment and will not be reconnected until the amount then due, including all collection fees, plus the then applicable reconnect charge, has been paid in full and (2) RC Family of Companies may charge an additional deposit fee in its discretion.

If a customer pays a portion of their bill sufficient to cover all local service charges, but not long distance charges, the company may, at its discretion, or at the customer's request, put a toll restriction on the customer's line until all long distance charges and any additional local service charges are paid in full. Toll service will be restored once, and only if, all past due amounts are received.

RC offers many convenient ways to pay your monthly bill. Have your payments automatically deducted from your bank account, pay by credit card, or register online at www.rcfb.com for electronic billing. Choose from either monthly or recurring payment options. When making payments to the RC office, be sure to enclose the payment stub along with your payment.

NEW OR RECONNECTED SUBSCRIBER PROMPT

PAYMENT POLICY

RC Family of Companies reserves the service payment history for all subscribers. Such payment history serves as the basis for establishing a credit rating for each subscriber. New subscribers who do not have a credit rating, or who have a credit rating which does not meet minimal standards established from time to time by RC Family of Companies, must make their payments within 10 days after billing for the first 6 months of service. Subscribers who have been disconnected for non-payment must make their payments within 10 days for the first 6 months after reconnection. Assuming payments are made in a timely fashion during the first 6 months of service, such subscribers are subject to the Payment of Bills procedure described above and payments must then be made in accordance with that schedule.

RC Family of Companies may in its discretion disconnect service for new subscribers or subscribers who have been reconnected after being disconnected for non-payment, who do not observe this required Prompt Payment Policy.

NEW OR RECONNECTED SUBSCRIBER DEPOSIT POLICY

A \$100.00 deposit will be required at the time of registration for each new subscriber with no credit rating or a credit rating which does not meet the minimum standards established from time-to-time by RC Family of Companies or subscribers who have been reconnected after disconnection for non-payment. The deposit will be returned after one year if payments are successfully made complying with the Subscriber Prompt Payment Policy and Payment of Bills Policy for 12 consecutive months. The deposit will be retained by RC Family of Companies if the subscriber fails to comply with these policies.

mean standards established from time-to-time by RC Family of Companies or subscribers who have been reconnected after disconnection for non-payment. The deposit will be returned after one year if payments are successfully made complying with the Subscriber Prompt Payment Policy and Payment of Bills Policy for 12 consecutive months. The deposit will be retained by RC Family of Companies if the subscriber fails to comply with these policies.

CAN'T AFFORD TELEPHONE SERVICE? LINK-UP AND LIFELINE PROGRAMS CAN HELP

HOME TELEPHONE ASSISTANCE

Link-Up and Lifeline help eligible people pay PART of their telephone costs.

LINK-UP

You save you 50% of the initial charges to hook up primary telephone service, or \$30, whichever is less. You may qualify for service without a deposit. Ask your local telephone company.

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:

- Federal Housing Assistance
- Food Stamps
- Income at or below 135% of Federal Poverty Guidelines
- Low Income Home Energy Assistance
- Medicaid
- National School Lunch Free Lunch Program
- Supplemental Security Income (SSI)
- Temporary Aid to Needy Families

HOW TO OBTAIN THE TELEPHONE SERVICES

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

WHY IS MY BENEFIT STOP?

If you no longer qualify for any Public Assistance Program, you no longer qualify for Link-Up or Lifeline and must apply to RC Family of Companies that you are no longer eligible for Lifeline and Link-Up.

MORE INFORMATION

For more information on Link-Up and Lifeline, call Robeson County Telephone Cooperative Association, RC Communications, or RC Services. For questions on eligibility, call your county social services office.

NOTE: People who live on tribal lands may be eligible for a separate Tribal Link-Up and Lifeline Program. Contact Robeson County Telephone Cooperative Association, RC Communications, or RC Services for information.

Continued Next Page