

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2011**

Company: Interstate Telecommunications Cooperative, Inc.

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: 391654

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

## PUBLIC NOTICE

Interstate Telecommunications Cooperative, Inc. (ITC) offers local exchange telecommunications service to all consumers in its service area.

Single Party Residence Service	\$14.00/month
Single Party Business Service	\$14.00/month

This service provides subscribing customers with:

- Voice grade access to the public switched network
- Single party service
- Dual tone multi-frequency signaling
- Flat rated local exchange service free of per minute charges
- Access to 911 emergency services
- Access to operator services
- Access to interexchange (long distance) service
- Access to directory assistance
- Toll blocking/Toll limitation

Low-Income Assistance Programs are available for qualifying customers. These programs provide for connection and monthly service discounts on telephone service. Toll blocking at no charge and reduced deposits are also available. To qualify, a subscriber must participate in one of the following programs: Medicaid, Food Stamps, Temporary Aid to Needy Families (TANF), the National School Lunch (NSL) Free Lunch Program, Supplemental Security Income (SSI), Low Income Housing Energy Assistance, or Federal Public Housing Assistance. Subscribers whose household income is at or below 135 percent of the Federal Poverty Guidelines also qualify for this assistance. Additional Low Income Assistance is available to those qualifying individuals living on Tribal Lands. The Enhanced Low Income Programs available to consumers living on Tribal Lands provide for additional telephone services discounts, and, in addition to the previously cited programs, participation in the Bureau of Indian Affairs (BIA) general assistance program qualifies them for this support.

Questions regarding any of the above services should be directed to ITC at 1-800-417-8667.

April 2011



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.

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



# 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.

3. The second caller hears the normal ringing tone only.

### To Answer the Second Call

1. Depress the switchhook / plunger for about one second to place your first call on hold.
2. You will automatically be connected with the second caller.

### To Alternate Between Calls

1. By depressing the switchhook / plunger for about a second, you may alternate between calls.
2. Each conversation is private and cannot be heard by the other caller.

### To Terminate Either Call

1. Simply hang up.
2. Your telephone will then ring.
3. When you answer it, you'll be connected with the other caller.

If you have the Call Waiting option, make sure you answer all calls you receive as the party reaching you on a Call Waiting basis will not get a line busy condition. The calling party will hear a call ringing indication.

## CANCEL CALL WAITING

*Lets you cancel your call waiting service on a per-call basis.*

Now, when you have a call that you don't want interrupted, you can prevent a second call from breaking into your line if you subscribe to CALL WAITING. To CANCEL CALL WAITING, simply dial an access code prior to placing your call. If you have 3-WAY CALLING, you can CANCEL CALL WAITING during a call.

In either case, the cancel request stays in effect for the duration of the call. An incoming call will now receive a busy signal. This feature is especially helpful if you use a computer to send or receive data transmissions through your phone line.

### To CANCEL CALL WAITING before calling:



1. Pick up the handset and listen for the dial tone.
2. Press \*70, and listen for the special dial tone.
3. Dial the number you wish to call. When you disconnect your call, CALL WAITING is automatically reactivated.

### To CANCEL CALL WAITING during a call: "YOU MUST HAVE 3-WAY CALLING TO DO THIS"



1. Place your current call on hold by depressing the

**CALL FORWARD**  
This feature means you can forward incoming calls to another number. Forwarding is great for the business owner who doesn't want to miss a call.

### To Forward Your Call



1. Lift the receiver and dial "72."
2. Depress the # button to complete this step and wait for the dial tone.
3. Again, listen for the dial tone.
4. Now, dial the number you wish to forward the call to. (Speed dialing also has this feature.)
5. When someone answers the call, call forwarding is in effect.

If there's no answer, and you repeat the previous step for two minutes, you'll hear a busy signal. Forwarding feature is in effect.

Once you've activated call forwarding, you will make one short ring before the call is forwarded. However, you can still use your phone.

If you wish to change the number you're being transferred to, just dial a new number (see below), and redirect your call.

### To Discontinue Call Forwarding



1. Lift the receiver and dial "73."
2. Depress the # button to complete this step and wait for the dial tone.
3. Listen for two beeps to indicate the feature is discontinued.

## CALL FORWARD BUSY/NO ANSWER

This feature offers you the ability to forward incoming calls while you are busy. There are two components to this feature.

1. Call Forward Busy: When your line is busy, the caller is forwarded to another number.
2. Call Forward No Answer: When you don't answer the phone, the caller is forwarded to another number.





# ITC - "I Truly Care"

By Kathy  
Weitala

**I**ronically, when Mark Van Eck was asked why he became an Installer Repairman he said, "I had no intention of becoming a phone man." Those of you who know Mark, however, (and most of you do!) know he loves his job! He loves the people in the communities he serves. He loves that these people take the time to visit; ask about family, talk about the latest sporting event, and truly care about Mark and his family.

Let's go back to how he got started. Mark did a practice interview at Wilmar AVTI with Kent Morris, who is retired, and Dean Anderson, former General Manager. He liked the thought of working with people and technology and they must have liked him because they offered him the job! Mark has worked for ITC since June 2, 1986, when he and his wife Barbara moved to Hendricks. Mark serves the communities of Astoria, Hendricks, Toronto, and White.

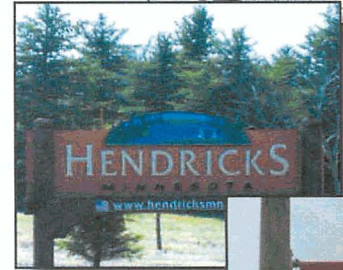
Mark pursued a Mechanical Engineering degree at Southwest State University for two years and then wanted more "hands on" so he went to Wilmar AVTI for two years of Electronic Repair.

High-Speed Internet is probably Mark's favorite ITC service. Mark and his wife use it to connect to their foreign exchange students from Germany and Switzerland, as well as their own children who live in California, Iowa, and Texas. They also use it for e-mail and researching items of interest.

When asked about new technology, Mark says, "I would tell my customers and friends to embrace new technology (which will soon become old technology) because this will enable you to embrace change in the future. He would also tell you to keep your kids and grandkids handy because they are a great help!

In his spare time, Mark enjoys mission trips, visiting his children, wood working, and fixing things. He hopes to do more fishing and traveling. "Also, we have fainting goats, I'm just saying," says Mark. Did I mention Mark has a great sense of humor?

Mark truly enjoys his job; those he works with, and his customers who are like family. Mark's goal is to leave a place better than when he enters it and I'm sure he does!



## Lifeline and Link-up Program

ITC offers assistance for telephone service to low income customers. 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 government program offers 50% of the activation charges with the maximum benefit of \$30.00. Link-up does not cover the cost of wiring inside your home.

Lifeline is a government program that provides monthly bill discounts 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 and the name on the phone bill must match the name of the participant. 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.

Each state has its own guidelines 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 1-800-417-8667.

## Director Election Update

Reminder - If you are in Districts One-A (Castlewood, Clear Lake, Estelline, Goodwin), Three (Hendricks, Lake Benton), Five (Chester, Nunda, Sinai, Wentworth), or Six (Bryant, Hayti, Lake Norden, Willow Lake), there will be openings for ITC Board of Directors. Petitions are due to the ITC office in Clear Lake by June 24. On July 5, the ballots and biographies are mailed out and the ballots are due to ITC on July 25. If you are interested in running for a position, please contact Todd Morris at ITC. Also, businesses need to fill out the voter designations form at least 10 days before voting begins.

## Cooperatively Speaking

By Holly Stormo,  
Marketing Communications Specialist



## ITC's Photo Contest!

It's time to get out that camera! ITC's 'Directory Cover Contest' begins on July 1, and runs until September 6, 2011. If you have a wonderful photo of ITC's area, please submit and it could be on next year's directory cover!

The submission of a photo releases all rights to ownership of the photo. It authorizes ITC to publish the photo on the directory cover or to use as desired with proper acknowledgement.

We prefer to have the photo electronically. To submit, please e-mail a JPEG to 'photo@itctel.com'. If you don't have access to a computer, you can also drop it off at our office.

Here is our criteria. Photos must...

- Be a resolution of 300 or more
- Be taken in the ITC territory
- Be scenery shots (no people or pets)

We look forward to seeing your photos! If you have that perfect shot, please submit it by September 6th. We will be awarding a first and second place. For any questions, contact Kathy Weitala at 1-800-417-8667.





## 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

### 2011 Health and Human Services Poverty Guidelines

Number in Residence	133% Guideline (Annual)	133% Guideline (Monthly)	Number in Residence	133% Guideline (Annual)	133% Guideline (Monthly)
1	\$14,484	\$1,207	5	\$34,806	\$2,901
2	\$19,564	\$1,630	6	\$39,887	\$3,324
3	\$24,645	\$2,054	7	\$44,967	\$3,747
4	\$29,726	\$2,477	8	\$50,048	\$4,171

For each additional person after 8, add \$3,820 to the annual guideline.

Source: Federal Register, Vol. 76 No 13, January 20, 2011 pp 3637-3638 (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

January 2011 SDPUC

Dear Customer:

You currently participate in Interstate Telecommunications Cooperative's Lifeline assistance program. Federal Communications Commission guidelines require telephone companies like ours to annually verify a sample of lifeline customers' continued eligibility.

Lifeline assistance is available to participants in one or more of the following programs: Medicaid; Food Stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance; Low Income Housing Energy Assistance; Temporary Aid to Needy Families (TANF); or the National School Lunch (NSL) free lunch program. Individuals whose household income is at or below 135 percent of the Federal Poverty Guidelines are also eligible for Lifeline assistance. If you are still eligible for Lifeline assistance, please complete the enclosed application and provide supporting documentation (such as a copy of your Medicaid card) to us by **June 16<sup>th</sup>**.

Documentation of income eligibility includes a customer's prior year's state or federal tax return, a current income statement from an employer or paycheck stub, a Social Security statement of benefits, or other such official documents. If your documentation does not cover an entire year, please provide three consecutive month's worth of the same type of document.

Please note: income is all income actually received by all members of the household. Income includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts and lottery winnings. The only exceptions are student financial aid, military housing, and cost-of-living allowances and irregular income from occasional small jobs such as baby-sitting or lawn mowing.

If you qualify based on household income, please come to our office with the required documentation. Our offices are located at: 312 4<sup>th</sup> St W in Clear Lake; 1022 Main Ave S in Brookings; 107 2<sup>nd</sup> Ave NW in Clark; 14 E 7<sup>th</sup> Ave in Webster and 401 S Main St in Milbank. All other applicants recertifying are welcome to drop the application and documentation off at one of our offices, or you may mail them back to us in the enclosed return envelope.

Please feel free to call me at 1-800-395-4656 with any questions you may have regarding the application or the Lifeline/Link Up programs.

Sincerely,

Julie Kasten

Enclosures



## 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.)

ITC



## Lifeline and Link Up Information for ITC 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 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
- Supplemental Nutrition Assistance Program (SNAP)
- 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. You must establish phone service prior to applying for the Lifeline discount. 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 ITC directly at 800-417-8667. You may find more information about Lifeline and other telephone services available from ITC at <http://itc-web.com>. An application can be obtained via phone, or from ITC, or at a certified ITC retail store.

- **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 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 \$15.00. (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?**

You must provide proof of eligibility before telephone service can be activated. 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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