

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

Company: NVC

Telephone number: 605-725-1000

Company contact: Stacy Oliver

Study Area Code: 399017

Lifeline/Link Up Advertising/Outreach Activities:

- Advertise in media of general distribution.\* (press releases)
- Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* (See attached letter and newsletter)
- 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): Mailed to Social Service Agency and Post Offices

\*Required



## **NOTICE TO ALL NVC TELEPHONE CUSTOMERS**

Changes brought about by the federal Telecommunications Act of 1996 have resulted in low-income assistance programs in South Dakota. Low-income subscribers may qualify to receive reduced monthly and installation charges for basic telephone service. Details regarding the Lifeline and Link-Up programs are included in this notice.

FCC rules require a signed, written certification and periodic verification from the subscriber proving their eligibility by presenting in person or sending a copy of your Medicaid or other Lifeline qualifying public assistance card and self-certifying, under penalty of perjury, that you qualify to continue to participate in the Lifeline assistance program based on continued participation in qualifying public assistance programs or total household income below 135 percent of the Federal Poverty Guidelines (documentation required).

**If you, as a subscriber, qualify, you may complete the enclosed application form along with the necessary documentation and return it to our office at:**

**NVC  
2211 8<sup>th</sup> Ave NE  
Suite 1101  
Aberdeen, SD 57401**

**It is required in signing and submitting the application that you certify under penalty of perjury that you, in fact, qualify for Lifeline and Link-Up benefits, and if, at any time, you become ineligible, you will notify NVC.**

**UNDER THE LIFELINE PROGRAM, ELIGIBLE CUSTOMERS RECEIVE AN \$8.25 REDUCTION TO THEIR BASIC MONTHLY TELEPHONE SERVICE.**

Please read the enclosed materials carefully. If you have any questions regarding these programs, call 725-1000 or 1-888-919-8945.

Updated 4/2010

## LOW-INCOME ASSISTANCE AVAILABLE

NVC is authorized to provide two federal telephone assistance programs that were developed in response to concerns about the affordability of telephone service for low-income citizens.

- The Lifeline program provides reduced monthly charges to telephone subscribers who qualify.
- The Link-Up program provides reduced connection charges to telephone subscribers who qualify.

## WHO IS ELIGIBLE?

Telephone service must be in the applicant's name. The applicant must participate in at least one of the following public assistance programs and **provide documentation** to be eligible:

- Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)
- Food Stamps program
- Supplemental Security Income (SSI)
- Federal 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 percent of the Federal Poverty Guidelines

## WHAT DO THE PROGRAMS PROVIDE?

**Lifeline** provides eligible subscribers with a credit of \$8.25 each month on the basic service portion of their telephone bill. The credit applies on the main home telephone line listed in the named eligible telephone company subscriber. **Lifeline** subscribers may also receive blocking of 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 percent of the applicable charges or \$30.00, 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.

## HOW DO I APPLY AND RECERTIFY?

If you meet the eligibility requirements, your **completed application form along with any necessary documentation must be delivered or mailed to:**

NVC 2211 8<sup>th</sup> Ave NE, Suite 1101, Aberdeen, SD 57401.

## COULD I BECOME INELIGIBLE?

When you no longer participate in any of the qualifying public assistance programs and your household income exceeds 135 per cent of the Federal Poverty Guidelines, you are no longer eligible for **Lifeline** or **Link-Up**. You are obligated by law to notify NVC and advise the company that you are no longer eligible for **Lifeline**.

## FOR MORE INFORMATION

If you have questions about **Lifeline** or **Link-Up**, the application form or your telephone service, contact NVC at 725-1000 or 1-888-919-8945.



Lifeline and Link-Up Assistance - Please Print

Name \_\_\_\_\_ (Last) (First) (Middle)

Address: \_\_\_\_\_ (Street) (City) (State) (Zip)

Telephone Number (if existing service): ( ) -

Number where you can be reached or receive messages: ( ) - area code & 7-digit number

Please answer the following questions (check appropriate lines):

- 1. I am applying for: \_\_\_\_\_ Lifeline monthly telephone service discount
\_\_\_\_\_ Link-Up telephone connection charge discount

Note: Telephone Service MUST be in applicant's name.

- 2. I am currently participating in the following program (check all that apply and provide documentation to at least one of the following):

- \_\_\_\_\_ Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)
\_\_\_\_\_ Food Stamps program
\_\_\_\_\_ 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 percent of the Federal Poverty Guidelines

I agree to notify NVC when I no longer qualify based on the above criteria.

I CERTIFY UNDER PENALTY OF PERJURY THE ABOVE INFORMATION IS TRUE. I have read the information on this application and understand I must meet the above qualifications to receive Lifeline and/or Link-Up assistance on my primary residential telephone line.

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Social Security Number Date



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

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

<b>Size of Family Unit</b>	<b>48 Contiguous States &amp; DC</b>
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

Press Release - NVC Lifeline

From: Stacy Oliver [soliver@nvc.net]  
Sent: Thursday, April 29, 2010 11:38 AM  
To: 'americannews@aberdeennews.com'  
Subject: Press Release - NVC Lifeline

Yes, you can afford telephone service and NVC can show you how!

Federal and state lawmakers believe that every person in America should have access to quality, affordable telecommunications service. In fact, they've created a system to do just that. If you participate in programs such as food stamps, Medicaid, the national school free-lunch program, Section 8 housing or supplemental security income or if your household income is below a certain threshold level, you may qualify for a discount on your telephone bill.

This "universal service" support includes Lifeline assistance that provides discounts for basic monthly local telephone service, Link Up that reduces the cost of initiating new telephone service, Toll Limitation Service that allows you to control your long distance charges and additional discounts for eligible consumers living on tribal lands.

Call NVC at 725-1000 or 1-888-919-8945 for more information.

Thanks!

Stacy Oliver  
Community Content Coordinator  
605.725.1000  
soliver@nvc.net  
nvc.net

Press Release - NVC Lifeline Redfield

From: Stacy Oliver [soliver@nvc.net]  
Sent: Thursday, April 29, 2010 11:24 AM  
To: 'editor.redpress@midconetwork.com'  
Subject: Press Release - NVC Lifeline

Yes, you can afford telephone service and NVC can show you how!

Federal and state lawmakers believe that every person in America should have access to quality, affordable telecommunications service. In fact, they've created a system to do just that. If you participate in programs such as food stamps, Medicaid, the national school free-lunch program, Section 8 housing or supplemental security income or if your household income is below a certain threshold level, you may qualify for a discount on your telephone bill.

This "universal service" support includes Lifeline assistance that provides discounts for basic monthly local telephone service, Link Up that reduces the cost of initiating new telephone service, Toll Limitation Service that allows you to control your long distance charges and additional discounts for eligible consumers living on tribal lands.

Call NVC at 475-1000 or 1-888-919-8945 for more information.

Thanks!

Stacy Oliver  
Community Content Coordinator

605.725.1000

soliver@nvc.net

nvc.net



### Video on Demand

Do you already love Video On Demand from NVC? Well, it just got better! NVC now offers more Free On Demand programming for cable TV customers. Programming additions include Disney Travel Tips, Karaoke, Research Channel, Kids, and many more. We're also continuing to beef up our local programming including concerts, parades, games and state championship action.

This is all in addition to the already exciting movies available on VOD. Just some of the new movies coming in May are:

- Avatar
- Edge of Darkness
- Tooth Fairy
- Deadly Impact
- Valentine's Day
- The Messenger
- The Spy Next Door

To add cable TV service from NVC & experience VOD, call 725-1000 today! Add it for only \$19.95/mo for 12 months.



### Introducing the Cooking Channel

Cooking Channel (replacing Fine Living in May, NVC channel 129) comes from the people who created Food Network. Cooking Channel throws open the doors with provocative new tastes and ideas; sharing the latest trends. Get ready to discover your food haven and culinary outlet...your Cooking Channel.

**COOKING**  
CHANNEL



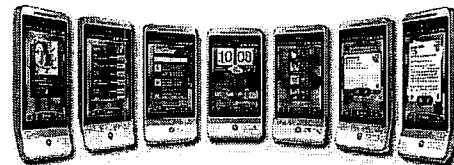
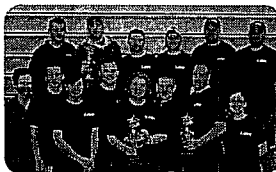
Dawn Meink - Facebook Giveaway winner.

### Facebook Giveaway

Dawn Meink won a \$25 credit just for being a fan on Facebook. Stay tuned for more Facebook giveaways. If you're not already a fan, become one now!

### Corporate Cup

Our own James Groat won the CEO challenge in this year's Corporate Cup presented by the Mayor's Fitness Council, Aberdeen YMCA, and Avera St. Luke's. The NVC team also won in swimming and took 1st place in our division.



### New from NVC: HTC Hero Everything you need for work and weekend

Make it your Hero with personalization that lets you create a phone just right for you. Stay close to those who matter with communication based on people - not technology. And discover intuitive experiences that make everything you do on your phone effortless and delightful. Stop in and try it out today!

"NVC has the phones, plans and network so I can text my friends as much as I want!"



### Getting the Network

in your mailbox is great, but why not also get it in your inbox!

Sign up for NVC's monthly newsletter at [nvc.net](http://nvc.net)

### Discounts available for low-income home phone customers:

If you cannot afford home phone service and qualify for the program, Lifeline/Link Up may be able to help you pay for part of your monthly home phone costs and/or connection charges.

Participants can save up to \$6.25 on their monthly home phone bill for basic local service. The discount applies only to basic local phone service where eligible participant resides.

Call Customer Service at 725-1000 for more information.

### Discounts available for low-income cell phone customers:

If you cannot afford cell phone service and qualify for the program, Lifeline/Link Up may be able to help you pay for part of your monthly cell phone costs and/or activation fees.

Participants can save up to \$9.25 on their monthly cell phone bill for basic local service. The discount applies only to basic cell phone service listed in the name of the eligible participant.

Call Customer Service at 725-1000 for more information.



Stay in touch with NVC, check us out on Facebook & Twitter!



2211 8th Ave NE, Suite 1101  
Aberdeen, SD 57401

(605) 725-1000 • [nvc.net](http://nvc.net)

Office Hours: Mon.-Fri. 8am-6pm  
Redfield: Tues. & Thurs. 10am-4pm